Digital Retail
HM455 MC Online Reservations

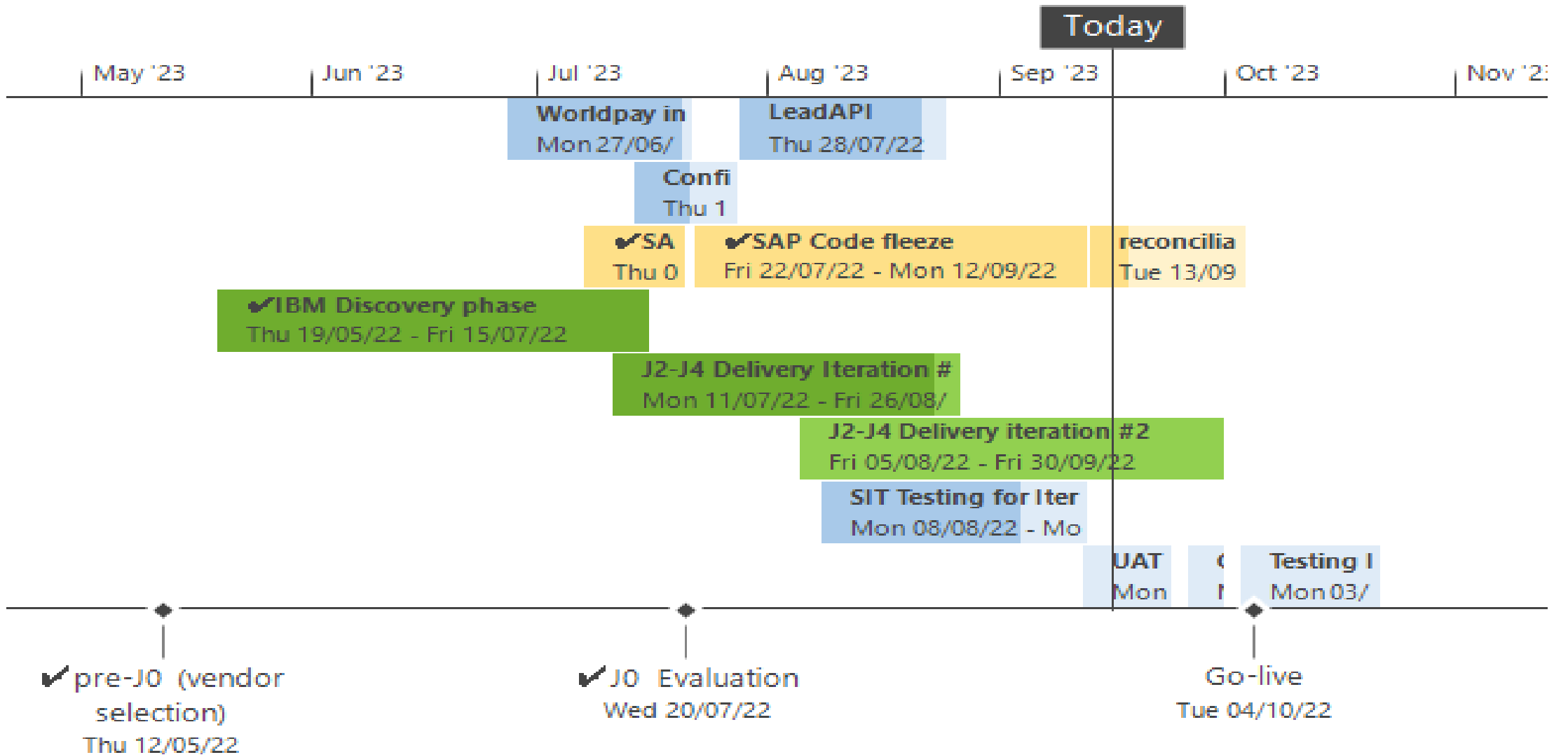**UAT Kick Off 16th September 2022**

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Overall project plan

We have entered Iteration 1 UAT to go live on 4 Oct

UAT plan

Week before UAT 14th-15th September	Week 1 16th- 21st September	Week 2-3 22nd – 27th September
Project team Testing	Branch UAT Cycle 1	Branch UAT Cycle 2 (Retest) & Regression cycle
• Initial testing • Early defect raising • System fit for UAT	• Test all features • Content/ translations	• Test defect fixes • Complete a defect free cycle • Sign-off
	16th Sept Kick-off meeting	28th Sep Wrap-up meeting

IBM testing during sprint delivery including: unit & integration testing

Detail timelines

15-Sep	Honda project team only testing	Prepare test and verify test data, access, smoke test	HME MC/ISD
16-Sep	Branch testing Account, Configurator, Find Test dealer	Kick-off meeting, execute test scripts	Branches
19-Sep	Account/Config; Reservation part 1 (UK national holiday)	verify that functionality satisfy business requirements	Branches
20-Sep	Reservation part 2	verify that functionality satisfy business requirements	Branches
21-Sep	Dealer view and Reservation with preferred dealer (walk in process)	verify that functionality satisfy business requirements	Branches, BA
21-Sep	Refund process exceptions	verify that functionality satisfy business requirements	Branches, BA
21-Sep	Handover of defects to IBM	Raise, log and handover defects to IBM team	Branches/HME
22-Sep	Re-test of functionality	Re-test failed test scenarios to confirm defect fixes	Branches
23-Sep	Re-test of functionality	Re-test failed test scenarios to confirm defect fixes	Branches
26-Sep	Re-test of functionality	Re-test failed test scenarios to confirm defect fixes	Branches
26-Sep	Final regression test	Test core reservation journey end to end	HME
28-Sep	Final summary and go-ahead meeting	Review status of UAT project phase presented by project	Branches/HME/BA
29-Sep	J5 evaluation		Mike/Yuriy & Alex C

UAT start on 16th September until 28th September. Go-live iteration One – 4th October

