

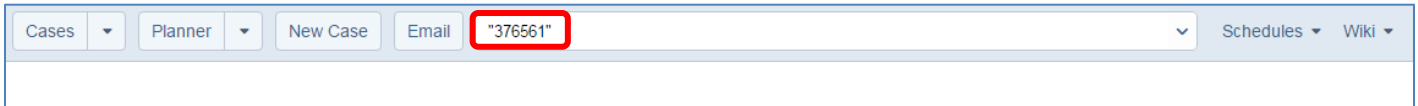
Fogbugz Guide

Checking to see that a case has not already been created

Preventing Duplications

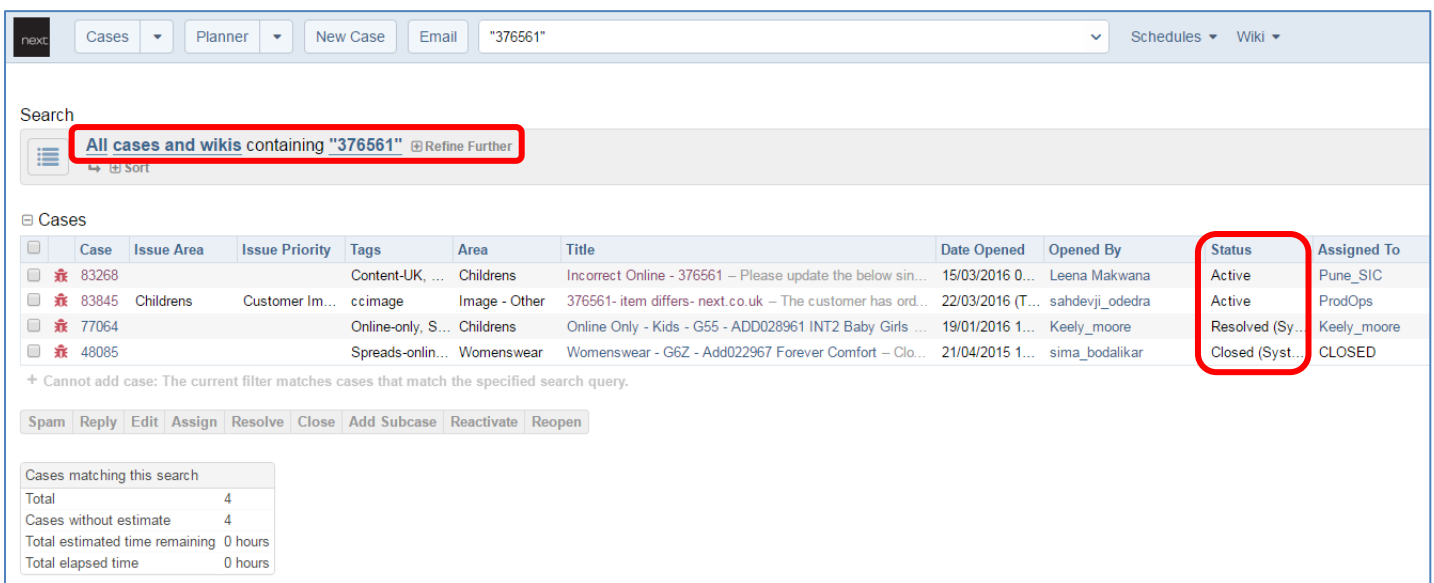
Before opening a new case, ensure you are checking to see that a case has not already been created involving the same item number. This way the team can pick up the cases and fix the issues more efficiently, avoiding repeated cases/issues.

Example of how to check for item numbers before opening a new case:



The screenshot shows the top navigation bar of the Fogbugz interface. It includes dropdown menus for 'Cases', 'Planner', and 'Schedules', and buttons for 'New Case', 'Email', and 'Wiki'. The 'Email' field contains the text '"376561"' and is highlighted with a red box.

Type in the item number in inverted commas ""



The screenshot shows the search results page in Fogbugz. The search bar at the top contains the text 'All cases and wikis containing "376561"'. Below the search bar, there is a table of search results. The table has columns for Case, Issue Area, Issue Priority, Tags, Area, Title, Date Opened, Opened By, Status, and Assigned To. The Status column is highlighted with a red box. The table shows four cases: 83268 (Active), 83845 (Active), 77064 (Resolved (Sys...)), and 48085 (Closed (Syst...)).

