Manual Testing Report – Zomato Food Delivery Application

https://www.zomato.com

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1. Project Overview

the **Zomato Food Delivery Application**.
URL: This project focuses on performing comprehensive manual testing on
https://www.zomato.com

The primary objective of this project is to assess the **reliability, performance, functional correctness, validation behavior, and GUI behavior** of core food delivery features such as **Login, Restaurant Search, Food Menu Browsing, Cart Management, Order Placement, Payment Processing, and Order Confirmation**.

The Zomato application simulates a real-world food ordering and delivery workflow and contains multiple integrated modules that must function seamlessly to ensure a smooth and satisfactory customer experience. Since the application handles real-time orders, payments, and location-based services, accuracy and stability are critical.

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2. Selected Modules for Testing

The following modules of the Zomato Food Delivery Application were selected for manual testing:

- Payment failure without error message
- Irrelevant restaurants in food search
- Order marked delivered but food not received
- Menu images not loading
- Coupon not applied
- Fake or misleading restaurant reviews
- Live order tracking stuck

These modules represent the most frequently used functionalities by end users and are critical for business operations.

3. Test Plan

Application Name: Zomato Food Delivery Application
Testing Type: Manual Testing – Functional, UI, Validation, Error Handling, Usability
Test Environment: Web Application – Chrome, Firefox, Edge
Tools Used: Excel, Word, Screenshot Tools, Browser Developer Tools

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IN-SCOPE MODULES:

• Login
• Restaurant Search
• Menu Browsing
• Cart Management
• Order Placement
• Payment
• Order Confirmation & Tracking

OUT OF SCOPE:

• Restaurant Partner Admin Panel
• Delivery Partner Application
• Real-time Payment Gateway Integration
• Email / SMS Notification System

ENTRY CRITERIA:

• Zomato application is accessible and stable
• Test data is prepared
• Required test documents and credentials are available

EXIT CRITERIA:

• All major and critical test cases executed
• High-priority defects resolved or accepted by stakeholders

DELIVERABLES:

• Test Plan
• Test Scenarios
• Test Cases
• Bug Report
• RTM
• Test Summary Report
• Observations & Conclusion

This test plan provides a structured approach to testing the Zomato Food Delivery Application and ensures all essential features are evaluated systematically. The testing process includes requirement understanding, test scenario creation, test case design, execution, defect reporting, and documentation.

4. Test Scenarios

Scenario ID	Description
TS01	Validate login with valid & invalid credentials
TS02	Validate restaurant search functionality
TS03	Validate food menu browsing and cart operations
TS05	Validate payment processing
TS06	Validate complete order confirmation and tracking

5. Test Cases

| TC ID	Test Case Description	Test Steps	Test Data	Expected Result
TC01	Login with valid credentials	Open Login page; Enter valid email and password; Click Login	Valid user credentials	User should login successfully
TC02	Login with invalid credentials	Enter incorrect email or password; Click Login	Invalid email/password	Proper error message should be displayed
TC03	Login with blank fields	Leave email and password fields blank; Click Login	Blank	Validation message should be shown
TC04	Password masking validation	Enter password in password field	Any password	Password characters should be masked
TC05	Remember Me functionality	Select Remember Me; Login; Logout; Reopen login page	Remember Me enabled	Email should remain auto-filled
TC06	Restaurant search with valid location	Enter valid location; Click Search	Location: Bangalore	Restaurants should be listed
TC07	Restaurant search with invalid location	Enter invalid/random location; Click Search	xyzplace	"No results found" message should appear

