



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2021-126

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	34
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

**From:** [REDACTED]  
**To:** [CMTEDD FOI](#)  
**Subject:** Freedom of Information request  
**Date:** Monday, 14 June 2021 11:21:28 AM

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**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title:

First Name:

Last Name:

Business/Organisation:

Address:

Suburb:

Postcode:

State/Territory:

Phone/mobile:

Email address:

A large grey rectangular area redacting the contact details for the fields listed to the left.

### Request for information

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

Any records of testing that was undertaken on the ChooseCBR website between December 9, 2020 to June, 9 2020. Including but not limited to: testing of the server capacity, testing of the database and correspondence about these tests. Any correspondence regarding possible issues with the ChooseCBR website within the same time period.

I do not want to access the following documents in relation to my request::

Thank you.  
Freedom of Information Coordinator



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2021-126



## **FREEDOM OF INFORMATION ACCESS APPLICATION**

I refer to your application received by the Chief Minister, Treasury and Economic Development Directorate on 14 June 2021 seeking access to information the ChooseCBR website under the *Freedom of Information Act 2016* (the Act).

Specifically, you were seeking access to:

*“Any records of testing that was undertaken on the ChooseCBR website between December 9, 2020 to June 9 2021. Including but not limited to: testing of the server capacity, testing of the database and correspondence about these tests. Any correspondence regarding possible issues with the ChooseCBR website within the same time period”.*

On 28 June 2021 you agreed to rescope your request to:

*“Records of results of formal testing undertaken on the ChooseCBR website” for that period, which would then encompass results we have received from the vendor, AWS, records of our own functional testing, and the relevant brief to the Minister”*

### **Authority**

I am an Information Officer appointed by the Director-General of CMTEDD under section 18 of the Act to deal with access applications made under Part 5 of the Act.

### **Timeframes**

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 2 August 2021.

### **Decision on access**

Searches were completed for relevant documents and 11 documents have been identified that fall within the scope of your request.

I have included as Attachment A to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant partial access to 9 documents and release 2 documents to you in full.

In accordance with section 54(2) of the Act a statement containing the reason for my decision is below.

### **Statement of Reasons**

In reaching my access decisions, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request;
- the views of the relevant third parties; and
- the *Human Rights Act 2004*.

### **Exemption claimed**

My reasons for deciding not to grant full access to the identified documents are as follows:

#### Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which it appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the ‘public interest’.

#### Factors favouring disclosure (Schedule 2.1)

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
- ii) contribute to positive and informed debate on important issues or matters of public interest.*

Having considered the factors identified as relevant in this matter, I consider that release of the information, within the scope of the request, may contribute to positive and informed debate on a matter of public interest pertaining to the delivery of the ChooseCBR voucher scheme in particular the testing of the website. I am satisfied that this factor favouring disclosure carries significant weight. However, this weight is to be balanced with the weight of factors favouring non-disclosure.

Factors favouring nondisclosure in the public interest:

(a) *disclosure of the information could reasonably be expected to do any of the following:*

(ii) *Prejudice the protection of an individual's right to privacy or other rights under the Human Rights Act 2004.*

Having reviewed the documents, I consider that the protection of an individual's right to privacy, especially during dealings with the ACT Government is a significant factor as the parties involved have provided their personal information for the purposes of working with the ACT Government. This, in my opinion, outweighs the benefit which may be derived from releasing the personal information of the individual's involved in this matter.

Individuals are entitled to expect that the personal information they have supplied as part of this process will be dealt with in a manner that protects their privacy. Considering the type of information to be withheld from release, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals involved who have not consented to the release of their information. I therefore weight the factor for non-disclosure more highly than the factor in favour of release in this instance. As a result, I have decided that the release of all Amazon Web Services (AWS) employee information (personal name, position, mobile phone number and email addresses) and the personal email address of the Director of Brainium Labs and the name of one employee should not be released as this information could prejudice their right to privacy under the *Human Rights Act 2004*.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

**Charges**

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(b) of the Act.

**Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log 3 days after the date of my decision. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

### **Ombudsman Review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or by email at [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



Daniel Riley  
Information Officer  
Information Access Team  
Chief Minister, Treasury and Economic Development Directorate

2 August 2021



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
Records of results of formal testing undertaken on the ChooseCBR website for that period, which would then encompass results we have received from the vendor, AWS, records of our own functional testing, and the relevant brief to the Minister.	CMTEDDFOI2021-126

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	ChooseCBR Load test	8 Dec 2020	Partial release	Sch 2 s2.2 (a)(ii)	Yes
2	3-8	Deployment and Testing update	13 May 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
3	9-15	Testing and Status Post Deployment	13 May 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
4	16-22	1pm Testing and Status Post Deployment	14 May 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
5	23-25	New Requests for Advice and Ticket Summary	25 May 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
6	26	Tuesday night load test summary	15 Jun 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
7	27	Drawdown counter	16 Jun 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
8	29-30	Load test results	16 Jun 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
9	31-32	Draft – Afternoon update and questions	17 Jun 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
10	33-34	Caveat Brief CM2021/2808	18 Jun 2021	Full release	N/A	Yes
11	35-51	ChooseCBR – Functional Test Cases	-	Full release	N/A	Yes
<b>Total No of Docs</b>						
11						

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Sent:** 08/12/2020 5:10 PM

**To:** "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Brennan, Bernadette" <Bernadette.Brennan@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>

**Subject:** ChooseCBR load test

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi team,

I believe we are good to go. After the test we made a small tweak so new servers are added a bit sooner, but other than that it looks promising.

We ran a 20 minute load test, throwing 500 bots at the site. The bots were instructed to:

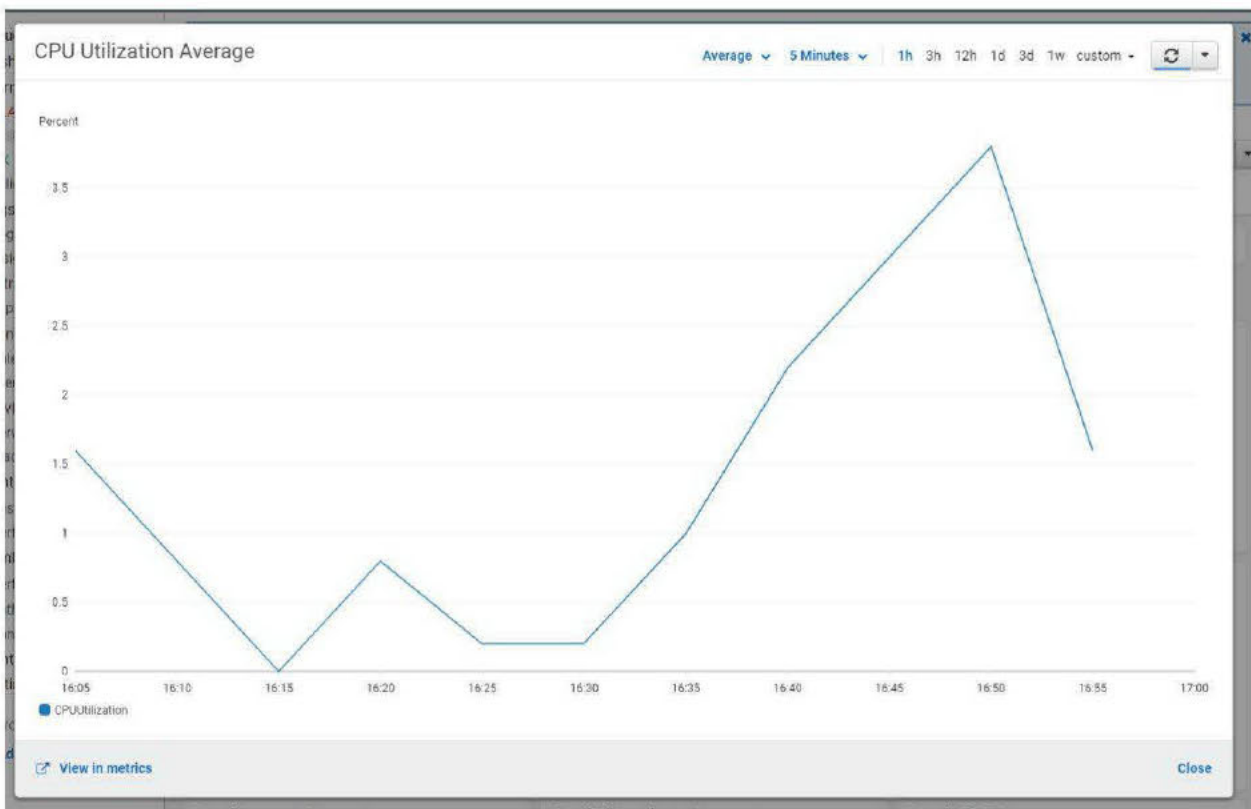
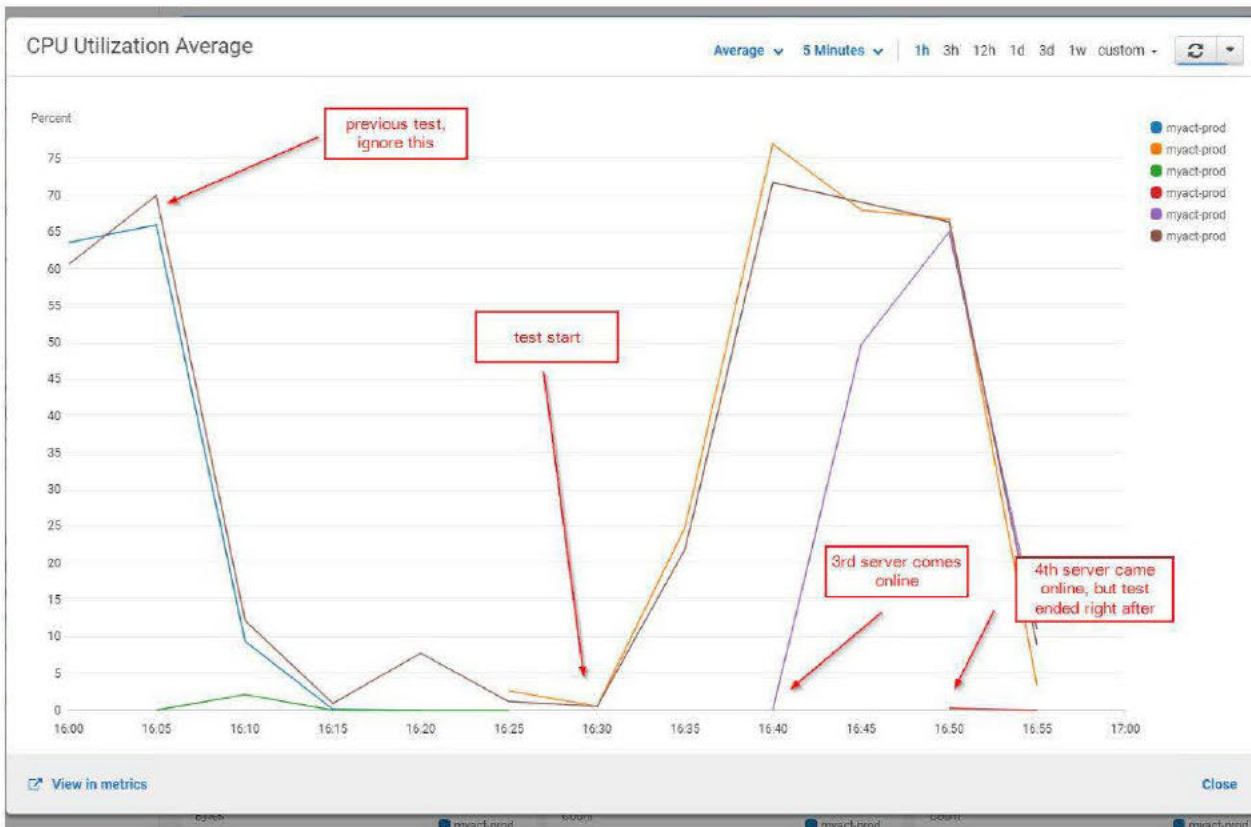
- Load a page that showed at random 10 voucher codes ( to simulate users accessing their dashboards)
- Load the /discover page
- Load the homepage
- Repeat until the time is up

General stats:

- 709,741 hits (page views, image downloads, css, js files etc)
- 3,035 errors 0.0042762078% of total hits - errors are expected in a heavy load test
- 32.5GB of data transferred
- 552,735 pages served

Full report: <https://loadster.app/dashboard/reports/ASu91i02OslOoXLQ>

CPU utilisation of app servers and database servers during the test as follows. The DB server didn't even break a sweat - we suspect real world usage would probably be higher, but even so it does seem to be way overpowered.



