STR Report

(Software Test Report)

Machsanei Hashmal - payngo.co.il

QA Project - Software Testing and Bug Documentation

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01

Product Overview

Machsanei Hashmal (payngo.co.il) is a leading Israeli retail chain selling electrical appliances, electronics, computers and mobile phones, operated by "Electra Consumer Products" - a fact verified directly from the legal text on the site's "Contact Us" page. The chain operates both through physical sales channels (more than 60 branches nationwide) and through the e-commerce channel tested in this project.

The site offers a wide range of product categories (24 main categories) - TVs, smartphones, air conditioning, kitchen appliances, laptops, gaming and more - and provides a complete end-to-end shopping experience: product browsing, adding to cart, entering a coupon code, and a Checkout process that includes several payment methods (Visa, Mastercard, Apple Pay, Google Pay, PayPal) and installment payments (Tashlumim).

The direct competitor chosen for comparison in this report is Shekem Electric - a retail chain in the same line of business with the same target audience.

Project goal: perform comprehensive QA testing (manual + automated-browser) on the e-commerce site, including documenting Test Cases, finding and documenting bugs in a professional format (Jira), calculating test statistics, and presenting improvement recommendations.

02

What Was Tested

2.1 Test Tree

The test tree was built from an in-depth manual walkthrough of the site (not from assumptions), and covers the following areas:

- Homepage (banners, category grid, carousels, newsletter)
- Top Header (logo, search, category menu, mini-cart, top-bar)
- Login / Registration
- Category Page / Product List
- Product Page
- Shopping Cart
- Checkout
- Footer
- Additional Pages (Branches, Contact Us, Blog, Business, Eilat site)
- Accessibility, basic security, device compatibility and edge cases

Full document: 01_TestPlan/Test_Tree.docx

2.2 Types of Testing Performed

Test Type	Description
Functional Testing	Correct operation of buttons, forms, navigation, shopping cart, checkout
UI / Responsiveness	Correct display on desktop and mobile
Negative / Validation	Entering invalid data in forms (registration, checkout, contact us, newsletter)
Accessibility	Keyboard navigation, accessibility menu (UserWay), ARIA labels
Security (Basic)	HTTPS, basic XSS, access to unauthorized paths, robots.txt
Compatibility	Hover menus, mega-menu, different devices
Edge Cases	Repeated refresh, DOM inspection, false-positive verification
Console / Network	Detecting JavaScript errors and failed network requests via DevTools

2.3 Test Scope

- 202 Test Cases were planned in advance, based on direct browsing of the site, divided into 21 sections. In addition, 6 focused regression test cases were written for findings discovered afterwards (see section 3.3) - 208 test cases in total.
- Full file: 02_TestCases/Test_Cases.docx (also in CSV format ready for import into TestRail).

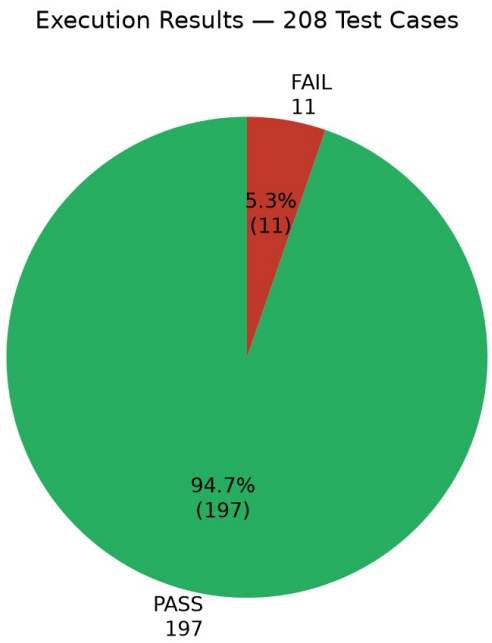
03

Executive Summary

Testing was performed in three rounds and formally logged in TestRail: Round 1 - in-depth manual testing (Brave, Windows 11) covering the core flows, which produced bugs MH-1, MH-2, MH-3 and MH-7. Round 2 - automated-browser testing covering 9 additional areas, finding 3 more bugs (MH-8 to MH-10). Round 3 - a further free Exploratory Testing pass that found bugs MH-4, MH-5 and MH-6. Dedicated regression test cases were then written for each of the additional findings, bringing the total to 208 test cases formally logged in TestRail (see Appendix A).

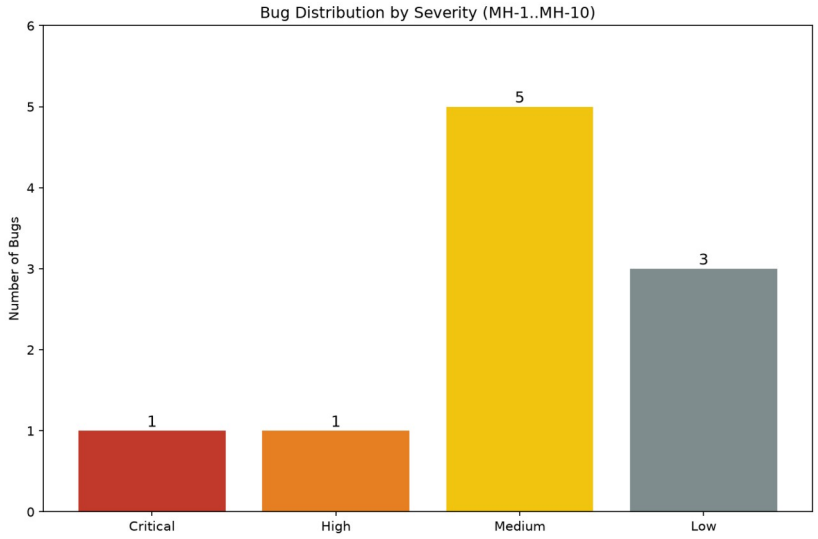
3.1 Execution Results

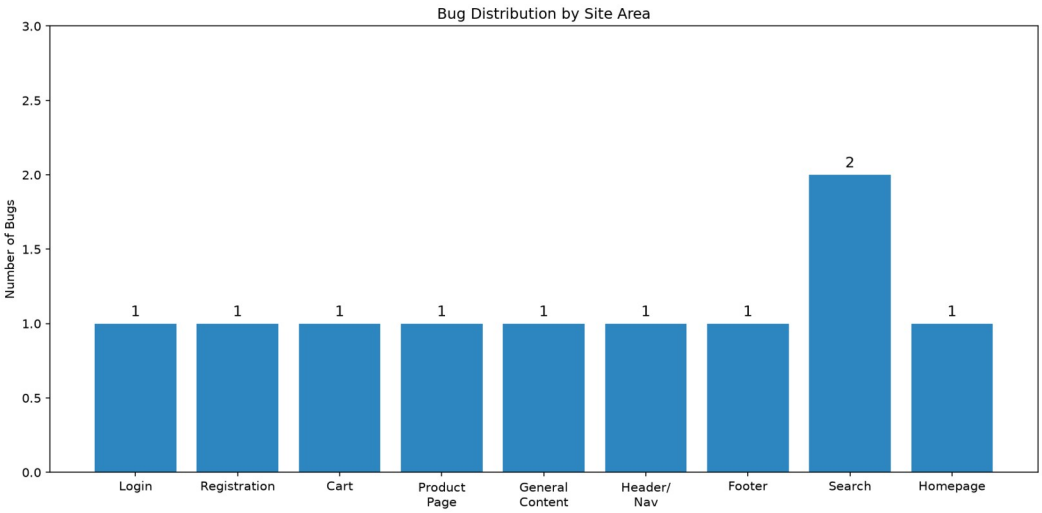
Status	Count	Percent
Passed	197	94.7%
Failed	11	5.3%
Skipped	0	0%
Total	208	100%



Methodology note: not every bug found originated from a pre-written test case - some bugs (such as MH-4, MH-5, MH-6) were found during free Exploratory Testing that complements the structured execution, as is standard in professional QA work.

3.2 Bugs - Severity and Area





Severity	Count
Critical	1
High	1
Medium	5
Low	3
Total	10

3.3 Bug Status - Open vs. Fixed

Testing ran in several rounds, and each round started with a retest of the bugs found in the round before. In several cases the retest showed that a bug had already been fixed between rounds. I did not capture screenshots of those fixes at the time, so the resolved findings are not part of the 10 open bugs documented in Appendix B. They do show that the testing process included regression and retests, not a single pass. MH-1 (Critical) was retested as well and is still present.

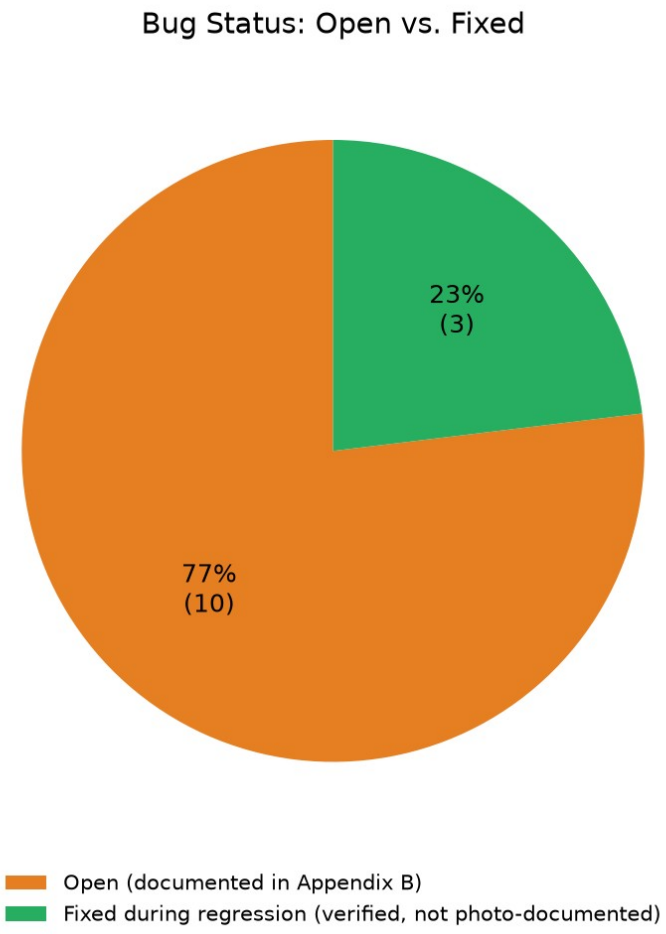


Figure 3.3 - Bug Status: Open vs. Fixed

3.4 Bug List - Summary

#	Title	Severity	Area	Status
MH-1	Email/phone mismatch in login	Critical	Login	Open

MH-2	Duplicate validation messages (ID field, registration)	Low	Registration	Open
MH-3	Garbled error message on invalid coupon	Medium	Shopping Cart	Open
MH-4	No-results search page: English text and broken banner	Medium	Search	Open
MH-5	Installment total higher than product price	Medium	Product Page	Open
MH-6	Homepage carousel buttons not accessible to screen readers	Medium	Homepage	Open
MH-7	Inconsistent branch count	Low	General Content	Open
MH-8	"Business Department" link leads to 404	High	Header / Navigation	Open
MH-9	Newsletter signup shows no error feedback	Medium	Footer	Open
MH-10	Apostrophe (') shown as raw HTML encoding in search	Low	Search	Open

Full details for each bug (steps to reproduce, actual/expected result, screenshot) - see Appendix B.