Features to test

Prospect	Dealer	Branch	HME

From launch Iteration 1 >>

Prospect	Dealer	Branch	HME
Create account	Dealer View	Leads to local LMS	Backoffice view
Save preferred dealer	Leads to local LMS	Manually check orders for reservation #	Lead API
Save bike configuration	Add reservation # to MAPS / SRS	Content / translations	Refund failure process (DX Team)
Share with dealer		Legal compliance	SAP ECC processes (BA Team)
Reserve bike			
Capture marketing Preferences			

Available from Iteration 2 >>

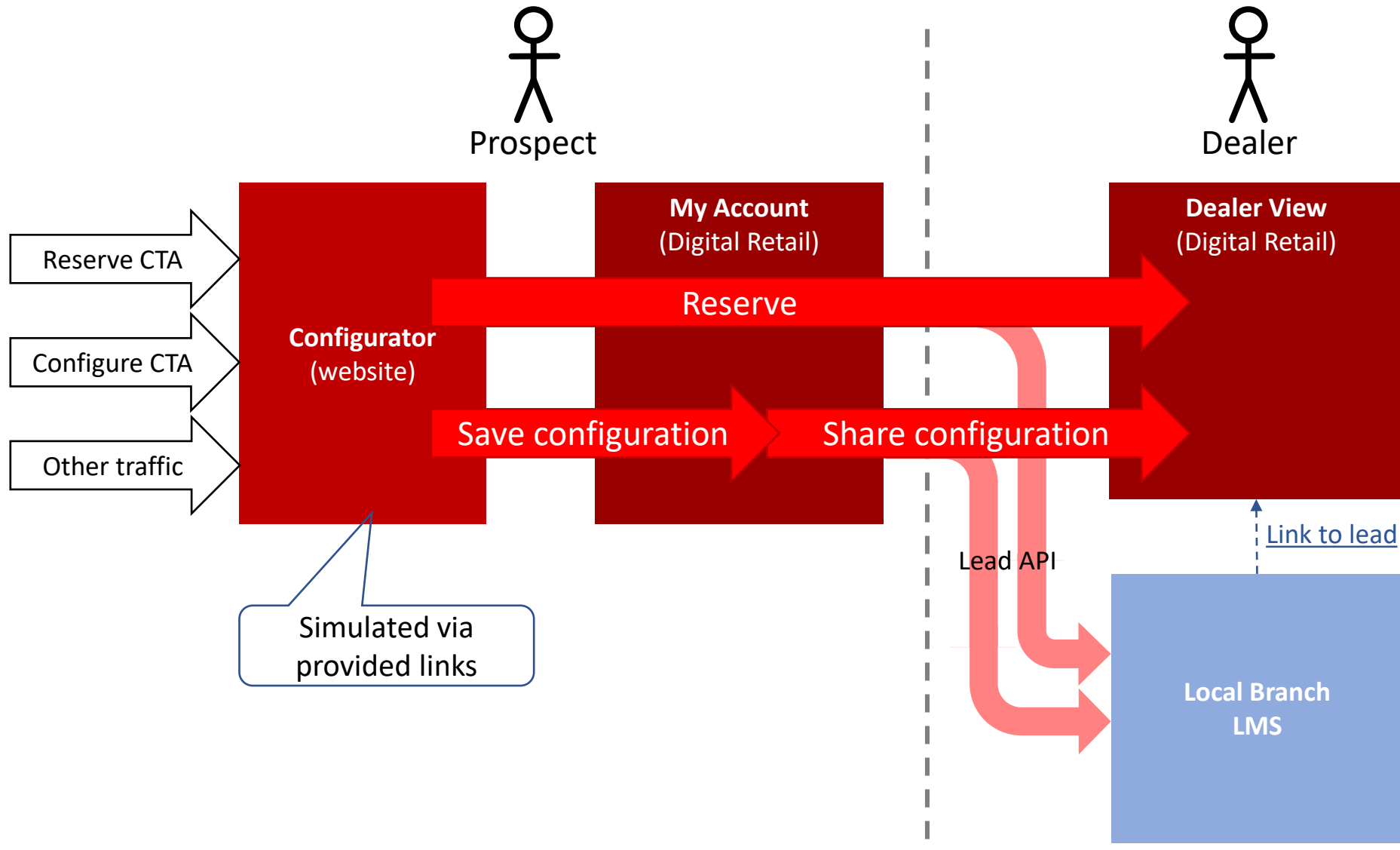| Prospect	Dealer	Branch	HME
Request a test ride			Reporting
Quick address lookup			Automated refund failure process
			Backoffice enhancements

UAT focus on launch scope only

Recap of journey

High value behaviours begin on website and flow to Digital Retail. Dealer leads sent in parallel to local LMS

Known limitations during UAT

- **4 models set up for configurator** – X-ADV, CB650R, PCX 125, Forza 350 with Reserve and Save CTAs

- **Configurator "hub" page** - not linked to above models. Need to manually paste urls

- **Reservation marketing page** – not yet available

- **Branch marketing preferences** – sent to local Branch CDB / LMS systems are one way "fire and forget" via Lead API

