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**INSTYLE E-COMMERCE WEBSITE PROJECT**

**TEST PLAN**

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| **MANUAL TESTERS TEAM** |
| 1. **Anne Pauline Anyango** |
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**20-09-2025**

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**Document Information**

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* **Reviewed By:** Jacqueline Kamadi
* **Approval Date:** [Pending Approval]
* **Prefix:**

# Introduction

This Test Plan defines the strategy, scope, schedule, resources, deliverables, and activities required to validate the functionality, performance, and reliability of the InStyle Kenya E-commerce Website. The primary purpose of this document is to guide the QA team in executing effective test procedures that align with the requirements defined in the Business Requirements Document (BRD v1.1). This test plan ensures all core functionalities and customer-facing features operate as expected and deliver a smooth and secure shopping experience.

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# Objectives and Scope

## **Objectives**

* Ensure seamless end-to-end user experience across all key workflows, including browsing, registration, cart management, and checkout, on both desktop and mobile devices.
* Validate payment integration workflows to ensure secure and accurate transactions using M-Pesa, Visa, and Mastercard, for both guest and registered users.
* Verify the accuracy and functionality of core business features, including product categorization, search, filter options, cart updates, discount code application, and order tracking.
* Test UI responsiveness and cross-browser compatibility, ensuring optimal usability and layout across various screen sizes and modern browsers.
* Confirm the security and integrity of sensitive data, including user authentication, profile data, and payment transactions, in compliance with industry encryption standards.
* Validate the administrative dashboard functionality, including product listing management, order status updates, and report generation.
* Support readiness for User Acceptance Testing (UAT) by identifying and resolving critical bugs that could impact customer satisfaction.

## **Scope**

## **In Scope**

The test effort will cover all essential front-end functionalities of the InStyle Kenya e-commerce platform to ensure a seamless, secure, and high-performing user experience. The areas in scope include:

* **Homepage**: navigation, banners, featured products.
* **Product Catalog / Listings**: category browsing, pagination, product sorting.
* **User Account**: registration, login/logout, order history.
* **Payment Options**: Mpesa, card payments, bank transfer.
* **Order Tracking**: ability to track placed orders.
* **Mobile-first responsive design**: UI rendering across multiple devices.
* **Discounts & Loyalty:** discount codes, promotions, and loyalty system.
* **Newsletter Integration**: subscription form functionality.
* **Search & Filtering:** keyword search, category filters.
* **Shop:** product discovery and purchase flow.
* **Shopping Cart & Checkout**: add/remove items, apply promotions, update quantities.
* **Product Detail Page (PDP)**: images, price, size selection, “Add to Cart.”
* **Wishlist:** add/remove and persistence.
* **About Us Page**
* **Checkout Process & Order Confirmation:** final step validation, email notifications.
* **Locate Us** Page
* **Social Media Links**: footer links (Facebook, Instagram, Tiktok.).

## **Out of Scope**

The following features and functionalities are excluded from this testing phase and will not be included:

* Analytics dashboard, including sales, trends, and user behavior reports.
* In-store physical integrations
* International shipping in the initial phase
* Native mobile app development (future enhancement).

**Test Items / Features to be Tested**

|  |  |
| --- | --- |
| **Main Section** | **Sub sections** |
| Home Page | * Header – Contact us * Social Media Handle,FB,IG,Youtube, Twitter * Company Logo * Carousel and photos * Navigation bar * Product categorization * Featured Products – All Featured * Featured Products –New * Featured Products – Best Sellers * Featured Products – On Sale * Promotional banner – Latest Products and Shop Now * Discount Launch * Footer   - Free Shipping  -Money Back Guarantee  -24/7 Online Support  - Payment Secure  - Quick Links  - Accounts  - Newsletter  - Safe. Secure. Payments  - Subscription  - Social Media Handles  - Copyright Message |
| Registration | * Registration link * Form Validation * Login link * password recovery links |
| Log in | * Login validation form * Registration and password recovery links |
| New Products | * Featured Products – All Featured * Featured Products –New * Featured Products – Best Sellers * Featured Products – On Sale |
| Shop | * Product Categorization * Shop by Size * Product Display * Product sorting * Product Detail Pages |
| Check out | * Shipping * Form validation (personal info/Address Form) * Payment methods * Transactions * Order processing |
| Cart management | * Add to Cart * Quantity Adjustment * Price Calculation * Removing Items  |  | | --- | |  |  |  | | --- | |  |  * Footer-Quick Links * Footer-Account * Footer-Newsletter * Footer-Social Media links |
| Wishlist | * Add to wishlist |
| Track Order | * Order Number Validation |
| Contact | * Social Media Links * Whatsapp Integration * Phone number * Maps |
| About Us | * Company Content; About Us, Mission, Philosophy, Retail Presence, Values and Legacy * IG Profile links |
| Locate Us | * Inquiry Form * Navigation Map * Contact and Support info |
| Performance | * Load speed * Site Navigation |
| Mobile ,desktop and Cross browser Responsiveness | * Android * Windows * Linux * Brave * Chrome * Edge |