04

Recommendation

Recommendation: NO-GO. The version should not be released until MH-1 (Critical) is fixed. After that fix and a focused regression it can be released. MH-8 (High) should be fixed in the same round, but on its own it would not stop the release.

For this project the site is treated as a version before release (pre-production), so the question is: can this version go out? The core functionality (product browsing, cart, checkout, category navigation) mostly works (94.7% of executed test cases passed) and there is no Blocker bug. But MH-1 is Critical: a user who enters an email to log in reaches a "Phone Verification" screen with an error, and the screens contradict each other, so the user may not be able to get into the account. Logging in comes before buying for a registered customer, so a version with this bug should not go out.

The 10 open bugs, by priority:

- MH-1 (Critical) - stops the release: inconsistency in the login process (email vs. phone) confuses users and can keep them out of their account at a critical stage.
- MH-8 (High) - A main navigation link ("Business Department") is completely broken (404), harming site credibility and SEO.
- MH-3 / MH-9 (Medium) - Two different forms (coupon, newsletter) share a similar pattern of missing proper user feedback on error - it is recommended to treat this as a cross-cutting issue (Design Pattern) rather than only a local fix.

Detailed recommendation: fix the bugs in priority order by severity (Critical/High first), consider a unified cross-cutting fix for the form error display mechanism, and perform focused regression after each fix - as proved effective for several findings fixed over the course of the project (see section 3.3).

05

Improvement Suggestions

(Competitor comparison - Shekem Electric) Below are key points where lessons can be learned from the competitor, or where at least a similar level of consistency should be targeted:

- Information consistency: fix the mismatch in branch numbers (MH-7) so that a single number is shown across the site.
- Login process clarity: make clear whether login is based on email or phone at every stage of the process (MH-1).
- Category navigation: ensure that top-bar links, including "Business Department", are managed as part of a regular publishing process to prevent broken links (MH-8).
- User feedback in forms: adopt a unified mechanism for displaying error messages (coupon, newsletter).
- Fix and regression process: continue the positive trend observed (several findings fixed over the course of the project) and incorporate automated regression tests.

Appendix A

Full Test Execution Table - 208 Test Cases

This table shows the result of each of the 208 test cases, grouped by section.

Homepage (11 test cases)

#	Test Case	Result	Note
1	Verify that clicking the main homepage banner ("We lowered prices") leads to the relevant promotion page.	**Pass**	
2	Verify that each category icon on the homepage leads to its corresponding category page.	**Pass**	
3	Verify that clicking "Add to Cart" on a product in the "Top Deals" carousel adds the correct item to the cart.	**Pass**	
4	Verify that scrolling the product carousel on the homepage works smoothly, with both mouse and touch.	**Pass**	
5	Verify that entering a valid email in the "Newsletter Signup" form and clicking Sign Up displays a success message.	**Pass**	
6	Verify that entering an invalid email (e.g. test@test) in the newsletter form displays an appropriate error message.	**Pass**	
7	Verify that all images on the homepage load fully and there are no broken images.	**Pass**	
8	Verify that the cart item counter at the top of the page shows the correct number even after a page refresh.	**Pass**	
9	Verify that clicking the logo on the homepage itself does not cause unnecessary navigation or an error.	**Pass**	
10	Verify that the homepage load time is reasonable (under 3 seconds on a normal network).	**Pass**	

#	Test Case	Result	Note
11	Verify that there are no JavaScript errors in the console when loading the homepage (checked via DevTools).	**Pass**	

Header / Navigation (18 test cases)

#	Test Case	Result	Note
12	Verify that clicking "All Categories" opens the full category menu.	**Pass**	
13	Verify that the category menu displays all 24 main categories without text truncation.	**Pass**	
14	Verify that clicking a sub-category within the menu (e.g. under "Air Conditioners") leads to the correct page.	**Pass**	
15	Verify that the close button (X) in the category menu closes the menu properly.	**Pass**	
16	Verify that typing a valid search term (e.g. "refrigerator") in the search field displays relevant suggestions.	**Pass**	
17	Verify that typing a non-existent search term (e.g. "xyzxyz123") displays a "No results found" message and not a system error.	**Pass**	
18	Verify that clicking the search button (magnifier) after entering a term navigates to the search results page.	**Pass**	
19	Verify that clicking "Search" when the search field is empty does not cause a system error.	**Pass**	
20	Verify that the link "Call us at *5018" opens the dialer on a mobile device (tel: link).	**Pass**	
21	Verify that the "Eilat site" link opens the separate sub-site eilat.paygo.co.il.	**Pass**	
22	Verify that the "Business" link leads to the appropriate business page.	**Fail**	MH-8
23	Verify that the "Customer Service" link leads to the contact page.	**Pass**	
24	Verify that the "Branches" link leads to the branch list page.	**Pass**	
25	Verify that the "Blog" link leads to the blog page.	**Pass**	
26	Verify that the "Telegram" link opens the Telegram channel in a new tab.	**Pass**	

#	Test Case	Result	Note
27	Verify that clicking "Publications & Deals" leads to the deals page.	**Pass**	
28	Verify that clicking the mini-cart icon opens a quick cart view without leaving the current page.	**Pass**	
29	Verify that the item counter on the cart icon updates immediately after adding a product, without a page refresh.	**Pass**	

Accessibility (6 test cases)

#	Test Case	Result	Note
30	Verify that clicking the "Accessibility Menu" icon opens a panel with adjustment options.	**Pass**	
31	Verify that changing the font size via the accessibility menu actually affects the page text.	**Pass**	
32	Verify that enabling high-contrast mode in the accessibility menu changes the page colors accordingly.	**Pass**	
33	Verify that the homepage can be navigated using the Tab key only, including entering the accessibility menu.	**Pass**	
34	Verify that the accessibility menu has appropriate aria labels for screen readers.	**Pass**	
35	Verify that the navigation buttons in the homepage product carousel include an accessible label (ARIA) for screen readers.	**Fail**	MH-6

Login (14 test cases)

#	Test Case	Result	Note
36	Verify that clicking the "Login" button opens the login window.	**Pass**	
37	Verify that entering a validly formatted email and clicking "Send me a verification code to my phone" moves to the next step.	**Pass**	
38	Check the mismatch between the email entry step and the "Phone Verification" screen that appears afterwards (see bug #1 in the bug list).	**Fail**	MH-1
39	Verify that entering an invalid email (without @) displays an immediate error message in the field.	**Pass**	

#	Test Case	Result	Note
40	Verify that leaving the email field empty and clicking the button displays a required-field message.	**Pass**	
41	Verify that entering an email with extra spaces at the start/end of the field is handled correctly (automatic trim).	**Pass**	
42	Verify that clicking "Try again" on the error screen allows a proper retry.	**Pass**	
43	Verify that clicking "Change email address" returns the user to the original email entry step.	**Pass**	
44	Verify that closing the login window (X button) works at every step of the process.	**Pass**	
45	Verify that the login window is displayed properly and responsively on a mobile screen.	**Pass**	
46	Verify that the reCAPTCHA in the login process loads properly and does not block legitimate users.	**Pass**	
47	Verify that the submit button can also be triggered with the Enter key on the keyboard.	**Pass**	
48	Verify that after a failed attempt (wrong email) the user can retry several times in a row without being blocked by the system.	**Pass**	
49	Verify that the texts in the login window are free of spelling errors.	**Pass**	

Registration (9 test cases)

#	Test Case	Result	Note
50	Verify that the registration form displays the fields: first name, last name, email, ID number, phone number.	**Pass**	
51	Verify that the registration form cannot be submitted when the "First Name" field is empty.	**Pass**	
52	Verify that invalid characters (numbers or symbols) cannot be entered in the "First Name" field.	**Pass**	
53	Verify that the "ID Number" field accepts exactly 9 digits and rejects an invalid value (e.g. 12345).	**Fail**	MH-2 (duplicate validation messages)
54	Verify that the "Phone Number" field accepts only the standard Israeli format (05X-XXXXXXX).	**Pass**	

#	Test Case	Result	Note
55	Verify that it is not possible to register with an email that already exists in the system, and an appropriate message is shown.	**Pass**	
56	Verify that the "Login" link at the bottom of the registration form leads back to the login screen.	**Pass**	
57	Verify that there is no password field in the registration form, consistent with the verification-code-based login process.	**Pass**	
58	Verify that the registration form is fully navigable using the keyboard only (no mouse).	**Pass**	

Category Page (10 test cases)

