

USER ACCEPTANCE TEST SCRIPT

Website Redevelopment Product Catalogue

Manchester Technology — manchestertech.ae

DEPARTMENT: WORDPRESS

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1 Purpose, Scope & Participants

This User Acceptance Testing (UAT) script is provided for Manchester Technology's website redevelopment and product catalogue project, delivered by KrishaWeb under Statement of Work KW-SOW-WP-2024-0012. The purpose of UAT is to confirm that the new website, www.manchestertech.ae, meets the requirements and acceptance criteria agreed in the signed SOW. UAT is the final step before go-live, ensuring the system supports Manchester Technology's business needs for product discovery, lead generation, and customer support.

UAT covers all features, content, and integrations delivered as part of the fixed project scope. This includes the redesigned public website, searchable product catalogue, lead capture and checkout flows, content migration, mobile responsiveness, SEO setup, and integrations with Google Analytics and WhatsApp. Testing is performed against the requirements and acceptance criteria defined in the SOW. Any issues found must relate to agreed scope; requests for new features or changes outside the SOW are not part of UAT and must follow the formal change control process.

1.1 UAT Participants

ROLE	NAME (TO BE FILLED)	WHAT THEY TEST
Client Sponsor	[Akshar]	Business objectives, overall look and feel, key workflows
Product Content Owner	[Name]	Product data, images, specifications, product pages
Case Study/Content Owner	[Name]	Case study content, migrated pages, news/events
Agency Project Manager	[Name]	Project delivery, timeline, client communications
Agency Technical Lead	[Name]	Technical implementation, integrations, migration
Agency Design Lead	[Name]	Visual design, branding, mobile responsiveness

UAT participants and their areas of responsibility.

Each participant is responsible for reviewing the areas listed above and confirming that the delivered website meets the requirements and acceptance criteria relevant to their role. All feedback must be specific, actionable, and mapped to the requirements in the SOW. The Agency Project Manager will coordinate the UAT process and collect sign-off from all participants.

UAT Is Not Change Control UAT is for confirming that the system meets the requirements agreed in Statement of Work KW-SOW-WP-2024-0012. Requests for new features, enhancements, or changes to scope must be submitted through the formal change control process and are not addressed during UAT.

2 Logistics & Schedule

User Acceptance Testing (UAT) for the Manchester Technology website redevelopment will be conducted following completion of internal QA and prior to final deployment. The UAT process is designed to verify that all functional requirements, integrations, and migrated content meet the acceptance criteria defined in the signed Statement of Work (KW-SOW-WP-2024-0012). The UAT window is fixed at three (3) working days from the date of UAT commencement.

2.1 UAT Activities and Timeline

ACTIVITY	OWNER	DATE (PLACEHOLDER)	DURATION (WORKING DAYS)
UAT Kickoff and Handover to Client	KrishaWeb Project Manager	[TBD]	0.5
Client UAT Execution (all requirements)	Manchester Technology	[TBD]	2
Issue Logging and Clarification	Manchester Technology / KrishaWeb	[TBD]	Concurrent
Issue Resolution (if required)	KrishaWeb	[TBD]	0.5
UAT Sign-off or Feedback Submission	Manchester Technology	[TBD]	0.5

All activities must be completed within the three (3) working day UAT window.

2.2 Client Prerequisites

- Client team members with decision authority and relevant business knowledge must be available for the full UAT period.
- All required product data, images, and migrated content must be reviewed and confirmed as accurate prior to UAT start.
- Client must provide access to any third-party accounts needed for testing integrations (e.g., WhatsApp, Google Analytics, payment gateway).
- A single point of contact for UAT issue reporting and sign-off must be designated by the client before UAT begins.
- Client must confirm receipt of UAT instructions and test scripts from KrishaWeb before the UAT window opens.

2.3 UAT Completion and Acceptance

If the client does not complete UAT and provide written acceptance or a list of actionable issues within the three (3) working day window, the system will be deemed accepted and ready for deployment. Any issues reported after this period will be managed as post-launch support or change requests, subject to the terms of the Statement of Work.

2.4 UAT Issue Management

- All issues identified during UAT must be logged in the agreed tracking system or format.
- KrishaWeb will review and address actionable issues within the UAT window, provided they are within project scope.
- Issues outside the agreed scope or reported after the UAT window will be subject to change control procedures.

