

## Executive Summary

A concise launch-readiness decision view for founders and product teams.

### PREPARED FOR

Demo client: BrightCart SaaS

### PREPARED BY

Forge QA Reviewer

### AUDIT WINDOW

Sample dated June 1, 2026

### REPORT ID

FORGE-QA-SAMPLE-2026-0601

### EXECUTIVE READOUT

**BrightCart is close to launch, but three high-impact issues need attention.**

Fix checkout tax calculation failure, unclear trial conversion state, and mobile signup friction before paid acquisition begins. Launch readiness is scored at 78/100 after this focused audit.

### LAUNCH READINESS SCORE

**78** /100



### LAUNCH READINESS

**78/100**



### CRITICAL ISSUES

**1**



### MAJOR ISSUES

**2**



### MINOR ISSUES

**2**



### RECOMMENDATION

**Fix P1/P2 issues before broad launch. Use a controlled beta only after targeted regression passes.**

### AUDIT TYPE

Startup QA Audit - onboarding, checkout, dashboard, and mobile responsiveness

### REPORT STATUS

Client-ready sample; demonstration data, not a live customer audit.

# Risk and Severity Overview

Risk, severity, and business impact grouped for launch decision-making.

## SEVERITY DISTRIBUTION



## RISK ASSESSMENT

**Release risk remains medium-high until P1/P2 fixes pass regression.**

High risk for paid acquisition and account recovery until checkout confidence, trial clarity, and mobile signup recovery improve.

### LAUNCH RECOMMENDATION

**Proceed with a controlled beta only after P1 and P2 issues are fixed and re-tested.**

## BUSINESS IMPACT SUMMARY

<b>Revenue loss</b>	<b>Checkout tax bug</b>	Customers who cannot complete payment may abandon the purchase or contact support.
<b>Conversion loss</b>	<b>Mobile signup issue</b>	Mobile visitors face extra friction at the exact moment they are trying to create an account.
<b>Customer confusion</b>	<b>Trial messaging</b>	Unclear billing status can increase cancellations, support questions, and trust concerns.
<b>Activation delay</b>	<b>Dashboard empty state</b>	New users may not understand what to do next after reaching the product.
<b>Trust and polish</b>	<b>Password reset copy</b>	Security-related emails should feel consistent, clear, and legitimate.

## Priority Findings

All identified findings are shown in one place so the fix order is easy to scan.

<p><b>Critical</b> <b>P1</b> <span style="float: right;">F-01</span></p> <p><b>Checkout tax error blocks completion for CA address</b></p> <table><tr><td><b>BUSINESS IMPACT</b></td><td><b>RECOMMENDATION</b></td></tr><tr><td>Revenue loss and customer trust risk</td><td>Fix tax service fallback and add visible retry/error handling before launch.</td></tr></table>	<b>BUSINESS IMPACT</b>	<b>RECOMMENDATION</b>	Revenue loss and customer trust risk	Fix tax service fallback and add visible retry/error handling before launch.	<p><b>Major</b> <b>P2</b> <span style="float: right;">F-02</span></p> <p><b>Trial confirmation page does not explain billing status</b></p> <table><tr><td><b>BUSINESS IMPACT</b></td><td><b>RECOMMENDATION</b></td></tr><tr><td>Support tickets and abandoned onboarding</td><td>Clarify trial length, next charge date, cancellation path, and plan state.</td></tr></table>	<b>BUSINESS IMPACT</b>	<b>RECOMMENDATION</b>	Support tickets and abandoned onboarding	Clarify trial length, next charge date, cancellation path, and plan state.
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<p><b>Major</b> <b>P2</b> <span style="float: right;">F-03</span></p> <p><b>Mobile signup CTA falls below fold after validation error</b></p> <table><tr><td><b>BUSINESS IMPACT</b></td><td><b>RECOMMENDATION</b></td></tr><tr><td>Lower mobile conversion</td><td>Keep CTA visible, move validation summary above form, and test at 390 px width.</td></tr></table>	<b>BUSINESS IMPACT</b>	<b>RECOMMENDATION</b>	Lower mobile conversion	Keep CTA visible, move validation summary above form, and test at 390 px width.	<p><b>Minor</b> <b>P3</b> <span style="float: right;">F-04</span></p> <p><b>Dashboard empty state lacks next-step guidance</b></p> <table><tr><td><b>BUSINESS IMPACT</b></td><td><b>RECOMMENDATION</b></td></tr><tr><td>Slower activation</td><td>Add first-run checklist: import catalog, connect payments, invite team.</td></tr></table>	<b>BUSINESS IMPACT</b>	<b>RECOMMENDATION</b>	Slower activation	Add first-run checklist: import catalog, connect payments, invite team.
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# Detailed Defect Notes