#	Test Case	Result	Note
59	Verify that clicking a category in the main menu displays a product list relevant only to the selected category.	**Pass**	
60	Verify that a sorting option exists (e.g. by price or popularity) and that sorting works correctly.	**Pass**	
61	Verify that a filter option exists by brand/price/attribute, and that selecting a filter narrows the results accordingly.	**Pass**	
62	Verify that the number of products shown on the page matches the actual number of products in the category.	**Pass**	
63	Verify that scrolling to the bottom of the category page loads more products (infinite scroll / pagination) without error.	**Pass**	
64	Verify that clicking a product image in the list leads to the corresponding product page.	**Pass**	
65	Verify that the "Add to Cart" button in the product list (without entering the product page) works correctly.	**Pass**	
66	Verify that a category page with no products in stock displays an appropriate message and not an empty or broken page.	**Pass**	
67	Verify that the Breadcrumb on the category page shows the correct path and can be used for navigation.	**Pass**	

#	Test Case	Result	Note
68	Verify that the category page displays correctly on mobile (product grid fits the screen width).	**Pass**	

Product Page (19 test cases)

#	Test Case	Result	Note
69	Verify that the product page correctly displays: product name, SKU, price and image.	**Pass**	
70	Verify that clicking "Add to Cart" adds exactly one item and displays a confirmation window.	**Pass**	
71	Verify that in the confirmation window after adding to cart, the "Go to Shopping Cart" button leads to the cart with the correct item.	**Pass**	
72	Verify that in the confirmation window, the "Continue Shopping" button closes the window and keeps the user on the product page.	**Pass**	
73	Verify that the pre-discount price is shown with a strikethrough, and the discounted price is clearly shown next to it.	**Pass**	
74	Verify that the "Write a review" link opens a review form or window.	**Pass**	
75	Verify that the installment information (Tashlumim) shows the correct number of payments and monthly amount relative to the product price.	**Pass**	
76	Verify that shipping and self-pickup information on the product page is displayed and correct.	**Pass**	
77	Verify that the product image gallery (if present) allows switching between images.	**Pass**	
78	Verify that the Breadcrumb on the product page matches the category from which the user arrived.	**Pass**	
79	Verify that an out-of-stock product page displays an appropriate message, and the "Add to Cart" button is disabled.	**Pass**	
80	Verify that refreshing the product page after adding to cart does not duplicate the item in the cart.	**Pass**	

#	Test Case	Result	Note
81	Verify that the product title and description are free of spelling errors.	**Pass**	
82	Verify that the product page loads in reasonable time without console errors (checked via DevTools).	**Pass**	
83	Verify that the product page displays properly on mobile, and a product can be added to the cart from there as well.	**Pass**	
84	Verify that recommended/similar products at the bottom of the product page show items relevant to the category.	**Pass**	
85	Verify that opening several different product pages in multiple tabs simultaneously does not mix up cart contents.	**Pass**	
86	Verify that the product page design is consistent with the rest of the site (fonts, colors, buttons).	**Pass**	
87	Verify that the total of all installments in the "Interest-Free Installments" block on the product page equals the displayed product price.	**Fail**	MH-5

Shopping Cart (18 test cases)

#	Test Case	Result	Note
88	Verify that adding a product to the cart immediately updates the item counter on the cart icon.	**Pass**	
89	Verify that increasing a product quantity in the cart (+) updates the total price accordingly.	**Pass**	
90	Verify that decreasing a product quantity in the cart (-) when the quantity is above 1 updates the total price accordingly, without an unnecessary confirmation request.	**Pass**	
91	Verify that decreasing a product quantity from 1 to 0 opens a removal confirmation dialog, and that clicking "Cancel" keeps the item in the cart unchanged.	**Pass**	
92	Verify that clicking "Remove" in the confirmation dialog actually deletes the item from the cart.	**Pass**	

#	Test Case	Result	Note
93	Verify that the "Edit Item" button in the cart leads to the product page for editing options (such as color or size).	**Pass**	
94	Verify that entering an invalid or incorrect coupon code displays a clear error message.	**Fail**	MH-3
95	Verify that the "Total Savings" and "Total to Pay" fields update in real time with every change in the cart.	**Pass**	
96	Verify that the "Shipping & Returns" accordion opens and displays relevant, readable information.	**Pass**	
97	Verify that the "Proceed to Payment" button successfully leads to the checkout page with all cart details.	**Pass**	
98	Verify that an empty cart (after removing all items) displays an appropriate message such as "Your cart is empty".	**Pass**	
99	Verify that cart contents are preserved after a page refresh.	**Pass**	
100	Verify that cart contents are preserved when navigating between different pages of the site.	**Pass**	
101	Verify that the cart correctly displays a large number of different items (e.g. 5 different products) without display issues.	**Pass**	
102	Verify that the "Recommended Products" carousel at the bottom of the cart page shows relevant and valid items.	**Pass**	
103	Verify that the shopping cart displays properly on mobile, without overlapping elements.	**Pass**	
104	Verify that the cart page can be navigated using the Tab key only.	**Pass**	
105	Verify that there are no spelling errors in the cart page texts.	**Pass**	

Checkout (15 test cases)

#	Test Case	Result	Note
106	Verify that the "First Name" field in the shipping address form is required and displays an error when empty.	**Pass**	

#	Test Case	Result	Note
107	Verify that the "Last Name" field is required and displays an error when empty.	**Pass**	
108	Verify that the "ID Number" field accepts exactly 9 digits and rejects an invalid value.	**Pass**	
109	Verify that the "Phone Number" field accepts only the standard Israeli format.	**Pass**	
110	Verify that the "Email" field rejects an invalid address (without @ or without a domain suffix).	**Pass**	
111	Verify that the "Shipping Method" accordion opens and displays the available shipping options.	**Pass**	
112	Verify that selecting a different shipping method (e.g. self-pickup vs. home delivery) updates the shipping cost in the summary.	**Pass**	
113	Verify that the "Payment Details" accordion displays all supported payment methods: Visa, Mastercard, Apple Pay, PayPal, Google Pay.	**Pass**	
114	Verify that entering invalid credit card details (number too short) displays a clear error message.	**Pass**	
115	Verify that the final payment amount on the checkout page exactly matches the amount shown in the shopping cart, including discounts and shipping.	**Pass**	
116	Verify that it is possible to return from the checkout page to the shopping cart for editing, without losing data already entered.	**Pass**	
117	Verify that attempting to complete an order with a missing required field blocks progress and clearly points to the missing field.	**Pass**	
118	Verify that the checkout page loads in reasonable time without console errors.	**Pass**	
119	Verify that data in the checkout form is transmitted over an encrypted connection (HTTPS check and valid security certificate).	**Pass**	
120	Verify that the checkout page displays and works properly on mobile, including a form that does not break and accessible buttons.	**Pass**	

Contact Us (11 test cases)

#	Test Case	Result	Note
121	Verify that the "Inquiry Subject" dropdown displays all options (warranty extension, product information, transaction cancellation, etc.).	**Pass**	
122	Verify that first name, last name, email and phone number are required fields in the contact form.	**Pass**	
123	Verify that the "Order Number" field accepts only numeric values and rejects free text.	**Pass**	
124	Verify that the "Branch" dropdown displays all branches (about 65 branches) and they can be selected.	**Pass**	
125	Verify that the form cannot be submitted without checking the privacy policy consent box.	**Fail**	Fixed since (see section 3.3)
126	Verify that the "Message Content" field accepts free text in Hebrew without blocking characters.	**Pass**	
127	Verify that the "FAQ" links on the page lead to relevant and valid answers.	**Pass**	
128	Verify that the displayed opening hours (sales center and customer service center) are readable and clear.	**Pass**	
129	Verify that the "What's our story?" link leads to a valid About page.	**Pass**	
130	Verify that the contact form displays properly on mobile.	**Pass**	
131	Verify that there are no spelling errors in the legal text (terms consent) at the bottom of the form.	**Pass**	

Footer (10 test cases)

#	Test Case	Result	Note
132	Verify that the Instagram icon in the footer leads to Machsanei Hashmal's official Instagram page.	**Pass**	
133	Verify that the Facebook icon in the footer leads to the official Facebook page.	**Pass**	
134	Verify that the two TikTok icons ("TikTok Technology" and "TikTok Electric") lead to two separate, valid accounts.	**Pass**	

#	Test Case	Result	Note
135	Verify that the "To our WhatsApp channel" link opens the official WhatsApp channel.	**Pass**	
136	Verify that newsletter signup from the footer works and displays a success message.	**Pass**	
137	Verify that the footer links "Electrical Appliances | Computers & Mobile | Home Products" lead to the appropriate pages.	**Pass**	
138	Verify that the footer texts (nationwide coverage, next-day delivery, etc.) are free of spelling errors.	**Pass**	
139	Verify that the online chat button in the footer opens and allows starting a conversation with an agent or bot.	**Pass**	
140	Verify that the footer is displayed consistently on all site pages (home, category, product, cart, checkout).	**Pass**	
141	Verify that entering an invalid email address in the footer newsletter signup form displays an appropriate error message.	**Fail**	MH-9

Additional Pages (8 test cases)

#	Test Case	Result	Note
142	Verify that the "Branches" page displays a full list of branches, with address and opening hours for each branch.	**Pass**	
143	Verify that it is possible to search or filter branches by city on the branches page.	**Pass**	
144	Verify that the "Business" page displays information relevant to business customers.	**Pass**	
145	Verify that the blog page loads a list of articles with valid, non-broken images.	**Pass**	
146	Verify that clicking a blog article opens the full article content.	**Pass**	
147	Verify that the Eilat site (eilat.payngo.co.il) loads properly as an independent sub-site.	**Pass**	
148	Check whether there are content or design gaps between the Eilat site and the main site (possible duplication check).	**Pass**	

#	Test Case	Result	Note
149	Verify that all additional pages (Branches, Business, Blog) include a Header and Footer consistent with the rest of the site.	**Pass**	

General / Security (11 test cases)