Case	Issue Area	Issue Priority	Tags	Area	Title	Date Opened	Opened By	Status	Assigned To
83268			Content-UK, ...	Childrens	Incorrect Online - 376561 – Please update the below sin...	15/03/2016 0...	Leena Makwana	Active	Pune_SIC
83845	Childrens	Customer Im...	ccimage	Image - Other	376561- item differs- next.co.uk – The customer has ord...	22/03/2016 (T...	sahdevj_odedra	Active	ProdOps
77064			Online-only, S...	Childrens	Online Only - Kids - G55 - ADD028961 INT2 Baby Girls ...	19/01/2016 1...	Keely_moore	Resolved (Sys...	Keely_moore
48085			Spreads-onlin...	Womenswear	Womenswear - G6Z - Add022967 Forever Comfort – Clo...	21/04/2015 1...	sima_bodalikar	Closed (Syst...	CLOSED

The screen will show how many cases there are involving that item number - above are 4 cases: 2 Active, 1 resolved and 1 closed.

Always check all the cases before creating a new case as the issue may already have been picked up and a team member could already be working on the case. There may be an important update regarding the item in a closed or resolved case e.g. it may have been noted on the closed or resolved case that the issue cannot be fixed/ will not be fixed.

Please do not re-open any closed/resolved cases. Create a new case and refer to the Fogbugz case which has been resolved/closed – even if the issue is the same.

By following this brief all teams will be able to fix issues much quicker, enabling the teams to work through more Fogbugz cases.

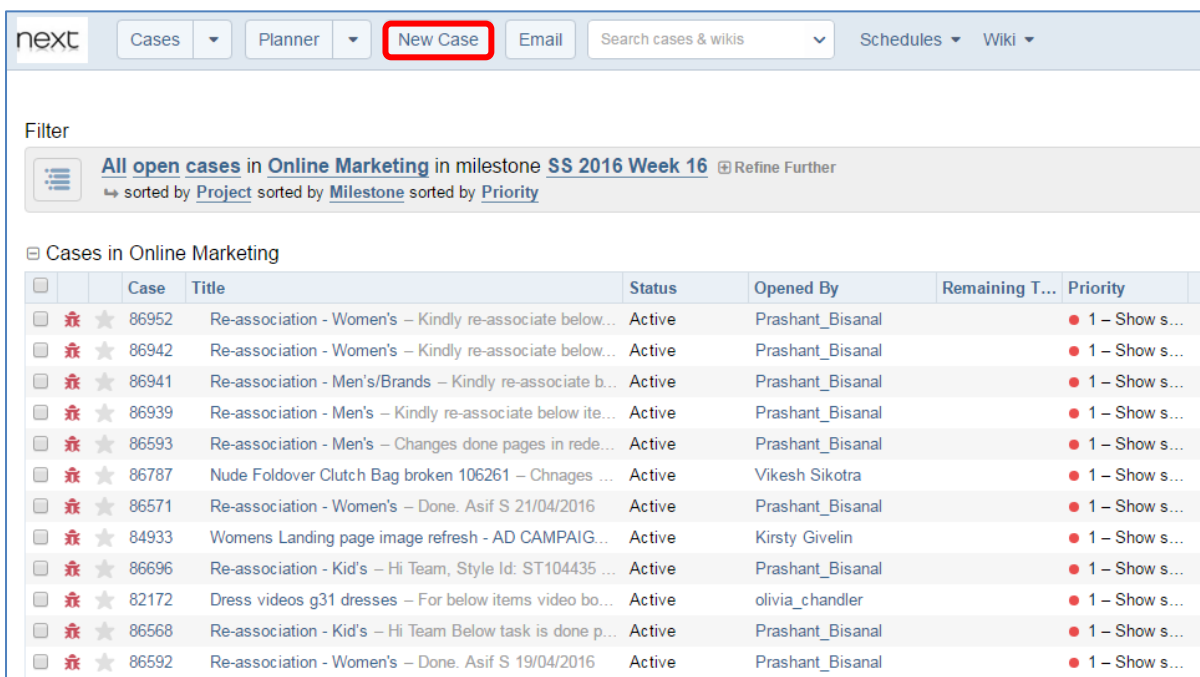
Guide to creating a Fogbugz case

Creating a new Fogbugz case – Call Centre Spots

- The ability to log an issue found on the UK and International websites effectively using the case management system which is called Fogbugz. Fogbugz allows the user to create a case incorporating the relevant information needed to fix issues quicker and with minimal errors.
- Area Descriptions have been reviewed and choosing the correct area description is **vital** for the new process to work more effectively – please familiarise yourself with the **Fogbugz Areas Definitions** document.