Kind regards,  
Tuan.

Director, Brainium Labs  
 Phone: (08) 8985 1713 // M: 0410 997 202  
 Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
 Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
 Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

**From:** "Campbell, Morgan"  
**Sent:** 13/05/2021 1:47 AM  
**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>  
**Cc:** "Murdoch, Max" <Max.Murdoch@act.gov.au>; <2.2(a)(ii)@brainiumlabs.com.au>  
**Subject:** Deployment and Testing Update  
**Attachments:** CHOOSECBR DEPLOYMENT AND TEST SUMMARY 13 May 11 45AM.docx

OFFICIAL

Hi there

Thanks for the below. I think we need validation as you suggest.

In the attached please find item summary with testing notes – I've included a proposal on below validation, and also the text for the business resume email you asked about earlier!

Look forward to the next deployments and thanks!!

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy  
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

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**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>  
**Sent:** Thursday, 13 May 2021 10:47 AM  
**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Cc:** Murdoch, Max <Max.Murdoch@act.gov.au>; <2.2(a)(ii)@brainiumlabs.com.au>  
**Subject:** Re: ChooseCBR: Your business registration link

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Morgan,

Confirming it will go out to everyone who commences their application, even if they finish it?

[It goes out as soon as they click "next" on the account details screen.](#)

We'll need to nuance the wording so as to not cause alarm to people who did end up finishing theirs/make them think there's something further they need to do.

[What will happen if a business who \*has\* finished their application clicks on the link from the email?](#)

It's the same link that's gets sent in the "application requires changes" workflow - so they can edit it and submit it, but it won't send any notifications to the ChooseCBR team, although it will resend them their account activation email. This bug would have been there previously via the aforementioned workflow. I believe we can put it some extra validation before displaying the registration form and display an appropriate message if the user clicks on the link after the fact e.g. if they have already been approved then say something to the effect of "your application has already been approved" and similar if their application is pending / rejected etc.

Kind regards,  
Tuan.

--

Director, Brainium Labs  
Phone: (08) 8985 1713 // M: 0410 997 202  
Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
Email me: [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

On Thu, 13 May 2021 at 09:26, Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

OFFICIAL

Thanks Tuan – burning the midnight oil I see!! We'll get back to you on this one ASAP.

Confirming it will go out to everyone who commences their application, even if they finish it?

We'll need to nuance the wording so as to not cause alarm to people who did end up finishing theirs/make them think there's something further they need to do. What will happen if a business who *has* finished their application clicks on the link from the email?

Cheers  
M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy  
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

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**From:** Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>  
**Sent:** Wednesday, 12 May 2021 11:26 PM  
**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>; [2.2\(a\)\(ii\)@brainiumlabs.com.au](mailto:2.2(a)(ii)@brainiumlabs.com.au)>  
**Subject:** Fwd: ChooseCBR: Your business registration link

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Morgan,

Not gonna lie - there's probably gonna be quite a few questions coming through via email to meet this deadline.

Regarding the "Send registration resume link" function for merchant registrations - can you please provide the email subject line and email copy. An example of how it currently looks is below.

Kind regards,  
Tuan.