#	Test Case	Result	Note
150	Check the total homepage weight and load time via DevTools (Network tab).	**Pass**	
151	Verify that there are no abnormally large image files (over 1MB) slowing down loading.	**Pass**	
152	Verify via DevTools (Console tab) that there are no critical JavaScript errors when loading the product page.	**Pass**	
153	Verify that internal paths such as /admin or /backup cannot be accessed directly via the URL.	**Pass**	
154	Verify that all site pages load over HTTPS and not over plain HTTP.	**Pass**	
155	Verify that each page has a unique, descriptive <title> (basic SEO check).	**Pass**	
156	Verify that accessing a non-existent URL (e.g. payngo.co.il/xyz404) displays a custom 404 page, and not a raw server error.	**Pass**	
157	Verify that entering an HTML/script tag in the "Message Content" field of the contact form is not actually executed (basic XSS protection).	**Pass**	
158	Verify that entering a single apostrophe (') in the search field does not cause a server error (basic injection check).	**Pass**	
159	Verify that robots.txt and/or sitemap.xml exist and are valid on the site.	**Pass**	
160	Verify that the number of branches shown in the footer, the "Contact Us" page, and the "Branches" page is identical everywhere.	**Fail**	MH-7

Category Menu (3 test cases)

#	Test Case	Result	Note
161	Verify that hovering over each main category in the "All Categories" menu opens its corresponding sub-menu.	**Pass**	

#	Test Case	Result	Note
162	Verify that the hover sub-menu does not close when the mouse moves between the items inside it.	**Pass**	
163	Verify that clicking a sub-category within the sub-menu (e.g. an air conditioner type under "Air Conditioners") leads to the appropriate page.	**Pass**	

Device Compatibility (3 test cases)

#	Test Case	Result	Note
164	Verify that the site is readable and usable on the Windows, macOS and iOS operating systems.	**Pass**	
165	Verify that the site's text size can be enlarged (browser zoom) without breaking the layout.	**Pass**	
166	Verify that the site supports full keyboard navigation throughout the purchase flow, from adding to cart to payment.	**Pass**	

Search (6 test cases)

#	Test Case	Result	Note
167	Verify that search results are sorted by relevance and not randomly.	**Pass**	
168	Verify that searching with upper/lower case English letters returns the same results (Case-insensitive).	**Pass**	
169	Verify that searching with an extra space in the search term still returns reasonable results.	**Pass**	
170	Verify that recent search history, if present, is saved and displayed when clicking the search field again.	**Pass**	
171	Verify that on a no-results search page, all text appears in Hebrew and the banner image loads correctly.	**Fail**	MH-4
172	Verify that an apostrophe (') character in a search term is displayed correctly in the results, not as raw HTML code.	**Fail**	MH-10

Edge Cases (1 test case)

#	Test Case	Result	Note
173	Verify that rapid repeated refreshing of the product page (F5 several times in a row) does not crash the page.	**Pass**	

Computer World (8 test cases)

#	Test Case	Result	Note
174	Verify that hovering over 'Computer World' in the main menu opens a sub-menu with its 7 sub-categories, and that the menu does not close when moving between items.	**Pass**	
175	Verify that clicking 'Laptops' under 'Computer World' leads to a page with the matching products.	**Pass**	
176	Verify that clicking 'Computer Monitors' under 'Computer World' leads to a page with the matching products.	**Pass**	
177	Verify that clicking 'Computers & Accessories' under 'Computer World' leads to a page with the matching products.	**Pass**	
178	Verify that clicking 'Networking & Wireless Equipment' under 'Computer World' leads to a page with the matching products.	**Pass**	
179	Verify that clicking 'Printers, Scanners & Accessories' under 'Computer World' leads to a page with the matching products.	**Pass**	
180	Verify that clicking 'Computer Peripherals' under 'Computer World' leads to a page with the matching products.	**Pass**	
181	Verify that clicking 'Computer Hardware Components' under 'Computer World' leads to a page with the matching products.	**Pass**	

Networking & Wireless Equipment (10 test cases)

#	Test Case	Result	Note
182	Verify that hovering over 'Networking & Wireless Equipment' opens a sub-menu with 9 items, and that the menu stays open while the mouse moves between items.	**Pass**	

#	Test Case	Result	Note
183	Verify that clicking 'Wireless Routers' leads to the matching product page.	**Pass**	
184	Verify that clicking 'Network Cards' leads to the matching product page.	**Pass**	
185	Verify that clicking 'Range Extenders' leads to the matching product page.	**Pass**	
186	Verify that clicking 'Mesh Systems' leads to the matching product page.	**Pass**	
187	Verify that clicking 'Switches' leads to the matching product page.	**Pass**	
188	Verify that clicking 'Streamers' leads to the matching product page.	**Pass**	
189	Verify that clicking 'Home Phones' leads to the matching product page.	**Pass**	
190	Verify that clicking 'Software' leads to the matching product page.	**Pass**	
191	Verify that clicking 'Batteries' leads to the matching product page.	**Pass**	

Computer Hardware Components (7 test cases)

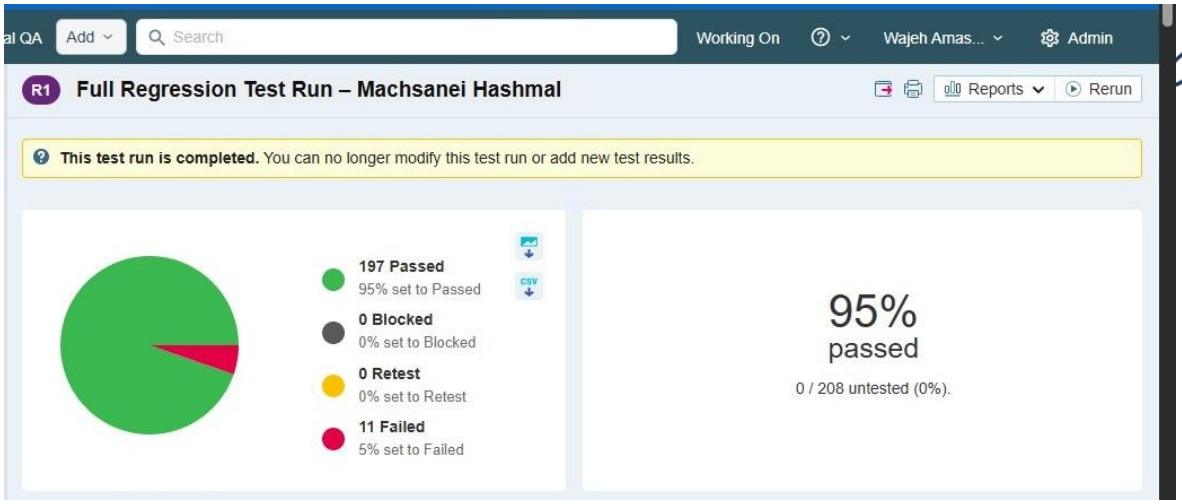
#	Test Case	Result	Note
192	Verify that hovering over 'Computer Hardware Components' opens a sub-menu with 6 items, and that the menu stays open while the mouse moves between items.	**Pass**	
193	Verify that clicking 'Sound Cards' leads to the matching product page.	**Pass**	
194	Verify that clicking 'Memory (RAM)' leads to the matching product page.	**Pass**	
195	Verify that clicking 'Power Supplies' leads to the matching product page.	**Pass**	
196	Verify that clicking 'Cooling Solutions' leads to the matching product page.	**Pass**	
197	Verify that clicking 'Cases' leads to the matching product page.	**Pass**	
198	Verify that clicking 'Adapters & Cables' leads to the matching product page.	**Pass**	

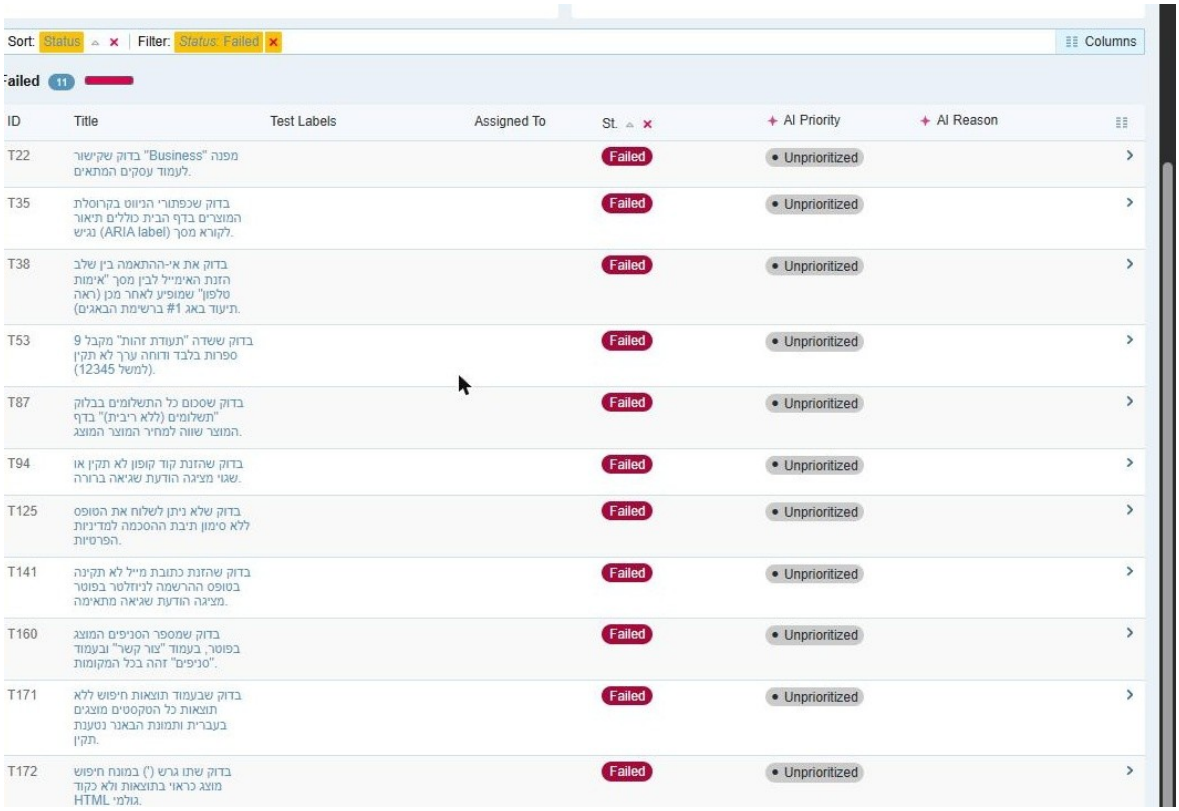
Computer Peripherals (10 test cases)

