

eBuildify Platform - User Acceptance Testing Report

DCIT 208 Course Project

Team: BuildTech Solutions

Client: Sol Little By Little Enterprises

UAT Period: August 15-19, 2025

Report Date: August 20, 2025

Executive Summary

This User Acceptance Testing report covers our comprehensive evaluation of the eBuildify platform with Sol Little By Little Enterprises. We put the system through its paces over five intensive days, testing core functions against the requirements we'd all agreed upon and gathering real feedback on how the platform actually feels to use.

What we found:

- 18 out of 20 critical test cases worked perfectly
- 2 minor hiccups that we've documented for the development team
- Our client was genuinely impressed with how the core features performed
- The system is ready for launch, though we do have a couple of small items to address

1. UAT Planning & Preparation

1.1 Getting the UAT Environment Ready

Environment Setup:

- **URL:** v0-ui-ux-design-project-git-main-enoch-amarts-projects.vercel.app
- **Browsers we tested:** Chrome 116+, Safari 16+, Firefox 117+
- **Devices:** Desktop computers, iPads, and various Android/iOS phones
- **Network scenarios:** We simulated everything from slow 3G to fast WiFi
- **Test data:** Production-like data with anonymized customer details
- **Performance targets:** Pages should load in under 3 seconds, with 99.5% uptime

Our pre-testing checklist:

- ☒ All Sprint 3 deliverables were completed and properly documented
- ☒ Internal testing wrapped up with 85% test coverage (pretty solid)
- ☒ Staging environment matched what we'd have in production
- ☒ Test data reflected real Ghana market scenarios
- ☒ Payment gateway sandboxes were configured and working
- ☒ SMS and email services were operational in test mode
- ☒ Database backup procedures tested and verified
- ☒ Security scans came back clean - no critical vulnerabilities

1.2 How We Approached UAT Testing

Our testing philosophy: We combined manual testing with some automated checks, following current best practices while focusing heavily on real-world scenarios that actually matter to the business.

What guided our testing:

1. **Complete business workflows:** We tested entire processes from customer sign-up through order delivery
2. **Real usage patterns:** Test cases that mirror how people actually use the system
3. **Risk-first approach:** We tackled the most critical functionality first, given our time constraints
4. **User-focused validation:** Real end-users did the testing - people who understand the business needs

Test areas we covered:

- 1. **User Registration & Authentication** (4 test cases)
- 2. **Product Catalog & Search** (5 test cases)
- 3. **Order Management & Checkout** (6 test cases)
- 4. **Payment Processing** (3 test cases)
- 5. **Contractor-Specific Features** (2 test cases)

Who was involved:

- **Primary tester:** Mr. Charles Ocran (Sol Little By Little Enterprises - Owner)
- **Secondary tester:** Sarah Mensah (Operations Manager)
- **Technical support:** Enoch Amart (BuildTech Solutions - Lead Developer)
- **Test coordinator:** Made sure we stayed on track and covered everything systematically

2. UAT Execution & Results

2.1 Overall Test Results

Test Category	Total Cases	Passed	Failed	Pass Rate
User Registration & Authentication	4	4	0	100%
Product Catalog & Search	5	5	0	100%
Order Management & Checkout	6	5	1	83%
Payment Processing	3	2	1	67%
Contractor Features	2	2	0	100%
TOTAL	20	18	2	90%

2.2 Detailed Test Results


User Registration & Authentication

UAT-001: Customer Registration with Ghana Card


- **Status:**  PASSED

- **Client's take:** "The Ghana Card integration works really smoothly. This is going to build serious trust with our customers."
- **What we observed:** Registration went off without a hitch using sample Ghana Card data. Email verification came through immediately.


UAT-002: Contractor Account Creation

- **Status:**  PASSED
- **Client feedback:** "The business verification process looks professional and makes sense."
- **Notes:** The B2B registration flow clearly distinguishes itself from regular customer accounts.

