MANUAL TEST CASE REPORT

Online E-Commerce Website

Document Information	
Document Version	1.0
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Project Name	E-Commerce Platform - QA Testing
Application	Online Shopping Website

Prepared By	QA Team
Reviewed By	QA Lead
Approved By	Project Manager
Document Status	Final - Ready for Execution
Total Test Cases	84
Test Environment	UAT Environment

Role	Name	Signature	Date
Prepared By	QA Engineer		
Reviewed By	QA Lead		
Approved By	Project Manager		

REVISION HISTORY

Version	Date	Author	Description of Changes
0.1	January 05, 2026	QA Engineer	Initial draft created
0.2	January 08, 2026	QA Engineer	Added product and cart test cases
0.5	January 10, 2026	QA Engineer	Added checkout and payment test cases
0.8	January 12, 2026	QA Engineer	Added order management and admin test cases
0.9	January 14, 2026	QA Lead	Review and corrections
1.0	January 15, 2026	Project Manager	Final approval - Ready for execution

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1. INTRODUCTION

This document contains the manual test cases for the Online E-Commerce Website. The platform enables customers to browse products, add items to cart, complete purchases, and manage their orders. The test cases are designed to verify the functionality, usability, security, and reliability of all e-commerce features including product catalog, shopping cart, checkout process, payment processing, order management, and customer account features. Each test case includes detailed steps, expected results, and execution status to ensure comprehensive coverage of the platform's features.

2. TEST SCOPE

In Scope:
• User Registration and Authentication
• Product Catalog Browsing and Search
• Product Details and Customer Reviews
• Shopping Cart Management
• Wishlist Functionality
• Checkout Process (Guest & Registered)
• Payment Gateway Integration (Credit Card, Debit Card, PayPal, COD)
• Order Management (View, Track, Cancel)
• User Account and Profile Management
• Shipping and Delivery Tracking
• Returns and Refunds Processing
• Promotions, Coupons, and Discounts

Out of Scope:
• Performance and Load Testing
• Security Penetration Testing
• Mobile Application Testing
• Third-party Logistics Integration Testing
• Inventory Management System Testing
• Admin Panel Testing (Separate Document)

3. TEST ENVIRONMENT

Component	Specification
Application URL	https://shop.example.com/uat
Browser	Google Chrome v120+, Mozilla Firefox v115+, Safari 17+, Microsoft Edge v120+
Operating System	Windows 10/11, macOS Sonoma+, Ubuntu 22.04+
Database	MySQL 8.x / PostgreSQL 15.x
Payment Gateway	Stripe Test Mode, PayPal Sandbox, Razorpay Test
Test Data	Sample products, test user accounts, test payment cards
Email Service	Mailhog (Test SMTP Server)

4. TEST CASE SUMMARY

Module	Total TCs	High	Medium	Low	Pass	Fail	Not Run
User Registration & Authentication	8	5	2	1	8	0	0
Product Catalog & Search	8	4	3	1	8	0	0
Product Details & Reviews	6	3	2	1	6	0	0
Shopping Cart	8	5	3	0	8	0	0
Wishlist	6	2	3	1	6	0	0
Checkout Process	8	6	2	0	8	0	0
Payment Gateway	8	6	2	0	8	0	0
Order Management	8	5	3	0	8	0	0
User Account & Profile	6	3	2	1	6	0	0
Shipping & Delivery	6	4	2	0	6	0	0
Returns & Refunds	6	4	2	0	6	0	0
Promotions & Coupons	6	3	2	1	6	0	0
TOTAL	84	50	28	6	84	0	0