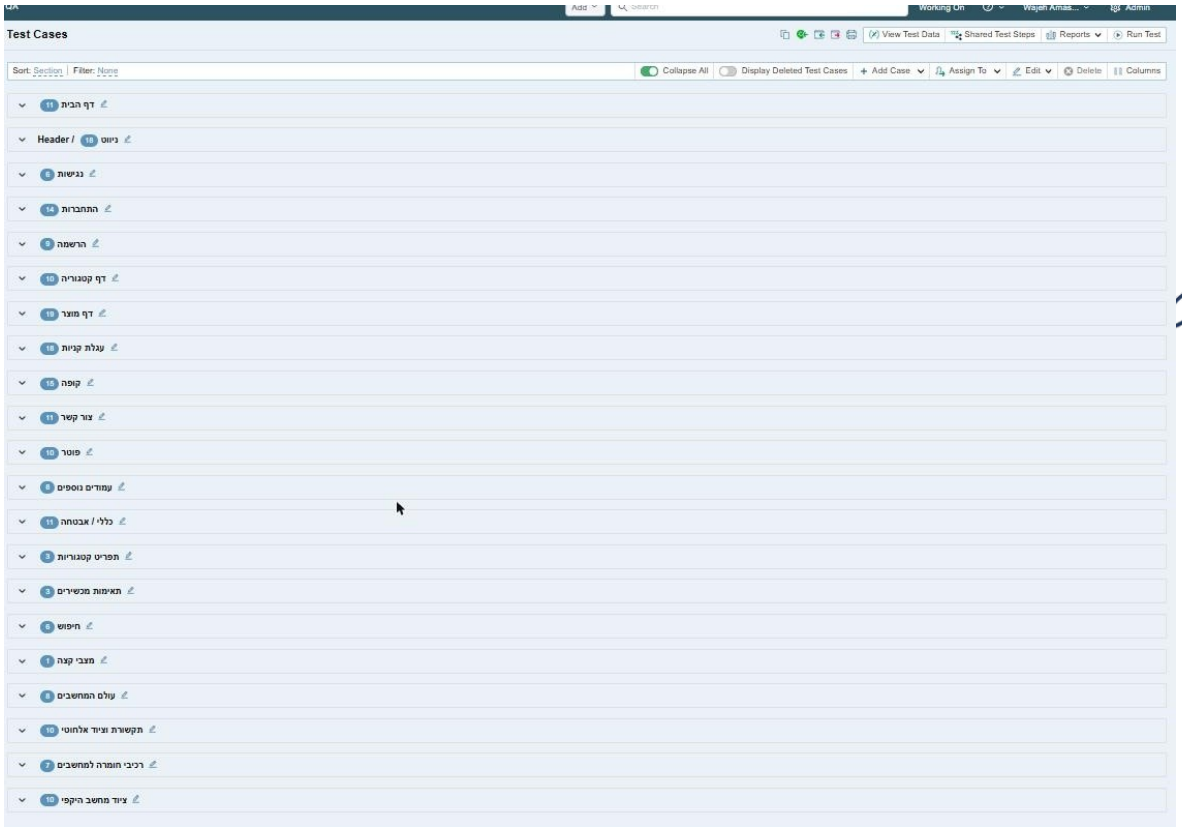
#	Test Case	Result	Note
199	Verify that hovering over 'Computer Peripherals' opens a sub-menu with 9 items, and that the menu stays open while the mouse moves between items.	**Pass**	
200	Verify that clicking 'Monitor Arms & Accessories' leads to the matching product page.	**Pass**	
201	Verify that clicking 'Keyboards & Mice' leads to the matching product page.	**Pass**	
202	Verify that clicking 'Storage & Backup' leads to the matching product page.	**Pass**	
203	Verify that clicking 'Microphones' leads to the matching product page.	**Pass**	
204	Verify that clicking 'Computer Speakers' leads to the matching product page.	**Pass**	
205	Verify that clicking 'Computer Accessories' leads to the matching product page.	**Pass**	
206	Verify that clicking 'Car Charging Stations' leads to the matching product page.	**Pass**	
207	Verify that clicking 'Joysticks' leads to the matching product page.	**Pass**	
208	Verify that clicking 'UPS Systems & Power Stations' leads to the matching product page.	**Pass**	

TestRail - Official Test Run

All 208 test cases were uploaded to the "Machsanei Hashmal QA" project in TestRail (awajehqa333.testrail.io), divided into 21 sections, and logged in a Test Run named "Full Regression Test Run - Machsanei Hashmal". The official results match the analysis above exactly. Below is the official report exported from the system:






Test Cases
View Test Data
Shared Test Steps
Reports
Run Test
Sort: Section
Filter: None
Collapse All
Display Deleted Test Cases
Add Case
Assign To
Edit
Delete
Columns
דף הבית 11
Header / ניווט 18
נגישות 6
התחברות 14
הרשמה 9
דף קטגוריה 10
דף מוצר 19
עגלת קניות 18
קופה 15
צור קשר 11
פוטר 10
עמודים נוספים 8
כללי / אבטחה 11
תפריט קטגוריות 3
תאימות מכשירים 3
חיפוש 6
מצבי קצה 1
עולם המחשבים 8
תקשורת וציוד אלחוטי 10
רכיבי חומרה למחשבים 7
ציוד מחשב היקפי 10

Appendix B

Full Bug List (Jira)

Jira project: Machsanei Hashmal QA (Key: MH). Each bug is shown with full details as actually documented in the ticket, including a supporting screenshot.

MH-1 - Email/Phone Mismatch in the Login Process

Severity	**Critical**
Area	Login
Environment	Windows 11, Brave, payngo.co.il
Status	Open (re-verified 09/15/2026 - still present)

Steps to Reproduce:

1. Go to payngo.co.il

2. Click "Login"

3. Enter an email address in the "Email Address" field

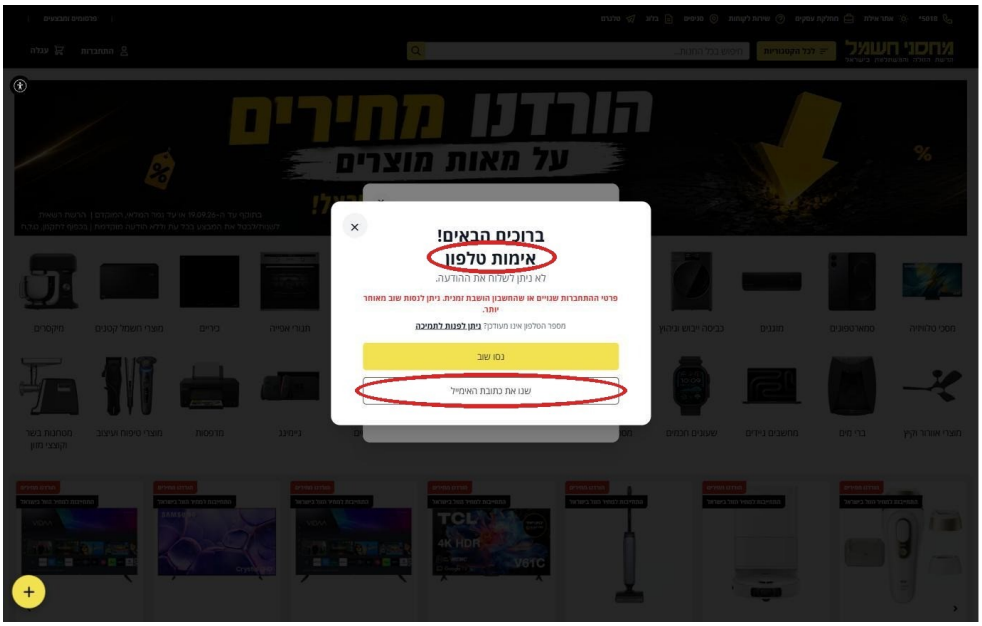
4. Click "Send me a verification code to my phone"

Actual Result:

A screen titled "Phone Verification" opens with the error message "Login details are incorrect... is your phone number not up to date?" and a "Change email address" option - all the screens contradict each other regarding the actual verification method (email vs. phone).

Expected Result:

The texts at all login stages should consistently refer to the same verification method.


הורדנו מחירים
על מאות מוצרים
ברוכים הבאים!
אימות טלפון
לא ניתן לשלוח את ההודעה.
פרטי ההתחברות שגויים או שהחשבון הושבת זמנית. ניתן לנסות שוב מאוחר יותר.
מספר הטלפון אינו מעודכן? ניתן לפנות לתמיכה
נסו שוב
שנו את כתובת האימייל

MH-2 - Duplicate Validation Messages in the "ID Number" Field of the Registration Form

Severity	Low
Area	Registration
Environment	Windows 11, Brave, payngo.co.il/customer/account/create/
Status	Open

Steps to Reproduce:

1. Go to the "Create New Customer Account" page

2. Leave all fields empty

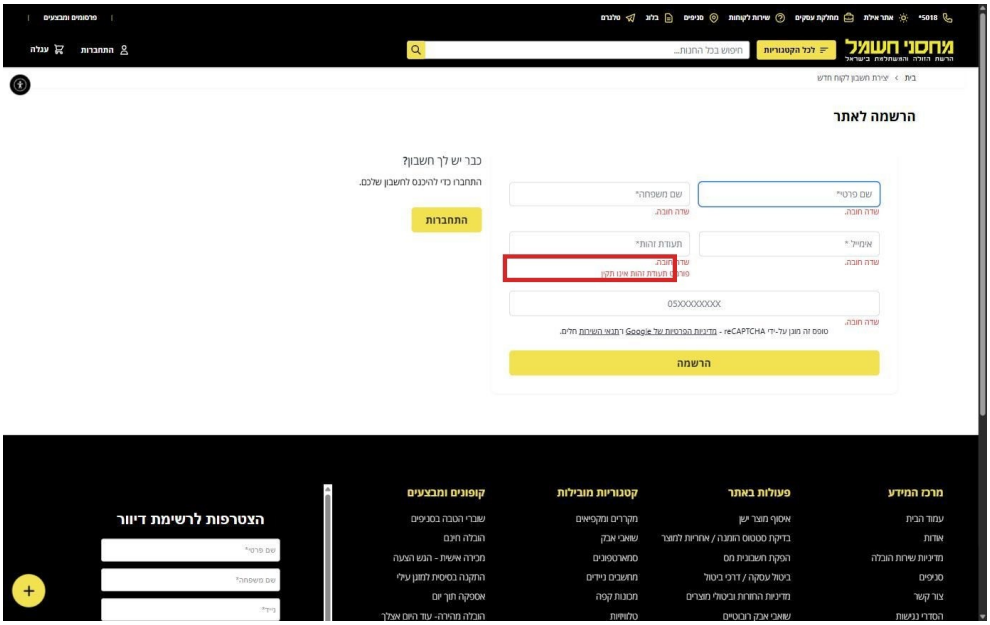
3. Click the "Register" button

Actual Result:

The "ID Number" field displays two error messages at the same time: "Required field." and also "ID number format is invalid" - while all other empty fields display only "Required field.".

