

# Test Plan: WooCommerce Checkout Process

**1. Overview:** This test plan outlines the strategy, scope, objectives, and approach for testing the WooCommerce Checkout Process using sample data. The key areas of focus are testing various scenarios such as guest checkout, registered user checkout, payment methods, shipping methods, tax calculation, and applying coupon codes to ensure a seamless and bug free experience.

**2. Scope of Testing:** The scope of this test plan covers the WooCommerce checkout process with the following scenarios:

1. Guest Checkout (Without Login)
2. Registered User Checkout
3. Payment Method Selection
4. Coupon Code Application
5. Shipping Method Selection
6. Tax Calculation

Test cases will evaluate different order scenarios, such as free shipping, discounted items, and tax calculation based on customer location.

**3. Objective:** The main objective is to ensure that the WooCommerce checkout process works as expected in different scenarios. The primary focus areas are:

- a) User experience during checkout for both guest and registered users.
- b) Accurate calculations of order totals, including taxes, shipping, and discounts.
- c) Smooth processing of orders via multiple payment gateways.

## 4. Test Environment:

- a) Platform: WordPress 6.6.2
- b) Plugin: WooCommerce 9.2.3
- c) Browsers: Chrome 128.0.6613.138

- d) Operating Systems: Windows 11
- e) Payment Gateways: Bank Transfer, Cash on Delivery
- f) Shipping Methods: Free Shipping, Flat Rate, Local Pickup
- g) Test Data: Products, Coupons, Taxes, Shipping Zones (sample data outlined below)

## 5. Roles and Responsibilities:

**Test Lead (Nipa Dey):** Responsible for creating the test plan, reviewing test results, and reporting findings.

**Tester (Nipa Dey):** Executes test cases, logs defects, and provides feedback.

**Developer (Mr. XY):** Investigates and resolves any defects identified during testing.

## 6. Test Cases:

**Test Case 1:** Guest Checkout (Without Login)

**Description:** Verify that a user can complete the checkout process as a guest without creating an account.

### Preconditions:

1. Guest checkout is enabled in WooCommerce settings.
2. Test products are available in the WooCommerce shop.

### Test Steps:

1. Navigate to the shop.
2. Add "3-Speed Bike" to the cart.
3. Click Checkout from the Menu.
4. Enter the following contract information:

Email Address: [test@gmail.com](mailto:test@gmail.com)

5. Select Delivery Type: Ship

6. Enter the following Shipping address:

Country: Bangladesh

Name: Nipa Dey

Email: guest@example.com

Address: Test, Test City, Dhaka-1229

7. Enter the billing address as same shipping address.

8. Select Free Shipping as the shipping Option.

9. Select 'Cash on delivery' as the payment method.

10. Click 'Place Order' button.

**Expected Result:** The order is placed successfully, and an order confirmation email is sent to the guest user's email address.

## **Test Case 2:** Registered User Checkout

**Description:** Ensure that a registered user can complete a purchase, and billing/shipping information is prefilled.

### **Preconditions:**

1. A registered user account exists (Username: nipa\_dey, Password: password123).
2. The user is logged in.

### **Test Steps:**

1. Log in to the account (nipa\_dey).
2. Add "Hi-Fi Headphones" to the cart.

3. Click the 'Checkout' button from the menu.
4. Verify that the contact information is prefilled as follows:  
Email address: test@gmail.com
5. Select Delivery Type: Ship
6. Verify that the billing and shipping information is prefilled as follows:  
Country: Bangladesh  
Name: Nipa Dey  
Email: guest@example.com  
Address: Test, Test City, Dhaka-1229.
7. Select Flat Rate Shipping (TK.80).
8. Select Bank Transfer as the payment method.
9. Apply a coupon code (DISCOUNT10 for 10% off).
10. Click Place Order.

**Expected Result:** The checkout process completes successfully, with the 10% discount applied and an order confirmation displayed.

### **Test Case 3:** Payment Method Selection

**Objective:** Ensure that users can successfully complete orders using different payment methods.

**Preconditions:** Payment methods (Bank Transfer, Cash on Delivery) are enabled in WooCommerce.

#### **Test Steps:**

1. Add "3-Speed Bike" to the cart.

2. Click the 'Checkout' button from the menu.
3. Select Cash on Delivery as the payment method.
4. Click Place Order.

**Expected Result:** The order is placed successfully with Cash on Delivery as the selected payment method.

**Additional Test Cases:**

Repeat the same steps with Bank Transfer as payment methods.

**Test Case 4: Applying Coupon Codes**

**Objective:** Validate the correct application of coupon codes during checkout.

**Preconditions:**

Coupon code DISCOUNT10 (10% off) and Free shipping (FREE) are active in WooCommerce.

**Test Steps:**

1. Add " 3-Speed Bike" to the cart.
2. Click the 'Checkout' button from the menu.
3. Enter the coupon code DISCOUNT10 in the "Add a Coupon" field.
4. Verify that the 10% discount is applied.
5. Remove the discount code and apply Free shipping (FREE).
6. Verify that free shipping is applied.
7. Complete the order.

**Expected Result:** Both coupons should work as expected: DISCOUNT10 should apply a 10% discount, and FREESHIP should remove the shipping cost.