5. USER REGISTRATION & AUTHENTICATION MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_REG_001	New User Registration	1. Application is accessible 2. Registration page available 3. Valid email not registered	1. Navigate to registration page 2. Enter valid first name, last name 3. Enter valid email address 4. Enter valid password (min 8 chars) 5. Confirm password 6. Accept terms & conditions 7. Click 'Create Account' button	1. User registered successfully 2. Verification email sent 3. Success message displayed 4. Redirected to login page	High	PASS
TC_REG_002	Registration with Existing Email	1. Email already registered 2. Registration page accessible	1. Navigate to registration page 2. Enter existing email 3. Fill other required fields 4. Click 'Create Account' button	1. Registration fails 2. Error: 'Email already registered' 3. User remains on registration page 4. Login link suggested	High	PASS
TC_REG_003	Valid User Login	1. User account exists 2. Account is verified 3. Login page accessible	1. Navigate to login page 2. Enter valid email 3. Enter valid password 4. Click 'Sign In' button	1. Login successful 2. Redirected to homepage/dashboard 3. User name displayed in header 4. Cart synced if items exist	High	PASS
TC_REG_004	Invalid Password Login	1. Valid user account exists 2. Login page accessible	1. Navigate to login page 2. Enter valid email 3. Enter incorrect password 4. Click 'Sign In' button	1. Login fails 2. Error message displayed 3. Remaining attempts shown 4. Forgot password link visible	High	PASS
TC_REG_005	Social Login - Google	1. Google OAuth configured 2. Valid Google account exists	1. Click 'Sign in with Google' 2. Select Google account 3. Grant permissions 4. Complete authentication	1. Google auth successful 2. Account linked/created 3. Redirected to homepage 4. Profile populated from Google	High	PASS
TC_REG_006	Password Reset	1. User account exists 2. Valid email configured	1. Click 'Forgot Password' 2. Enter registered email 3. Click 'Send Reset Link' 4. Open email and click link 5. Enter new password 6. Confirm new password	1. Reset email sent 2. Link valid for 24 hours 3. Password updated 4. Can login with new password	Medium	PASS
TC_REG_007	User Logout	1. User is logged in 2. Session is active	1. Click user account icon 2. Select 'Sign Out' option 3. Confirm logout	1. User logged out 2. Session terminated 3. Redirected to homepage 4. Cart cleared/saved	Medium	PASS
TC_REG_008	Account Verification Email	1. New registration completed 2. Email not verified	1. Complete registration 2. Check email inbox 3. Click verification link 4. Verify account activated	1. Verification email received 2. Link works correctly 3. Account activated 4. Can login successfully	Low	PASS

6. PRODUCT CATALOG & SEARCH MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_CAT_001	Browse Product Categories	1. Products exist in catalog 2. Categories configured 3. Homepage accessible	1. Navigate to homepage 2. Click on main category 3. View subcategories 4. Select subcategory 5. View products in category	1. Categories displayed 2. Subcategories shown 3. Products listed 4. Product count visible 5. Filters available	High	PASS
TC_CAT_002	Product Search by Keyword	1. Products exist 2. Search functionality enabled	1. Click search bar 2. Enter product keyword 3. Press Enter or click search 4. View search results	1. Search executed 2. Relevant products shown 3. Result count displayed 4. Sort options available	High	PASS
TC_CAT_003	Search with No Results	1. Search functional 2. Invalid keyword prepared	1. Enter non-existent product name 2. Execute search 3. View results page	1. No results message shown 2. Suggestions displayed 3. Popular products shown 4. Search tips provided	Medium	PASS
TC_CAT_004	Filter Products by Price	1. Products displayed 2. Price filter available	1. View product listing 2. Set minimum price 3. Set maximum price 4. Apply price filter	1. Products filtered 2. Only matching prices shown 3. Filter indicator visible 4. Clear filter option	High	PASS
TC_CAT_005	Filter Products by Brand	1. Multiple brands exist 2. Brand filter enabled	1. View product listing 2. Expand brand filter 3. Select one or more brands 4. Apply filter	1. Brand filter applied 2. Only selected brands shown 3. Multiple selection works 4. Product count updated	Medium	PASS
TC_CAT_006	Sort Products by Price Low to High	1. Products displayed 2. Sort options available	1. View product listing 2. Click sort dropdown 3. Select 'Price: Low to High' 4. Verify sorting	1. Products reordered 2. Lowest price first 3. Sort indicator shown 4. Pagination maintained	High	PASS
TC_CAT_007	Sort Products by Customer Rating	1. Products have ratings 2. Rating sort enabled	1. View product listing 2. Select 'Customer Rating' sort 3. Verify order	1. Highest rated first 2. Rating stars visible 3. Review count shown 4. Sorting accurate	Medium	PASS
TC_CAT_008	Product Pagination	1. More products than page limit 2. Pagination enabled	1. View product listing 2. Scroll to bottom 3. Click next page 4. Navigate through pages	1. Pagination controls shown 2. Next page loads 3. Page numbers work 4. Products change correctly	Low	PASS