| TC08	Restaurant search without input	Click Search without entering location	Blank	Validation message should be displayed
TC09	Add item to cart	Select food item; Click Add to Cart	Food item	Item should be added to cart
TC10	Remove item from cart	Click Remove option for item	Selected item	Item should be removed from cart
TC11	Place order with valid details	Add items; Proceed to checkout; Enter address; Place order	Valid address	Order should be placed successfully
TC12	Order with missing address	Proceed to checkout without entering address	Blank	Validation error should be displayed
TC13	Payment using UPI	Select UPI payment option; Click Pay	Valid UPI	Payment should be successful
TC14	Payment failure handling	Cancel payment during transaction	Cancel	Error message should be shown
TC15	Order confirmation display	Complete order process	Valid data	Order confirmation page should be displayed
TC16	Order tracking	Open order tracking page	Order ID	Order status should be displayed
TC17	Cancel order	Cancel order before preparation	Order in progress	Order should be cancelled
TC18	Price calculation	Add multiple food items to cart	Item prices	Total price should be calculated correctly
TC19	Apply restaurant filters	Apply rating filter	Rating ≥ 4	Filtered restaurant results should appear
TC20	Image loading	Open restaurant details page	Images	Restaurant images should load properly
TC21	Apply offers	Apply valid coupon code	Coupon code	Discount should be applied
TC22	Invalid coupon	Apply invalid coupon code	Wrong code	Error message should be displayed
TC23	Multiple payment options	Switch between payment methods	Card / UPI	Payment options should be displayed
TC24	Logout	Click Logout button	N/A	User should be logged out successfully
TC25	Order history	Open Order History section	Previous orders	Order history should be displayed

6. Bug Report

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Bug ID	Module	Bug Title	Bug Description	Steps to Reproduce	Expected Result	Actual Result	Severity	Status
BUG 01	Payment	Payment failure without error message	Payment fails via Wallet/UPI but no clear error message is shown	Add items to cart → Checkout → Select Wallet/UPI → Attempt payment	Payment failure message should be displayed	App returns to cart without error	Critical	Open
BUG 02	Search	Irrelevant restaurants in food search	Searching a food item shows unrelated restaurants	Search → Enter "Pizza" → View results	Only relevant restaurants should appear	Unrelated restaurants listed	Major	Open
BUG 03	Order Tracking	Order marked delivered but food not received	Order status shows Delivered before actual delivery	Place order → Track order	Status should update after delivery	Order marked Delivered early	Critical	Open
BUG 04	Restaurant Menu	Menu images not loading	Food images fail to load and show placeholders	Open restaurant → Scroll menu	Images should load properly	Blank image placeholders	Major	Open
BUG 05	Offers / Payments	Coupon not applied	Valid coupon does not apply discount	Add items → Checkout → Apply coupon	Discount should apply	Total amount unchanged	Major	Open
BUG 06	Reviews	Fake or misleading restaurant reviews	Reviews appear repetitive or promotional	Open restaurant → Reviews	Reviews should be genuine	Suspicious reviews visible	Major	Open
BUG 07	Order Tracking	Live order tracking stuck	Delivery partner location does not update	Place order → Live tracking	Location should update	Delivery icon stuck	Major	Open

Bug Report Screenshots:

Bug 01: Payment fails via Wallet/UPI but no clear error message is shown
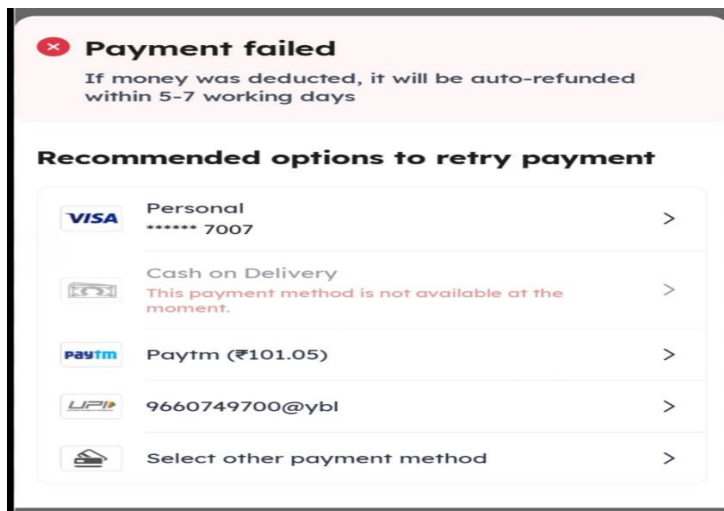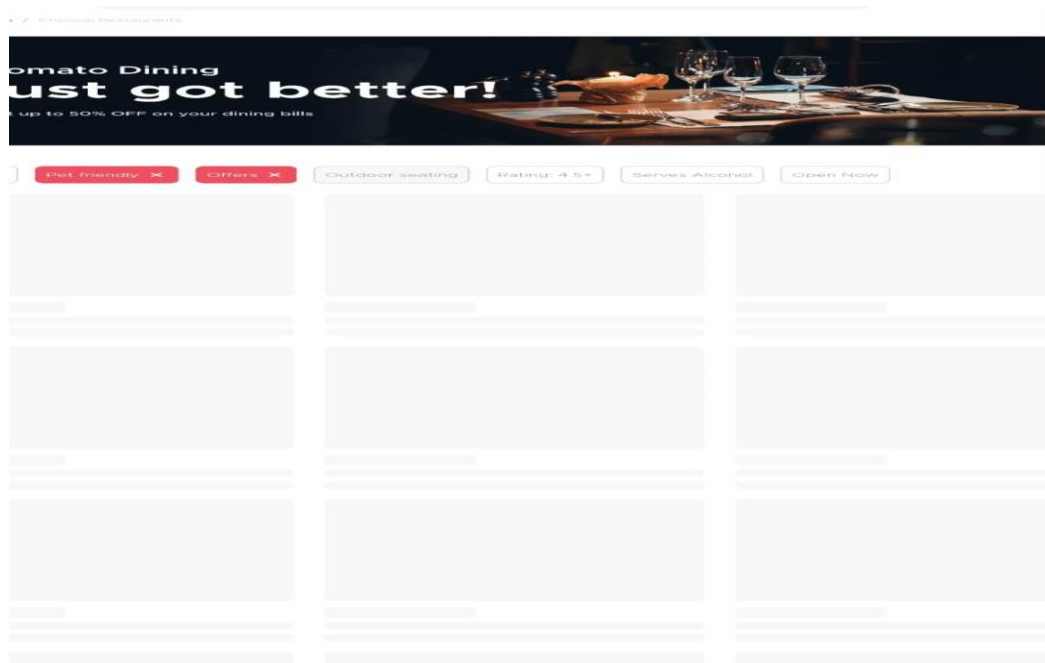
Bug 02: Searching a food item shows unrelated restaurants
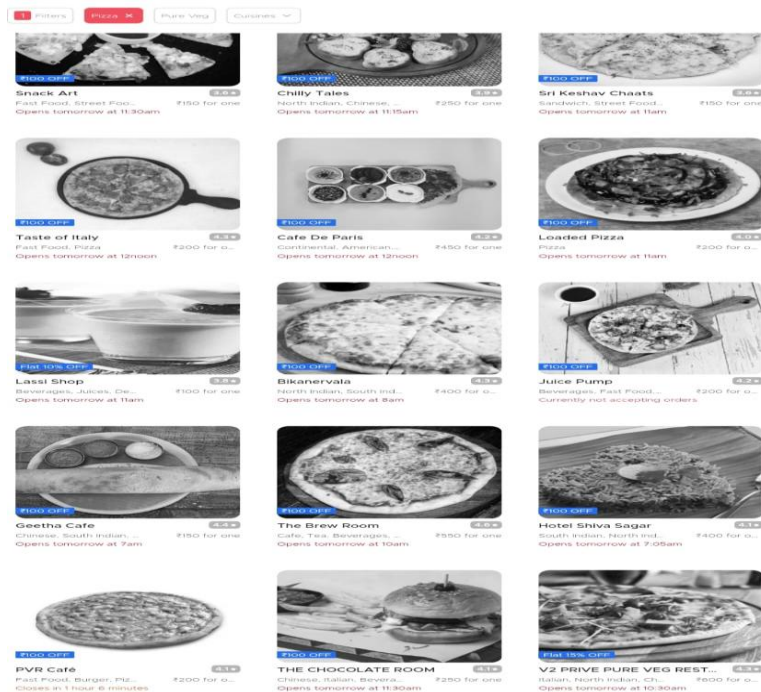
Bug 03: Order status shows Delivered before actual delivery