Creating a case on Fogbugz:

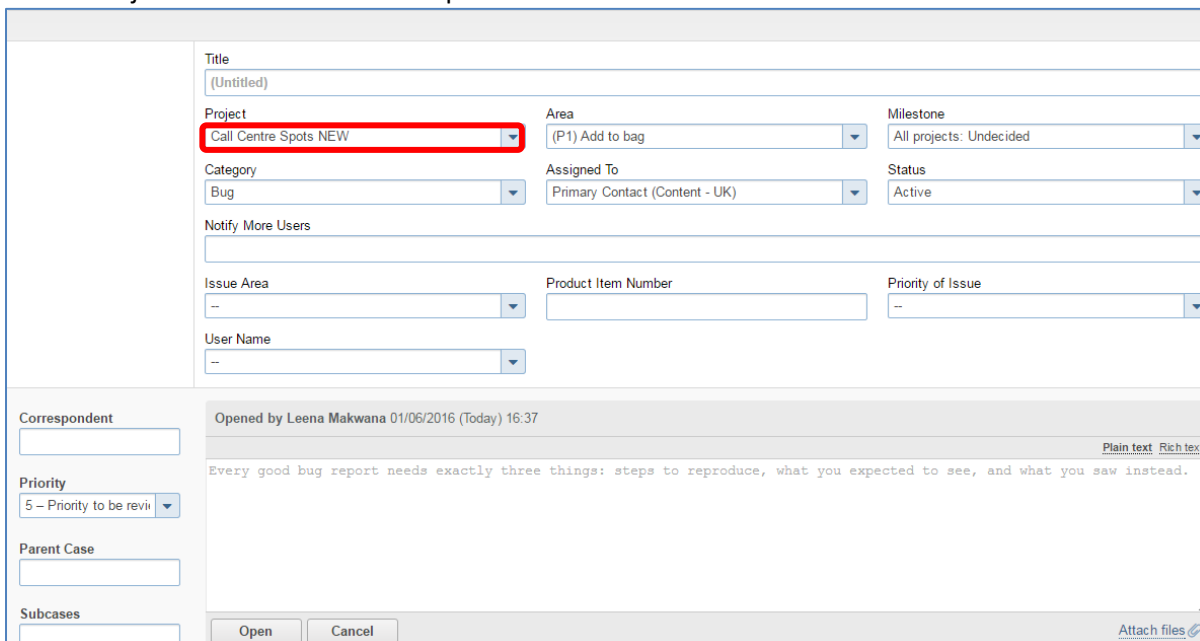
Open a “New Case”



The screenshot shows the Fogbugz web interface. At the top, there is a navigation bar with buttons for 'Cases', 'Planner', 'New Case' (highlighted with a red box), and 'Email'. A search bar is also present. Below the navigation bar, there is a filter section showing 'All open cases in Online Marketing in milestone SS 2016 Week 16'. Below the filter is a table of cases:

Case	Title	Status	Opened By	Remaining T...	Priority
86952	Re-association - Women's – Kindly re-associate below...	Active	Prashant_Bisanal	1 – Show s...	
86942	Re-association - Women's – Kindly re-associate below...	Active	Prashant_Bisanal	1 – Show s...	
86941	Re-association - Men's/Brands – Kindly re-associate b...	Active	Prashant_Bisanal	1 – Show s...	
86939	Re-association - Men's – Kindly re-associate below ite...	Active	Prashant_Bisanal	1 – Show s...	
86593	Re-association - Men's – Changes done pages in rede...	Active	Prashant_Bisanal	1 – Show s...	
86787	Nude Foldover Clutch Bag broken 106261 – Chnages ...	Active	Vikesh Sikotra	1 – Show s...	
86571	Re-association - Women's – Done. Asif S 21/04/2016	Active	Prashant_Bisanal	1 – Show s...	
84933	Womens Landing page image refresh - AD CAMPAIG...	Active	Kirsty Givelin	1 – Show s...	
86696	Re-association - Kid's – Hi Team, Style Id: ST104435 ...	Active	Prashant_Bisanal	1 – Show s...	
82172	Dress videos g31 dresses – For below items video bo...	Active	olivia_chandler	1 – Show s...	
86568	Re-association - Kid's – Hi Team Below task is done p...	Active	Prashant_Bisanal	1 – Show s...	
86592	Re-association - Women's – Done. Asif S 19/04/2016	Active	Prashant_Bisanal	1 – Show s...	

Ensure Project is called “Call Centre Spots NEW”



The screenshot shows the 'New Case' form in Fogbugz. The form includes fields for Title, Project, Area, Milestone, Category, Assigned To, Status, Issue Area, Product Item Number, Priority of Issue, and User Name. The 'Project' dropdown menu is highlighted with a red box and contains the text 'Call Centre Spots NEW'. Below the form, there is a section for 'Correspondent' and 'Priority' (set to '5 – Priority to be revii'). The 'Parent Case' and 'Subcases' fields are also visible. At the bottom, there are 'Open' and 'Cancel' buttons, and an 'Attach files' link.