**Test Strategy and Approach**

**Testing Levels**

* **Unit Testing**: To be done by developers before code handover.
* **Integration Testing**: Validate interactions between modules (e.g, payment gateway ↔ checkout).
* **System Testing**: End-to-end validation of all features in scope (shop, cart, checkout, discounts, order tracking).
* **User Acceptance Testing (UAT)**: Final check with business stakeholders and pilot users before go-live.

**Test Types to Be Conducted:**

* **Functional Testing**  
  Validate all core business flows (user login, product search & filtering, cart operations, checkout, payment integrations such as Mpesa/cards/bank transfers, and order tracking) against BRD requirements.
* **UI/UX Testing**  
  Verify that the interface is consistent, intuitive, and responsive across desktop, tablet, and mobile. Check layout alignment, banner rendering, navigation ease, font readability, and accessibility compliance (contrast, alt text, keyboard navigation).
* **Regression Testing**  
  Re-run high-priority test cases after bug fixes or feature updates to ensure existing flows like checkout, promotions, and cart remain stable.
* **Performance Testing (Basic)**  
  Measure page load speeds and responsiveness on homepage, catalog, cart, and checkout under normal traffic. Identify any slowdowns that impact user experience.
* **Security Testing**  
  Assess login and account protection, password strength enforcement, SSL encryption, secure payment handling, session management, and safe data storage.
* **Compatibility Testing**  
  Ensure smooth operation across major browsers (Chrome, Firefox, Safari, Edge) and devices (Android, iOS, tablets, desktops).
* **Exploratory Testing**  
  Conduct focused sessions to uncover hidden defects, broken links, UI inconsistencies, and edge cases in product search, filtering, and promotions.
* **Smoke Testing**  
  Run lightweight end-to-end checks of critical flows (login, shop, cart, checkout) after each build to confirm stability before deeper testing.
* **User Acceptance Testing (UAT)**  
  Engage stakeholders and pilot users to validate that the platform supports real-world use cases (order placement, discounts, loyalty system, account management) before go-live.

**Testing Approach:**

* **Requirement-based Testing**: Test cases derived directly from BRD and in-scope features.
* **Risk-based Prioritization**: Focus first on high-risk areas like checkout, payments, and cart.
* **Manual + Automation**:
* Manual testing for exploratory and UI/UX.
* Automation (Selenium) for regression and repetitive flows like login, add-to-cart, and checkout.
* **Agile Iterative Approach**: Testing conducted in sprints with continuous feedback to developers.
* **Defect Tracking & Reporting**: All bugs logged in Jira with severity, priority, reproduction steps, and tracked until closure.

# Test Environment & Data

**Test Environments:**

* **Devices:** Desktop, tablet, mobile (Android & iOS).
* **Browsers:** Chrome, Safari, Firefox, Edge.
* **Tools:** Jira (bug tracking), Postman (payment integration APIs) and Excel for Testcases and RTM, **Selenium** for **Automation Testing of the UI**.

# Entry & Exit Criteria

## **Entry Criteria**

## Testing will begin only when the following conditions are met:

* All business, functional, and non-functional requirements are documented, reviewed, and signed off by stakeholders.
* All necessary test data is prepared, including user accounts, products, payment stubs, promo codes, and order scenarios.
* Test cases, test scripts, and traceability matrices are documented, reviewed, and approved.
* All required tools (e.g., Jira, Postman, Selenium) are available and accessible.
* The QA team has been briefed on timelines, priorities, scope, tools, and has access to all required documentation and environments.