2.5 UAT Sign-off

Formal UAT sign-off is required from the client before the website is deployed to the production environment. Sign-off confirms that all requirements have been met or that any outstanding issues are accepted as-is or scheduled for post-launch resolution.

3 Access & Ground Rules

User acceptance testing for the Manchester Technology website redevelopment will be conducted in a dedicated UAT environment. This environment replicates the production setup and includes all features, content, and integrations as specified in the signed Statement of Work. Access is provided to designated client and agency roles for the purpose of verifying requirements prior to go-live.

3.1 UAT Environment Access

ENVIRONMENT	URL (PLACEHOLDER)	ROLE-BASED LOGIN
UAT (Staging)	https://uat.manchestertech.ae	Client Admin: clientadmin@manchestertech.ae
UAT (Staging)	https://uat.manchestertech.ae	Content Editor: editor@manchestertech.ae
UAT (Staging)	https://uat.manchestertech.ae	Agency Admin: agencyadmin@krishaweb.com

Credentials are provided to authorized users only. No real credentials are included in this document.

3.2 Ground Rules for UAT

- Testing is to be performed only in the UAT environment at the specified URL. No testing is to be conducted on the live production site.
- All testers must use the role-based accounts provided for UAT. Personal or shared credentials are not permitted.
- Any issues, defects, or feedback must be reported through the agreed project communication channel.
- No changes to site configuration, content, or settings may be made outside the scope of test cases without prior approval from the project manager.
- Testers must not attempt to access or modify system areas outside their assigned role permissions.
- All test activities must be completed within the UAT window defined in the project schedule.

3.3 Test Data and Transactions

UAT DATA AND ORDERS ARE NOT LIVE The UAT environment is not connected to live payment gateways or production data. Orders, enquiries, and transactions placed during testing are not real and will not be processed. Do not use actual customer or payment information in any test.

- Sample product, enquiry, and order data will be reset periodically during the UAT phase.
- Testers should use only the provided sample data or clearly fictitious information for all test submissions.
- Any test emails or notifications generated during UAT will be sent to designated test addresses, not to real customers or stakeholders.

4 How to Report What You Find

All issues identified during User Acceptance Testing for the Manchester Technology website redevelopment project must be reported through the designated project management tool as specified by the KrishaWeb project manager. This ensures that all findings are tracked, prioritized, and addressed systematically within the fixed 14-day delivery timeline.

4.1 Issue Severity Levels

SEVERITY	MEANING	EXAMPLE
Critical	A defect that prevents core functionality from working, blocking further testing or use.	The product search filter does not return any results for any query (FR-SE-01).
Major	A significant issue that impacts usability or key features but does not completely block use.	The enquiry form on a product page fails to submit leads intermittently (FR-BK-01).
Minor	A cosmetic or non-blocking issue that does not affect core functionality.	Page titles missing meta descriptions on some case study pages (FR-CM-05).
Trivial	Very minor issues such as typos or slight design inconsistencies that do not affect user experience.	A misspelled word in the About page content (FR-CM-01).

4.2 Required Information in Every Report

- Clear description of the issue observed, including the exact page or feature affected.
- Steps to reproduce the issue, listed in order, to allow developers to verify the problem.
- Expected result versus actual result, referencing the relevant functional requirement ID where applicable.
- Severity level assigned according to the table above.
- Screenshots or screen recordings illustrating the issue, if possible.
- Browser and device details where the issue was encountered.
- Date and time when the issue was observed.

4.3 Examples of Issue Reports

Good report example: "On the Epson product page (FR-SE-02), the enquiry form does not submit when clicking the 'Request Quote' button. Steps to reproduce: 1) Navigate to Epson product page, 2) Fill in required fields, 3) Click 'Request Quote'. Expected result: form submits and confirmation message appears. Actual result: nothing happens, no error shown. Severity: Major. Tested on Chrome 114, Windows 10, on June 10, 2024. Screenshot attached."

Bad report example: "The form doesn't work on product pages." This report lacks detail on which product page, steps to reproduce, expected versus actual results, severity, and environment details, making it difficult to diagnose or prioritize.

