<u>Nexternal Store & System Testing Checklist</u>

Use your online store as a customer to ensure that you are completely familiar with their experience, and to ensure that their experience is error free. As the merchant you need to be able to help your customer with questions about your website and online store, and you need to make sure that you can collect payment, and fulfill orders. After initial testing, we recommend that you spot check your website periodically to ensure continued integrity.

1. Check Content (of website and store) to ensure accuracy of spelling and grammar.

2. Test Links (of website and store):
____Make sure every link on every page takes you where it should, and that all pop ups are visible (not too high or too low), readable, usable, and closeable.

3. Test Store and Checkout (as a customer):
Place some test orders – consider using different product combinations in your orders, using different customer types, and using different shipping addresses in different states for those orders. The point is to spot check your site for errors, to double-check your set up work.

During this process pay attention to the following as applicable:
____ Are you able to shop around, add products to the cart and check out?
____ Is the site messaging appropriate along the way?
____Can you successfully enter a coupon code and gift message while placing an order?
____ Are pricing and shipping rates calculating properly?
____ Did you, as a customer, receive an *order confirmation email*?
____ Did you (and anyone else who should), as the merchant, receive an *order notification email* when the order was placed?

4. Test Order Processing and Fulfillment (as the merchant):
____ Charge a credit card, wait a day and ensure that the funds land in your account.
____ Repeat this process with a Paypal order if you are accepting Paypal for payment
____ Can you create and print a shipping label?

5. Test Mobile Store: Access your online store on your mobile phone:
____ Are you able to shop around, add products to the cart and check out?
____ Do all the links take you where they should?
____Can you successfully enter a coupon code and gift message while placing an order?

6. Test Forms:
If you are using a wholesale or other registration form – be sure to test it thoroughly to ensure that all of the gathered data properly lands in the Nexternal customer record, and that the resulting customer record has the correct designated customer type.