Expected Result:

An empty field should display only one clear error message. The "invalid format" message should appear only when the user has entered a value that does not match the required format.



MH-3 - Garbled Error Message and Duplicate Messages When Entering an Invalid Coupon Code

Severity	**Medium**
Area	Shopping Cart
Environment	Windows 11, Brave, payngo.co.il/checkout/cart/
Status	Open

Steps to Reproduce:

1. Add a product to the cart and go to the shopping cart page

2. Enter a non-existent coupon code, e.g. "FAKE12345"

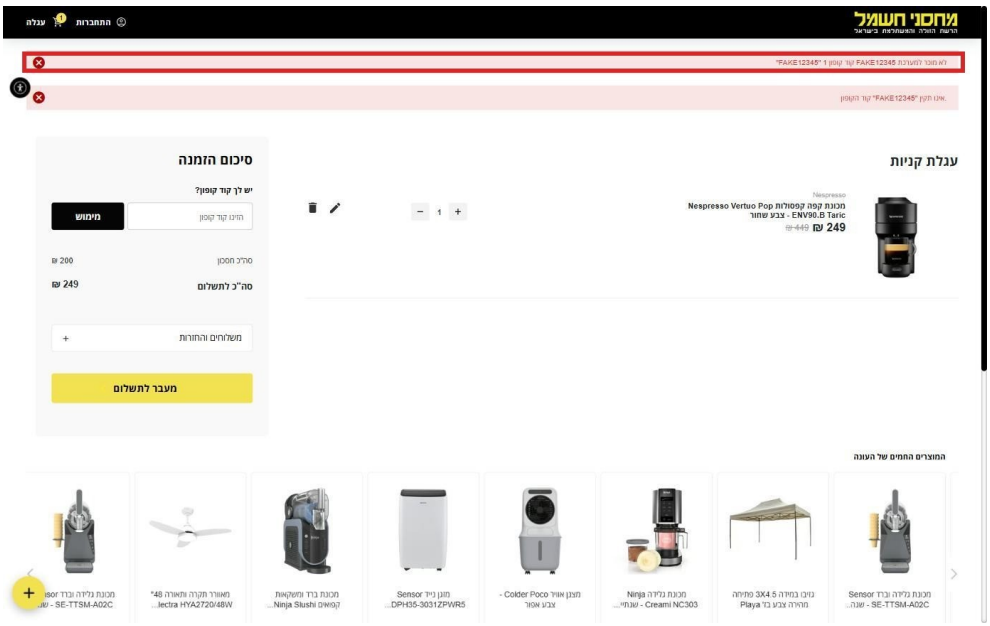
3. Click "Redeem"

Actual Result:

Two red banners are displayed at the same time: (1) garbled text with the coupon code appearing twice and the number "1" without context, (2) a separate valid message "Coupon code 'FAKE12345' is invalid."

Expected Result:

Display only one error message, clear and grammatically correct, without duplicated text or values that were not properly substituted.



MH-4 - The "No Results" Search Page Shows English Text and a Broken Banner Image

Severity	**Medium**
Area	Search
Environment	Windows 11, Chrome (automated browser testing), payngo.co.il
Status	Open

Steps to Reproduce:

1. Search for a term that doesn’t exist on the site (e.g. "zzqxwv") and go to the results page

2. Wait for the search-results widget to load

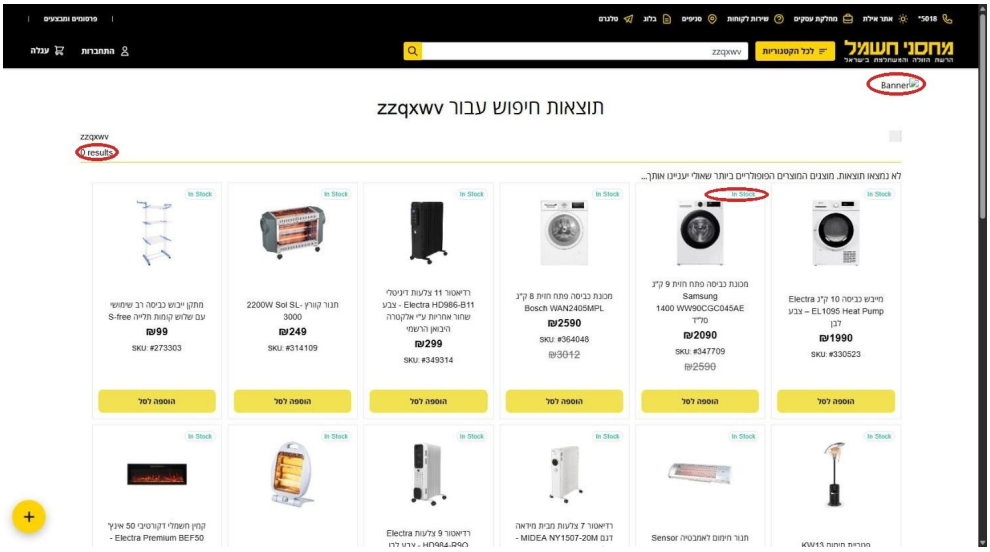
3. Refresh the page and check again

Actual Result:

On an otherwise fully Hebrew (RTL) results page, several elements appear in English: the text "0 results" instead of the Hebrew equivalent, an English "In Stock" tag on every product card, and a banner image that failed to load and shows the raw text "Banner" in the top-right corner instead of an image. The search term itself is also repeated twice under the heading.

Expected Result:

All text on the page should appear in Hebrew (matching the rest of the site), with no broken image.



Note: part of this page's content comes from a third-party search widget (Fast Simon), so the fix may depend on that vendor's configuration rather than only the site's own code.

MH-5 - On the Product Page, the Total of the "Interest-Free Installments" Is Higher Than the Price

Severity	**Medium**
Area	Product Page
Environment	Windows 11, Chrome (automated browser testing), payngo.co.il
Status	Open

Steps to Reproduce:

1. Go to a product page (e.g. washing machine EL1214)

2. Scroll to the "Interest-Free Installments" block next to "Delivery Options"

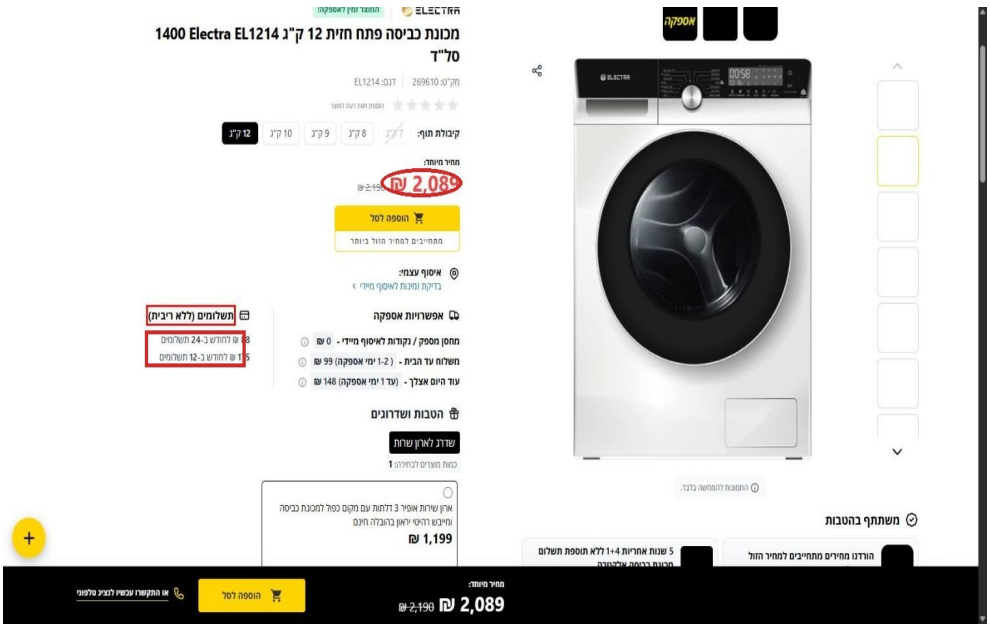
3. Compare the total of all installments to the displayed product price

Actual Result:

The product's price is ₪2,089, but the installments block shows "₪88/month for 24 installments", which totals ₪2,112 - about ₪23 more than the price - and also "₪175/month for 12 installments", totaling ₪2,100 (₪11 more). The same pattern was checked on additional products (e.g. a ₪1,190 price vs. 100×12=₪1,200, and another product where the gap was only ₪1) - so this is a recurring pattern, not a one-off mistake.

Expected Result:

The total of all "interest-free" installments should equal the product's price exactly, or at least clearly indicate that the amount is rounded. (Note: the gap looks like each monthly installment being rounded up individually rather than hidden interest; what is actually charged at the payment step itself was not tested.)