7. PRODUCT DETAILS & REVIEWS MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_PRD_001	View Product Details	1. Product exists 2. Product page accessible	1. Click on product from listing 2. View product detail page 3. Check all information sections	1. Product page loads 2. Images displayed 3. Price shown 4. Description visible 5. Specifications listed	High	PASS
TC_PRD_002	Product Image Gallery	1. Product has multiple images 2. Gallery functional	1. Open product page 2. Click on thumbnail images 3. Use image zoom 4. Navigate through gallery	1. Main image changes 2. Zoom works correctly 3. All images viewable 4. Navigation smooth	High	PASS
TC_PRD_003	Select Product Variants	1. Product has variants 2. Size/color options exist	1. Open product page 2. Select size option 3. Select color option 4. Verify price update	1. Variants selectable 2. Stock status updates 3. Price adjusts if applicable 4. Image changes for color	High	PASS
TC_PRD_004	View Customer Reviews	1. Product has reviews 2. Reviews section enabled	1. Open product page 2. Scroll to reviews section 3. Read customer reviews 4. Filter by rating	1. Reviews displayed 2. Star ratings shown 3. Review text visible 4. Filter works correctly	Medium	PASS
TC_PRD_005	Submit Product Review	1. User logged in 2. User purchased product 3. Review not submitted	1. Open purchased product 2. Click 'Write Review' 3. Select star rating 4. Enter review title 5. Write review text 6. Submit review	1. Review form opens 2. Rating selected 3. Review submitted 4. Pending moderation message 5. Thank you displayed	Medium	PASS
TC_PRD_006	Check Product Availability	1. Product page open 2. Stock info available	1. View product page 2. Check stock status 3. Select variant if applicable 4. Verify availability message	1. In Stock/Out of Stock shown 2. Quantity available displayed 3. Low stock warning if applicable 4. Notify me option for OOS	Low	PASS

8. SHOPPING CART MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_CRT_001	Add Product to Cart	1. Product available 2. Product in stock 3. Cart accessible	1. Open product page 2. Select quantity 3. Select variants if any 4. Click 'Add to Cart' 5. View cart confirmation	1. Product added to cart 2. Cart count updated 3. Confirmation message shown 4. Continue shopping option	High	PASS
TC_CRT_002	View Shopping Cart	1. Items in cart 2. Cart page accessible	1. Click cart icon 2. View cart page 3. Check all items listed 4. Verify prices and totals	1. Cart page displays 2. All items shown 3. Quantities correct 4. Subtotal calculated 5. Checkout button visible	High	PASS
TC_CRT_003	Update Cart Quantity	1. Item in cart 2. Stock available	1. Open cart page 2. Change item quantity 3. Click update/apply 4. Verify total update	1. Quantity updated 2. Line total recalculated 3. Cart total updated 4. Stock validation done	High	PASS
TC_CRT_004	Remove Item from Cart	1. Items in cart 2. Remove option available	1. Open cart page 2. Click remove/delete icon 3. Confirm removal if prompted 4. Verify item removed	1. Item removed 2. Cart updated 3. Total recalculated 4. Empty cart message if last item	High	PASS
TC_CRT_005	Cart Persistence - Logged In User	1. User logged in 2. Items added to cart	1. Add items to cart 2. Logout from account 3. Login again 4. Check cart contents	1. Cart items saved 2. Items restored on login 3. Quantities preserved 4. Prices current	High	PASS
TC_CRT_006	Cart Quantity Exceeds Stock	1. Product with limited stock 2. Item in cart	1. Add product to cart 2. Try to increase quantity beyond stock 3. View error message	1. Quantity limited to stock 2. Error message shown 3. Max available displayed 4. Cannot exceed limit	Medium	PASS
TC_CRT_007	Mini Cart Preview	1. Items in cart 2. Mini cart enabled	1. Add item to cart 2. Hover over cart icon 3. View mini cart dropdown 4. Check item details	1. Mini cart appears 2. Items listed 3. Quick view of totals 4. Checkout shortcut available	Medium	PASS
TC_CRT_008	Save for Later	1. User logged in 2. Item in cart 3. Save for later enabled	1. Open cart page 2. Click 'Save for Later' 3. Verify item moved 4. Check saved items section	1. Item moved to saved 2. Removed from cart 3. Saved section shows item 4. Move to cart option available	Medium	PASS

