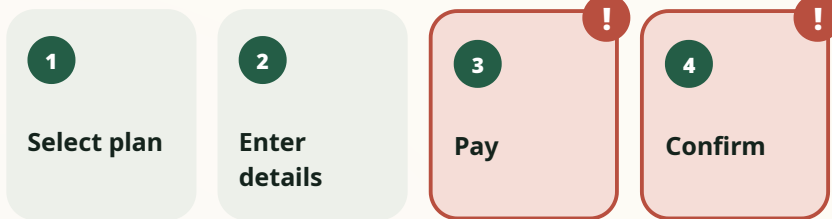


One checkout flow. Three developer-ready findings.

A bounded exploratory test of a fictional SaaS upgrade path, showing the evidence and prioritization a buyer receives.

Flow under test



HIGH SEVERITY

1

MEDIUM SEVERITY

2

CHECKS PASSED

9

Desktop Chrome

390 px mobile

90-minute pass

Seeded defects

Not client work

Fix risk first, then friction.

1	2	9	0
HIGH	MEDIUM	PASSED	UNVERIFIED

F-01 HIGH	Retry creates a second order A successful purchase can be repeated after a network-recovery retry.	Reproduced evidence Two POST requests return distinct order IDs from one buyer action.
F-02 MEDIUM	Mobile total is clipped The order total exceeds the viewport at 390 px and hides the amount.	Reproduced evidence Content width is 430 px inside a 390 px viewport; horizontal overflow is visible.
F-03 MEDIUM	Keyboard skips terms Tab navigation moves from card details directly to purchase.	Reproduced evidence The required checkbox is removed from sequential focus with tabindex -1.

Duplicate order after retry

Reproduction record

ENVIRONMENT
Chrome, controlled demo

SEVERITY
High, billing risk

FREQUENCY
3 / 3 attempts

SCOPE
Upgrade checkout

Exact steps

- 1. Select the Pro monthly plan.
- 2. Submit the controlled test purchase.
- 3. Use Retry after the first response returns.
- 4. Compare the two resulting order IDs.

ACTUAL
Retry creates a second successful order with a new ID.

EXPECTED
One buyer action creates one order, even when a request is retried.

Captured evidence

REQUEST	STATUS	RESPONSE
POST /demo/orders	201	DEMO-ORDER-1001
POST /demo/orders	201	DEMO-ORDER-1002

Why it matters
A duplicate order can create duplicate fulfillment, support work, or billing reconciliation even when payment capture is handled elsewhere.

Developer-ready recommendation
Use an idempotency key for order creation, disable repeat submission while pending, and return the original order for a repeated key.

Retest acceptance
Three repeated retry attempts produce one order ID and one confirmation state, with no duplicate side effects.