5 Acceptance Scripts

This section defines the user acceptance test scripts for the Manchester Technology website redevelopment project. Each script traces to a functional requirement from the signed Statement of Work (SOW) and is written for execution by a business user. The scripts verify that the delivered website meets the agreed business objectives and acceptance criteria.

5.1 Public Website and Content Pages

All core pages display a consistent, approved corporate design				UAT-01
REQUIREMENT FR-CM-01	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that all core pages use the new, approved Manchester Technology design.		
Pre-conditions		The website is deployed to the staging or production environment. The approved design has been provided to the delivery team.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Navigate to the Home page.		The Home page displays the new, approved Manchester Technology design.	
2	Navigate to the About, Solutions, Case Studies, News & Events, and Contact pages.		Each page displays the same design style, branding, and layout as the Home page.	

All pages are fully mobile responsive				UAT-02
REQUIREMENT FR-CM-02	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that all pages render correctly and are usable on mobile, tablet, and desktop devices.		
Pre-conditions		The website is accessible on multiple device types and browsers.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open the Home page on a mobile device.		The Home page displays correctly, with no horizontal scrolling or layout issues.	
2	Repeat for About, Solutions, Case Studies, News & Events, and Contact pages.		Each page is fully usable and displays correctly on mobile, tablet, and desktop.	

All pages load quickly and achieve required PageSpeed score				UAT-03
REQUIREMENT FR-CM-03	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that all pages load in under 2.5 seconds and achieve a Google PageSpeed Insights score of 85 or higher.		
Pre-conditions		The website is deployed and accessible. Google PageSpeed Insights is available.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open the Home page and measure load time using Google PageSpeed Insights.		The Home page loads in under 2.5 seconds and scores 85 or higher.	
2	Repeat for About, Solutions, Case Studies, News & Events, and Contact pages.		Each page meets the same speed and score criteria.	

All content pages have unique SEO metadata and alt text				UAT-04
REQUIREMENT FR-CM-04	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that each content page contains unique SEO titles, meta descriptions, and alt text for all images.		
Pre-conditions		The website is deployed and admin access is available for review.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open the Home page and inspect the page source for SEO title and meta description.		The Home page has a unique, relevant title and meta description.	
2	Check all images on the Home page for alt text.		Each image has descriptive alt text.	
3	Repeat for About, Solutions, Case Studies, News & Events, and Contact pages.		Each page has unique SEO metadata and all images have alt text.	

News & Events section is accessible, searchable, and optimized for SEO				UAT-05
REQUIREMENT FR-CM-05	PRIORITY Should	TYPE Positive	ROLE Business User	
Objective		Verify that the News & Events section is accessible, searchable, and optimized for search engines.		
Pre-conditions		The News & Events section contains at least one news or event item.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Navigate to the News & Events section.		The section is visible and accessible from the main navigation.	
2	Use the search or filter function to find a news or event item.		Relevant results are displayed in real time.	
3	Inspect the page source for SEO metadata.		SEO titles, meta descriptions, and alt text are present and relevant.	

Case Studies section displays at least three case studies with refreshed layout and imagery				UAT-06
REQUIREMENT FR-CM-06	PRIORITY Should	TYPE Positive	ROLE Business User	
Objective		Verify that the Case Studies section displays at least three case studies with updated layout and images.		
Pre-conditions		At least three case studies have been migrated to the new site.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Navigate to the Case Studies section.		At least three case studies are displayed with updated layout and imagery.	
2	Open each case study.		Each case study displays content and images in the new design.	

5.2 Product Catalogue and Search

Products page supports search and real-time filtering by brand and category					UAT-07
REQUIREMENT	PRIORITY	TYPE	ROLE		
FR-SE-01	Must	Positive	Business User		
Objective		Verify that users can filter products by brand and category and see results update in real time.			
Pre-conditions		Products and categories have been migrated and are visible on the Products page.			
STEP	ACTION		EXPECTED RESULT		RESULT
1	Navigate to the Products page.		The Products page displays all available products.		
2	Select a brand filter (e.g., Epson).		Only products from the selected brand are shown.		
3	Select a category filter (e.g., printers).		Only products in the selected category are shown.		
4	Combine brand and category filters.		Results update in real time to match both filters.		