--

Director, Brainium Labs  
Phone: (08) 8985 1713 // M: 0410 997 202  
Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

----- Forwarded message -----

From: **ChooseCBR** <[ChooseCBR@act.gov.au](mailto:ChooseCBR@act.gov.au)>  
Date: Wed, 12 May 2021 at 22:52

Subject: ChooseCBR: Your business registration link  
To: <[test@brainiumlabs.com.au](mailto:test@brainiumlabs.com.au)>

Hi test,

Here is a link to your business registration form: [https://choosecbr.test.brainiumlabs.com.au/form/business-user-registration?page=account\\_details&token=BNJZExljLmyzZmFCpTwaNrJ59s6kr5hfc-Tz18hRxxc](https://choosecbr.test.brainiumlabs.com.au/form/business-user-registration?page=account_details&token=BNJZExljLmyzZmFCpTwaNrJ59s6kr5hfc-Tz18hRxxc)

Regards,  
ChooseCBR

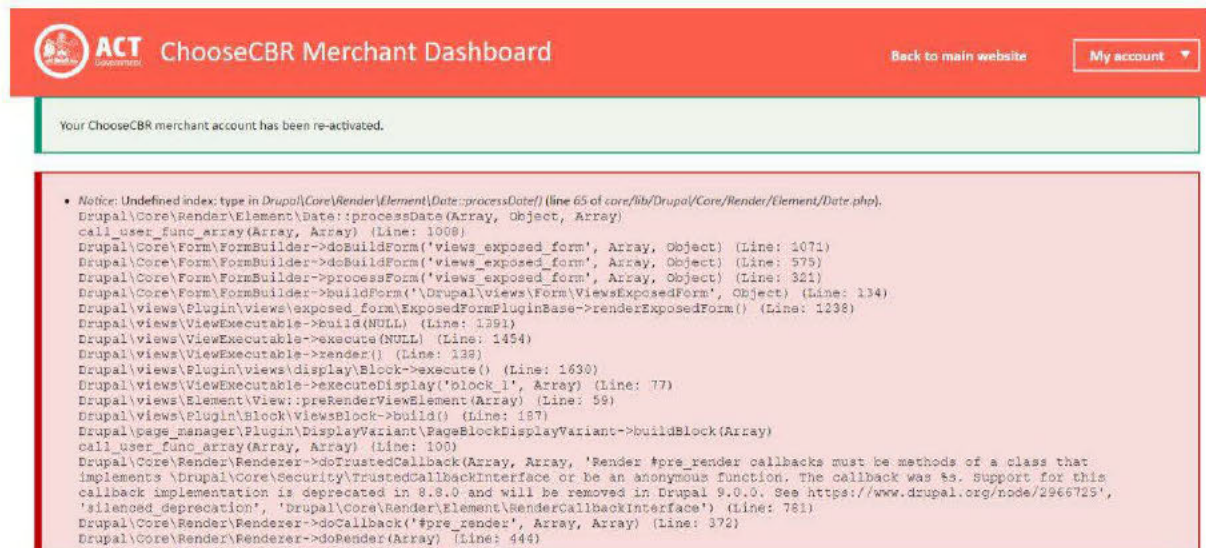
-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
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**CHOOSECBR DEPLOYMENT AND TES SUMMARY 11.34am 13 May 2021**

	<b>REQ</b>	<b>STATUS</b>	<b>TESTING</b>
1	Advice – risks of doubling vouchers	Delivered	N/A
2	QR code mock-up	Delivered	N/A
3	Turn off merchant and consumer reg	Delivered	N/A
4	Merchant opt-back-in process	In Staging	<b>CONDITIONAL PASS</b>
5	Merchant bank account amendment	In Staging	PASS
6	Business and consumer FAQ paths		
7	iPhone text – optimise		
8	Business registration form changes	In Staging	PASS
9	Further business reg form changes	In Staging	PASS
10	ANZSIC code changes	Partially in Staging.	<b>PARTIAL PASS</b>
11	Resume function changes	In Staging	<b>CONDITIONAL PASS</b>
12	Instant feedback function	In Staging	PASS
13	Reconfigure PowerBI merchant export		
14	Vouchers as QR codes		
15	Voucher value change	In Staging	PASS
16	Other UI changes	ONGOING	ONGOING
17	Update logo		
18	Swap panes on homepage		
19	“Learn more” to about ChooseCBR”		
20	Remove “How to redeem vouchers”		
21	“Resources” to “Business Resources”		
22	Homepage text changes.		
23	Abolish “About ChooseCBR” page		
24	Create 2x “About ChooseCBR” pages		
25	Structure for business About page		
26	Structure for consumer About page		
27	Clickthrough navigation bar changes		
28	Amend Business Resources page		
29	Create Translated Bus Resources page		
30	Merge T&Cs pages to one page		
31	Change Bus Reg Opening page	In Staging	PASS
32	Change Bus Reg Details page	In Staging	<b>PARTIAL PASS</b>
33	Change Bus Reg Finance Details page	In Staging	PASS
34	2x registration links on Log-In page		
35	Change heading on business opt-in	In Staging	PASS
36	Change body text on business opt-in		
37	Remove top menu on business opt-in	In Staging	PASS
38	Change business dashboard menu		
39	Remove Access Denied text		
40	Update Consumer Dashboard text		
41	Randomise business order on directory		
42	Reset Counting Bar to \$2m	In Staging	PASS
43	Remove old vouchers from dashboards	In Staging	PASS
44	Provide ACT Gov with bus spreadsheet		
45	Consumer email when registered		
46	Emails with ACT Gov Header		

