

BR-009 — Phone Number Field Accepts Letters **Severity:** Medium

Priority: High

Status: Open

Component: Checkout / Profile / Forms

Environment:

- OS: Windows 11
- Browser: Chrome 121
- Date: 2026-02-07

Summary Phone Number field incorrectly allows alphabetic characters, resulting in invalid phone number input.

Description The phone number input field does not restrict user input to digits. Users can type or paste alphabetic characters (e.g., "abc123"), which leads to invalid data being submitted. This may cause backend validation errors, failed order submission, incorrect customer data stored in the system, and delivery issues.

- Steps to Reproduce**
1. Open the form containing the Phone Number field.
 2. Click inside the input field.
 3. Enter alphabetic characters such as "abc" or mixed "a123b".
 4. Attempt to proceed to the next step or submit the form.

Expected Result - Field should restrict input to digits only.

- Letters and special characters should not appear.
- Paste operations should automatically remove non-numeric characters.
- Form should not allow continuation with invalid phone data.

Actual Result - Field accepts letters and mixed characters.

- Invalid phone number is accepted.
- Form attempts to proceed without proper validation.

Evidence - Screenshot: Validation_Phone_Allowed_Letters.png

- Video (optional): PhoneField_Validation_Issue.mp4