

Black Box Test Cases for Checkout Process :

Test Case 1 - Valid Checkout Flow

Example: User adds items to cart → enters valid address → valid payment → confirms order

Expected Result: Order placed successfully

Test Case 2 - Empty Cart Checkout

Example: User attempts to proceed to checkout with zero items

Expected Result: "Cart is empty" message displayed

Test Case 3 - Invalid Shipping Address

Example: User enters address with missing required fields (e.g., no pincode)

Expected Result: "Please fill all required fields"

Test Case 4 - Invalid Payment Details

Example: User enters debit card number wrong

Expected Result: "Payment failed – invalid card" message

Test Case 5 - Payment Gateway Timeout

Example: Payment process takes too long or no response from gateway

Expected Result: "Payment timeout. Please try again" message

Test Case 6 - Multiple Payment Attempts

Example: First payment fails, second attempt succeeds

Expected Result: Order placed after successful second attempt

Test Case 7 - Invalid Phone Number in Contact Details

Example: User enters a 4-digit phone number

Expected Result: "Invalid phone number" message

Test Case 8 - User Not Logged In

Example: Guest user tries to check out without logging in

Expected Result: Redirected to login/sign-up page

Test Case 9 - Successful Order Confirmation Email/SMS

Example: User completes checkout successfully

Expected Result: Confirmation email/SMS received

Potential Usability Issues in Checkout process:

- Complex or Lengthy Checkout process.
- Poor Error Messages or unclear validations.
- Missing Auto-fill or Suggestive Features.
- Unresponsive or Confusing UI Elements.
- Lack of Mobile-Friendly Design.