Each product has a dedicated page with images, specifications, and enquiry/checkout options					UAT-08
REQUIREMENT	PRIORITY	TYPE	ROLE		
FR-SE-02	Must	Positive	Business User		
Objective		Verify that each product has its own page with all required information and actions.			
Pre-conditions		At least two products in each of five categories are present.			
STEP	ACTION		EXPECTED RESULT		RESULT
1	From the Products page, click on a product.		A dedicated product page opens with product images, specifications, and either an enquiry or checkout option.		

Product search supports keyword and filter functionality					UAT-09
REQUIREMENT	PRIORITY	TYPE	ROLE		
FR-SE-03	Must	Positive	Business User		
Objective		Verify that users can search for products by name, brand, or category and receive relevant results.			
Pre-conditions		Products are present with searchable names, brands, and categories.			
STEP	ACTION		EXPECTED RESULT		RESULT
1	Enter a product name in the search box and submit.		Relevant products matching the name are displayed.		
2	Enter a brand or category in the search box and submit.		Relevant products matching the brand or category are displayed.		

Product pages display specifications, images, and pricing/enquiry options				UAT-10
REQUIREMENT FR-SE-04	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that each product page includes specifications, images, and either a price or enquiry option.		
Pre-conditions		Product pages are accessible from the Products page.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a product page.		The page displays product specifications, images, and a visible 'Request Quote' or checkout button.	

All existing product data is migrated and accurate				UAT-11
REQUIREMENT FR-SE-05	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that all products from the current site are present and accurate in the new catalogue.		
Pre-conditions		Product data migration is complete.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Compare the list of products on the new site with the current site.		All products from the current site are present on the new site.	
2	Open several product pages and compare details with the current site.		Product details match the current site data.	

5.3 Lead Generation and Enquiry Flows

Each product page contains a working enquiry form				UAT-12
REQUIREMENT FR-BK-01	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that every product page includes a functional enquiry form that submits leads to the designated recipient.		
Pre-conditions		Product pages are accessible and enquiry forms are configured.		
Test data		Test name, email, and message		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a product page and fill out the enquiry form with test data.		A confirmation message appears and the lead is submitted to the designated recipient.	
2	Check the designated recipient's inbox for the enquiry email.		The enquiry is received with all submitted details.	

WhatsApp chat button is visible and functional on all product and contact pages				UAT-13
REQUIREMENT FR-BK-02	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that the WhatsApp chat button is present and opens a chat with the correct number.		
Pre-conditions		WhatsApp integration is configured with the correct recipient number.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a product page and locate the WhatsApp chat button.		The WhatsApp chat button is visible.	
2	Click the WhatsApp chat button.		A new chat window opens in WhatsApp with the correct recipient number.	

Contact and Solutions pages include enquiry forms that submit leads				UAT-14
REQUIREMENT FR-BK-03	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that the Contact and Solutions pages include working enquiry forms that submit leads to the designated recipient.		
Pre-conditions		Contact and Solutions pages are accessible and enquiry forms are configured.		
Test data		Test name, email, and message		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open the Contact page and fill out the enquiry form with test data.		A confirmation message appears and the lead is submitted to the designated recipient.	
2	Open the Solutions page and fill out the enquiry form with test data.		A confirmation message appears and the lead is submitted to the designated recipient.	

All landing and product pages contain visible, actionable calls-to-action				UAT-15
REQUIREMENT FR-BK-04	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that each landing and product page contains a clear call-to-action such as 'Request Quote' or 'Enquire Now'.		
Pre-conditions		Landing and product pages are accessible.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a landing page and a product page.		Each page displays a visible, actionable call-to-action button or link.	

Landing pages meet Google Ads requirements for speed and structure				UAT-16
REQUIREMENT	PRIORITY	TYPE	ROLE	
FR-BK-05	Must	Positive	Business User	
Objective		Verify that landing pages have clean URLs, fast load times, and clear calls-to-action for Google Ads campaigns.		
Pre-conditions		Landing pages are accessible and Google PageSpeed Insights is available.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a landing page and measure load time using Google PageSpeed Insights.		The page loads in under 2.5 seconds and scores 85 or higher.	
2	Check the URL structure of the landing page.		The URL is clean and descriptive.	
3	Verify the presence of a clear call-to-action.		A visible, actionable CTA is present on the page.	

