QA Testing Report

Product: Sadad Consumer

Round: 1

Celoxis ID: 2048

**Approvals**

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| Approved By: | Signature | Date |
| Mohammed Faisal. |  | 12/12/2018 |

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| OVERVIEW |
| * The test aims to make sure that sadadPay web application/android is integrated successfully with Consumer and all required services are working as expected through Consumer channel using Cards. |

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| Scope |
| In scope: |
| **Services through Cards:**   1. Get public key 2. Bill Inquiry 3. E-15 4. Bill Payment    1. ZAIN Top-Up    2. MTN Top-Up    3. SUDANI Top-Up    4. NEC    5. E15 Payment 5. Card Transfer 6. Customer - to – Customer 7. Balance Inquiry 8. Purchase |
| Out of scope: |
| All other services that’s not defined in the requirement document |

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| SOFTWARE IDENTIFICATION | |
| Name | Sadad Pay |
| Version | Not found |
| Round | 1 |
| Language | Arabic |

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| Dates | |
| Test Start Date | 10/12/2018 |
| Test Complete Date | 12/12/2018 |

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| RESOURCES | |
| People | |
| QA Engineer | Amna Moneir  Ashraf Kamal |
| Environment | |
| Test Tools | Firefox browser  Smart Phone |
| Test Server | https://sadad.cf/ar/#/login  <https://QA[IP:Port]/QAConsumer> |

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| Testing | | | |
| 5.3 Services through Cards | | | |
| **Service** | **Status Arabic** | **Receipts** | **Issue/Comments** |
| **Administrative services:** | | | |
| 1. GetPuplicKey | **pass** | | |
| **Customer services:** | | | |
| **1.Bill Inquiry :** | | | |
| 1.1 E-15 | Fail | Fail | **Issue #1,2,3,5,6,13** |
| **2.Bill Payment** | | | |
| 2.1ZAIN TOP-UP | Fail | Fail | **Issue #1,4,5,6** |
| 2.2MTN TOP-UP | Fail | Fail | **Issue #1,4,5,6** |
| 2.3Sudani TOP-UP | Fail | Fail | **Issue #1,4,5,6** |
| 2.4 NEC | **pass** | Fail | **Issue #1,2,5,6,13** |
| * 1. E15 Payment | **pass** | Fail | **Issue #1,5,6** |
| 3.Card Transfer | **pass** | Fail | **Issue #1,5,6** |
| 4.Balance Inquiry | **pass** | Fail | **Issue #5,6** |
| 5.application | Fail | Fail | **Issue #7,8,9,10,11,12,13,14,15** |
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| Round1 Issues: | | | | | | |
| # | **Issue** | **Severity** | **Status** | **The Impact** | **Business Comments** | **Vendor Comments** |
|  | **In all services** APP doesn’t display the important data in the receipt.  ***Receipt must contain:***  -Transaction TimeDate.  -Card information: PAN (Masking:922256\*\*\*\*\*\*7990).  -transaction Name.  -Amount.  -Fees.  **In declined scenario:**  -clear response massage.  -response code. | **Major** | **New** | Customer may not know the information which were entered |  |  |
|  | ***In E15 bill inquiry and payment*** ***services is missing***:  -invoice number  -phone number.  -due amount.  -Service name.  -Unit Name.  There is “NaN” display before any field value. | **Major** | **New** | Customer confused |  |  |
|  | In E15 bill inquiry it’s mandatory to enter Amount to complete the service, while this field is not required.  #Note:  The amount field send in request.  Please refer to WSD. | **Major** | **New** | In correct Request fields data. |  |  |
|  | **In All telecom top up:**  The amount sends with fix value 3 in request, regard to amount that enter by end user. | **Major** | **New** | Service will perform with different data that entered. |  |  |
|  | **In All Services:**  When use debit card, the response display as transaction failed with different error massage “حاول لاحقا”  "خطا الرجا المحاوله لاحقا"  while transaction complete successfully in log.  And in E15 just loading and no response display. | **Major** | **New** | Costumer will perform the transaction. |  |  |
|  | **Wrong presentation for responses in the application:**  In all decline seniors the response massage is not clear.  Is return “فشلت العمليه حاول مره اخري"  “فشلت العمليه راجع البيانات المدخله”  For example; when card status lost, expired the response is “فشلت العمليه راجع البيانات المدخله”” instead of “البطاقه مسروقه”  Please perform specific clear response massage in Arabic for each response code. | **Major** | **New** | Unclear response for customer. |  |  |
|  | When delete one card related to specific account, all card information in database appear to customer. | **Major** | **New** | One customer know other customer information |  |  |
|  | There is no session time out in application. | **Minor** | **New** | Security wise. |  |  |
|  | When register new card they ask to enter Card IPIN to complete the registration.  (the IPIN clear not masked)  And when perform any transaction and using IPIN different from that we register card with it; there is validation perform on application level and response with “فشلت العمليه  Wrong IPIN Code” or  “حاول لاحقا”and not sent the request to our side. | **Major** | **New** | Security wise.  The IPIN must not be saved in application/vendor DB. |  |  |
|  | The field data not clear after declined transaction (IPIN). | **Minor** | **New** | Security wise. |  |  |
|  | The IPIN labelling as الرقم السري instead of الرقم السري للانترنت | **Minor** | **New** |  |  |  |
|  | The validation massage need more clarification:  For example:  In NEC when enter Meter number with 12 digit :”لايمكن “اضافه اكتر من 12 while the actual validation is 11 digits.  IPIN: when enter more than 4 :”لايمكن اضافه اكثر من 6” while the validation actually regard 4 digits.    Please review all validation massage to be clear as possible. | **Minor** | **New** | Unclear validation massage and maybe confusing the customer. |  |  |
|  | **In E15:**  The invoice number length constrains minimum with 18 digits.  Recommendation:  The validation for field emptiness only. | **Major** | **New** | The application will not be usable when using invoices more than 18 digits. |  |  |
|  | **Requirement mismatch:**   1. Purchase service not found in application, while selected in requirement. 2. Balance inquiry not selected in requirement while exists in application.   Please update the requirement sheet. | **Minor** | **New** | Requirement Mismatch |  |  |
|  | There is no version in the Application.  #note:  The version must be update after any update | **Minor** | **New** | Version control |  |  |

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| Comments: | | | |
| **#** | **Comment** | **Vendor Feedback** | **QA Feedback** |
| **1** | In Card Transfer the label is “رقم الحساب المرسل اليه ” instead of “البطاقه المرسل اليها” |  |  |
| **2** | In E15 : service name display as 0 |  |  |
| **3** | In balance inquiry the leger amount display, and the customer not need it. |  |  |

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| NOTES: |
| * There is two services "دفع سريع" "استلام سريع" using as card transfer. Which can create QR for any card using " استلام سريع " and other using “دفع سريع”to perform card transfer. * In Portal the “استلام سريع” required to enter Barcode. * Please updated the requirement sheet and fill customer application info. * While this issue is same at Android and portal it’s better to perform test in one type and then fix all issue in other one to reduce testing effort and time. |

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| RECOMMENDATIONS: |
| * SadadPay have to solve above issues and comments before start round 2. * Vendor feedback inside the report is required. |