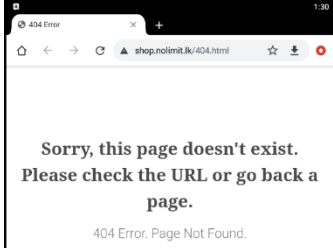
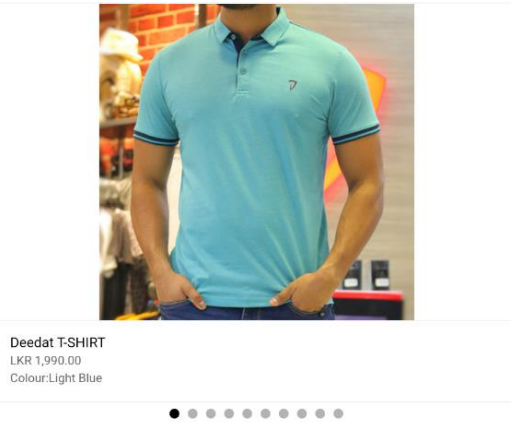

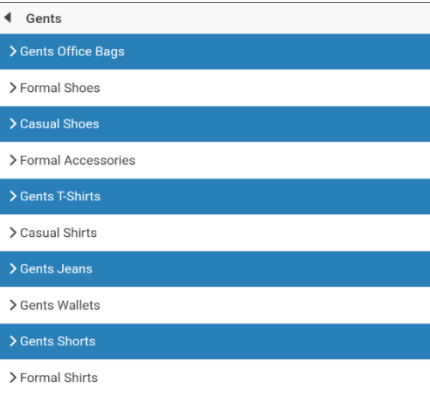
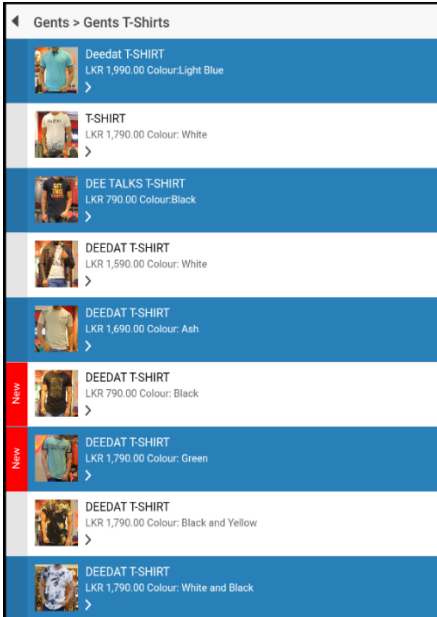
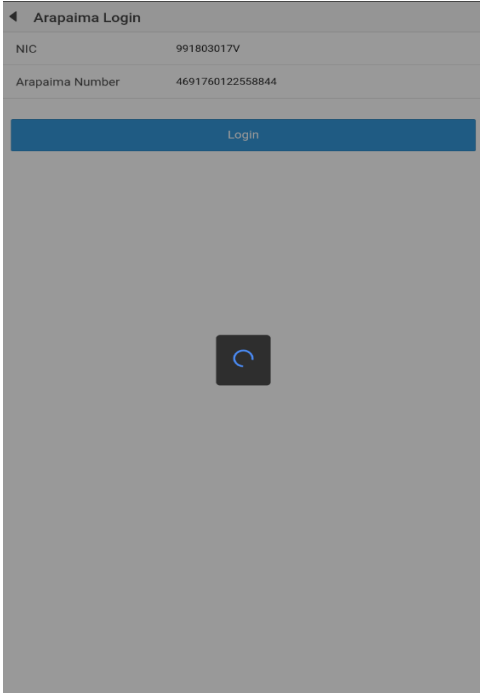
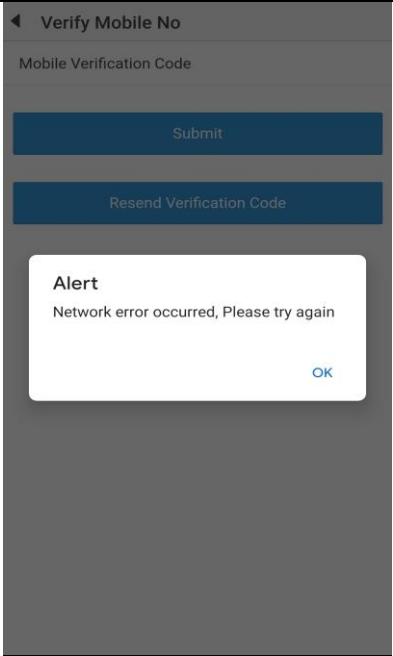