## NOTES

4. The process generally works very smoothly, but this is a conditional pass because when the merchant opts back in the dashboard view looks like this:

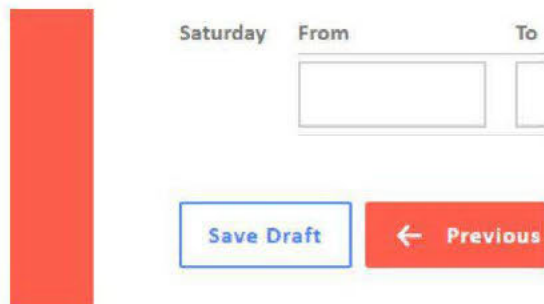


The screenshot shows the 'ChooseCBR Merchant Dashboard' header with a 'My account' dropdown. Below the header, a green message box states: 'Your ChooseCBR merchant account has been re-activated.' Below that, a red error box displays a PHP notice: 'Notice: Undefined index: type in Drupal\Core\Render\Element\Date::processDate() (line 65 of core/lib/Drupal/Core/Render/Element/Date.php)'. The error log continues with a stack trace of Drupal rendering functions.

12. ANZSIC Code functionality is a partial pass because while cinemas have been added the two-level drill-down has not been created (and preventing merchants from selecting a 2-digit code).

11. Resume function is a conditional pass because:

- “Save Draft” functionality has not been removed.



The screenshot shows a form with a red vertical bar on the left. The form contains the text 'Saturday' followed by 'From' and 'To' labels above two empty date input fields. Below the inputs are two buttons: a blue 'Save Draft' button and a red '← Previous' button.

Draft saved. To resume the draft at a later stage, use the same browser and computer to open the registration form.

- Please implement additional validation if the user clicks on “resume application” after it has already been submitted –
  - If submitted but not approved “Your application has already been submitted. Do you wish to amend it? If so, click [here](#) to resume.”
  - If submitted and approved “Your application has already been submitted.”
- The “Resume Function” email should read as follows:

Subject line: ChooseCBR business registration

Hi [name]

Thanks for starting to register your business for ChooseCBR. If you didn't quite finish your application and would like to continue it, you can do so by clicking this link: [URL].

If you have completed your application, thank you. It is now being processed. We will be in touch soon and you can ignore this email.

Kind Regards  
The ChooseCBR Team

32. Business registration details change is a partial pass because the second requirement has been implemented but the first has not. The first and outstanding requirement is "Replace the instructional text for the upload of evidence demonstrating proof of business address to "For example, a utility bill or lease agreement." The instruction on acceptable file types should be retained."

**From:**"Campbell, Morgan"

**Sent:**13/05/2021 11:01 AM

**To:**"Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>; "2.2(a)(ii)@brainiumlabs.com.au">

**Cc:**"Murdoch, Max" <Max.Murdoch@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Subject:**Testing and Status Post Deployment 2

**Attachments:**CHOOSECBR DEPLOYMENT AND TEST SUMMARY 9PM 13 May 2021.docx

OFFICIAL

Hi there

Thanks for the latest deployment!

