

Beta Testing: Results & Recommendations

www.firstchoicebyandymark.com

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The purpose of this summary is to disclose and summarize issues found during the beta testing phase of www.firstchoicebyandymark.com and the resolutions implemented. Information presented below is a summary and duplicates have been omitted.

Issue: "In the Pneumatics section, there is a filter by price (\$) and not by credits."

Resolution: Changed to search by Credits

Issue: "RSS Feed button didn't work"

Resolution: Removed RSS Feed button as it is not in use

Issue: "Said my cart was emptied because of the timer but I still have everything in my cart"

Resolution: Found bug where some instances allowed the cart to not be emptied when timer expired, fixed instances.

Issue:

- "Sometimes when I clicked add to cart it went in immediately and sometimes it took me to another screen. I didn't catch a pattern but maybe there is a point to this."
- "from the preview page, the add item to cart buttons work differently. Some items add directly to cart, some take you to the product info page, and there you have to 'really' add them."

Resolution: Initially, some items were setup to require a selected quantity, which forced the user to the item's page first. Other items did not require a selected qty and were able to be added directly to the cart. Now, all items must be added to the cart from their individual pages.

Issue:

- "During the checkout process, I got to the end, step 5 or 6, and it told me my shopping cart had expired and canceled everything."
- "I filled up my cart, was going through the checkout process, and the timer expired on my cart and emptied my cart about one step before I was able to hit confirm."
- "I was unsuccessful on 2 separate occasions to complete the transaction in the allotted time"
- "Shopping Cart timer is too quick on checkout"
- "my shopping cart timed out while going through the address entry process. Seems like once I have begun the checkout process, my shopping cart should be mine."
- "System timed me out before I could 'pay' and I lost all the stuff in my cart."

Resolution: The timer has been increased to 10 minutes that starts at the first item being added to the user's cart and resets every time the user refreshes the page or goes to another page.

Issue:

- "I was logged in when the test started. Had to log out and back in to see my points show up in my account. Not a big deal as long as people know that."
- "the points did not actually fill in until 11:02 Central, or 12:02 Eastern."

Resolution: User must refresh page after Credits have been added. Credits will be set by a script that will run as close to 12:01 Eastern on 12/14 as possible, based on time at <http://www.timeanddate.com/worldclock/city.html?n=179>.

Issue:

- "When I was filling my cart up the second time, I was able to put two Talon in my cart even though the screen said there was only one left available."
- "The Logitech joystick had a negative quantity when I was looking through the parts which mean some teams would have not gotten them even though they had ordered them."
- "The Talon counter was off, it was showing -1 available."

Resolution: Discovered a bug that allowed all inventory to be added to cart, not only inventory available. Now, the system will only allow the user to add an item to their cart if there are items "available" at time of clicking 'Add to Cart'. The quantity displayed on the page is still static and represents the amount of items available when the page was loaded.

Issue:

- "Pressing the Login/Order button resets my points after I've checked out."
- "My points were not lowered after I placed any orders. I've submitted two orders for 116 points"

Resolution: Fixed the bug that was not actually removing Credits from team total.

Issue: "couldn't copy and paste my given password from the email into the login system."

Resolution: Nothing was changed here as this should be working fine.

Issue: "Additionally there was no option to "ship to Business address" Only Home or School options."

Resolution: The third option has been added. The intent is to make sure users are aware that schools are likely closed during shipping times in December, which results in the packages being returned.

Issue: "Once I added an item to the cart, if the item had multiple quantities - there was no easy way to get back to preview screen"

Resolution: Users can use the menu link to get back to the Preview screen.

Issue: "Teams need option of putting in their Billing and Shipping information (address and card numbers) during Preview phase of FirstChoice. This would speed up checkout process"

Resolution: Users may enter addresses in the 'My Account' section after December 9th.

Issue: "Make the cheapest shipping option the default option so people don't accidentally chose overnight shipping and end up paying \$241 in shipping"

Resolution: Unfortunately the sorting is done by the FedEx API upon calculating rates, time restrictions means this will not be changed for 2014

Issue:

- “Put a credit count on the home page so that people don't have to keep going to their shopping cart to see their total.”
- “The only way to check points available was to view the cart after items were placed in it. I could not find a point balance prior to adding items to the cart.”
- “You cannot see a running total of credits you have except on the shopping cart page. It would be nice to see your credits on the preview page.”

Resolution: The user can hover the mouse over the ‘Shopping Cart’ link at the top right of the page to see number of credits available and how many are being used on the current cart. Users can also click on ‘My Credits’ in the menu bar to go to balance and history.