Add in the "Item number" of the product that the issue applies to and a short description of the issue:

e.g. 345678 – Incorrect price

123789 – Duplicate colour chip

234567 – Incorrect click-through from spread

Also add in the item number in the "Product Item Number" field

The screenshot shows a bug report form. The 'Title' field contains 'Item number - Issue Description' and is highlighted with a red box. The 'Product Item Number' field is empty and also highlighted with a red box. Other fields include Project (Call Centre Spots NEW), Area ((P1) Add to bag), Milestone (All projects: Undecided), Category (Bug), Assigned To (Primary Contact (Content - UK)), Status (Active), Issue Area (--), and User Name (--). The form also includes a 'Correspondent' field, a 'Priority' dropdown set to '5 - Priority to be reviewed', and a 'Parent Case' field. The 'Subcases' field is empty. The form is opened by Leena Makwana on 01/06/2016 at 16:37. The description text reads: 'Every good bug report needs exactly three things: steps to reproduce, what you expected to see, and what you saw instead.'

Select the "Area" that the issue relates to; there are 24 area categories available:

e.g. (P1) Copy – Composition Incorrect

(P2) Image – Colour chips

(P1) Price – Incorrect Price Shown

Please refer to the "**Fogbugz Areas Definitions**" document

The screenshot shows the same bug report form as above, but with the 'Area' dropdown set to '(P1) Add to bag' and the 'Priority of Issue' dropdown open. The 'Priority of Issue' dropdown is highlighted with a red box and shows two options: '(P1) - Customer Impacting Issue' and '(P2) - Fix Required - non Sales affecting'. A red arrow points from the 'Area' dropdown to the 'Priority of Issue' dropdown. The 'Product Item Number' field is still empty. The rest of the form is the same as in the previous screenshot.

You will notice that in front of the Area Description there is either a (P1) or a (P2):

- (P1) = Customer Impacting Issue
- (P2) = Fix Required – non Sales affecting

This reference code has been marked in so that you can complete the "Priority of Issue" field using the correct Priority:

e.g. If the title states (P2) Image – Colour chips then you need to choose "Fix Required – non Sales affecting (2)"

For auditing purposes, please select your name from the “User Name” dropdown **Tip:** type the first 2-3 letters of your first name in the field and if there, your name will appear – click and select.

Your user name will have been created once you have been trained by Kelvin – if your name does not appear in the dropdown then please contact Kelvin Brown (Kelvin_Brown@next.co.uk)

The screenshot shows a bug report form with the following fields: Title (Item number - Issue Description), Project (Call Centre Spots NEW), Area ((P1) Add to bag), Milestone (All projects: Undecided), Category (Bug), Assigned To (Primary Contact (Content - UK)), Status (Active), Notify More Users, Issue Area, Product Item Number, Priority of Issue, and User Name. The User Name dropdown is highlighted with a red box.

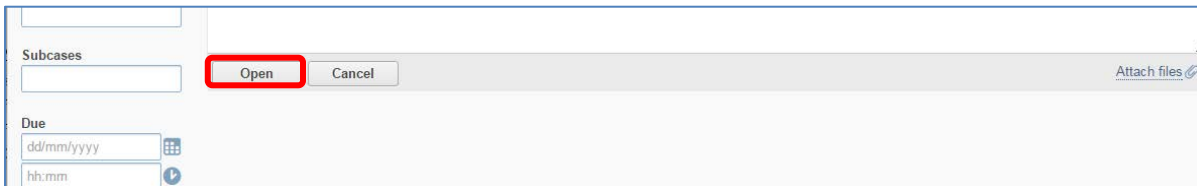
Writing out the issue:

Please give a clear issue description with as much information as possible e.g screen prints, attach file links, website URLs. Use arrows and draw circles to highlight the issue – see below:

Example Call Centre Spot:

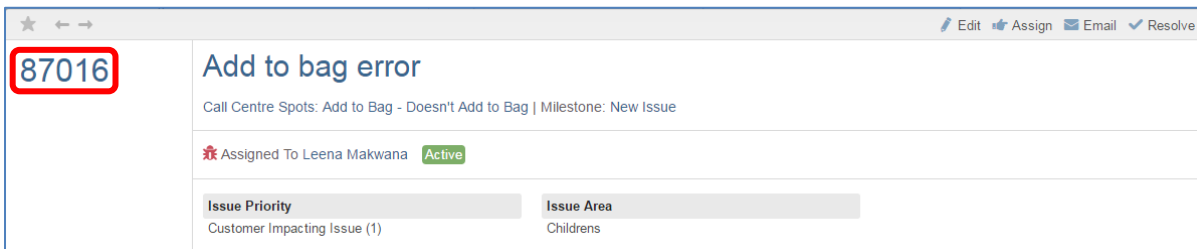
The screenshot shows a bug report with the following content: "main images missing for below item numbers:>". It lists three item numbers with their corresponding website URLs: "357672" > <http://www.next.co.uk/g57168s1#357672>, "401983" > <http://www.next.co.uk/g57168s2#401983>, and "380543" > <http://www.next.co.uk/g57168s10>. The text "please look into this" and "Logged by Naquib" is also present. A screenshot of the website product page for "Aqua Zip Through Hoody (3mths-6yrs)" is attached, showing the item name, price (£8.50 - £9.50), and a red question mark drawn over the product image. Callouts point to the item number, issue description, website URL, screen print, and the highlighted issue.