Summary status and test document attached. Forgive my brutal pass/fail/etc. language – very much appreciating your efforts. The resume function is proving a pain!

I hope you received my email this afternoon with a bunch of the collateral/resources?

Give me a ring if you want to discuss any of the above!

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

**CHOOSECBR DEPLOYMENT AND TES SUMMARY 9pm 13 May 2021**

	<b>REQ</b>	<b>STATUS</b>	<b>TESTING</b>	<b>COMMENTS</b>
1	Advice – risks of doubling vouchers	Delivered	N/A	
2	QR code mock-up	Delivered	N/A	
3	Turn off merchant and consumer reg	Delivered	N/A	
4	Merchant opt-back-in process	In Staging	<b>UPDATED – PLEASE AMEND</b>	The email text should be updated in line with notes below.
5	Merchant bank account amendment	In Staging	PASS	
6	Business and consumer FAQ paths			Most resources provided.
7	iPhone text – optimise			Outstanding.
8	Business registration form changes	In Staging	PASS	
9	Further business reg form changes	In Staging	PASS	
10	Further business reg form changes	In Staging	PASS	
11	ANZSIC code changes	Partially in Staging.	<b>PASS WITH COMMENT</b>	It works in that it prevents people from selecting a 2 digit code, but a cleaner drop-down would be preferable i.e. two level. Any ideas?
12	Resume function changes	In Staging	<b>FAIL</b>	Comments below.
13	Instant feedback function	In Staging	<b>PASS WITH COMMENT</b>	Descriptive text below.
14	Reconfigure PowerBI merchant export			Outstanding.
15	Vouchers as QR codes			Outstanding.

16	Voucher value change	In Staging	PASS	
17	Other UI changes	ONGOING	ONGOING	
18	Update logo	Test in staging	<b>PASS WITH COMMENT</b>	Comments below.
19	Swap panes on homepage	Test in staging	PASS	
20	"Learn more" to about ChooseCBR"	Test in staging	PASS	
21	Remove "How to redeem vouchers"	Test in staging	PASS	
22	"Resources" to "Business Resources"	Test in staging	PASS	
23	Homepage text changes.	Test in staging	<b>FAIL</b>	Comments below.
24	Abolish "About ChooseCBR" page	Test in staging	PASS	
24	Create 2x "About ChooseCBR" pages	Pending content		Most resources provided.
25	Structure for business About page	Pending content		Most resources provided.
26	Structure for consumer About page	Pending content		Most resources provided.
27	Clickthrough navigation bar changes	In Staging	PASS	
28	Amend Business Resources page	Pending content		Most resources provided.
29	Create Translated Bus Resources page	Pending content		ACT Gov to provide resources.
30	Merge T&Cs pages to one page	Final content pending content		Pending final copy.
31	Change Bus Reg Opening page	In Staging	PASS	
32	Change Bus Reg Details page	In Staging	<b>FAIL</b>	Comments below.
33	Change Bus Reg Finance Details page	In Staging	PASS	

34	2x registration links on Log-In page	In Staging	PASS	
35	Change heading on business opt-in	In Staging	PASS	
36	Change body text on business opt-in	In Staging	PASS	
37	Remove top menu on business opt-in	In Staging	PASS	
38	Change business dashboard menu	In Staging	PASS	
39	Remove Access Denied text	In Staging	PASS	
40	Update Consumer Dashboard text	In Staging	<b>FAIL</b>	Comments below.
41	Randomise business order on directory	In Staging	<b>UNABLE TO TEST.</b> No action required for now.	Unable to test in the Staging environment due to lack of businesses who have opted in.
42	Reset Counting Bar to \$2m	In Staging	PASS	
43	Remove old vouchers from dashboards	In Staging	PASS	
44	Provide ACT Gov with bus spreadsheet	Delivered	N/A	
45	Consumer email when registered			Outstanding.
46	Emails with ACT Gov Header			Outstanding.

## NOTES

4. Please update the merchant opt-back-in email text as follows:

Welcome back to ChooseCBR!

Thank you for your ongoing participation in the program.

The ChooseCBR program gives your customers digital vouchers to spend at your business, commencing **Wednesday 9 June**.