- **Reservation T&Cs document** – pdf upload pending

- **Addresses entry is manual** – quick address in iteration 2

- **Payment step** – use test card data supplied. No real payments in UAT!
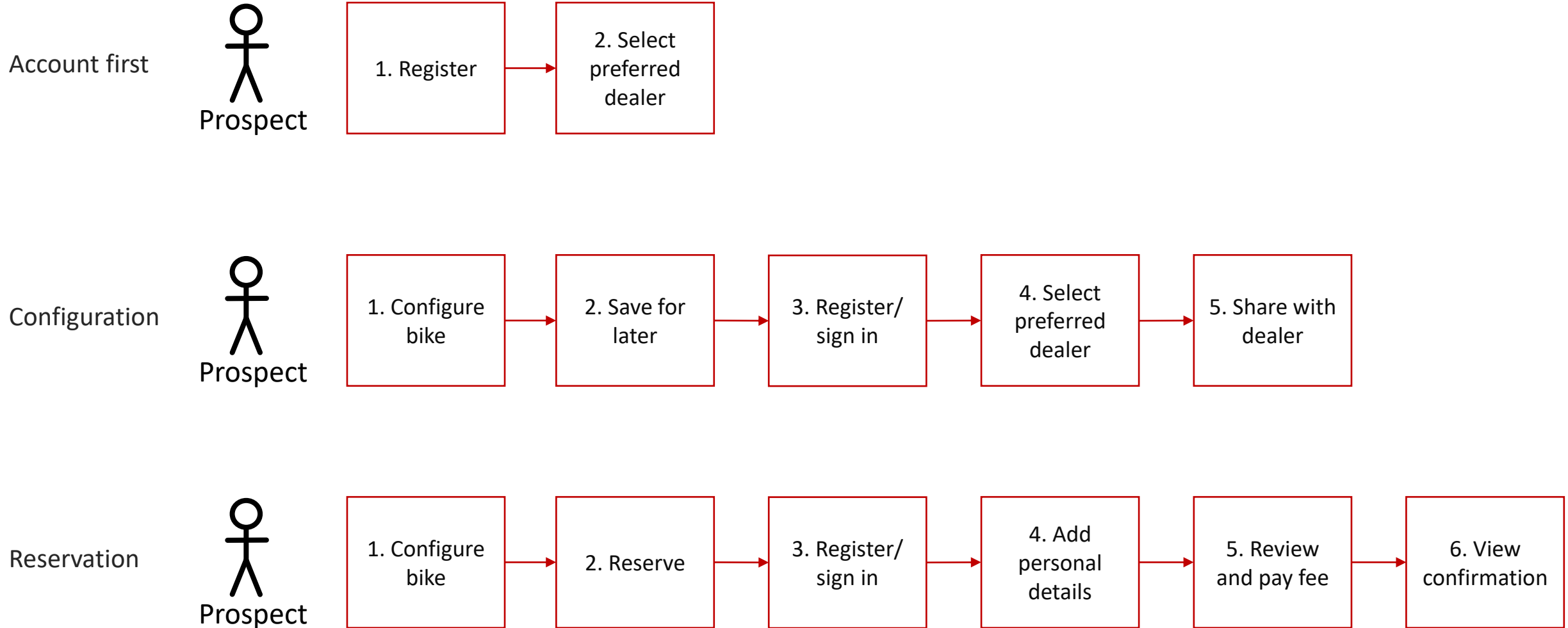
- **Key open defects - TBC**

To be updated

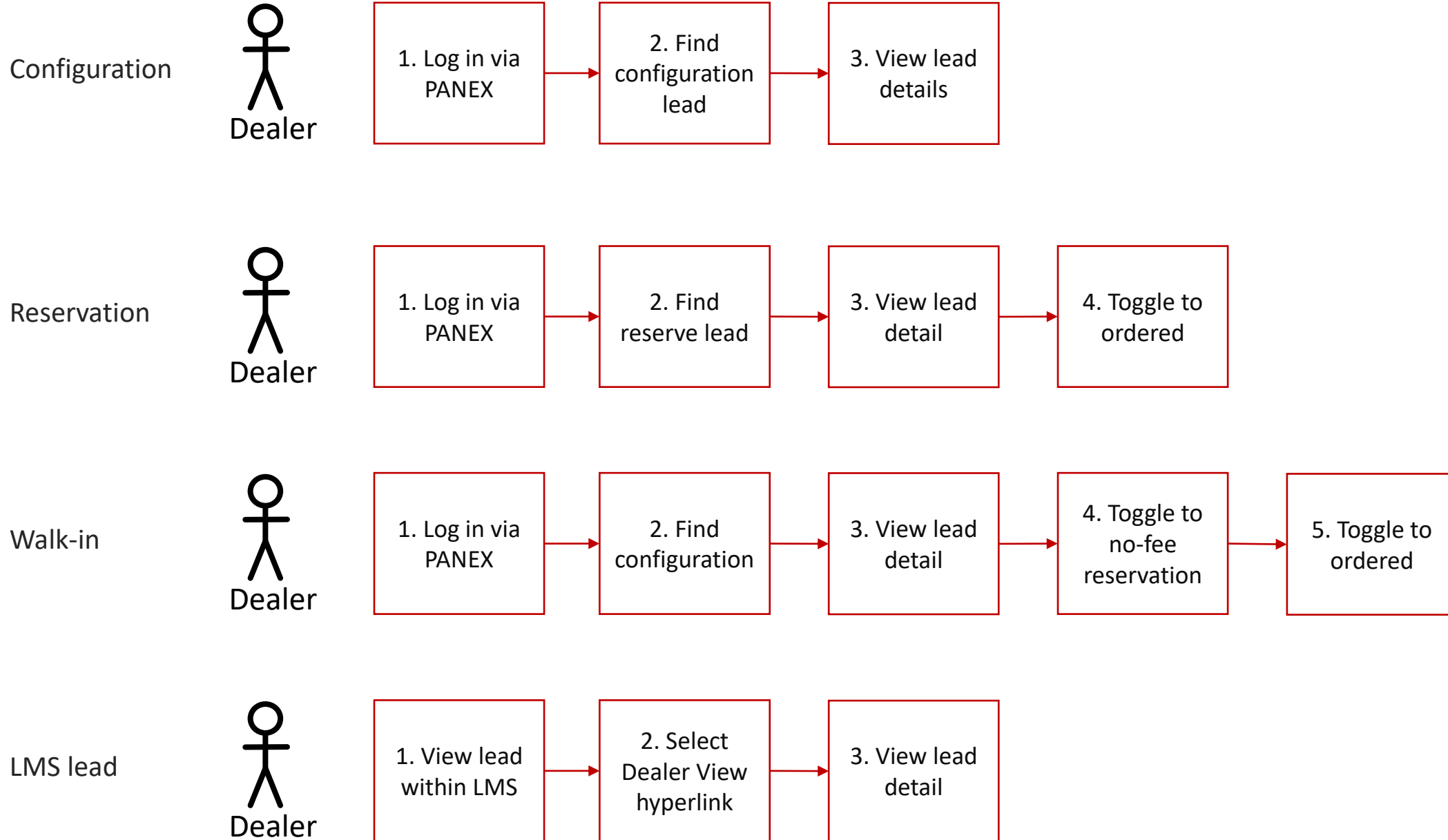Minimal Viable Product (MVP) approach to launch on time