Issue: “If the concern is over making attractive items available, could the quantity limits be time sensitive...allowing only one item per team in the first, say, 15 minutes?”

Resolution: For 2014 the quantity limits are set regardless of time.

Issue: “The emailed order confirmation listed the first choice points as dollars.”

Resolution: The e-mail should now show Credits instead of dollars.

Issue:

- “I selected home delivery during checkout, however on the order history page it shows it as "School Address - Ship ASAP"”
- “No matter which shipping option I selected (Home address, or Ship 1/3/14) the order always said "School address, ship ASAP".”

Resolution: Beta Test code was expected to do function in this manner, the live version now maps the correct shipping option to the order.

Issue: “When it added shipping - on that page shipping was 11.15 and tax was 1.00 it showed a total as 1.15 on the page. It was correct (11.15) on the invoice.”

Resolution: Discovered a bug that used Credits to pay for shipping. This has been fixed.

Issue: “When pressing enter while the quantity box has the focus, the page refreshes and does not add to cart.”

Resolution: Time did not allow this to be resolved. The user must click the “Add to Cart” button and text has been added below the qty box to indicate not to use the enter key.

Issue:

- “The cart countdown clock does not sync between different tabs, as such you can get a pop-up saying it was cleared when it wasn't.”
- “The cart countdown clock does not sync between different tabs”

Resolution: This is fixed in Chrome and Firefox, but not yet for IE and not tested in iOS. We strongly recommend that users not use multiple tabs.

Issue: “The maximum order quantity should be displayed on the preview page AND on the product description page.”

Resolution: Fixed.

Issue:

- “The informational pop-ups at the top of the page (item has been added to the cart, order quantity exceeded, out of stock, etc) are too small and easily overlooked. Perhaps if the height were doubled they would stand out more.”
- “The words "Out of Stock" could be bolded to make it clearer.
The red bar letting you know that you have reached the limit for that item could be bigger to see it better.”

Resolution: Done.

Issue:

- “Even though items in our cart went out of stock while we were checking out, the system still removed credits.”
- “After confirming shipping/payment, one of my items was noted as out of stock. Had to remove it from cart and try again.”

Resolution: Items in a user’s cart are reserved for that user’s order until that user logs out, leaves the site, or allows the timer to expire. This means that items going “out of stock” or reaching “quantity available 0” while checking out are still in the cart and available to that user (unless user removes the item from their cart).

Issue: “I attempted to email an item to a friend (myself). Don't know if this is a functionality that has been turned on yet, but have not received the email.”

Resolution: Email should now be setup correctly.

Issue:

- “HTTPS error kept popping up on my browser at work”
- “I could not proceed to checkout from shopping cart. I was using ie6 - government computers.”

Resolution: SSL is installed on the website and should work unless the users IT department is blocking specific or unknown sites. It’s recommended that users talk to their IT administrators to be sure the site is not blocked.

Issue: “Countdown timer is not always on preview screen.”

Resolution: The timer will only show if there are items in the user’s Shopping Cart

Issue: “Shopping cart "mouse over" stale after using back button and after changing cart contents (also state after timeout)”

Resolution: There is no code functionality to cover the use of the back button on the browser. Please try to refrain from using this button, and instead use the links on the page. Notes on this have been added to the login screen.

Issue:

- “I accessed earlier on IE 10. I could not get to the checkout screens. I just tried using Chrome and was able to go through the order process. When I selected "Compatibility View" I was able to continue the order with IE 10. “
- “IE 10 doesn’t allow me to log off, and views are cutoff. When changing to ‘compatibility mode’ some things start working while other things fail.”
- “Timer broken on mobile. iPhone 5 running iOS 7.0.4”

Resolution: *FIRSTChoicebyAndyMark.com* was built and tested fully in Chrome, mostly in Firefox. Please use one of these supported browsers if possible. We apologize for any inconvenience.

Summary**Recommendations for users:**

1. Don’t open multiple windows or tabs. It can get confusing and depending on browser settings the timers may be different on each window/tab, and if one runs to zero you will lose the items in your cart.
2. Enter addresses in the “My Account” section of the site before *FIRST Choice* opens for ordering. When you go to checkout there is a dropdown box where you can select which address you would like to use.
3. Use the ‘hover over’ feature of the “Shopping Cart” link at the top right of the page. It shows you how many Credits you have, are in your Cart, and remaining.
4. Never use the ‘Back’ button in your browser. This causes stored information to be inaccurate and some of the functionality of the site to be diminished.
5. Use Google Chrome for this site; avoid using IE (Internet Explorer 10 and iOS).