Bug 04: Food images fail to load and show placeholders

Bug 05: Valid coupon does not apply discount

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← Coupons

AXISNEO   APPLY

⬛ ⩔NEUCARD
Get 10% cashback on all orders
Know more >

Restaurant coupons   Clear

　　🏵️ Get 20% OFF up to ₹50 ⓘ   🟢
　　　 Save ₹50.00 with this code
　　　 HUNGRY50

　　🏵️ 10% OFF up to ₹40 ⓘ   ⚪
　　　 Save ₹40.00 with this code
　　　 TRYNEW

Payment coupons

　　💳 40% OFF up to ₹120 ⓘ   ⚪
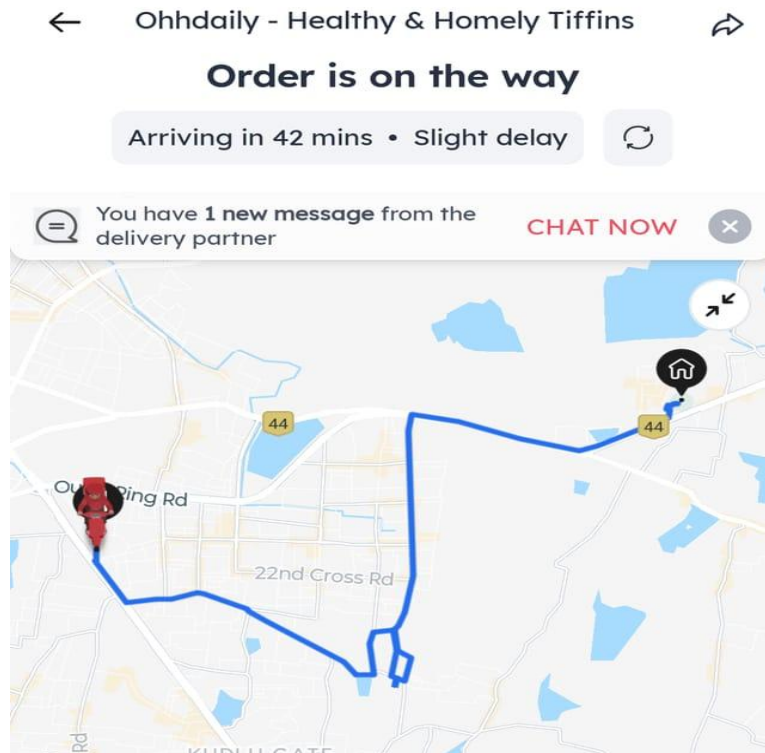　　　 Save ₹120.00 with this code
　　　 AXISNEO

🔴 Selected promo code AXISNEO not
　 applicable with current payment me...

🥹 Coupon selected for you

　🏵️ Save ₹50.00 with 'HUNGRY50'