### **Test Case 5: Shipping Method Selection**

**Objective:** Verify that the correct shipping methods are offered based on the user's location and total order value.

#### **Preconditions:**

1. Shipping zones and methods (free shipping, flat rate) are configured in WooCommerce.
2. Free shipping is available for orders over TK.100.

#### **Test Steps:**

1. Add "3-Speed Bike" (TK.115) to the cart.
2. Click the 'Checkout' button from the menu.
4. Enter the following contract information:

Email Address: [test@gmail.com](mailto:test@gmail.com)

5. Select Delivery Type: Ship
6. Enter the following Shipping address:

Country: Bangladesh

Name: Nipa Dey

Email: guest@example.com

Address: Khilkhet, Dhaka, Dhaka-1229

7. Enter the billing address as same shipping address.
8. Verify that Free Shipping is displayed as an option since the total order value exceeds TK.100.

9. Select Flat Rate Shipping (TK.80).

10. Complete the order.

**Expected Result:** Both free shipping and flat rate options should be displayed, and the selected method should be reflected in the order total.

#### **Test Case 6:** Tax Calculation

**Objective:** Ensure taxes are calculated correctly based on the shipping address.

**Preconditions:** Tax rates are configured based on customer location.

#### **Test Steps:**

1. Add "Leather-Clad Leisure Chair" (TK.249) to the cart.
2. Click Proceed to Checkout.
3. Enter the following shipping addresses to test tax calculation:

Address 1: Khilkhet, Dhaka, Dhaka-1229

Tax Rate: 10%

Address 2: Tala, Satkhira, Khulna, Satkhira-9400

Tax Rate: 0% (No tax for international orders)

4. Complete the order for both addresses.

#### **Expected Result:**

For the address 1, an 10% tax should be applied.

For the address 2, no tax should be applied.

## **7. Test Data**

### **Products:**

3-Speed Bike: Tk. 115

Black and White: Tk. 115

Hi-Fi Headphones: Tk. 125

Leather-Clad Leisure Chair: Tk. 249

Retro Glass Jug (330 ml): Tk 115

Vintage Typewriter: Tk 90

### **Coupons:**

DISCOUNT10: 10% off

Free shipping: FREE

### **Shipping Methods:**

Free Shipping: Orders over Tk 100

Flat Rate: Tk 80

Local Pickup: No charge

### **Taxes:**

Dhaka Tax: 10%

Others Location Order: No tax

## **8. Issue Tracking**

**Defect ID:** WC\_001

**Defect Title:** Tax Not Calculating at Checkout for Dhaka, Bangladesh



**Date:** 15/09/24

**Reported By:** Nipa Dey

**Severity:** Meior

**Priority:** Highest

**WooCommerce Version:** 9.2.3

**WordPress Version:** 6.6.2

**Issue Description:** The tax for Dhaka, Bangladesh, has been configured in WooCommerce settings, but it is not being calculated or displayed on the checkout page. The issue persists even after following the tax configuration steps for the city-specific tax rate.

**Steps to Reproduce:**

1. Log into the WooCommerce admin dashboard.
2. Go to WooCommerce → Settings → Tax.
3. Set up a tax rate for Dhaka under Standard Rates with the following configuration:
  - Country Code: BD
  - City: Dhaka
  - Rate %: [Insert Tax Rate] (e.g., 5%)
  - Other fields: [Provide specific details for other settings].
4. Save changes.
5. Go to the WooCommerce storefront.
6. Add a product to the cart and proceed to checkout.
7. Enter a shipping/billing address in Dhaka, Bangladesh.

**Expected Result:** The tax should be calculated and displayed in the checkout summary for customers with a Dhaka address, based on the configured tax rate (e.g., 5%).

**Actual Result:** The tax is not being calculated or displayed on the checkout page for customers in Dhaka, despite correct configuration settings. The total price remains tax-exclusive.

**Assigned to (Developer):** Mr. XY

**Attachment:**

## 1. Screenshot of Tax Configuration Page:

Settings

Activity Finish setup Help

General Products Tax Shipping Payments Accounts & Privacy Emails Integration Site visibility Advanced

Tax options | Standard rates | 10%GST rates | Reduced rate rates | Zero rate rates

"10%GST" tax rates

Search...

Country code	State code	Postcode / ZIP	City	Rate %	Tax name	Priority	Compound	Shipping
BD	*	1200	DHAKA	10.0000	BD Tax	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Insert row Remove selected row(s) Import CSV Export CSV

Save changes

## 2. Screenshot of Checkout Page:

### Contact information

We'll use this email to send you details and updates about your order.

Email address  
nipa.test@gmail.com

You are currently checking out as a guest.

☐ Create an account with Shopnow

### Delivery

Select how you would like to receive your order.

☒ Ship ☐ Pickup

### Shipping address

Enter the address where you want your order delivered.

Country/Region  
Bangladesh

First name  
nipa

Last name  
dey

Address

+ Add apartment, suite, etc.

City  
dhaka

District  
Dhaka

Postal code (optional)

Phone (optional)

Order summary

2 Leather-Clad Leisure Chair 498.00₳

249.00₳

Sit back and relax in this comfy designer chair. High-grain leather and steel frame add...

Add a coupon

Subtotal 498.00₳

Shipping FREE

Free shipping

Shipping to dhaka, Dhaka, Bangladesh

Total 498.00₳