MH-6 - Homepage Carousel Buttons Are Not Accessible to Screen-Reader Users

Severity	**Medium**
Area	Homepage / Accessibility
Environment	Windows 11, Chrome (automated browser testing), payngo.co.il
Status	Open

Steps to Reproduce:

1. Go to the homepage

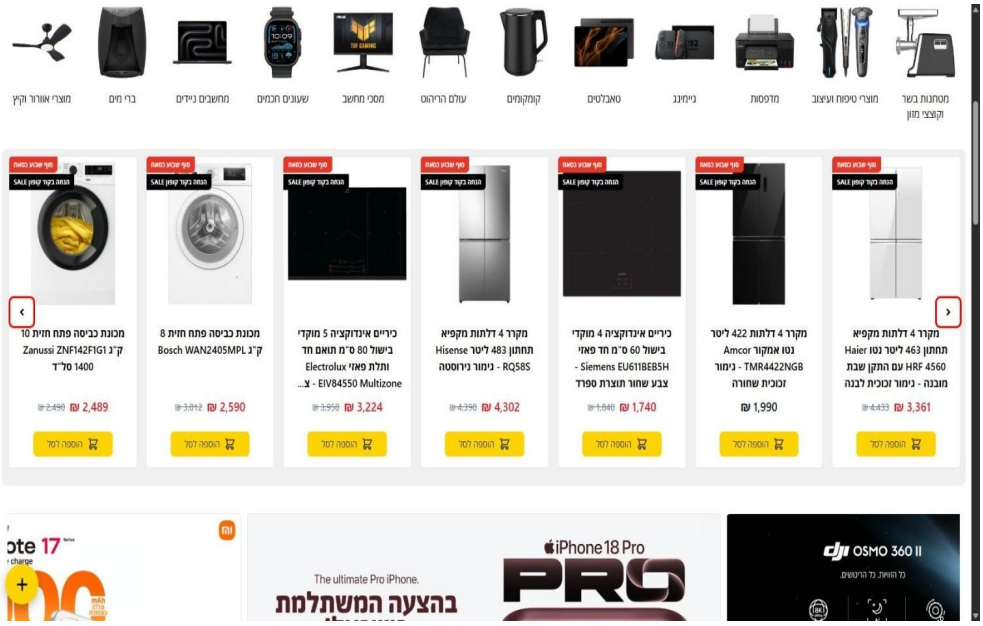
2. Navigate to the product carousels (e.g. "Recommended") and check the arrow buttons (previous/next) with a screen reader or by inspecting the buttons' accessibility attributes

Actual Result:

About 13 buttons in the product carousels (the "previous"/"next" arrows and the slide dots) have no text or description at all - a screen-reader user will only hear the word "button" with no indication that it moves the carousel forward or back. In addition, the homepage has two identical main headings (H1), which can confuse heading-based navigation in a screen reader.

Expected Result:

Every carousel navigation button should have a clear label (e.g. "Previous"/"Next"/"Slide 3"), and the page should have exactly one main heading (H1). (The red markup in the screenshot was added only for illustration, to show which buttons lack a label; the elements themselves look normal to a sighted user.)



MH-7 - Inconsistent Number of Branches Shown on Different Pages of the Site

Severity	Low
Area	General Content
Environment	Windows 11, Brave, payngo.co.il
Status	Open

Steps to Reproduce:

1. Homepage - Footer - "Wide nationwide coverage"

2. "Contact Us" page - "Branches and Opening Hours"

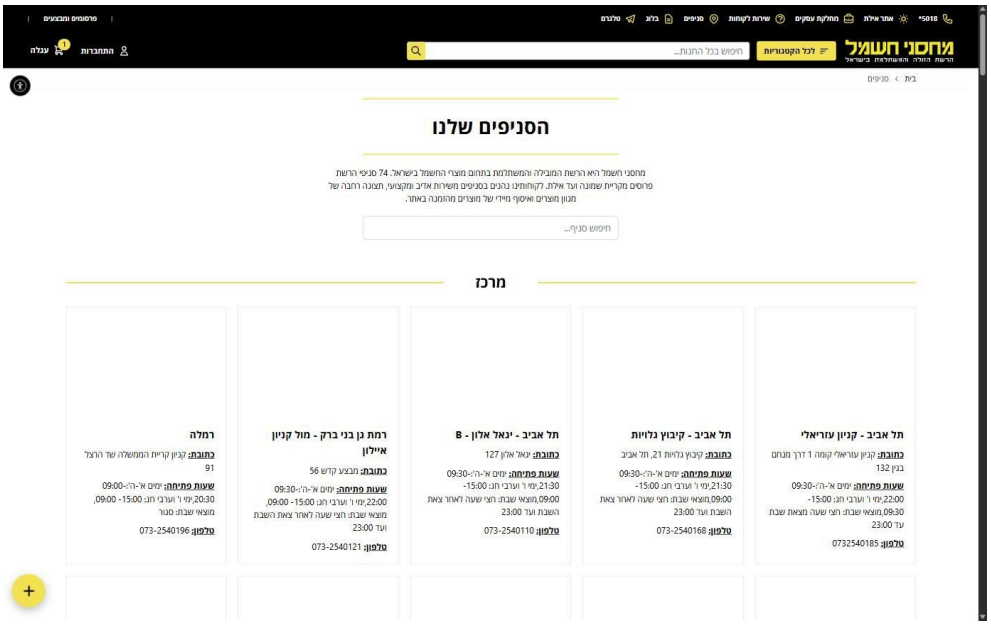
3. "Branches" page (payngo.co.il/branches/) - opening paragraph

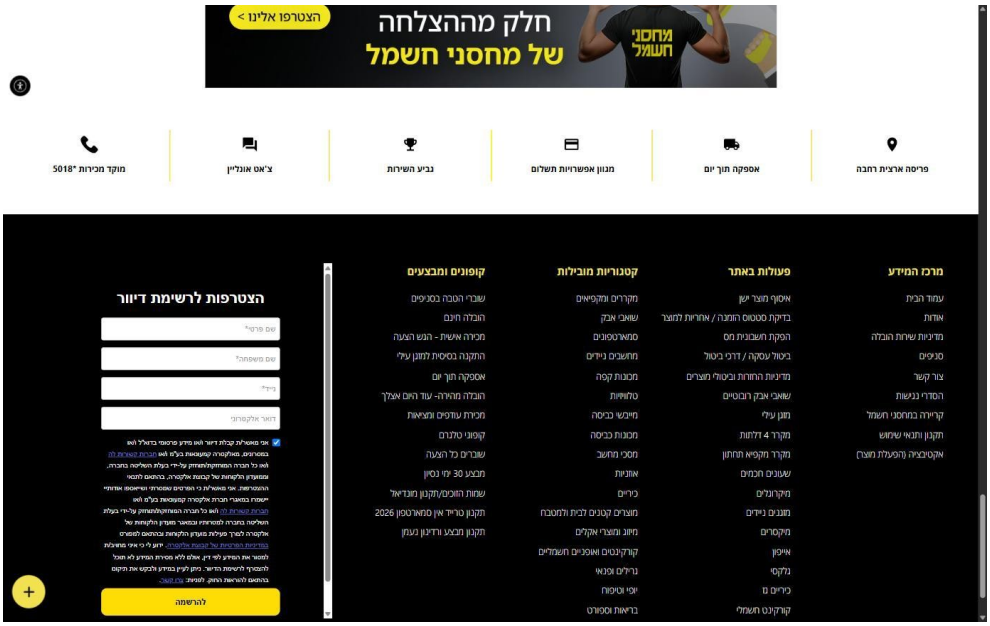
Actual Result:

Three different numbers: Homepage "more than 60 branches", Contact Us page "65 of the chain's branches", Branches page "74 chain branches".

Expected Result:

The number of branches shown should be consistent (and preferably accurate and automatically updated) across all site pages.




חלק מההצלחה
של מחסני חשמל
הצטרפו אלינו >
מחסני חשמל
פריסה ארצית רחבה
אספקה תוך יום
מגוון אפשרויות תשלום
נביע השירות
צ'אט אונליין
מוקד מכירות *5018
מרכז המידע
עמוד הבית
אודות
מדיניות שירות הובלה
סניפים
צור קשר
הסדרי נגישות
קריירה במחסני חשמל
תקנון ותנאי שימוש
אקטיבציה והפעלת מוצרן
פעולות באתר
איסוף מוצר ישן
בדיקת סטטוס הזמנה / אחריות למוצר
הפקת חשבונית מס
ביטול עסקה / דרכי ביטול
מדיניות החזרות וביטולי מוצרים
שואבי אבק רובוטיים
מוגן עילי
מקרר 4 דלתות
מקרר מקפיא ותחתון
שעונים חכמים
מיקרוגלים
מוגנים ניידים
מיקסרים
אייפון
נלקסי
כירים גז
קורקינט חשמלי
קטגוריות מובילות
מקררים ומקפיאים
שואבי אבק
סמארטפונים
מחשבים ניידים
מכונות קפה
טלוויות
מייבשי כביסה
מכונות כביסה
מסכי מחשב
אוזניות
כירים
מוצרים קטנים לבית ולמטבח
מיוזג ומוצרי אקלים
קורקינטים ואופניים חשמליים
גרילים ופנאי
יופי וטיפוח
בריאות וספורט
קופונים ומבצעים
שוברי הטבה בסניפים
הובלה חינם
מכירה אישית - הגש הצעה
התקנה בסיסית למוגן עילי
אספקה תוך יום
הובלה מהירה- עוד היום אצלך
מכירת עודפים ומציאות
קופוני טלגרם
שוברים כל הצעה
מבצע 30 ימי נסיון
שמות הוזכים/תקנון מוגדיאל
תקנון טרייד אין סמארטפון 2026
תקנון מבצע ורדינון בעמן
הצטרפות לרשימת דיוור
שם פרטי*
שם משפחה*
דוא*
דואר אלקטרוני
אני מאשר/ת קבלת דיוור ואוו מידע פרטומי בדוא"ל ואוו
בפסרונים, מאלקטרה קטנוטאות בע"מ ואוו חברת האחרת לה
ואוו כל חברה המוחזקת/מחזיק על-ידי בעלת השליטה בחברה,
ומוצרון הלקוחות של קבוצת אלקטרה, בהתאם לתנאי
השמרתות. אני מאשר/ת כי הפרטים שפסרתי ושיאפפו אותותיי
ישמרו במאגרי חברת אלקטרה קטנוטאות בע"מ ואוו
חברת האחרת לה ואוו כל חברה המוחזקת/מחזיק על-ידי בעלת
השליטה בחברה למטרותיו ובמאגר מוצרון הלקוחות של
אלקטרה לצורך פעילת מוצרון הלקוחות ובהתאם למפורט
במדיניות הפרטיות של קבוצת אלקטרה. ידוע לי כי אני מחוילת
למסור את הפירוע לפי דין, אולם ללא מסירת המידע לא תוכל
להמציקי לרשימת הדיוור. מתן לעיין במידע ולבקש את תיקום
בהתאם להוראות הרוק. למדיוור: עוד קשר.
להרשמה

