***Task****: Describe a high-level test strategy for the checkout flow the users go through when*

*purchasing from the web shop. You can use a Word document to explain your strategy.*

Considering that checkout is a critical functionality that is responsible for keeping the customers happy and generating the revenue for the company, it is important to establish a strategy that will fully test this functionality and assure that there are no failures.

This document focuses on describing the functional testing of the checkout flow. Performance testing is another type of testing that should be carried out for such an application. Poor performance of the platform will turn the users away from it and will not help the company to increase the number of conversions.

First step would be to get the list of supported browsers and devices. It is important that the functionality works everywhere. It is important to assure that the web shop is fully functional in all countries, where it is represented. Another important aspect is that tax is calculated and applied correctly, it should also be displayed for those countries, where it is applicable (get the list from POs). Automated test suites can be run in those browsers that chosen framework supports (for ex. Cypress allows running tests in Chrome and Firefox), but it does not support IE, which will have to be tested manually.

It is also important to keep in mind which scenarios are automated and which not. If a critical scenario cannot be automated, then manual testing will be carried out.

How to test the checkout flow?

1. Test how users access the Checkout page

* Make sure that the page can only be accessed, when the user has at least one item in the cart.
* What will happen if the user tries to access the Checkout page by going directly to <https://staging-beta.on-running.com/en-de/checkout/registration> without having any items in the cart.=> redirected to the home page
* If the user is at the Your Cart page( where they can review / adjust their order on the left side of the page and click the "Checkout" button on the right). How will the app behave if the user deletes the last item from their cart and still clicks the "Checkout" button?=> redirected to the home page
* What will happen for unregistered users, if while they were going through the registration process the item that they had in cart ran out of stock.

1. Test if content of the cart and completed checkout steps persist if the user closed the tab and then came back. Here I would test for:

* Keep the content of the cart if the user has closed the tab, but came back before the session expired.
* Take the user to the step of the Checkout process, where he had stopped before (if email has been pre-filled before leaving the website, take user to the step #2 Shipping details )

1. Registration process

* Make sure that unregistered users are asked to provide their email before continuing to Shipment and Payment.
* Validate the emails provided, reject invalid emails.
* Users that are logged in skip this step and should be taken directly to Shipping page

1. Shipping

4.1 Shipping Address

Here the flow differs for registered and unregistered users.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Registered User with only one saved address in their profile (not set to be default address) | Registered User with only one saved address in their profile ( set to be default address). Has all info required. | Registered user with several addresses in the profile | Unregistered User |
| Expected Behaviour | Prefill the form with given information | Taken to step 3 Payment | List the addresses, allow user to select 1 | Has to fill the form |

Common behaviour for all users: do not allow users to proceed (disable the Submit button) until all required fields are filled in

At this step the user can select a different country. Test that user is redirected to the country's specific shop.

Here it is also necessary to test the zipcode after the country is selected.

4.2 Delivery method

Verify no charge for standard delivery and that user is properly charged when choosing express delivery.

1. Payment

5.1 Summary of previous steps

At this stage the user can review the summary of previous steps and should be able to modify the information (the "Edit" button works and redirects the user to the corresponding page).

5.2 Billing address: should be possible to provide a different address

5.3 Payment Options

- Test the option of paying with a gift card. What if the gift card value is more than what I have in the cart? Will the amount be deducted correctly & will the user be able to use the remaining amount for the next purchase?

- Apply promo code. Reject invalid promo codes. If promo code was used before proceeding to checkout, make sure that discount is still applied and correctly displayed.

- Test each payment option that is available: PayPal, supported types of Cards, both Klarna options.

1. Confirmation

* Show order summary & details. Create Account, Share with Friends.
* Verify that confirmation email has arrived with correct order details.
* For logged in users, verify order is listed in their profile's Orders section.