Please prepare the following before UAT start:

1. Check your Digital Retail UAT environment access

2. Test user for local ordering system

3. Test users for SAP ECC test (BA only)

4. Re-check legal compliance of the end to end user journey for local legal compliance

Account first

Prospect

1. Register → 2. Select preferred dealer

Configuration

Prospect

1. Configure bike → 2. Save for later → 3. Register/ sign in → 4. Select preferred dealer → 5. Share with dealer

Reservation

Prospect

1. Configure bike → 2. Reserve → 3. Register/ sign in → 4. Add personal details → 5. Review and pay fee → 6. View confirmation

Configuration

Dealer

| 1. Log in via PANEX | → | 2. Find configuration lead | → | 3. View lead details |

Reservation

Dealer

| 1. Log in via PANEX | → | 2. Find reserve lead | → | 3. View lead detail | → | 4. Toggle to ordered |

Walk-in

Dealer

| 1. Log in via PANEX | → | 2. Find configuration | → | 3. View lead detail | → | 4. Toggle to no-fee reservation | → | 5. Toggle to ordered |

LMS lead

Dealer

| 1. View lead within LMS | → | 2. Select Dealer View hyperlink | → | 3. View lead detail |

Reservation

BA

| 1. Check Worldpay portal for payment transaction | → | 2. Check SAP one time order | → | 3. Check Honda B2C invoice received |

Refund

BA

| 1. Check Worldpay portal for payment refund | → | 2. Check SAP credit note | → | 3. Check Honda B2C invoice received |

Test cases

- Nominate someone from your Branch to consolidate your results
- Follow the test cases provided and mark as pass/fail/blocked
- Detail steps to replicate defect
- **Create a PowerPoint deck with screenshots**
- Send consolidated sheet and ppt via email to Alex + Yuriy (ISD)
- ISD will manage defects with suppliers via ADO tool and notify you when ready for retesting or if discussion required

UAT test scenarios
last updated 15-8-22

Ref #	Feature	User role	Scenario	Happy path (H)	Expected behaviour
			AS A PROSPECT		
			Create reservation - Account with preferred dealer		
RV_1		Prospect	Personal Details, enter address	H	GIVEN I am a logged in prospect with a preferred dealer AND configured a bike WHEN I click Reserve THEN I arrive on the Confirm Bike dealer page WHEN I confirm my preferred dealer THEN I arrive on the personal details page with my name & email already filled in AND I can enter my address (For Spain inludes NIF Number)
RV_2		Prospect	Marketing Details	H	GIVEN I am reserving a bike WHEN I have entered my address THEN I can complete the marketing details AND the Review Summary CTA is available
RV_3		Prospect	Digital retail to Worldpay handover (same billing address)	H	GIVEN I have entered my details and marketing preferences AND I have reviewed the summary AND selected same address for billing WHEN I select "Proceed to Payment" THEN I arrive at the Worldpay screen with my address populated)
RV_4		Prospect	Digital retail to Worldpay handover (different billing address)	E	GIVEN I have entered my details and marketing preferences AND I have reviewed the summary AND selected different address address for billing WHEN I enter a different address and select "Proceed to Payment" THEN I arrive at the Worldpay screen with my billing address populated
RV_5		Prospect	Pay Reservation CTA	H	GIVEN I have arrived at the Payment screen WHEN I complete my payment details AND select Pay Reservation CTA THEN I am shown the Reservation confirmation screen AND I can see my reservation is confirmed AND I receive an email confirming my Reservation AND My account shows my reservation details including reservation ... ...ry datea nd bike correctly and status " Active-paid" AND My preferred dealer gets notified
		Prospect	Unsuccessful payment	E	GIVEN I have arrived at the Payment screen WHEN I complete an invalid payment card THEN I am shown an error saying unsuccessful AND AND I am able to select a Try again CTA

Example

UAT environment access

- URLs to customer account, configurator and dealer view provided in test case sheet
- Digital Retail Platform pages will initially prompt for a login - once entered then save to browser

Customer Area

Sign in to access this site

Authorization required by https://www.gb.honda.fed6.lbi.co.uk

| Username | honda |
| Password | ••••••••• |

Sign in   Cancel

Login provided

Dealer View

Sign in

https://www.dealerview-uat.honda.co.uk

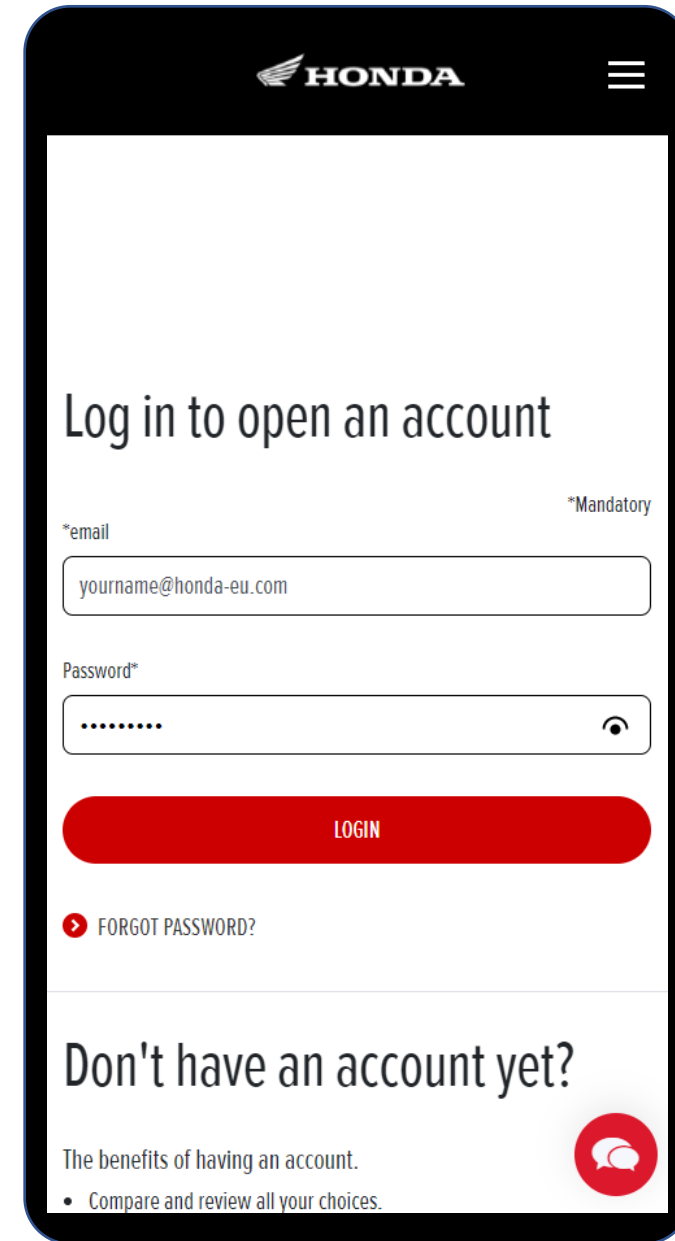| Username | ibmhfr |
| Password | ••••••••••••• |

