

Defect Report for OpenCart E-commerce Website

Project Name: OpenCart E-commerce Platform
Report Date: September 30, 2024
Reported By: [Shivendra Singh]
Defect ID: TC 15
Defect Severity: Critical
Defect Priority: High
Assigned To: Development Team
Status: Open

1. Defect Summary:

Title: The order are no place

Description: When users click submit button during the place order, the order are not place. This defect leads to users not being able to order any product , potentially leading to lost sales or user frustration.

2. Environment:

- **Platform:** OpenCart v3.0.3.8
 - **Browser:** Chrome v117.0, Firefox v116.0, Safari v16.6
 - **Device:** Desktop (Windows 11, macOS Ventura)
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3. Steps to Reproduce:

1. Navigate to the OpenCart store's homepage.
 2. Select any product and add it to the cart.
 3. Proceed to the checkout page.
 4. Enter the valid address.
 5. Click on the "Place Order" button.
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4. Expected Results:

- The order are placed when click 'Place Order' option
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5. Actual Results:

- The order are not placed when click 'Place Order' option
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6. Additional Information:

- **Observed in Multiple Browsers:** The issue persists in Chrome, Firefox, and Safari.
 - **Console Logs:** No errors observed in the browser's console log, but server-side logs need to be reviewed for potential issues.
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7. Impact:

- **Business Impact:** High – This issue prevents customers from place order, which can reduce conversion rates during sales. It also leads to a poor user experience.
 - **User Experience Impact:** Critical – Users expect coupon codes to work seamlessly, and failure to apply discounts might result in shopping cart abandonment.
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8. Recommendations:

- **Short-Term:** Fix the issue with coupon code application in the checkout process. Ensure proper discount calculation.
 - **Long-Term:** Add test cases specifically for promotional discounts and coupon applications to be included in regression testing.
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9. Timeline:

- **Reported Date:** September 30, 2024
 - **Expected Resolution Date:** October 3, 2024
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