



Formal UX Defect Report – Silent Failure of Save Functions Across Gingr Platform Solved



Shawn Lioryan

7 months ago

Dear Gingr Product Team,

We are submitting this as a **formal UX Defect Report** regarding critical issues recently identified across multiple areas of the Gingr platform.

This report is intended to surface serious **system integrity risks** and **operational damages** being caused by silent failure behaviors. We request escalation to Product Management and Technical Leadership for formal review and written acknowledgment.

Issues Identified

1. Silent Save Failure – Service Editor (Code View)

- When editing service settings via the Code View tab:
 - Users can paste updated code and click **Save**, receiving a success confirmation.
 - However, changes are not actually saved unless the user first manually switches back to Visual View.
 - No warning, error, or failed save message is provided.

Id	#2520160
Requester	Shawn Lioryan
Created	April 26, 2025 at 9:46 AM
Last activity	May 9, 2025 at 1:02 PM
Assigned to	Rowan C.
Priority	Urgent
How can we support you today?	I have a technical issue or error
Gingr Product Category	Other > Other
API Title/Summary	–
API	–

2. Silent Validation Failure – Email Template Editor

- The Email Template editor allows saving invalid or partially unsupported code without warning.
- Syntax errors only manifest **after** live emails are sent externally.
- There is no pre-save, pre-preview, or pre-send validation step to protect users.

3. Silent Save Failure – Pricing Rules (Critical New Discovery)

- During pricing rule updates on April 25–26, 2025:
 - Users updated multiple pricing rules and received normal success save confirmations.
 - Edits appeared to persist visually within the same session.
 - Upon logout and re-login, it was discovered that none of the changes were actually saved.
 - Three hours of operational time were lost updating settings that Gingr failed to commit to the database.

Operational and Business Impacts

Risk Area

Impact

Operational Labor Waste

Significant staff time lost on edits that silently failed to persist.

Revenue Risk

Incorrect or outdated pricing rules risking financial and billing errors.

Data Integrity Risk

Front-end service and pricing data misaligned with intended

Key
(last 5
digits)

API –
Endpoint
and
Versions

API –
Request
Details

API –
Response
Details

API –
Expected
Behavior

API –
Environmental
Details

API –
Impact

What –
date/date
range
are you
running
the
report
for?

Invoice –
ID

configuration.

Customer Communications Risk

Potential for broken or malformed client-facing emails.

Brand Trust Degradation

Staff and client trust compromised by system's unreliable behavior.

Root Cause Summary

- **False Positive Save Confirmations:** System returns a "Success" message even when commits fail.
- **Session-Dependent Data Illusion:** Changes appear live but are not written to persistent storage.
- **Missing Validation and Save Safeguards:** No error messaging, reconciliation, or audit protection.
- **Silent Failure Across Critical Modules:** Service editing, pricing rules, and email communications are all affected.

Requested Actions

We respectfully request:

1. A formal **written acknowledgment** whether Gingr classifies these behaviors as UX defects or intended design.
2. A **written explanation** of interim risk mitigations (if any) to protect users during this period.
3. A **timeline for proposed remediation**, if defects are acknowledged.
4. A clear statement regarding whether Gingr accepts responsibility for silent save failures and session-dependent data loss.

Closing



t data failures, false success confirmations, and post-send

email errors represent **serious operational, legal, and brand risks** for any business relying on Gingr for mission-critical functions.

We trust that Gingr recognizes the necessity of addressing these issues with the urgency and transparency they merit.

We look forward to your written response.



Rowan C.

7 months ago

Hi Shawn,

Thank you for submitting this report. I am escalating this directly to our Tier 2 team for triage. We will be in touch as soon as possible.

Best,

Rowan C.

Customer Support Agent Tier 2

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Rowan C.

7 months ago

Hi Shawn,

Thank you again for this report and your patience. We consider data validity and security a very serious matter and so I've been investigating this case since my last email.

In regards to your reports about our Code View editor in various locations in the app, we have begun producing replications and

reports for our Development team in order to escalate this issue for you.

To follow up regarding the saving of Pricing Rules, I have reviewed our backend logging of both your and Liz's adjustments last night and found that there were a few instances in which Multiple Pet pricing rules were adjusted, then a different Reservation Type was selected without selecting the Save button, including the Sellwood Grand Master Bedroom and Sellwood Garden-View Master. In order to narrow our search and report any failures of the Save button to our Product team as quickly as possible, could you let us know which reservation types you noticed today had not retained their changes from yesterday?

Best,
Rowan C.

Customer Support Agent Tier 2
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Shawn Lioryan
7 months ago

Hi Rowan,

Thanks for your follow-up. I suppose it's possible that the Save button wasn't hit in every instance. However, I'd like to provide some context that may help explain why this could have occurred:

Just prior to this work, we spent considerable time updating our Services section, where changes auto-save without requiring any additional action. This user experience effectively “trained” us to expect similar behavior elsewhere in Gingr.

In the Pricing Rules area, there is a Save button, but it isn’t immediately obvious. In many of our rooms and rule sets, the list extends longer than a single page, meaning the user has to scroll all the way down to see the Save option. Without clear prompts or visible cues at the top or side of the interface, it’s very easy to assume that changes are being auto-saved – especially after coming directly from a section where that was the expected behavior.

Given the structure of the page and the user flow between sections, it seems the design itself could easily lead to unintentional data loss if users aren’t explicitly warned about the difference.

I hope this additional detail is helpful in your investigation. Please let me know if you would like specific examples of reservation types where we observed the missing or reverted rules today.

Shawn Lioryan

Shawn Lioryan, CTCG, MSW
Cats in the City Specialist

[Click to Schedule a Free Voice / Video Call](#)

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Rowan C.
7 months ago

Hi Shawn,

I appreciate the added clarity! I'll pass along your experience to our Product team for consideration with future updates to these pages.

Have you had a chance to review the updates my colleague Breanna made on Saturday after your chat? Is there anything else that needs updating or appears to have not saved in appropriately? If so, I'd be happy to continue investigating and correcting for you. Please just let me know which specific Reservation Types and Pricing Rules require changes and what they should correctly be.

Best,
Rowan C.

Customer Support Agent Tier 2
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Rowan C.
7 months ago

Hi Shawn,

I've been in touch with our Product team regarding your inquiries and have the following for you:

In regards to coding validation, our Product team has received your feedback. At this time, adding coding validation to our fields is not on the roadmap for Gingr, as editing coding directly is considered an "advanced" feature. We recommend reviewing

coding externally prior to entering into Gingr, or switching back to the standard visual view in order to preview the effects of the edited code to ensure it accomplishes your goals.

I have also passed along your feedback regarding allowing code view updates to be saved without having to switch back to standard visual view and your feedback regarding the discrepancies in auto-save versus manual save across different pages within Gingr.

Please don't hesitate to let me know if you have any additional questions or there are any additional tweaks necessary to ensure your Pricing Rules are charging appropriately.

Best,
Rowan C.

Customer Support Agent Tier 2
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