Sign in   Cancel

Login provided

Browsers and devices

- Design is responsive

- Try it on your own phone

- Remember to state in your test results which browser/device was used

Dealer View & supported browsers

Internet Explorer is <u>not</u> supported by Dealer View

OS	OS version	Browser	Browser version	Support level	Group(s)	Target test device(s)
Windows	10	IE	Edge (Latest)	1	Desktop	PC
Windows	7	Firefox	Latest	1	Desktop	PC
Windows	7	Google Chrome	Latest	1	Desktop	PC
Mac	OSX	Safari	Latest	1	Desktop	Mac
Mac	OSX	Firefox	Latest	1	Desktop	Mac
Mac	OSX	Google Chrome	Latest	1	Desktop	Mac
Android	11	Google Chrome	Latest	1	Mobile	Samsung Galaxy S10
Android	11	Google Chrome	Latest	1	Tablet	Samsung Galaxy Tab (Latest, if not available, previous version)
iOS	iOS 11.x	Safari	Latest	1	Tablet	iPad 2017
iOS	iOS 11.x	Safari	Latest	1	Mobile	iPhone 8 plus
iOS	12	Safari	Latest	1	Mobile	iPhone X
iOS	12	Safari	Latest	1	Tablet	iPad Pro

When checking leads in your local LMS, please ensure you are using a browser that is <u>supported</u> by Dealer View