The highest-risk defects include reproduction detail and direct fix guidance.

**Critical** **P1** **F-01 Checkout tax error blocks completion**

STEPS	EXPECTED RESULT	ACTUAL RESULT
Create a new account, select Growth plan, enter a California shipping address, continue to payment.	Tax is calculated or a recoverable message appears.	Checkout hangs after address validation and the pay button remains disabled.
RECOMMENDED FIX	<b>Add tax provider timeout handling, preserve cart state, show clear retry copy, and log the failed tax response for support investigation.</b>	

**Major** **P2** **F-02 Trial confirmation page does not explain billing status**

STEPS	EXPECTED RESULT	ACTUAL RESULT
Complete checkout using a trial-eligible account, land on confirmation page, then open dashboard billing settings.	Consistent trial length and next billing date.	Confirmation says 'You're all set' with no charge date while billing settings show a future charge.
RECOMMENDED FIX	<b>Show plan, trial end date, next charge amount, and cancellation link in both confirmation and billing settings.</b>	

**Major** **P2** **F-03 Mobile signup CTA drops below validation feedback**

STEPS	EXPECTED RESULT	ACTUAL RESULT
Open signup on iPhone-sized viewport, submit with invalid email, correct field, and attempt to continue.	Validation should guide recovery without hiding the continue button.	Error text pushes the CTA below the visible area.
RECOMMENDED FIX	<b>Use a compact validation summary, keep field-level messages short, and confirm layout at 360, 390, and 430 px widths.</b>	

## Coverage and Next Steps

What Forge tested, what should happen next, and the remaining risk context.

### COVERAGE COMPLETED

#### ACCOUNT CREATION

Email format validation, password rules, duplicate account, successful signup

● Pass with mobile usability issue

#### EMAIL VERIFICATION

Verification link, expired link messaging, resend flow

● Pass

#### PLAN SELECTION

Plan comparison, trial eligibility, upgrade path

● Pass with copy risk

#### CHECKOUT

Address entry, test card payment, failure handling, confirmation

● Fail: P1 tax issue

#### DASHBOARD

First-load dashboard, empty state, billing navigation, logout

● Pass with P3 activation recommendation

#### RESPONSIVE REVIEW

Desktop, tablet width, iPhone-sized viewport, Android-sized viewport

● P2 mobile signup issue

### RECOMMENDED NEXT ACTIONS

1

#### Fix checkout tax service fallback and disabled button recovery.

Owner: Engineering

Payment can complete with CA test address and failed tax retry path is visible.

2

#### Align trial messaging across confirmation and billing settings.

Owner: Product + Engineering

User can see trial end date, next charge, plan, and cancellation path.

3

#### Repair mobile signup recovery after validation errors.

Owner: Frontend

CTA remains accessible without awkward scrolling at 390 px viewport.

4

#### Add first-run dashboard checklist.

Owner: Product

New account has a clear next action within the first screen.

5

#### Run targeted regression test after fixes.

Owner: Forge / QA

P1/P2 fixes verified across desktop and mobile before launch decision.

### RESIDUAL RISK

This sample audit focused on customer-visible release risk in the selected onboarding and checkout paths. It does not replace full regression testing, security testing, accessibility certification, load testing, or a complete device/browser matrix.

### LAUNCH CLOSEOUT

After the recommended fixes, Forge would run a short targeted regression pass and update the readiness score. If all P1/P2 issues are resolved, the product would likely be ready for a controlled public launch with normal monitoring.