9. WISHLIST MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_WSH_ 001	Add Product to Wishlist	1. User logged in 2. Product available 3. Wishlist enabled	1. Open product page 2. Click wishlist/heart icon 3. Verify addition confirmation	1. Product added to wishlist 2. Heart icon filled/changed 3. Confirmation message 4. Wishlist count updated	High	PASS
TC_WSH_ 002	View Wishlist	1. User logged in 2. Items in wishlist	1. Navigate to wishlist page 2. View all saved items 3. Check product details	1. Wishlist page loads 2. All items displayed 3. Prices shown 4. Stock status visible	High	PASS
TC_WSH_ 003	Move Wishlist Item to Cart	1. Item in wishlist 2. Item in stock	1. Open wishlist 2. Click 'Add to Cart' for item 3. Verify cart updated 4. Check wishlist status	1. Item added to cart 2. Cart count updated 3. Option to keep/remove from wishlist 4. Confirmation shown	Medium	PASS
TC_WSH_ 004	Remove Item from Wishlist	1. Items in wishlist 2. Remove option available	1. Open wishlist 2. Click remove icon 3. Confirm removal 4. Verify item removed	1. Item removed 2. Wishlist updated 3. Confirmation message 4. Empty message if last item	Medium	PASS
TC_WSH_ 005	Wishlist Price Drop Alert	1. Item in wishlist 2. Price alerts enabled	1. Add item to wishlist 2. Enable price alert 3. Price drops (simulated) 4. Check notification	1. Alert preference saved 2. Email sent on price drop 3. New price shown 4. Quick buy option	Medium	PASS
TC_WSH_ 006	Share Wishlist	1. Items in wishlist 2. Share feature enabled	1. Open wishlist 2. Click share option 3. Select share method 4. Send/copy link	1. Share options shown 2. Link generated 3. Shareable via email/social 4. Recipients can view	Low	PASS

10. CHECKOUT PROCESS MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_CHK_001	Proceed to Checkout	1. Items in cart 2. User logged in 3. Checkout enabled	1. Open cart page 2. Review cart items 3. Click 'Proceed to Checkout' 4. View checkout page	1. Checkout page loads 2. Order summary shown 3. Shipping form displayed 4. Payment options visible	High	PASS
TC_CHK_002	Guest Checkout	1. Items in cart 2. Guest checkout enabled 3. User not logged in	1. Add items to cart 2. Proceed to checkout 3. Select 'Guest Checkout' 4. Enter email address 5. Continue with checkout	1. Guest option available 2. Email captured 3. Shipping form shown 4. No account required	High	PASS
TC_CHK_003	Add Shipping Address	1. Checkout page open 2. Shipping section visible	1. Enter full name 2. Enter address line 1 3. Enter city, state, zip 4. Enter phone number 5. Save address	1. Address validated 2. Address saved 3. Shipping options shown 4. Delivery estimate displayed	High	PASS
TC_CHK_004	Select Shipping Method	1. Address entered 2. Shipping methods available	1. View shipping options 2. Compare delivery times 3. Compare shipping costs 4. Select preferred method	1. Options displayed 2. Costs shown 3. Delivery dates visible 4. Total updated with shipping	High	PASS
TC_CHK_005	Use Saved Address	1. User logged in 2. Saved addresses exist	1. Proceed to checkout 2. View saved addresses 3. Select existing address 4. Continue to payment	1. Saved addresses shown 2. Selection works 3. Address populated 4. Edit option available	High	PASS
TC_CHK_006	Add Billing Address	1. Shipping address entered 2. Billing section visible	1. Uncheck 'Same as shipping' 2. Enter billing address 3. Save billing info 4. Proceed to payment	1. Billing form appears 2. Address validated 3. Both addresses saved 4. Payment section enabled	Medium	PASS
TC_CHK_007	Order Review Before Payment	1. Shipping selected 2. Review step enabled	1. Complete shipping info 2. View order review 3. Check all items 4. Verify totals	1. All items listed 2. Quantities correct 3. Shipping cost shown 4. Tax calculated 5. Grand total accurate	High	PASS
TC_CHK_008	Edit Cart During Checkout	1. In checkout process 2. Edit option available	1. Click 'Edit Cart' link 2. Modify cart items 3. Return to checkout 4. Verify updates	1. Cart page opens 2. Changes allowed 3. Return to checkout 4. Updates reflected	Medium	PASS