Branch user to mimic dealer user

- UAT test dealers set up per market

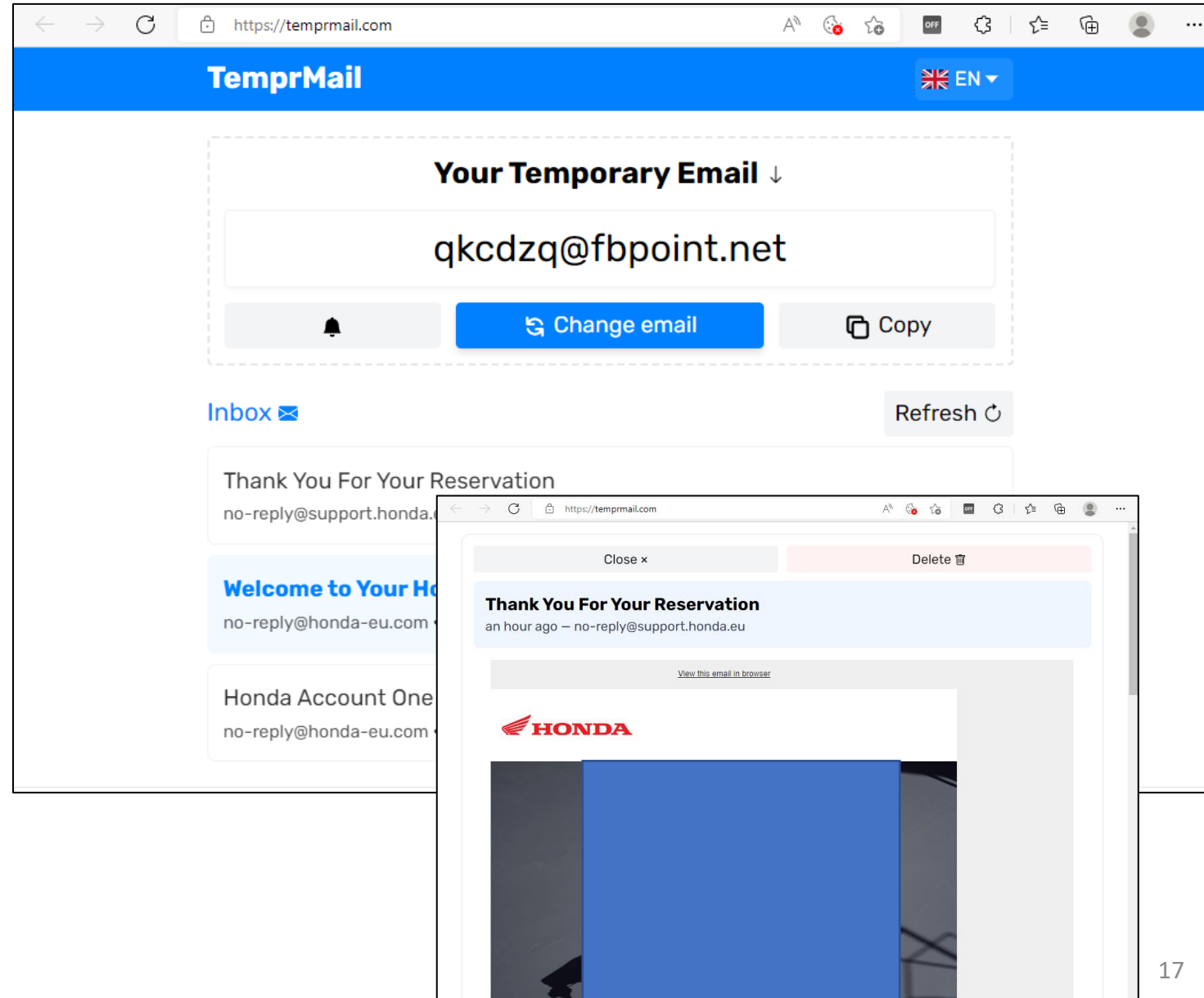- Share leads with these dealers

1. B2B Single sign on

2. PANEX menu link

3. Dealer View

Sales > Online Reservations

Temporary email addresses

- Use a temporary email provider to repeat tests

- Open a new browser in private browsing mode to generate a fresh email address

- Many services available online:

  https://temprmail.com

  https://temp-mail.org

Defect priority classification

Classification	Priority	Definition
Critical	**P1**	**System down** or **significant impact** to customers or financial/reputational to Honda. Further testing not possible. NO WORKAROUND
High	**P2**	**Important functionality not working**. High customer impact**,** financial impact high, or non-compliancy with legislation. The change cannot be used in production. NO WORKAROUND
Medium	**P3**	**Functionality is affected**. Common examples include confusing user step, navigation issues, missing or confusing error messages.
Low	**P4**	**Defect does not impair usability** and impact to end product is negligible. Can be addressed to improve the overall quality level. For example, minor enhancement needed, cosmetic issues.

Go-live only with zero P1 or P2 defects

- All tests completed and you can complete a full journey successfully
- Content and translations correct
- All P1 or P2 defects are resolved
- Branches to agree on any tolerable open P3 or P4 defects for launch as part of sign off
- Hypercare period post launch – opportunity to resolve deferred defects

Stage 1 - API

- Receive lead from Digital Retail and store the lead details

Stage 2 - Batch process

- Batch process to periodically collect the leads that have been received
- Translate them to the format required by each branch
- Send the lead(s) to the branch

When testing, please remember that is could take up over **15 minutes** to send a lead to the branch
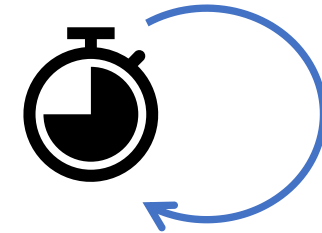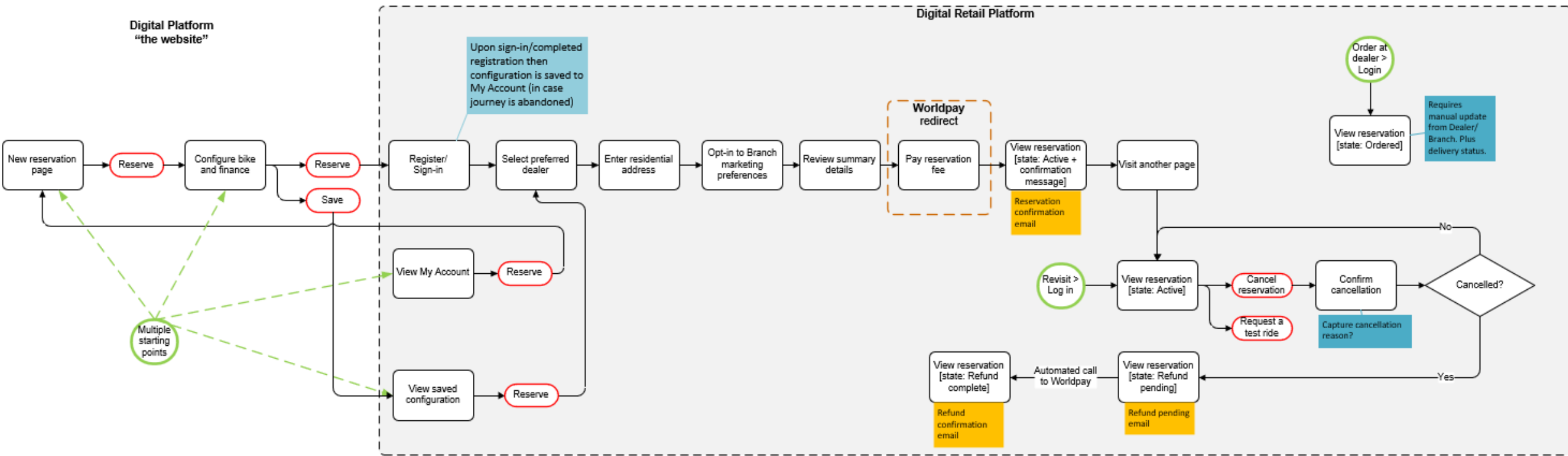
Every 15 minutes

Due to the design, it could take up to just over **15 minutes** to send a lead to the branch, from the time it was submitted.
On **average** this will take **7 min 30 secs**.