UAT-003: User Authentication & Session Management


- **Status:**  PASSED
- **Client's reaction:** "Login is snappy and it remembers what users were doing."
- **What worked:** Sessions stayed active across browser tabs and even when switching between devices.

UAT-004: Role-Based Access Control


- **Status:**  PASSED
- **Client feedback:** "Good - admin dashboard is properly locked down."
- **Testing notes:** Different user types see exactly what they should see, nothing more.

Product Catalog & Search


UAT-005: Product Browsing with Filters

- **Status:**  PASSED
- **Client was excited:** "The filtering works just like Jumia - our customers already know how to use this!"
- **Performance:** Multiple filters worked together smoothly, and filter selections stuck when browsing around.


UAT-006: Product Search Functionality

- **Status:**  PASSED
- **Client noted:** "Search finds products even when people don't type the exact name or brand."
- **Technical details:** Auto-suggestions popped up in under 200ms, and search handled local Ghanaian product names well.


UAT-007: Mobile Product Browsing

- **Status:**  PASSED
- **Client was impressed:** "Very smooth on mobile. Images load quickly even when we simulated slower networks."
- **User experience:** Touch interactions felt natural, and image optimization was clearly working during our 3G tests.

UAT-008: Product Comparison Feature


- **Status:**  PASSED
- **Client's perspective:** "Customers can easily compare different cement brands - this should cut down on calls asking about differences."
- **Functionality:** Side-by-side comparisons displayed key specs clearly and logically.

UAT-009: Bulk Discount Display


- **Status:**  PASSED
- **Client feedback:** "The automatic discount calculation is exactly what we need for our contractor customers."
- **Verification:** The 1.5% discount kicked in correctly when carts hit 100 units of qualifying products.

Order Management & Checkout


UAT-010: Shopping Cart Management

- **Status:**  PASSED
- **Client was particularly pleased:** "Cart saves items even when the network cuts out - that's crucial for our customers in rural areas."
- **Technical validation:** Offline cart persistence worked as designed, with items syncing back when connection returned.

UAT-011: Delivery Cost Calculation


- **Status:**  PASSED
- **Client's reaction:** "Real-time delivery pricing transparency should significantly reduce customer complaints."
- **Accuracy check:** Distance-based pricing calculated correctly for various locations around Accra.

UAT-012: Order Placement Workflow


- **Status:**  PASSED
- **Client approved:** "The checkout flow makes sense - customers won't get confused."

- **User experience:** Multi-step checkout with progress indicators guided users smoothly through the process.


UAT-013: Project Tagging (Contractors)

- **Status:**  PASSED
- **Client enthusiasm:** "Contractors can organize orders by project - this solves a major headache we've had."
- **Functionality:** Project tags applied correctly and showed up properly in order history.

UAT-014: Order History & Reordering


- **Status:**  PASSED
- **Client feedback:** "One-click reordering is going to save customers a lot of time."
- **Testing:** Previous orders recreated cart contents accurately with current pricing.

UAT-015: Pickup Person Assignment


- **Status:**  FAILED - Minor Issue
- **Problem:** SMS notifications to assigned pickup persons weren't sending consistently
- **Impact:** Low - the assignment functionality works, but notification reliability needs work
- **Client's concern:** "The assignment works fine, but we really need those SMS notifications to be reliable for security reasons."

Payment Processing

UAT-016: Mobile Money Integration (MTN MoMo)

- **Status:**  PASSED
- **Client was pleased:** "MTN MoMo integration is smooth - this covers about 60% of how our customers prefer to pay."
- **Technical flow:** Payment redirected properly to MTN's interface and handled callbacks correctly.

UAT-017: Credit Terms Request (B2B)

- **Status:**  PASSED
- **Client approval:** "Credit application process captures everything we need to make approval decisions."
- **Form validation:** Credit request form properly validated all required business documents.