5.4 E-commerce and Checkout

Checkout-enabled products allow users to complete payment online				UAT-17
REQUIREMENT	PRIORITY	TYPE	ROLE	
FR-EC-01	Must	Positive	Business User	
Objective		Verify that products designated for checkout allow users to complete payment online.		
Pre-conditions		At least one product is configured for online checkout and payment gateway is set up.		
Test data		Test payment details		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a checkout-enabled product page.		A checkout button is visible.	
2	Add the product to the basket and proceed to checkout.		The checkout process begins.	
3	Enter valid payment details and complete the transaction.		Payment is processed and a confirmation is displayed.	

Each product page displays either a checkout button or a lead form, as specified				UAT-18
REQUIREMENT FR-EC-02	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that each product page displays the correct action (checkout or lead form) as specified by the client.		
Pre-conditions		Product pages are configured according to client specification.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a product page designated for checkout.		A checkout button is visible and no lead form is present.	
2	Open a product page designated for enquiry only.		A lead form is visible and no checkout button is present.	

Checkout process uses a secure, PCI-compliant payment gateway				UAT-19
REQUIREMENT FR-EC-03	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that the checkout process uses a secure, PCI-compliant payment gateway for online transactions.		
Pre-conditions		Payment gateway is configured and enabled for checkout-enabled products.		
Test data		Test payment details		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Proceed to checkout for a checkout-enabled product.		The payment page loads over HTTPS and displays the payment gateway interface.	
2	Enter valid payment details and submit.		Payment is processed securely and no sensitive data is exposed.	

Users receive on-screen confirmation and summary after successful checkout				UAT-20
REQUIREMENT FR-EC-04	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that users receive an on-screen confirmation and summary after completing payment.		
Pre-conditions		Checkout process is functional and payment gateway is enabled.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Complete a purchase for a checkout-enabled product.		An on-screen confirmation message and order summary are displayed after payment.	

5.5 Content Management and Editorial Workflow

Admin users can add, edit, and remove products, leads, and content pages				UAT-21
REQUIREMENT FR-CM-07	PRIORITY Must	TYPE Positive	ROLE Admin User	
Objective		Verify that admin users can manage products, leads, and content pages through the CMS.		
Pre-conditions		Admin access is available.		
Test data		Test product, lead, and content page details		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Log in as an admin user.		Admin dashboard is accessible.	
2	Add a new product and save.		The product appears on the Products page.	
3	Edit an existing product and save changes.		The changes are visible on the product page.	
4	Delete a product.		The product is removed from the Products page.	
5	Repeat for leads and content pages.		Leads and content pages can be added, edited, and removed.	

All legacy content is present and accurate after migration				UAT-22
REQUIREMENT FR-CM-08	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that all existing content, including product data, case studies, and news, is present and accurate on the new site.		
Pre-conditions		Content migration is complete.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Compare the content on the new site with the current site.		All legacy content is present and matches the current site.	
2	Open several migrated pages and verify details.		Content and images are accurate and complete.	

Admin users can update SEO metadata for all pages and products

UAT-23

REQUIREMENT	PRIORITY	TYPE	ROLE	
FR-CM-09	Must	Positive	Admin User	
Objective		Verify that admin users can update page titles, meta descriptions, and alt text via the CMS.		
Pre-conditions		Admin access is available.		
Test data		Test SEO title, description, and alt text		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Log in as an admin user and edit a page or product.		Fields for SEO title, meta description, and alt text are available.	
2	Update the SEO metadata and save changes.		The updated metadata is visible on the public page.	

Admin users can upload, replace, and remove images for any product or page

UAT-24

REQUIREMENT	PRIORITY	TYPE	ROLE	
FR-CM-10	Must	Positive	Admin User	
Objective		Verify that admin users can manage images for products and content pages.		
Pre-conditions		Admin access is available.		
Test data		Test images		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Log in as an admin user and edit a product or page.		Image upload and management options are available.	
2	Upload a new image and save changes.		The new image appears on the public page.	
3	Replace an existing image and save changes.		The updated image appears on the public page.	
4	Remove an image and save changes.		The image is removed from the public page.	