Next you need to click "Open" to activate the case.



A screenshot of a web form for creating a case. The form has a 'Subcases' section with a text input field and an 'Open' button highlighted with a red box. To the right of the 'Open' button is a 'Cancel' button. Further right is an 'Attach files' link with a paperclip icon. Below the 'Subcases' section is a 'Due' section with two input fields: one for the date in 'dd/mm/yyyy' format and one for the time in 'hh:mm' format. A calendar icon is next to the date field, and a dropdown arrow is next to the time field.

Once a Fogbugz case has been opened, a Fogbugz case number will be auto generated which is the reference number which will be used to refer to the case:



A screenshot of a Fogbugz case page. The case number '87016' is highlighted with a red box. The page title is 'Add to bag error'. Below the title, it says 'Call Centre Spots: Add to Bag - Doesn't Add to Bag | Milestone: New Issue'. The case is assigned to 'Leena Makwana' and is in an 'Active' state. The 'Issue Priority' is 'Customer Impacting Issue (1)' and the 'Issue Area' is 'Childrens'. The top of the page has navigation icons for star, back, and forward, and action buttons for 'Edit', 'Assign', 'Email', and 'Resolve'.

If you require any further advice or guidance then please feel free to email:

Leena_makwana@next.co.uk

Rochelle_ball@next.co.uk

SPREAD IMAGE



THUMB NAIL IMAGE

Light Blue Longline Shirt

£35

★★★★★ (1) | Write a review

363-251

Fit: Regular

Size: Choose Size

ADD TO BAG

"COPY"

70% Tencel® Lyocell, 30% Linen.

ALSO IN

P All products with the petite logo are available in sizes 6-18 for petite ladies who are 5' 3" (160cm) and under. Garments are proportioned to suit a smaller frame.

T Styles available in our tall range can be identified by this symbol. These styles have been made to suit women 5' 10" (177.5cm) or taller in sizes 8-20. Extra length is added in the sleeve, body and leg length of garments.

TENCEL This product contains tencel.

READ LESS

Incorrect Description – Product Page Description Incorrect and/or NORD Description Incorrect

"Can I take your next item number and size please?"

Reqd	Item No.	Size	Price	Qty	Description
01	363-251-631	12	003500	00001	Denim Longline Shirt

Multibuy Missing Information

COPY – Composition Incorrect

COPY – Dimensions Incorrect

COPY – Logos

COPY – Missing Information

Please note: All information provided in here relates to ALL colours or fits shown on the drop downs.

SINGLE IMAGERY



PRODUCT- NOT AS SHOWN

Differences between spread imagery, single imagery or thumb nail image - product detail or significant colour variation.

Single Imagery Wins



Featured within The Casual Collection >

SPREAD IMAGE

STYLE WITH



Denim Leggings

£24

0 Reviews | Write a review

122-414

Fit: Regular

Colour: White

Size: Choose Size

ADD TO BAG

READ MORE



Silver Tone Boho Long Necklace

£14

0 Reviews | Write a review

433-658

SPREAD – BROKEN SPREAD
SPREAD – INCORRECT/ BROKEN CLICK-THROUGH

The image displays two screenshots from the Next website. The top screenshot shows a product spread for 'YOUNGER BOYS 3MTHS - 6YRS / MONO'. The spread includes several images of boys' clothing, but a significant portion is obscured by a 'PAGE NOT REQUIRED' watermark. A blue arrow points from a callout box on the left to this area. The bottom screenshot shows a detailed product page for a 'Button Detail Skirt (3-16yrs)'. It features a large image of the skirt, a color selection dropdown set to 'Khaki', a size selection dropdown, and an 'ADD TO BAG' button. A green arrow points from a callout box on the right to the 'ADD TO BAG' button.