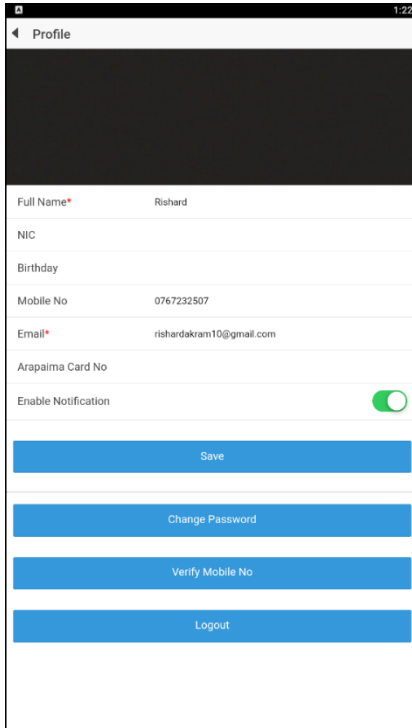
| IT19155944 | 01 Fail-points/blocking | 02 Fail-points/blocking |
|----------------------|---|---|
| Fail-points/blocking | <p>When clicked on shopping it opens an incorrect address in the browser</p> <p>There is an option called shopping which opens a website to allow users to shopping but once this is clicked it opens an incorrect address in the web browser and displays an error message as “Page Not Found”. This blocks the user from shopping.</p> | <p>Product Description is not found when viewing details of the products</p> <p>Since this is an online shopping application users require more details before purchasing a product but this application doesn’t provide any description about the product that will be useful for the user.</p> |
| Evidence |  |  |


| | | |
|----------------------|---|--|
| IT19155944 | 03 Fail-points/blocking | |
| Fail-points/blocking | <p>No shopping cart feature is available</p> <p>This mobile application doesn't allow the users to add products to cart and to purchase multiple products. This is a major blocking in the process of purchasing products.</p> | |
| Evidence |  <p>In the top only notification icon is available, no cart icon is available.</p> | |

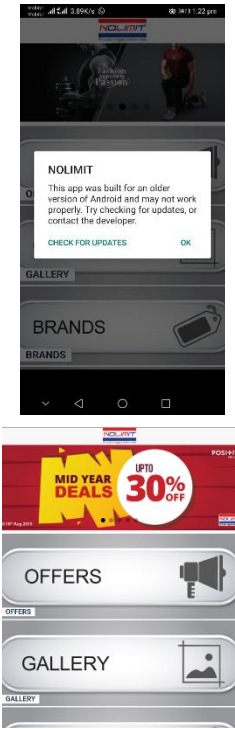
| IT19170244 | 01 Fail-points/blocking | 02 Fail-points/blocking |
|----------------------|---|--|
| Fail-points/blocking | <p>No fixed menu bar available always need to go back to the home page to navigate to another section</p> <p>There isn't a fixed menu bar available. Therefore, always need to go back to the home page to navigate to another page. Therefore, users faced immense difficulty in navigating through the application</p> | <p>Search option is unavailable</p> <p>This application doesn't have a search option. Therefore, it is difficult to find a product. The user needs to go through all the items to find an item.</p> |
| Evidence |  <p>No menu bar only back option is available. So always need to navigate back to the home screen.</p> |  |

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|----------------------|--|--|
| IT19170244 | 03 Fail-points/blocking | |
| Fail-points/blocking | Arapaima Card Login doesn't work Arapaima is the Loyalty card provided by Nolimit. I entered the arapaima card number provided by Nolimit and tried to Login but it doesn't work and it keeps on loading infinitely. | |
| Evidence |  <p>The screenshot shows a mobile application interface for 'Arapaima Login'. It contains two input fields: 'NIC' with the value '991803017V' and 'Arapaima Number' with the value '4691760122558844'. Below these fields is a blue 'Login' button. At the bottom center of the screen, there is a black square with a white circular loading spinner, indicating that the application is stuck in a loading state.</p> | |

| IT19140544 | 01 Fail-points/blocking | 02 Fail-points/blocking |
|----------------------|---|--|
| Fail-points/blocking | <p>Mobile number verification not working</p> <p>In the Profile UI, the user can choose the option Verify Mobile No, to navigate to the mobile number verification UI to verify the mobile number. In the mobile number verification UI, there is an option named Resend Verification Code to send the verification code to the user's mobile number. But every time this button is tapped, an error message appears saying that a network error occurred, and the mobile number does not receive a verification code.</p> | <p>Can't submit feedback since mobile verification gets failed</p> <p>The application has an option for the user to submit feedback. But to use this feature, the user is required to log into their account and verify their mobile number. But since the mobile number verification fails (fail-point 01), the user cannot proceed to submit feedback. Therefore, this feature is unusable.</p> |
| Evidence |  |  |

| | | |
|----------------------|---|--|
| IT19140544 | 03 | |
| | Fail-points/blocking | |
| Fail-points/blocking | <p>No option to delete account</p> <p>After creating an account, the user can edit and update their account information. But there is no option to delete the account. Therefore, even if the user decides to stop using the app, their account will exist with all their sensitive information.</p> | |
| Evidence |  | |

| IT19168500 | 01 Fail-points/blocking | 02 Fail-points/blocking |
|----------------------|--|---|
| Fail-points/blocking | Unable to reset password using email If the user has forgot the password during login the user has no means of recovering the account because the reset Password functionality doesn't work. It requires to enter the email but once the email is entered it doesn't send an email to reset the password. Therefore, password can't be reset once forgotten. | Unable to view my orders There is no menu option for the user to view my orders. So, it is difficult for the user to manage the orders. |
| Evidence | https://drive.google.com/file/d/14kFUM8fZKosP-N-ggMYU7IVfCulpedH1/view?usp=sharing |  |

| | | |
|----------------------|---|--|
| IT19168500 | 03 | |
| | Fail-points/blocking | |
| Fail-points/blocking | <p>App hasn't been updated for a long period of time</p> <p>The app hasn't been updated for a long period of time and the products that this app contains are products published before 2 years.</p> | |
| Evidence |  <p>The date in the slide show is mentioned as 2019</p> | |