MH-8 - "Business Department" Link in the Top Menu Leads to a 404 Error Page

Severity	**High**
Area	Header / Navigation
Environment	Windows 11, Chromium (automated browser-based testing), payngo.co.il
Status	Open

Steps to Reproduce:

1. Go to payngo.co.il

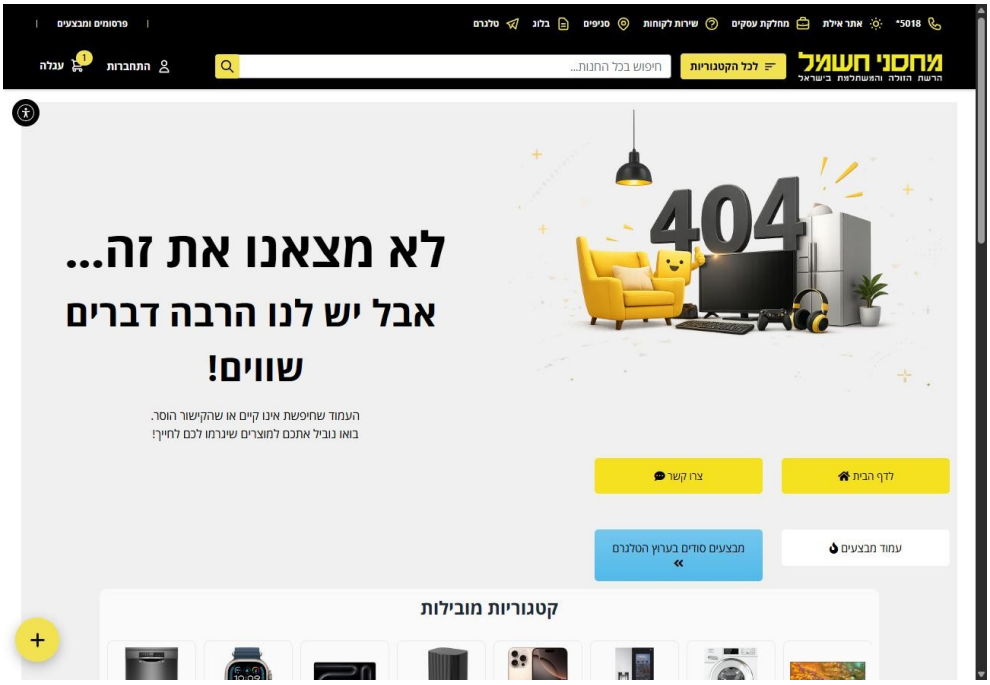
2. Click the "Business Department" link in the top-bar

Actual Result:

The link points to https://www.payngo.co.il/business-class/ which returns a 404 error page.

Expected Result:

The link should lead to a valid "Business" page with information relevant to business customers.



MH-9 - Footer Newsletter Signup Form Shows No Error Message When an Invalid Email Is Entered

Severity	**Medium**
Area	Footer
Environment	Windows 11, Chromium (automated browser-based testing), payngo.co.il
Status	Open

Steps to Reproduce:

1. Scroll to the footer on the homepage

2. Enter an email address in an invalid format

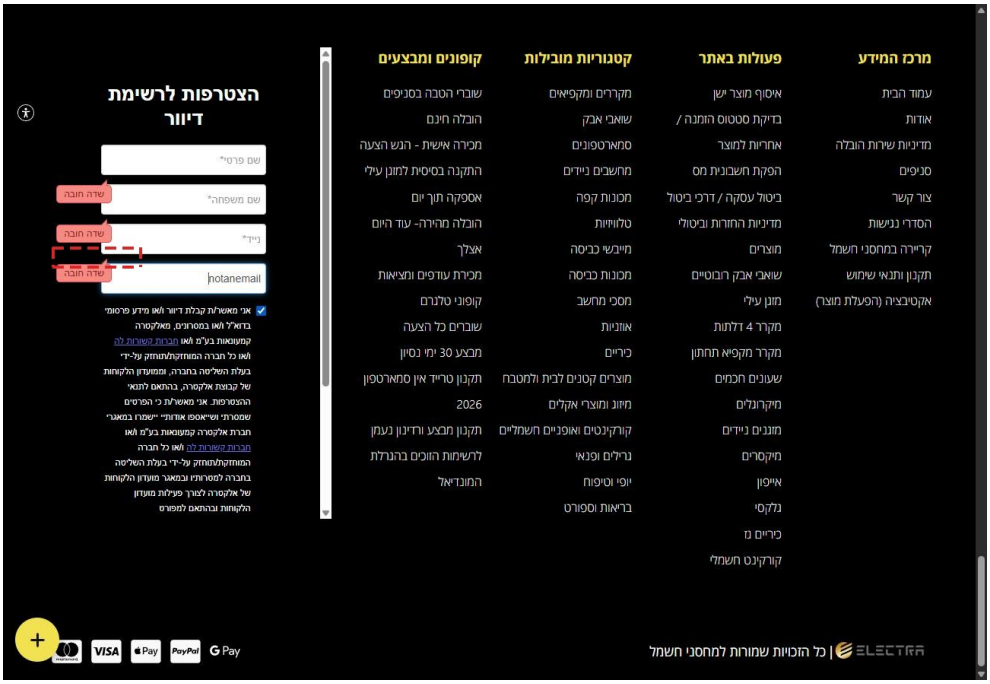
3. Click the signup button

Actual Result:

No error message or visual feedback is shown. Reproduced twice. (For comparison: a valid email shows "Thank you for subscribing".)

Expected Result:

Entering an invalid email should display a clear error message next to the field.



MH-10 - Apostrophe (') Displayed as Raw HTML Encoding (') in the Search Box on the Search Results Page

Severity	Low
Area	Search
Environment	Windows 11, Chromium (automated browser-based testing), payngo.co.il
Status	Open

Steps to Reproduce:

1. Enter a search term with a single apostrophe, e.g. "men's"

2. Go to the search results page

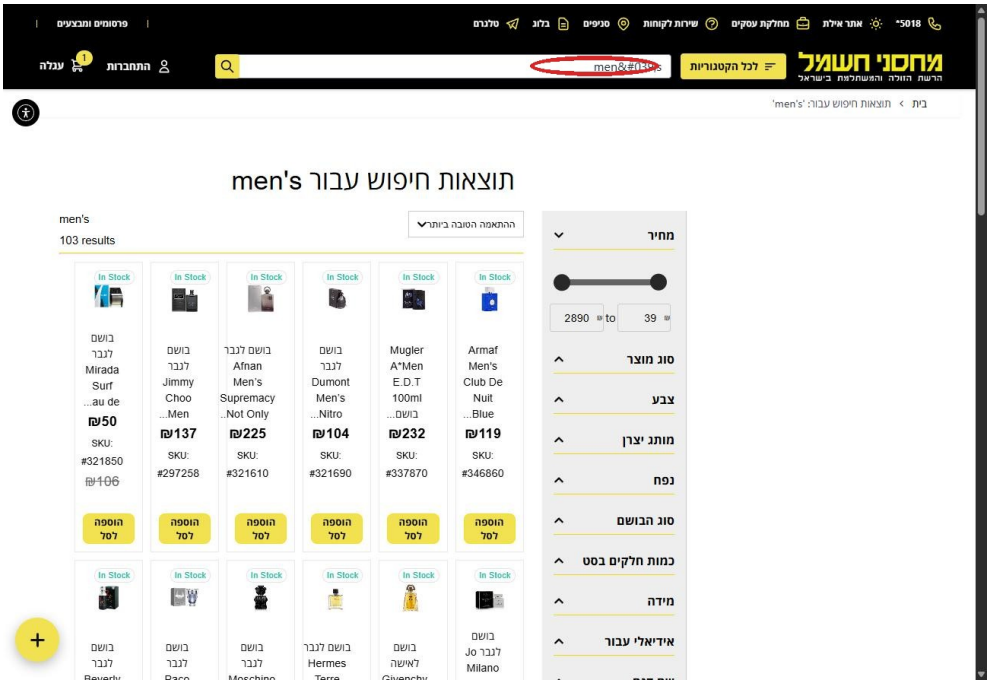
3. Check the search box on the results page

Actual Result:

The apostrophe is displayed as raw HTML encoding - "men's" instead of "men's". No security vulnerability - input is properly sanitized on the server side; display bug only.

Expected Result:

The apostrophe should be displayed normally ("men's") without raw HTML encoding.



Appendix C

Supporting Files

- 01_TestPlan/Test_Tree.docx
- 02_TestCases/Test_Cases.docx + Test_Cases_TestRail_Import.csv
- 02_TestCases/Test_Execution_Results_Part2.txt
- 03_Bugs/Bugs_Found_Log.txt
- 03_Bugs/screenshots/ (10 screenshots for MH-1 to MH-10)
- 04_Report/TestRail_Execution_Summary_Report.pdf (official TestRail export)