Client team receives training and documentation for content management tasks				UAT-25
REQUIREMENT FR-CM-11	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that the client team receives a training session and documentation for updating products and content.		
Pre-conditions		Training session is scheduled and documentation is prepared.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Attend the training session provided by the delivery team.		Training is delivered as scheduled.	
2	Review the provided documentation.		Documentation covers adding, editing, and removing products and content.	

5.6 Integrations

Google Analytics is configured and receiving data from all site pages				UAT-26
REQUIREMENT FR-IN-01	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that Google Analytics is integrated and tracking all site pages.		
Pre-conditions		Google Analytics account is set up and tracking code is installed.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open Google Analytics and view real-time reports.		Page views are recorded when navigating the site.	
2	Navigate to several pages on the website.		Each page view is tracked in Google Analytics.	

Google Search Console is configured and tracking the new site				UAT-27
REQUIREMENT FR-IN-02	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that Google Search Console is integrated and tracking the new site.		
Pre-conditions		Google Search Console account is set up and verification is complete.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open Google Search Console and view the property for the new site.		The site is verified and data is being collected.	
2	Check for indexing status and search performance data.		Pages are indexed and performance data is available.	

WhatsApp integration is functional and accessible from all relevant pages				UAT-28
REQUIREMENT FR-IN-03	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that WhatsApp integration is present and working on all relevant pages.		
Pre-conditions		WhatsApp integration is configured.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Open a product or contact page and locate the WhatsApp chat button.		The WhatsApp chat button is visible.	
2	Click the WhatsApp chat button.		A new chat window opens in WhatsApp with the correct recipient number.	

5.7 Hosting and Migration

All site files, databases, and assets are transferred and the site is live on the new host				UAT-29
REQUIREMENT FR-AD-01	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that the website is fully migrated and live on the new hosting provider.		
Pre-conditions		Migration to the new hosting provider is complete.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Access the website using the production domain.		The site loads from the new hosting provider and all content is present.	

Site is unavailable for no more than two hours during migration				UAT-30
REQUIREMENT FR-AD-02	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that the site downtime during migration does not exceed two hours.		
Pre-conditions		Migration is scheduled and monitored.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Monitor the website during the migration window.		The site is unavailable for less than two hours.	
2	Access the site after migration is complete.		The site is live and fully functional.	

All site features are tested and confirmed working on the new host before launch				UAT-31
REQUIREMENT FR-AD-03	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that all site features are functional after migration to the new host.		
Pre-conditions		Migration is complete and the site is live on the new host.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Test all major features (navigation, product catalogue, enquiry forms, checkout, integrations) on the new host.		All features work as expected with no errors.	

5.8 Administration and Roles

System allows assignment of at least two distinct admin roles with appropriate permissions				UAT-32
REQUIREMENT FR-AD-04	PRIORITY Must	TYPE Positive	ROLE Admin User	
Objective		Verify that the system supports at least two admin roles: full admin and content editor.		
Pre-conditions		Admin access is available.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Log in as a full admin and access all admin features.		Full admin can access and manage all features.	
2	Log in as a content editor and access admin features.		Content editor can manage content but cannot access restricted admin features.	

Only authenticated users with admin roles can access the CMS and admin features				UAT-33
REQUIREMENT FR-AD-05	PRIORITY Must	TYPE Positive	ROLE Business User	
Objective		Verify that only authorized users can access admin features.		
Pre-conditions		Admin and non-admin user accounts are available.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Attempt to access the admin dashboard as an unauthorized user.		Access is denied.	
2	Log in as an authorized admin user and access the admin dashboard.		Access is granted.	

5.9 Accessibility

All public pages meet WCAG 2.1 AA accessibility standards				UAT-34
REQUIREMENT	PRIORITY	TYPE	ROLE	
FR-AC-01	Must	Positive	Business User	
Objective		Verify that all public pages pass automated and manual accessibility checks for WCAG 2.1 AA compliance.		
Pre-conditions		Accessibility testing tools are available.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Run an automated accessibility check on the Home page.		No WCAG 2.1 AA errors are reported.	
2	Manually review the Home page for keyboard navigation and screen reader compatibility.		The page is usable with keyboard and screen reader.	
3	Repeat for all major public pages.		All pages meet WCAG 2.1 AA standards.	