Spread –
Broken Spreads

Spread –
Incorrect/broken
Click-through

IMAGE – BROKEN IMAGES ON PRODUCT PAGE/SEARCH
IMAGE – COLOUR CHIPS: DUPLICATE/BROKEN/INCORRECT COLOUR CHIPS

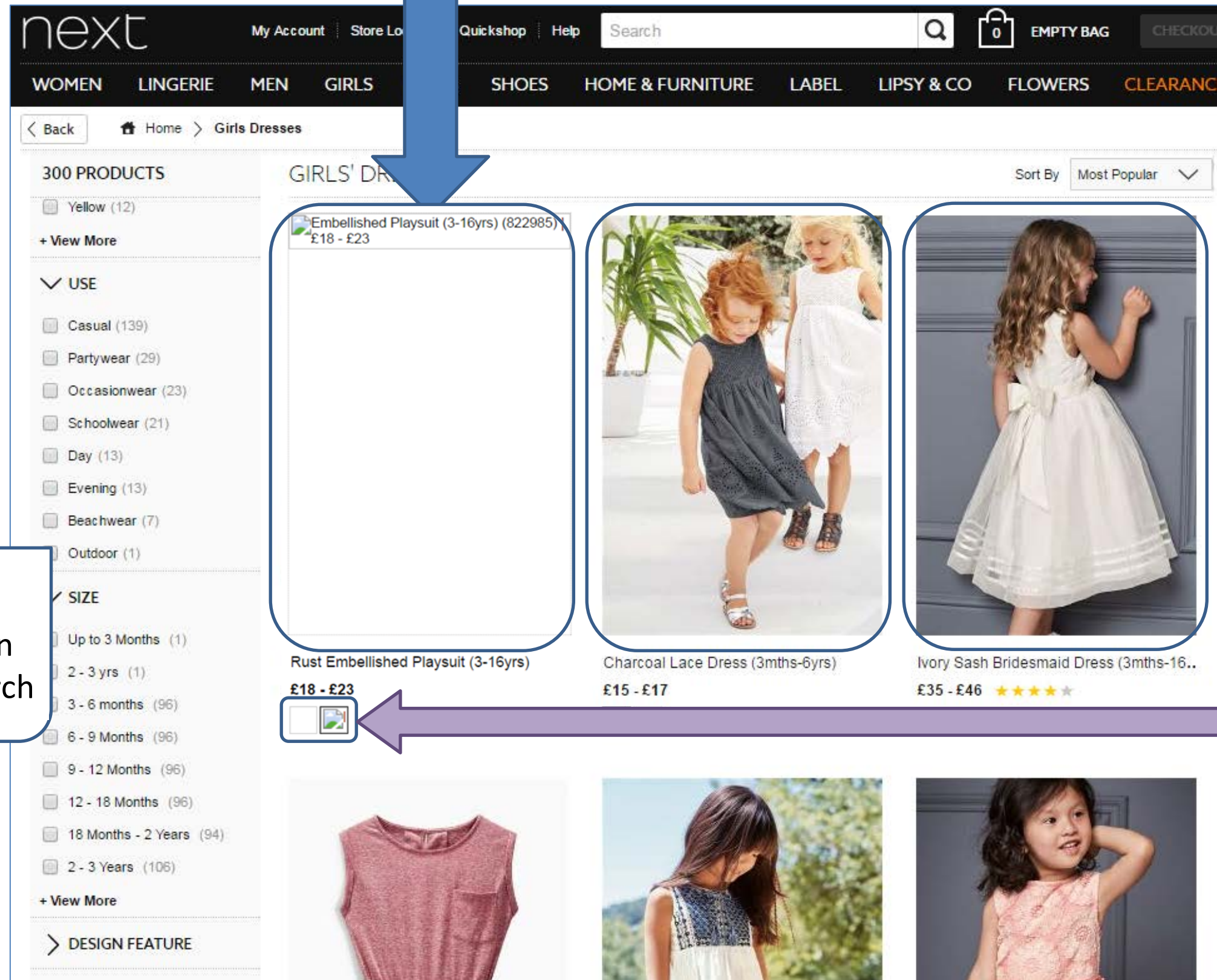


Image –
Broken images on
product page/search

Image –
Colour chips:
Duplicate/broken/
Incorrect colour
chips

IMAGE – BROKEN IMAGES ON PRODUCT PAGE/SEARCH

PRICE – INCORRECT PRICE SHOWN

IMAGE – COLOUR CHIPS: DUPLICATE/BROKEN/INCORRECT COLOUR CHIPS

next My Account Store Locator Quickshop Help Search 0 EMPTY BAG CHECKOUT

WOMEN LINGERIE MEN GIRLS BOYS SHOES HOME & FURNITURE LABEL LIPSY & CO FLOWERS CLEARANCE

< Back Home > Girls Dresses > Print Prom Dress (3-14yrs)