Bug 06: Fake or misleading restaurant reviews
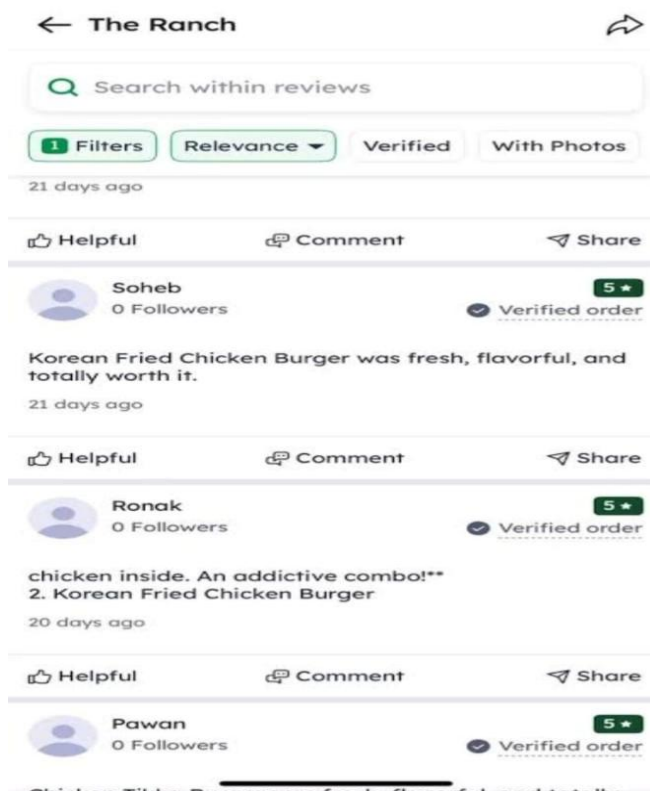
Bug0 07: Delivery partner location does not update

7. RTM – Requirements Traceability Matrix

Requirement ID	Requirement Description	Module	Test Case ID
REQ01	System should allow user to login with valid credentials	Login	TC01
REQ02	System should block login with invalid credentials	Login	TC02
REQ03	System should validate mandatory login fields	Login	TC03
REQ04	Password field should be masked	Login	TC04
REQ05	System should support Remember Me functionality	Login	TC05
REQ06	User should be able to search restaurants using valid location	Restaurant Search	TC06
REQ07	System should restrict past delivery date/time	Restaurant Search	TC07
REQ08	Mandatory location field should be validated	Restaurant Search	TC08
REQ09	System should allow adding food items to cart correctly	Cart	TC09
REQ10	Cart should validate mandatory item options	Cart	TC10

REQ11	Cart price calculation should be accurate	Cart	TC15
REQ12	User should proceed to checkout successfully	Checkout	TC11
REQ13	Delivery address should be validated	Checkout	TC12
REQ14	User should place order with valid details	Order Placement	TC21
REQ15	Mandatory payment option should be selected	Order Placement	TC22
REQ16	Order price should be calculated correctly	Order Placement	TC18
REQ17	User should cancel order before confirmation	Order Placement	TC17
REQ18	Order confirmation message should be displayed	Order Confirmation	TC25

8. Observations

During the testing of the Zomato Food Delivery Application, several functional, usability, and performance-related observations were recorded.

1. **Login Error Handling**

   Error messages for invalid login attempts are not always clearly displayed, which may confuse users.

2. **Restaurant Data Inconsistency**

   Some locations show limited restaurant availability despite being high-demand areas.

3. **Slow Image Loading**

   Restaurant and food images load slowly on low-speed networks.

4. **Cart Validation Issues**

   In certain cases, cart price updates are delayed.

5. **Order Confirmation Delay**

   Order confirmation pages sometimes take longer to load, affecting user trust.

6. **Mobile UI Issues**

   Some UI elements appear misaligned on smaller screen sizes.

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9. Test Summary Report

Testing Duration: 5 Days
Total Test Cases Executed: 25
Passed: 12

Failed: 13
Blocked: 0
Pass Percentage: 48%

The Zomato Food Delivery Application was tested across six core modules. While most basic functionalities worked correctly, several validation and performance issues were identified. Regression testing is recommended after fixes.

Overall Stability: 48%
Readiness for Deployment: Low

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10. Conclusion

The Zomato Food Delivery Application provides essential food ordering and delivery features and performs well under normal conditions. However, multiple issues related to validation, performance, UI responsiveness, and error handling were identified during testing.

Before production deployment, all critical and major defects must be resolved. Additional regression and usability testing is recommended. Based on the testing conducted, the application is functional but **not production-ready without fixes**.

11. References

• https://www.zomato.com

• Software Testing Fundamentals

• Manual Testing Notes