

Exploratory Testing on Checkout Functionality

Approach:

- **End-to-End Coverage**

We will validate the entire checkout process, from adding items to the cart through order confirmation, covering both **happy path** (valid flows) and **unhappy path** (error or edge-case flows).

- **Incremental Testing**

Break down each step (Shipping Address, Shipping Method, Review & Payments) to explore and test key functionalities in detail.

- **Multiple Environments & Devices**

If possible, test on different browsers (Chrome, Firefox, Safari, etc.) and device types (mobile, tablet, desktop) to ensure consistent user experience.

- **Data Variations**

Use different addresses, shipping methods, payment methods, and discount codes to confirm the system's robustness.

• Test Scenarios Tried:

- Test place order successfully with valid address
- Test place order with new address & save in address book
- Test place order with different shipping methods
- Test place order with wrong/correct discount code
- Test place order with different payment methods
- Test add/remove items in shopping cart
- Test checkout with multiple addresses
- Test add new billing address in Review Payments
- Test use the same address for billing & shipping address
- Test navigation in checkout flow
- Test functionality in Billing Information page
- Test functionality in Shipping Information page
- Test functionality in Review order page
- Test order submission correctly
- Test empty cart checkout prevention
- Test session timeout handling
- Test payment failure scenario
- Test coupon stacking restrictions

Bugs Found: N/A

Further Testing Areas:

- Validate Address Book in My account

- Validate My Orders in My Account
- Validate Stored Payment Methods in My account
- Validate add/remove items from related items list
- Validate Account Information & Password Management
- Validate Address Book Management
- Validate Default Billing & Shipping Address
- Validate Recent Orders & Order Details
- Validate Stored Payment Methods
- Validate Downloadable Product
- Validate Wishlist / Favorites
- Validate My Product Reviews
- Validate Security & Data Privacy
- Validate Cross-Page Consistency
- Validate Order Progress Tracking
- Validate Product Comparison Feature
- Validate account creation, login and password recovery