

ID	site https://ukrposhta.ua/ua / contact center feature	Google-Chrome 106.0.5249.119	Mozilla Firefox 105.0.3	Opera 91.0.4516.7 7	Notes
Contact center page					
1	The "Contact center" page is opened after clicking "contact center" button in the header.	passed	passed	passed	
2	The sections are highlighted after hovering over the sections' titles.	passed	passed	passed	
Help page					
3	The "Help" page is opened after clicking "Background info" title.	passed	passed	passed	
4	Check the display of the sections on the Help page.	passed	passed	passed	
5	The sections of Help page are coloured after hovering over them.	passed	passed	passed	
Exchange rate page					
6	Open the Exchange rate page with clicking on the "Exchange rate" title.	passed	passed	passed	
7	The list of exchange rate of USD is shown according to the chosen data on the "Exchange rate" page	passed	passed	passed	
8	The list of exchange rate of EUR is shown according to the chosen data on the "Exchange rate" page	passed	passed	passed	
9	The most recent date that can be entered is one year ago from the date the user is on the site "Exchange rate" page.	passed	passed	passed	
10	The future date is not accepted in the date field on the page	passed	passed	passed	
11	Return to the Help page using the back arrow on the top left corner.	passed	passed	passed	
Order of packing of postal consignments page					
12	Open the Order of packing of postal consignments page with clicking on the "Order of packing of postal consignments" title.	passed	passed	passed	
13	The info of Order of packing of postal consignments is displayed on the page.	passed	passed	passed	
14	Return to the Help page using the back arrow on the top left corner.	passed	passed	passed	
Samples of forms design and standard documents page					
15	Open the Samples of forms design and standard documents page with clicking on the "Samples of forms design and standard documents" title.	passed	passed	passed	
16	The info of rules of signing of different types of consignments is displayed in drop-down list format on the page.	passed	passed	passed	
17	The info of samples of forms in editable format is displayed in drop-down list format on the page.	passed	passed	passed	
18	The info of subscription box is displayed in drop-down list format on the page.	passed	passed	passed	
19	Return to the Help page using the back arrow on the top left corner.	passed	passed	passed	
Non-shippable items page					
20	Open the Non-shippable items page with clicking on the "Non-shippable items" title.	passed	passed	passed	
21	The info of prohibited goods is displayed on the page.	passed	passed	passed	
22	Return to the Help page using the back arrow on the top left corner.	passed	passed	passed	
Consumer's corner page					
23	Open the Consumer's corner page with clicking on the "Consumer's corner" title on the Help page.	passed	passed	passed	
24	The info in pdf-files for using Ukrposhta service is displayed on the page.	failed	failed	failed	The information on the Consumer's corner page is displayed only in Ukrainian language. The information on this page is not displayed in Russian and English.
25	Return to the Help page using the back arrow on the top left corner.	passed	passed	passed	
Online claim of international shipments page					
26	Open the page "Online claim of international shipments" with clicking on the same title.	passed	passed	passed	

27	The info of Online claim of international shipments is displayed on the page.	failed	failed	failed	The information on the "Online claim of international shipments" page is displayed only in Ukrainian language. The information on this page is not displayed in Russian and English.
28	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed	
Online claim of internal shipments page				passed	
29	Open the page "Online claim of internal shipments" with clicking on the same title.	passed	passed	passed	
30	The info of Online claim of internal shipments is displayed on the page.	failed	failed	failed	The information on the "Online claim of internal shipments" page is displayed only in Ukrainian language. The information on this page is not displayed in Russian and English.
31	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed	
International shipments page					
32	Open the "international shipments" page with clicking on the same title.	passed	passed	passed	
33	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed	
34	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed	
35	The most often questions and answers of Delivery of international orders is displayed on the page.	passed	passed	passed	
36	The most often questions and answers of Enclosure in the international order is displayed on the page.	passed	passed	passed	
37	The info of EMS postal items is displayed on the FAQ for international shipments page.	passed	passed	passed	
Domestic postal items page					
38	Open the "Domestic postal items page with clicking on the same title.	passed	passed	passed	
39	Redirection to the "Background information" page using the "Background information" button	passed	passed	passed	
40	Redirection to the "Online claim" page using the "Online claim" button	passed	passed	passed	
41	The most often questions and answers of Postal orders delivery and handing over are displayed on the page	passed	passed	passed	
42	The most often questions and answers of Registered letters are displayed on the page.	passed	passed	passed	
43	the most often questions and answers of E-service «Diia» are displayed on the page.	passed	passed	passed	
44	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed	
Money transfers page					
45	Open the Money transfers" page with clicking on the same title.	passed	passed	passed	
46	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed	
47	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed	
48	The most often questions and answers of "International money transfers" service are displayed on the page	passed	passed	passed	
49	The most often questions and answers of "Domestic money transfers" service are displayed on the page	passed	passed	passed	
50	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed	
Social benefits and pensions					
51	Open the "Social benefits and pensions" page with clicking on the same title.	passed	passed	passed	
52	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed	
53	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed	
54	The most often questions and answers of "social benefits and pensions" service are displayed on the page	passed	passed	passed	
55	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed	
Subscription page					

56	Open the Subscription page with clicking on the same title.	passed	passed	passed
57	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed
58	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed
59	The most often questions and answers of "subscription" are displayed on the page	passed	passed	passed
60	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed
Sending terms page				
61	Open the Sending terms page with clicking on the same title.	passed	passed	passed
62	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed
63	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed
64	The most often questions and answers of "sending terms" service are displayed on the page	passed	passed	passed
65	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed
Payment for post services page				
66	Open the Payment for post services page with clicking on the same title.	passed	passed	passed
67	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed
68	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed
69	The most often questions and answers of "payment for post services " are displayed on the page	passed	passed	passed
70	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed
Responsibility of Ukrposhta page				
71	Open the Responsibility of Ukrposhta page with clicking on the same title.	passed	passed	passed
72	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed
73	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed
74	The most often questions and answers of "Responsibility of Ukrposhta " are displayed on the page	passed	passed	passed
75	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed
Other page				
76	Open the Other page with clicking on the same title.	passed	passed	passed
77	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed
78	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed
79	The most often questions and answers of "Other"services are displayed on the page	passed	passed	passed
80	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed
Contact center work schedule page				
81	Open theContact center work schedule page with clicking on the "Contact center work schedule" title.	passed	passed	passed
82	Redirection to the "Background information" page using the "Background information" button on the page.	passed	passed	passed
83	Redirection to the "Online claim" page using the "Online claim" button on the page.	passed	passed	passed
84	The info of contact center work schedule is displayed on the page	passed	passed	passed
85	Return to the Contact centre page using the back arrow on the top left corner.	passed	passed	passed