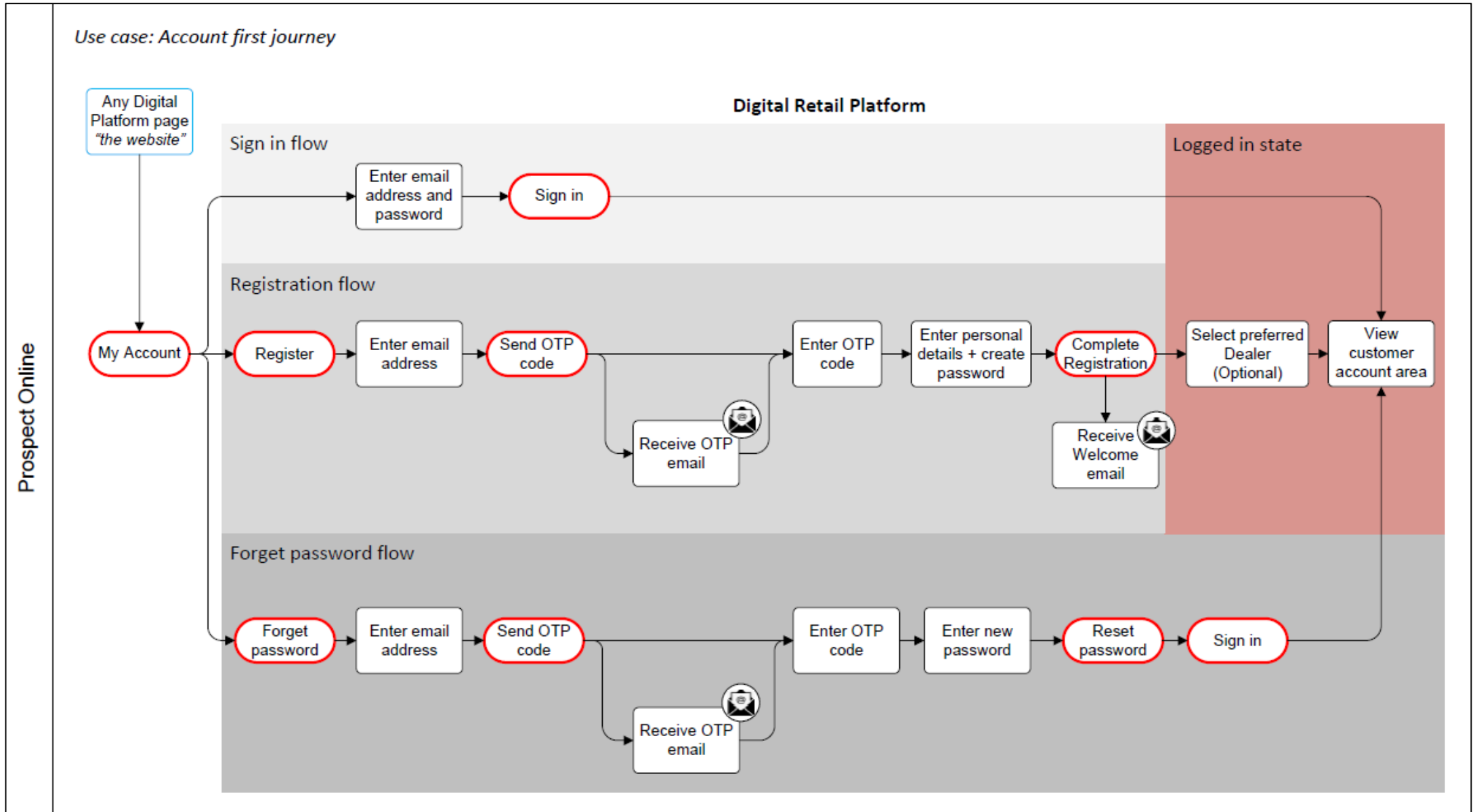*This does not take into account any lead processing time at the branch*