11. PAYMENT GATEWAY MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_PAY_001	Credit Card Payment	1. Checkout complete 2. Payment page open 3. Valid test card available	1. Select Credit Card 2. Enter card number 3. Enter expiry date 4. Enter CVV 5. Enter cardholder name 6. Click 'Pay Now'	1. Card validated 2. Payment processed 3. Order confirmed 4. Confirmation page shown	High	PASS
TC_PAY_002	Debit Card Payment	1. Order ready for payment 2. Valid debit card	1. Select Debit Card 2. Enter card details 3. Complete 3D Secure if required 4. Confirm payment	1. Card authenticated 2. Payment successful 3. Order placed 4. Receipt generated	High	PASS
TC_PAY_003	PayPal Payment	1. PayPal enabled 2. Valid PayPal account	1. Select PayPal 2. Redirect to PayPal 3. Login to PayPal 4. Confirm payment 5. Return to store	1. PayPal redirect works 2. Amount correct 3. Payment completed 4. Order confirmed on return	High	PASS
TC_PAY_004	Cash on Delivery (COD)	1. COD enabled for location 2. Order within COD limit	1. Select Cash on Delivery 2. Verify COD availability 3. Accept COD terms 4. Place order	1. COD option available 2. COD fee shown if any 3. Order placed 4. Payment pending status	High	PASS
TC_PAY_005	Invalid Card Payment	1. Payment page open 2. Invalid card details	1. Enter invalid card number 2. Enter wrong expiry 3. Click 'Pay Now' 4. View error	1. Validation fails 2. Error message shown 3. Payment not processed 4. Retry option available	High	PASS
TC_PAY_006	Insufficient Funds	1. Card with low balance 2. Order amount exceeds balance	1. Enter card details 2. Attempt payment 3. View decline message	1. Payment declined 2. Insufficient funds message 3. Order not placed 4. Try another card option	High	PASS
TC_PAY_007	Save Card for Future	1. User logged in 2. Save card option enabled	1. Enter card details 2. Check 'Save card' 3. Complete payment 4. Verify card saved	1. Card tokenized 2. Last 4 digits saved 3. Available for future orders 4. Security maintained	Medium	PASS
TC_PAY_008	Payment with Saved Card	1. Saved card exists 2. User logged in	1. Select saved card 2. Enter CVV 3. Confirm payment 4. Complete order	1. Saved card shown 2. Quick checkout 3. Payment successful 4. Order confirmed	Medium	PASS

12. ORDER MANAGEMENT MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_ORD_0 01	View Order Confirmation	1. Order placed successfully 2. Confirmation page displayed	1. Complete order 2. View confirmation page 3. Check order number 4. Verify order details	1. Order number displayed 2. Items listed 3. Total shown 4. Estimated delivery visible	High	PASS
TC_ORD_0 02	Order Confirmation Email	1. Order placed 2. Email configured	1. Complete order 2. Check email inbox 3. Open confirmation email 4. Verify details	1. Email received 2. Order details correct 3. Tracking info included 4. Support contact shown	High	PASS
TC_ORD_0 03	View Order History	1. User logged in 2. Previous orders exist	1. Go to My Account 2. Click 'Order History' 3. View all orders 4. Check order statuses	1. All orders listed 2. Order dates shown 3. Status visible 4. Order details accessible	High	PASS
TC_ORD_0 04	View Order Details	1. Order exists 2. Order history accessible	1. Open order history 2. Click on order number 3. View full details 4. Check all sections	1. Order details page opens 2. Items listed 3. Shipping info shown 4. Payment info visible 5. Status timeline shown	High	PASS
TC_ORD_0 05	Track Order	1. Order shipped 2. Tracking available	1. Open order details 2. Click 'Track Order' 3. View tracking info 4. Check delivery status	1. Tracking page opens 2. Current status shown 3. Location updates visible 4. Estimated delivery shown	High	PASS
TC_ORD_0 06	Cancel Order	1. Order not shipped 2. Cancellation allowed	1. Open order details 2. Click 'Cancel Order' 3. Select cancellation reason 4. Confirm cancellation	1. Cancellation option shown 2. Reason captured 3. Order cancelled 4. Refund initiated	High	PASS
TC_ORD_0 07	Reorder Previous Order	1. Previous order exists 2. Products still available	1. Open order history 2. Find previous order 3. Click 'Reorder' 4. Review cart	1. Items added to cart 2. Quantities set 3. Unavailable items flagged 4. Proceed to checkout	Medium	PASS
TC_ORD_0 08	Download Invoice	1. Order completed 2. Invoice available	1. Open order details 2. Click 'Download Invoice' 3. Save PDF file 4. Verify invoice content	1. PDF generated 2. All details included 3. Tax breakdown shown 4. File downloadable	Medium	PASS

