

Web Portal DNA labs India issues:

Customer Login: -

1. When booking the test, customer is not able to see location of Franchise, instead the portal is showing the name of the centers like Akashy, Anill Solanki etc.
2. When customer wants to search for a location, the search result is not showing any results.
3. When customer clicks on the eye icon in order summary, then customer is seeing,
 - Franchise Commission provided
 - Sample type for the test, which is showing blank
4. Customer is able to see two tabs one is Inhouse and other is franchise which is confusing to book the test.
5. If the customer is using mobile phone then the website layout is not fully visible.

Franchise Login: -

1. When new franchise is added into the portal, it is not visible in the booking
2. In house centers are able to see a commission column in order summary
3. There is no entry of sample type in franchise portal, and there is no way to enter it into the portal.
4. After the sample collection, the franchise updates into portal but if the patient has not paid it to the franchise, there is no option of not paid in the list
5. Unless franchise enters any amount, it's not updating
6. If the franchise is using mobile phone then the website layout is not fully visible.