Overview of the 2-stage process design for the Lead API

For reference – process flows

Account registration/sign-in/forget password flow
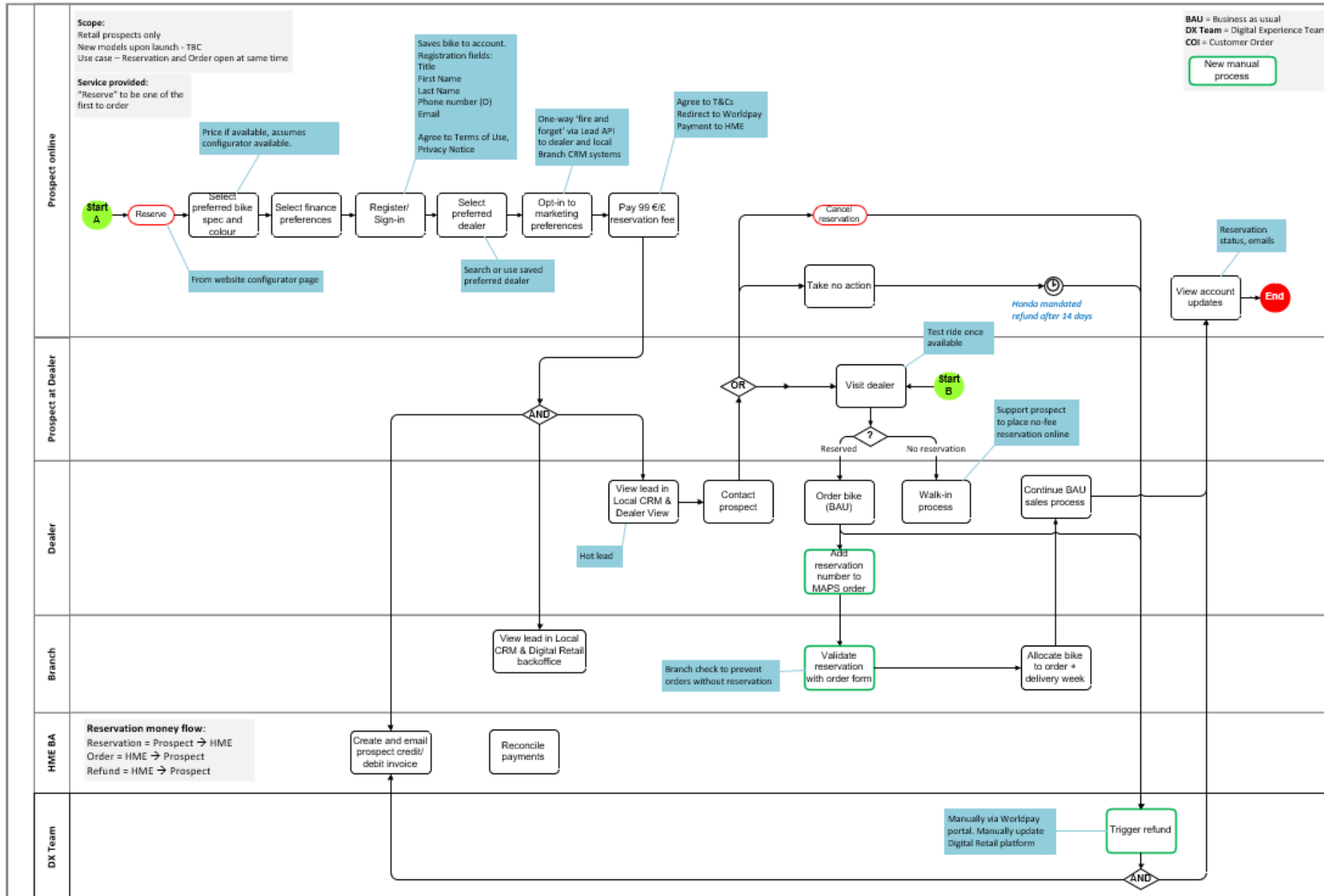
Refund process
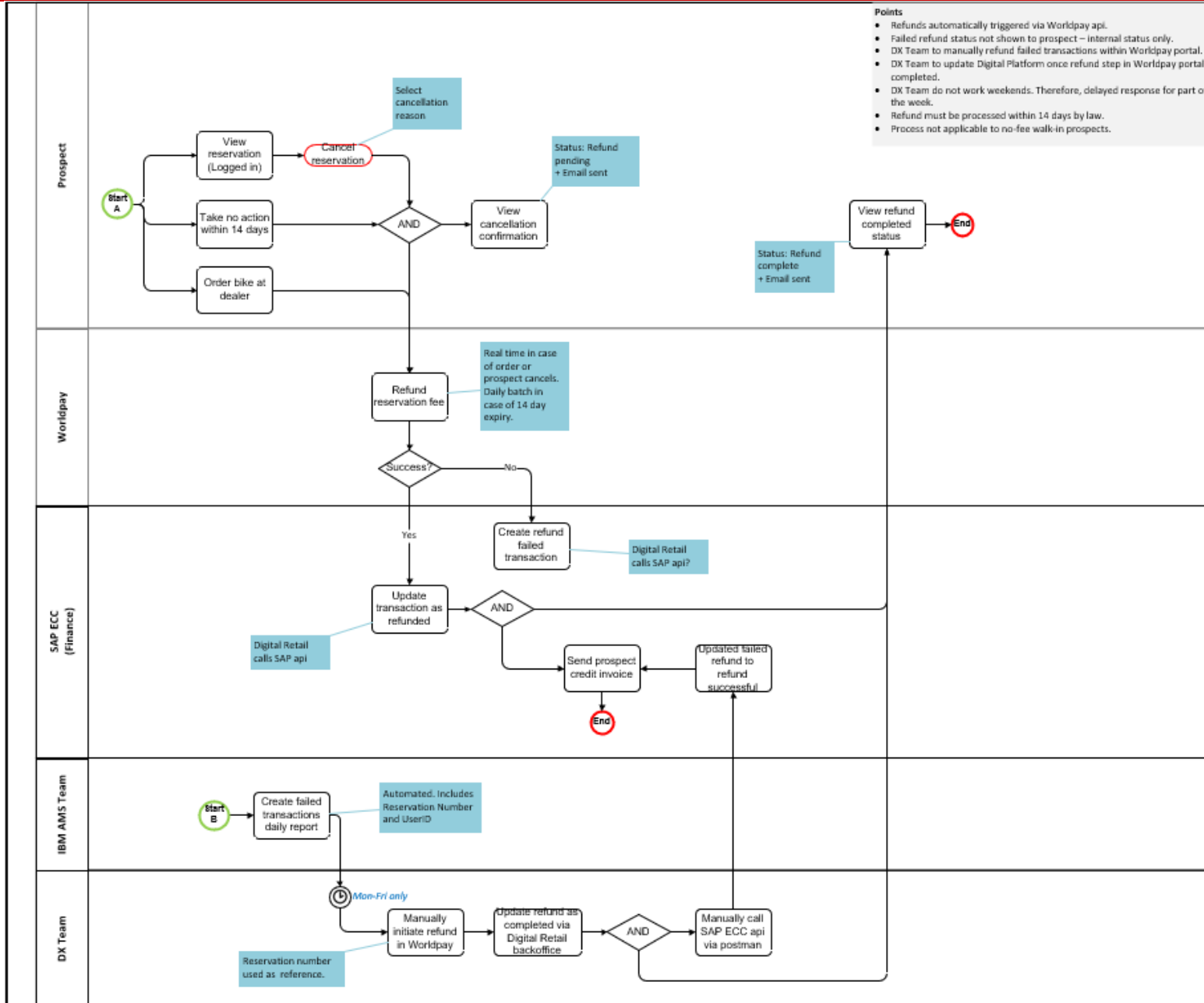
Points
- Refunds automatically triggered via Worldpay api.
- Failed refund status not shown to prospect – internal status only.
- DX Team to manually refund failed transactions within Worldpay portal.
- DX Team to update Digital Platform once refund step in Worldpay portal completed.
- DX Team do not work weekends. Therefore, delayed response for part of the week.
- Refund must be processed within 14 days by law.
- Process not applicable to no-fee walk-in prospects.

Prospect

Start A

View reservation (Logged in)

Select cancellation reason

Cancel reservation

Take no action within 14 days

Order bike at dealer

AND

View cancellation confirmation

Status: Refund pending + Email sent

View refund completed status

Status: Refund complete + Email sent

End

Worldpay

Refund reservation fee

Real time in case of order or prospect cancels. Daily batch in case of 14 day expiry.

Success? Yes / No

SAP ECC (Finance)

Create refund failed transaction

Digital Retail calls SAP api?

Update transaction as refunded

Digital Retail calls SAP api

AND

Send prospect credit invoice

Updated failed refund to refund successful

End

IBM AMS Team

Start B

Create failed transactions daily report

Automated. Includes Reservation Number and UserID

DX Team

Mon-Fri only

Manually initiate refund in Worldpay

Reservation number used as reference.

Update refund as completed via Digital Retail backoffice

AND

Manually call SAP ECC api via postman

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End