13. USER ACCOUNT & PROFILE MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_ACC_001	View Account Dashboard	1. User logged in 2. Account page accessible	1. Click 'My Account' 2. View dashboard 3. Check all sections	1. Dashboard loads 2. Recent orders shown 3. Quick links available 4. Account summary visible	High	PASS
TC_ACC_002	Update Profile Information	1. User logged in 2. Profile section accessible	1. Go to Profile Settings 2. Update name/phone 3. Update email 4. Save changes	1. Fields editable 2. Validation works 3. Changes saved 4. Confirmation shown	High	PASS
TC_ACC_003	Change Password	1. User logged in 2. Current password known	1. Go to Security settings 2. Enter current password 3. Enter new password 4. Confirm new password 5. Save	1. Password validated 2. New password set 3. Confirmation shown 4. Session maintained	High	PASS
TC_ACC_004	Manage Saved Addresses	1. User logged in 2. Address book accessible	1. Go to Address Book 2. Add new address 3. Edit existing address 4. Delete address 5. Set default	1. Addresses listed 2. Add/Edit works 3. Delete works 4. Default settable	Medium	PASS
TC_ACC_005	Manage Payment Methods	1. User logged in 2. Saved cards exist	1. Go to Payment Methods 2. View saved cards 3. Add new card 4. Remove card 5. Set default	1. Cards displayed (masked) 2. Add card works 3. Remove works 4. Default settable	Medium	PASS
TC_ACC_006	Email Preferences	1. User logged in 2. Preferences accessible	1. Go to Email Preferences 2. Toggle newsletter 3. Toggle order updates 4. Toggle promotions 5. Save preferences	1. Options displayed 2. Toggles work 3. Preferences saved 4. Confirmation shown	Low	PASS

14. SHIPPING & DELIVERY MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_SHP_001	Calculate Shipping Cost	1. Items in cart 2. Shipping calculator available	1. View cart 2. Enter zip/postal code 3. Calculate shipping 4. View shipping options	1. Shipping calculated 2. Multiple options shown 3. Costs displayed 4. Delivery times shown	High	PASS
TC_SHP_002	Free Shipping Threshold	1. Free shipping enabled 2. Threshold configured	1. Add items below threshold 2. View shipping cost 3. Add more items to reach threshold 4. Verify free shipping	1. Shipping cost shown initially 2. Progress to free shipping displayed 3. Free shipping applied at threshold 4. Savings shown	High	PASS
TC_SHP_003	Express Shipping Option	1. Express shipping available 2. Checkout in progress	1. Proceed to checkout 2. Enter shipping address 3. Select express shipping 4. View delivery date	1. Express option available 2. Faster delivery date 3. Higher cost shown 4. Total updated	High	PASS
TC_SHP_004	Shipping to PO Box	1. PO Box shipping configured 2. Restrictions if any	1. Enter PO Box address 2. View available shipping methods 3. Check restrictions 4. Complete if allowed	1. PO Box validated 2. Available methods shown 3. Restrictions displayed 4. Order proceeds or error shown	Medium	PASS
TC_SHP_005	International Shipping	1. International shipping enabled 2. Country supported	1. Select international address 2. Enter country 3. View shipping options 4. Check duties/taxes info	1. International options shown 2. Longer delivery times 3. Customs info displayed 4. Total with duties shown	High	PASS
TC_SHP_006	Delivery Date Selection	1. Scheduled delivery enabled 2. Date selection available	1. Proceed to shipping 2. View delivery calendar 3. Select preferred date 4. Confirm selection	1. Calendar displayed 2. Available dates shown 3. Date selected 4. Confirmation in order	Medium	PASS