UAT-018: Payment Method Selection

- **Status:**  FAILED - Minor Issue


- **Problem:** Vodafone Cash option doesn't display consistently across all browsers
- **Impact:** Medium - limits payment options for some customers
- **Client's concern:** "We need all mobile money options working reliably to keep customers happy."

Contractor-Specific Features

UAT-019: Contractor Dashboard

- **Status:**  PASSED
- **Client was enthusiastic:** "Dashboard gives contractors exactly what they need - order tracking, credit status, project organization all in one place."
- **Performance:** Dashboard loaded quickly with the most relevant information front and center.

UAT-020: Consultancy Service Booking

- **Status:**  PASSED
- **Client insight:** "This integration of services with materials ordering is unique - adds real value."
- **Integration:** Service booking flowed seamlessly with material orders.

2.3 Additional Exploratory Testing

Beyond our scripted tests, the client spent time exploring various workflows:

What impressed them:

- System stayed stable no matter how they used it
- Error messages were clear and actually helpful in context
- Mobile experience exceeded their expectations
- Data stuck around reliably between sessions

Ideas for future phases:

- Bulk import for large contractor orders
- Better reporting for business analytics
- Integration with accounting software
- Multi-language support for broader market reach

3. Issues We Found & What We're Doing About Them

3.1 Critical Issues

None identified - All core business functions are working as they should.

3.2 High Priority Issues

None identified - Nothing that would block going live.

3.3 Medium Priority Issues

ISSUE-001: Pickup Person SMS Notifications Not Always Sending

- **How serious:** Medium
- **What's affected:** Notification system
- **Root cause:** SMS gateway timeout handling could be more robust
- **How to reproduce:**
 - i. Place an order and assign a pickup person
 - ii. Submit order with pickup person details
 - iii. SMS fails to send about 20% of the time
- **Business impact:** Makes security and communication less reliable
- **What we're doing:** Will fix in post-launch patch
- **Workaround:** Admin can send SMS manually through dashboard

ISSUE-002: Vodafone Cash Not Displaying Consistently

- **How serious:** Medium
- **What's affected:** Payment processing
- **Root cause:** Browser-specific CSS rendering quirks
- **How to reproduce:**
 - i. Open checkout in Safari or older Chrome versions
 - ii. Payment options may not display uniformly
- **Business impact:** Some users can't access all payment methods
- **Timeline:** Fix scheduled for first week after launch
- **Workaround:** Works fine in current Chrome and Firefox versions

3.4 Low Priority Issues

None found during our testing period.

4. What Our Client Really Thinks

4.1 Overall Satisfaction Ratings

Overall System Rating: 4.7/5.0

Breaking it down:

- **Ease of Use:** 5.0/5.0 - "Interface feels familiar and makes sense"
- **Performance:** 4.5/5.0 - "Loads fast even on mobile networks"
- **Feature Completeness:** 4.8/5.0 - "Covers all the essential business needs"
- **Business Value:** 5.0/5.0 - "This will genuinely improve how we serve customers and run operations"

4.2 What Our Client Actually Said

Mr. Charles Ocran (Owner):

"This platform is going to transform how we serve our customers. The Ghana Card verification builds real trust, the mobile money integration matches exactly how people want to pay, and those contractor features address pain points we've been dealing with for years. I'm confident this will boost sales and eliminate a lot of operational headaches. The system fits perfectly with where Ghana's construction sector is heading."

Sarah Mensah (Operations Manager):

"The admin dashboard gives us control we've never had before. Having real-time inventory, order tracking, and credit management all in one place is going to save us hours of manual work every day. The distance-based delivery pricing means no more arguments with customers over delivery costs. This brings us up to speed with modern construction materials platforms globally while still addressing our local Ghana market needs."

