Problem Statements

1. Whenever a user did not complete the checkout at condition given : **does not click on cancel or proceed to pay**; user will navigate to another page and forget about the checkout. Whenever a user wants to checkout again, he is unable to buy the current cart items given the "previous" checkout is still pending payment which is very disruptive to user experience.

2. Whenever a user selected some items to checkout already, the user **unable** to make changes to the cart, **whether editing quantity, adding more items, nor removing any item from the checkout**. Which is disruptive to user experience as they might want to add more items to cart & then only checkout to satisfy conditions on promocodes and discounts.

3. **When the item is in the cart, item stock is actually not allocated for the particular user, when the user adds the items to checkout, stocks are locked for that particular user.**
If the user did not checkout and did not cancel the checkout (mean they navigate else where and forgot about the checkout), the stock is actually locked down for that particular checkout and merchant might have stock fulfilment issue. As merchant process order by a first come first served basis, lets say item A; colour green; stock 1 is added to cart by 1 user that have above condition, then as long as the user does not checkout, the merchant cannot sell to other user.

4. Whenever a user selected some items to checkout, the stocks are locked with him and if he did not checkout, it will impact the merchants. Example: let's say a merchant wanted to sell 10 items in an hour. If 5 of the users did not checkout 5 items and navigated elsewhere, the merchant only able to sell 5 items since the other 5 were locked by these users. Other users unable to purchase. Since the merchant only runs special promotion for 1 day, the 2nd day the user could still checkout the items at promoted price which is not the intended situation.

Proposed solution as below:

Quick-Fix 1: Disabling every hyperlink on the checkout page.
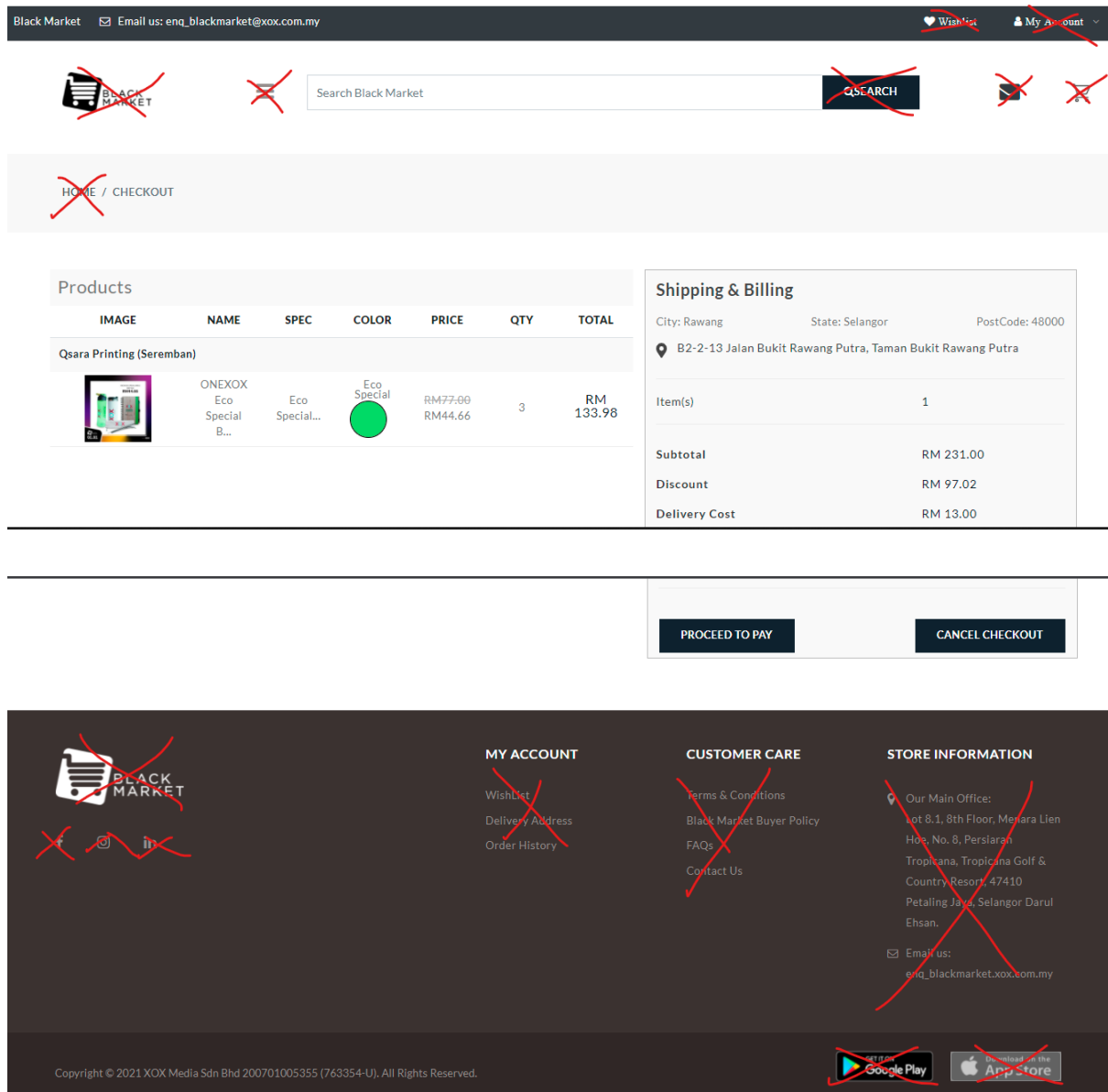
For all hyperlinks marked as RED X in the screenshot above, <mark>disable the redirection.</mark>

NOTE: Cannot cater for user changing URL directly, also unable to cater for problem statement #2,#3,#4

Quick-Fix 2: Prompt a modal to warn user: "You are trying to navigate out from the checkout page, please proceed to payment with your checkout or cancel the order. (Note that this checkout will be saved for you, and you cannot checkout other items before proceed payment on this checkout)". This situation applies when a user clicks on any hyperlink or tries to navigate away from the checkout page.

- Can be a native web browser prompt.

Problem with this quick-fix 2: still not catered for **problem statement #2, #3, #4** as we still not address the issue that cancelling checkout disrupts the user check-out's User Experience (as user unable to edit the quantity or add any item to checkout based on current added to checkout items). If user ignores the prompt and changes the URL directly, they still can navigate to other pages and will face the same issue as problem statement #1.

Permanent Solution: On the checkout page on the APP or on the WEB

1. **Any action other than clicking on the proceed to pay button is considered <mark>cancel checkout</mark>;**

2.Whenever user initiated the cancel checkout **(clicked on back button, navigate somewhere else or changed URL), put back everything from the checkout page into user shopping cart, and if user is coming back from the [back button or cancel checkout button], auto selects the last cancelled check-out items.**

3. Once user clicked on the proceed payment & selected the payment method, it is considered <mark>to pay status</mark>; (hence if user not yet select payment method, still consider as cancel payment if user navigated elsewhere)