Embellis Playsuit (3-16yrs)

Print Prom Dress (3-14yrs) ★★★★★

Colour Blue Ecrú Blue

Size Choose Size Choose Size

3 - £26.00
4 - £26.00
5 - £26.00
6 - £26.00
7 - £28.00

ADD TO BAG

£26 - £32 115-666

STYLE WITH

Cardigan (3-16yrs) £10 - £15 118-151

0 Reviews | Write a review

Colour Fluro Pink

Size Choose Size

ADD TO BAG

READ MORE

Featured within Older Girls 3yrs-16 yrs >

Image –
Broken images on
product
page/search

Price –
Incorrect price
shown: If a
colourway has a
different price,
the price copy will
include the price
of all colourways

Image –
Colourchips:
Duplicate/broken/
Incorrect colour chips

PRICE – INCORRECT PRICE SHOWN
SIZE – INCORRECT/MISSING SIZE

next My Account Store Locator Quickshop Help Search

WOMEN LINGERIE MEN **GIRLS** BOYS SHOES HOME & FURNITURE LABEL LIPSY & LANCE

Home > Girls Dresses > Print Prom Dress (3-14yrs)

Print Prom Dress (3-14yrs) £26 - £32

Colour: Blue

Size: Choose Size

ADD TO BAG

Statement-making floral prom dress with vibrant print.
Machine washable.
Main 100% Cotton. Lining 65% Polyester, 35% Cotton.

STYLE WITH

Cardigan (3-16yrs) £10 - £15

Colour: Fluro Pink

Size: Choose Size

UP TO 1MTH - £14.00
UP TO 3MTH - £14.00
3-6 - £14.00
6-9 - £14.00
9-12 - £14.00
12-18 - £14.00
1.5-2 - £15.00

TO BAG

Featured within Older Girls 3yrs-16 yrs >

Price –
Incorrect price
shown: different
price appears
when adding to
bag e.g. should
be £10 - £15





Size –
Incorrect/missing
size

next My Account Store Locator Quickshop Help Search £282.00 CHECKOUT

WOMEN LINGERIE MEN GIRLS BOYS SHOES HOME & FURNITURE LABEL LIPSY & CO FLOWERS CLEARANCE

< Back Home > Shopping Bag

SHOPPING BAG Your bag contains 6 items and comes to a total of £282.00 . < Shop More GO TO CHECKOUT

ITEMS	SIZE	QTY	AVAILABILITY	ORDER VALUE
 <p>Black Mango Off The Shoulder Dress 459-508 View More Details</p>	XS	1	In Stock	£36.00
 <p>Black Flower Cork Wedge Sandals 995-723 View More Details</p>				
 <p>Cream Textured Skirt 987-160 View More Details</p>	S	1	In Stock	£40.00
 <p>Hilfiger Denim Blue Short Sleeve Check Shirt 419-220 View More Details</p>				

Add to bag – description: Copy/description is different to product page when added to bag

next My Account Store Locator Quickshop Help Search £13.00 CHECKOUT

WOMEN LINGERIE MEN **GIRLS** BOYS SHOES HOME & FURNITURE LABEL LIPSY & CO FLOWERS CLEARANCE

< Back Home > Girls Clothing > Younger Girls 3mths-6yrs > Summer Brights > Page 15 > Leggings (3mths-6yrs)

Leggings (3mths-6yrs) **£1 - £3.50** 909-931

★★★★★ (1) | Write a review

Colour: Lime Green

Size: Choose Size

Soft stretch: 3-6 - £2.50, 6-9 - £2.50, 9-12 - £2.50, 12-18 - £2.50, 1.5-2 - £3.50, 2-3 - £3.50, 3-4 - £3.50, 4-5 - £3.50, 5-6 - £3.50

Machine washable

Bright Pink, Green: 92%, Grey: 88%, Charcoal

bottom.

Black, Oatmeal, Coral, Lime

astane.