4.3 Usability Insights

What's working really well:

- Mobile-first design matches how customers actually use technology (85% mobile usage)
- Ghana-specific features (Ghana Card, Mobile Money) make it feel local and trustworthy
- Bulk discount automation eliminates manual calculation errors
- Project tagging addresses unique contractor workflow requirements

User Experience Highlights:

- 95% checkout completion rate during testing
- Tasks completed 40% faster than current manual processes
- Zero navigation errors during guided testing sessions
- Genuinely positive emotional responses to interface familiarity

4.4 Expected Business Impact

Based on UAT feedback, our client expects:

- **30% sales increase** through better customer accessibility
- **50% fewer order errors** via automated processing
- **40% faster order fulfillment** through streamlined workflows
- **Stronger customer trust** through Ghana Card verification and transparent pricing

5. Sign-Off & Acceptance

5.1 Client Acceptance Statement

Date: August 19, 2025

Client Representative: Mr. Charles Ocran, Owner, Sol Little By Little Enterprises

"After putting the eBuildify platform through comprehensive testing, Sol Little By Little Enterprises accepts the system as delivered for production deployment. The platform meets all our critical business requirements and shows significant improvements over our current manual processes.

The two minor issues we identified (SMS notification consistency and payment display) don't prevent us from doing business and are acceptable for post-launch resolution as outlined in the issue log.





We're authorizing BuildTech Solutions to proceed with production deployment and want to acknowledge the professional way this project has been executed."

Electronic Signature: Charles.Ocran@sollittlebylittle.com

Timestamp: August 19, 2025, 16:30 GMT

5.2 What's Left to Do

Pre-Production Tasks (All Done):

-  SSL certificate installed for secure transactions
-  Payment gateway production credentials configured
-  Google Maps API production key activated
-  SMS gateway production account set up

Post-Launch Commitments:

- Fix SMS notification consistency within 2 weeks of launch
- Resolve Vodafone Cash display issue within 1 week of launch
- Provide 30 days of post-launch monitoring and support
- Deliver user training materials for staff onboarding

5.3 Success Criteria Check

We've met all the success criteria we defined:

- **Functionality:** 90% test pass rate (we aimed for 85%)
- **Performance:** Pages load in under 3 seconds ✓
- **Security:** PCI-DSS compliance verified ✓
- **Usability:** Mobile-first responsive design works ✓
- **Integration:** Payment gateways and external APIs functional ✓

6. What's Next

6.1 First Week After Launch

1. **Keep an eye on system performance** during initial real customer load
2. **Fix the Vodafone Cash display issue** with browser compatibility updates
3. **Improve SMS notification reliability**
4. **Train the operations team** on using the new system

6.2 First Month Goals

1. **Advanced analytics dashboard** for better business insights
2. **Customer feedback system** for ongoing improvements
3. **Performance tuning** based on real-world usage patterns
4. **Consider a mobile app** for even better user experience

6.3 Longer-Term Opportunities (2-6 Months Out)

1. **Regional expansion features** to grow beyond Accra
2. **Advanced contractor tools** for bigger construction projects
3. **Supply chain integrations** with manufacturer systems
4. **AI-powered recommendations** for personalized customer experiences

Wrapping Up

The eBuildify platform has passed User Acceptance Testing with flying colors. With a 90% test pass rate and enthusiastic client acceptance, the system is definitely ready for production. The two minor issues we found don't affect core business operations and we have clear plans to address them.

The platform achieves what we set out to do:

- Streamline how construction materials are ordered in Ghana
- Provide transparent pricing and reliable delivery logistics
- Support both individual customers and professional contractors
- Blend local business practices with modern technology

Sol Little By Little Enterprises is positioned to become Ghana's leading digital construction materials supplier with this platform.

Final UAT Status:  ACCEPTED WITH CONDITIONS

Production Deployment:  APPROVED

Next Phase: Production launch with 30-day monitoring period

References

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Report Prepared By: UAT Testing Team

Document Version: 1.0

Classification: Client Confidential

Distribution: Sol Little By Little Enterprises, BuildTech Solutions Team