## **Exit Criteria**

# Testing will be considered complete and ready for release when the following conditions are met:

# 95% test cases executed and passed.

# No Critical or High severity defects remain unresolved or unverified.

# The Test Summary Report (TSR) has been prepared, reviewed by the QA Lead, and shared with all stakeholders.

# User Acceptance Testing (UAT) has been completed with formal sign-off from business owners.

# Regression testing has been completed successfully against the final build.

# Defect closure rate meets the predefined QA quality benchmark.

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# Test Deliverables

* Approved Test Plan
* RTM Document
* Functional and UI Test Cases
* Executed Test Logs
* Bug Reports with Screenshots
* Final QA Report Summary

# Roles and Responsibilities

| **Name** | **Role** | **Responsibilities** |
| --- | --- | --- |
| Jacqueline Kamadi | Product Owner | Approves features, prioritizes test scope, clarifies requirements, and reviews key QA deliverables. |
| Idah Makena | Test Engineer | Designs and executes test cases, logs and tracks defects, participates in QA reviews and documentation. |
| Anne Pauline Anyango | Test Engineer | Write Test Plan, RTM , Test cases and bug logs |

**Schedule & Milestones**

| **Phase** | **Description** | **Timeline** |
| --- | --- | --- |
| Test Planning | Define scope, strategy, and test objective | Aug 05 – Aug 10, 2025 |
| Test Case Development | Design functional and UI test cases | Aug 15 – Aug 20, 2025 |
| Environment Setup | Prepare and configure test environment and data | Aug 23 – Aug 24, 2025 |
| Test Execution | Perform manual and exploratory testing | Sep 26 – Sep 1, 2025 |
| Defect Reporting | Log, track, and verify resolved bugs | Ongoing during execution |
| Regression Testing | Validate fixes and retest impacted areas | Sep 2 – Sep 10 , 2025 |
| UAT Support | Assist stakeholders during User Acceptance Testing | Sep 13 – Sep 15, 2025 |
| Test Closure | Final report, documentation, and QA sign-off | Sep 27, 2025 |

# Risks and Mitigation

| **Risk** | **Likelihood** | **Impact** | **Mitigation Strategy** |
| --- | --- | --- | --- |
| Delays in payments | Medium | High | Prioritize M-Pesa integration first; use stubs/simulators for Visa/Mastercard early testing. |
| Low mobile conversion rate | High | Medium | Conduct early mobile UI testing; optimize layout and loading speed based on feedback. |
| Order fulfillment issues | Medium | High | Integrate real-time order tracking; ensure SMS/email notifications are reliable. |
| Incomplete or unstable build delivered for testing | Medium | High | Enforce a pre-deployment checklist and stabilize staging before test cycles begin. |
| Delays in test environment setup | Low | Medium | Begin setup in parallel with test case development and maintain documented environment setup steps. |
| Misalignment between development and test teams | Medium | Medium | Hold regular QA sync meetings and share test plans early with developers. |
| Insufficient test data coverage | Low | Medium | Prepare diverse data sets in advance, including edge cases and invalid input scenarios. |
| High volume of critical bugs late in the test cycle | Medium | High | Enforce early smoke testing; define clear severity criteria for defect triage and hotfix prioritization. |
| UAT delays due to stakeholder unavailability | Low | Medium | Schedule UAT sessions in advance and offer guided walkthroughs or asynchronous feedback options. |
| Inconsistent browser/device behavior | Medium | Medium | Test across required browsers/devices early; maintain browser compatibility checklist. |

# Approvals

| **Name** | **Role** | **Signature / Approval** |
| --- | --- | --- |
| **Jacqueline Kamadi** | **Product Owner (P.O)** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Idah Makena** | **Test Engineer** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Anne Pauline Anyango** | **Test Engineer** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

# Version Control

| **Version** | **Date Updated** | **Update Made** | **Author** |
| --- | --- | --- | --- |
| 1.0 | 25/07/2025 | Initial Draft | Manual Testing Team |
| 1.1 | 26/07/2025 | Added In-Scope & Out-of-Scope Sections | Idah Makena |
| 1.2 | 27/09/2025 | Final Review and Formatting | Manual Testing Team |