5.10 Reporting and Analytics

Client team can log in and view analytics and search performance data				UAT-35
REQUIREMENT	PRIORITY	TYPE	ROLE	
FR-RP-01	Must	Positive	Business User	
Objective		Verify that the client team can access Google Analytics and Search Console reports.		
Pre-conditions		Client team has access credentials for Google Analytics and Search Console.		
STEP	ACTION		EXPECTED RESULT	RESULT
1	Log in to Google Analytics and Search Console with provided credentials.		Access to reports and dashboards is granted.	
2	View analytics and search performance data for the new site.		Data is available and up to date.	

All enquiry and lead forms are tracked as conversion goals in Analytics					UAT-36
REQUIREMENT FR-RP-02	PRIORITY Must	TYPE Positive	ROLE Business User		
Objective		Verify that all enquiry and lead forms are tracked as conversion goals in Google Analytics.			
Pre-conditions		Google Analytics is configured with conversion goals for all forms.			
Test data		Test form submission			
STEP	ACTION		EXPECTED RESULT		RESULT
1	Submit an enquiry form on a product, contact, or solutions page.		A conversion event is recorded in Google Analytics.		
2	Check Google Analytics for the recorded conversion goal.		The form submission is tracked as a conversion.		

5.11 User Accounts and Authentication

All catalogue and enquiry features are accessible without user login					UAT-37
REQUIREMENT FR-UA-01	PRIORITY Must	TYPE Positive	ROLE Business User		
Objective		Verify that public users can access catalogue and enquiry features without registering or logging in.			
Pre-conditions		The website is live and accessible to the public.			
Test data		Test form submission			
STEP	ACTION		EXPECTED RESULT		RESULT
1	Navigate to the Products page and open a product page.		No login or registration is required.		
2	Submit an enquiry form as a public user.		The form can be submitted without logging in.		

5.12 Multilingual Support

Site is delivered in English only unless otherwise specified by the client					UAT-38
REQUIREMENT FR-ML-01	PRIORITY Must	TYPE Positive	ROLE Business User		
Objective		Verify that the site is delivered in English only for initial launch.			
Pre-conditions		The website is deployed and accessible.			
STEP	ACTION		EXPECTED RESULT		RESULT
1	Navigate through all public pages of the website.		All content is in English and no language switcher is present.		

6 Sign-off Certificate

Signing this certificate confirms that Manchester Technology has reviewed and accepted the results of user acceptance testing for the Website Redevelopment Product Catalogue project. Acceptance of this UAT Script certifies that all functional requirements referenced in the signed Statement of Work (KW-SOW-WP-2024-0012) have been met to the satisfaction of the client and KrishaWeb. Upon signing, the project will be considered ready for go-live, the final project invoice will be issued, and the hypercare support period will commence as per the agreed terms.

6.1 UAT Script Summary

SCRIPT ID	TESTER	OUTCOME
UAT-01	Manchester Technology — Akshar	Pass
UAT-02	KrishaWeb — QA Lead	Pass
UAT-03	KrishaWeb — Project Manager	Pass

Summary of UAT scripts executed and their outcomes.

6.2 Acceptance Criteria

- All functional requirements identified in the Statement of Work (KW-SOW-WP-2024-0012) have been verified and accepted.
- All critical and high-priority defects identified during UAT have been resolved or accepted by the client.
- The website is confirmed to be ready for go-live on the new hosting provider.
- All integrations, lead capture, and catalogue features function as specified.
- Training and documentation have been provided to the client team as agreed.

6.3 Outstanding Items and Exceptions

- No outstanding critical or high-priority issues remain open at the time of sign-off.
- Any minor issues or enhancements not impacting go-live have been documented and agreed for post-launch resolution, if applicable.
- No additional scope items are included beyond those specified in the signed Statement of Work.

By signing below, each party confirms acceptance of the UAT results and authorizes the project to proceed to go-live, triggering the final invoice and the start of the hypercare period.

**Manchester Technology — Client
Sponsor (Akshar)**

SIGNATURE

NAME & DATE

KrishaWeb — Project Manager

SIGNATURE

NAME & DATE

KrishaWeb — QA Lead

SIGNATURE

NAME & DATE