

Defects, defects, defects ...

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1 20th July 2010: Tesco online website

Very pretty but clearly tested about as well as websites usually are.

1.1 Defects

1. After registering as a new user, trying to return to the shopping site leads to unknown error and everything went bottom up. Login again ...
2. The web-site then states that delivery is free for items over 200 pounds. We bought one for 199.97 and one for 209.97. Strictly speaking this means one lot of delivery charge (19.00). If the first item was 3 pence dearer we would not pay this. I phoned the helpline who eventually after several levels of menu and crackles, confirmed that this is so. Sounds a terrible rip-off but we need the products so I continued. Fortunately, nobody has told the web-site designers who lopped off the delivery charge. Life is too short to ring again. Maybe they can read this and fix the other bugs while they are at it.
3. Speaking of which, when entering the credit card details, there is a button which says “use delivery address as the card registration address”. There is also another button which says select an address. The option given is the delivery address. If you click on the button and select the delivery address, this causes the web-site to say that two addresses have been given even though they are the same one. You have to deselect the second. If you were not used to the deranged world of programming, you would never guess this.
4. Almost predictably these days, the telephone entry fields can't deal with spaces or hyphens. Well, really.

1.2 Common sense prevails

Fortunately, the vagaries of the web-site were balanced by the efficiency of the delivery people who kept ringing us up to confirm exactly when they would arrive and they were true to their word.

Thank you. It remains only to put the web-site implementers and testers to the sword. :-)