

## **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.