STYLE WITH

Navy Striped Dress **£8 - £9** 117-561

0 Reviews | Write a review

Size: Choose Size

ADD TO BAG

READ MORE

Featured within Younger Girls 3mths-6yrs >

Price – Incorrect price shown

NEW FOGBUGZ AREA DEFINITIONS

No.	Priority Level	Priority	Amend / Delet	Area Name	Primary Contact	Area Definition
1	Customer Impacting Issue	1	Keep	(P1) Add to bag	Content-UK	Search for the item number in Fogbugz, if you can't find the item number then create a case
2	Customer Impacting Issue	1	Amend	(P1) Book - Item Number Issues	ProdOps	Incorrect item in print. Sub errors in NORD, same item number in print for different item
3	Customer Impacting Issue	1	Keep	(P1) Book - Wrong Price	ProdOps	Incorrect printed price
4	Customer Impacting Issue	1	New	(P1) Business Systems	ProdOps	Customer queries raised via Business Systems - product received doesn't represent image (Print/Web), query over sizing of garments
5	Customer Impacting Issue	1	Keep	(P1) Copy - Composition Incorrect	ProdOps	Incorrect or missing composition
6	Customer Impacting Issue	1	Keep	(P1) Copy - Dimensions Incorrect	ProdOps	Incorrect or missing dimensions
7	Customer Impacting Issue	1	Amend	(P1) Image - Broken/Incorrect images on product page/search	Department Inbox	Broken thumbnail/front shot/back shot/zoom/detail shots on product page/search-image does not appear
8	Customer Impacting Issue	1	Keep	(P1) International	Content-Int	Issue found on Int, check on UK, if error appears on UK then drop in any of the above areas. If error does not appear on UK then assign to this area.
9	Customer Impacting Issue	1	Amend	(P1) Multibuy Incorrect Discount	ProdOps	Incorrect or no discount applied
10	Customer Impacting Issue	1	Amend	(P1) Price - Incorrect price shown	Department Inbox	Incorrect price shown on product/search page
11	Customer Impacting Issue	1	Keep	(P1) Product - Not As Shown	ProdOps	Significant differences between spread image, single image and thumbnail or significant colour variance
12	Customer Impacting Issue	1	Keep	(P1) Product - Wrong Goods Sent	ProdOps	Customer identified - order Tshirt received Shoes or item received not as pictured (web/internet)
13	Customer Impacting Issue	1	Amend	(P1) Size - Incorrect/missing size	ProdOps	Incorrect/missing size on product/search page
14	Customer Impacting Issue	1	Amend	(P1) Spread - Broken spread	Department Inbox	Any broken spreads found on the site
15	Customer Impacting Issue	1	Amend	(P1) Spread - Incorrect/broken click through	Pune-Content	Incorrect or broken link on spread i.e. can not click through to item on spread, missing upsells
1	Fix Required - Non Sales Affec	2	New	(P2) Add to bag - Description	Content-UK	Copy/description is different to product page when added to bag
2	Fix Required - Non Sales Affec	2	New	(P2) Copy - Logo Incorrect	ProdOps	Missing or Incorrect Logos
3	Fix Required - Non Sales Affec	2	Keep	(P2) Copy - Missing Information	ProdOps	Missing information i.e. UV filters on sunglasses, incorrect spelling, incorrect information, assembly instructions
4	Customer Impacting Issue	2	Amend	(P2) Image - Colour chips	Pune- Colourchip	Duplicate/broken/incorrect colour chips (NOT the colour chip description use P2 No.5)
5	Fix Required - Non Sales Affec	2	New	(P2) Incorrect Description	ProdOps	Product Page Description, Colour Chip Description incorrect and/or NORD description incorrect
6	Fix Required - Non Sales Affec	2	Amend	(P2) Multibuy Missing Information	ProdOps	Multibuy being given but not detailed in copy
7	Fix Required - Non Sales Affec	2	Amend	(P2) Product Misc	ProdOps	Only used when other categories aren't appropriate i.e. 1 image different item numbers
8	Fix Required - Non Sales Affec	2	Keep	(P2) Sale/Clearance	Content-UK	Any sale/clearance related queries e.g. was and now price same, imagery incorrect, copy incorrect
9	Fix Required - Non Sales Affec	2	New	(P2)Store/website Information	Content-UK	Incorrect/missing/broken store address/telephone number/opening times, website information update

Product Not as Shown

Single imagery is not colour matched to spread imagery

Only significant colour differences should be reported, the single imagery is deemed to be the correct colour when dealing with customer queries. The colour variance can be due to the spread imagery being shot on location and lighting can change how the product looks.

Product Variances

For example the spread imagery has a belt and the single imagery doesn't - this can be reported but due to cost the spread imagery may not be updated if the single imagery is correct.

Fogbugz Guide

Queries that should NOT be raised: Call Centre Spots

Types of Queries that should NOT be raised:

- Multiple spots raised for one type of query
- Small colour variances between the spread image and the single images
- Small colour variances between the colour chip and the product images
- Small differences between the colour of the colour chip and the colour description of the product

Missing item information that queries should NOT be raised for:

- Heel heights on 'flat' shoes, Men's and Kid's shoes
- Machine washable washing instructions
- Bag dimensions
- Watch face dimensions on Men's and Kid's
- Belt dimensions
- Necklace length
- Fit for Men's casual shirts
- Garment length on Branded items.