15. RETURNS & REFUNDS MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_RET_0 01	Initiate Return Request	1. Order delivered 2. Within return window 3. Return policy allows	1. Go to order details 2. Click 'Return Items' 3. Select items to return 4. Select return reason 5. Submit request	1. Return form opens 2. Items selectable 3. Reasons listed 4. Request submitted 5. RMA number generated	High	PASS
TC_RET_0 02	Return Reason Selection	1. Return initiated 2. Reason options available	1. Start return process 2. View reason options 3. Select appropriate reason 4. Add comments if needed	1. Reasons displayed 2. Selection works 3. Comments optional 4. Reason captured	High	PASS
TC_RET_0 03	Generate Return Label	1. Return approved 2. Prepaid label enabled	1. View return details 2. Click 'Print Return Label' 3. Download/print label 4. Verify label details	1. Label generated 2. PDF downloadable 3. Barcode visible 4. Instructions included	High	PASS
TC_RET_0 04	Track Return Status	1. Return shipped 2. Tracking available	1. Go to returns section 2. View return status 3. Track return shipment 4. Check refund status	1. Status displayed 2. Tracking works 3. Timeline shown 4. Refund ETA visible	High	PASS
TC_RET_0 05	Refund Processing	1. Return received 2. Inspection complete	1. Return received by warehouse 2. Inspection completed 3. Refund initiated 4. Check refund in account	1. Refund processed 2. Original payment method credited 3. Email confirmation sent 4. Amount correct	High	PASS
TC_RET_0 06	Exchange Instead of Refund	1. Exchange option available 2. Replacement in stock	1. Initiate return 2. Select 'Exchange' option 3. Choose replacement item 4. Confirm exchange	1. Exchange option shown 2. Replacement selectable 3. Price difference handled 4. New order created	Medium	PASS

16. PROMOTIONS & COUPONS MODULE

TC ID	Test Case Title	Preconditions	Test Steps	Expected Result	Priority	Status
TC_PRM_001	Apply Coupon Code	1. Valid coupon exists 2. Cart has eligible items	1. Add items to cart 2. Go to cart/checkout 3. Enter coupon code 4. Click 'Apply' 5. Verify discount	1. Coupon field visible 2. Code validated 3. Discount applied 4. New total shown 5. Savings displayed	High	PASS
TC_PRM_002	Invalid Coupon Code	1. Invalid/expired coupon 2. Cart page open	1. Enter invalid coupon 2. Click 'Apply' 3. View error message	1. Validation fails 2. Error message shown 3. No discount applied 4. Retry option available	High	PASS
TC_PRM_003	Percentage Discount Coupon	1. Percentage coupon valid 2. Eligible items in cart	1. Add eligible items 2. Apply percentage coupon 3. Verify discount calculation 4. Check all items discounted	1. Percentage calculated correctly 2. Applied to eligible items 3. Discount shown per item 4. Total updated	High	PASS
TC_PRM_004	Fixed Amount Discount	1. Fixed discount coupon 2. Order meets minimum	1. Add items meeting minimum 2. Apply fixed discount code 3. Verify amount deducted 4. Check total	1. Fixed amount deducted 2. Minimum validated 3. Discount applied once 4. Total correct	Medium	PASS
TC_PRM_005	Free Shipping Coupon	1. Free shipping coupon valid 2. Shipping normally charged	1. Add items to cart 2. Proceed to checkout 3. Apply free shipping code 4. Verify shipping cost	1. Shipping cost removed 2. Free shipping shown 3. Coupon indicated 4. Total updated	Medium	PASS
TC_PRM_006	Coupon Usage Limit	1. Coupon with usage limit 2. Limit reached	1. Try to apply used coupon 2. View error message 3. Check coupon status	1. Coupon rejected 2. Limit reached message 3. No discount applied 4. Alternative suggested	Low	PASS

17. TEST EXECUTION SUMMARY

Metric	Value
Total Test Cases	84
Test Cases Executed	84
Test Cases Passed	84
Test Cases Failed	0
Test Cases Blocked	0
Test Cases Not Run	0
Pass Rate	100%
Execution Start Date	January 15, 2026
Execution End Date	January 15, 2026
Executed By	QA Team
Test Environment	UAT

CONCLUSION

All 84 test cases have been successfully executed with a 100% pass rate. The Online E-Commerce Website has been thoroughly tested across all functional modules including User Registration & Authentication, Product Catalog & Search, Product Details & Reviews, Shopping Cart, Wishlist, Checkout Process, Payment Gateway, Order Management, User Account & Profile, Shipping & Delivery, Returns & Refunds, and Promotions & Coupons functionality.

Recommendation: The E-Commerce Website is ready for production deployment. All critical and high-priority test cases have passed successfully, and the system meets the defined acceptance criteria. The payment processing has been verified with multiple payment methods, shopping cart functionality works correctly, and all order management workflows function as expected.

Sign-off:

Role	Name	Signature	Date
QA Lead			
Project Manager			
Product Owner			