Based on feedback received during the ChooseCBR Trial, voucher and transaction values have changed. Your customers now have:

- \$10 off when they spend \$20
- \$20 off when they spend \$40
- \$50 off when they spend \$100

Ahead of Wednesday 9 June 2020, be sure to train your staff to accept vouchers at the point of transaction, and consider how you can make the most of ChooseCBR. Business resources are available at <https://choosecbr.act.gov.au/business-resources>.

Kind regards

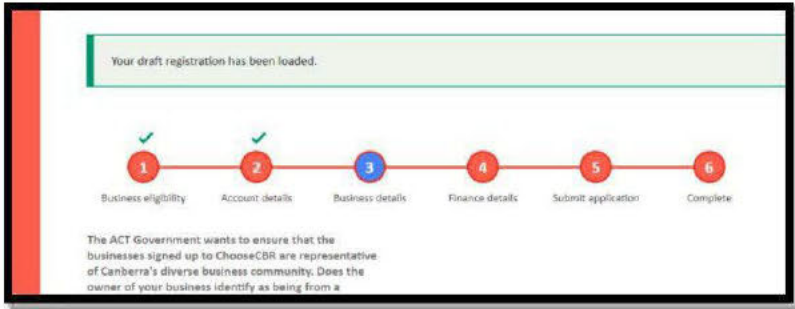
The ChooseCBR Team

12. There are two outstanding issues with the resume function.

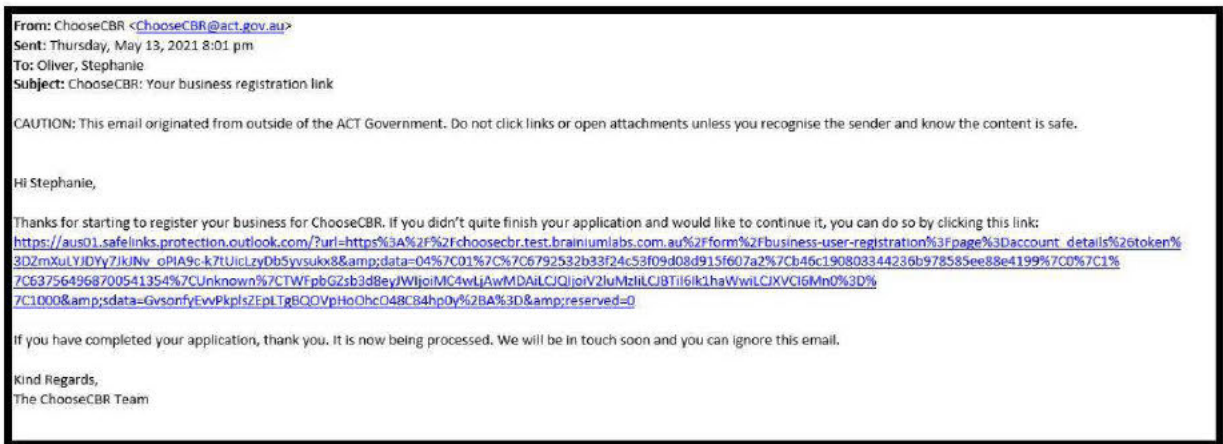
(1) The “save draft” functionality is still present. Further, whether or not I click “save draft”, if I revisit ChooseCBR after commencing, I am navigated to the “sign-up” page rather than the home page and my text is pre-loaded.

The screenshot shows a registration form with a progress bar at the top containing six steps: 1. Business eligibility (checked), 2. Account details (active), 3. Business details, 4. Finance details, 5. Submit application, and 6. Complete. The 'Account details' section includes a note: 'This will be used to login to ChooseCBR to manage your business profile and financial details.' Below this are input fields for 'Email address\*', 'First name\*', 'Last name\*', and 'Job title\*'. At the bottom of the form are three buttons: 'Save Draft', 'Previous Page', and 'Next Page'.

Draft saved. To resume the draft at a later stage, use the same browser and computer to open the registration form.



(2) The “starting to register” email features a very long link – while acknowledging this has not been specified. Could we hyperlink “by click this \*link\*” to tidy it up?



12. Descriptive text for the instant feedback function should be as follows:

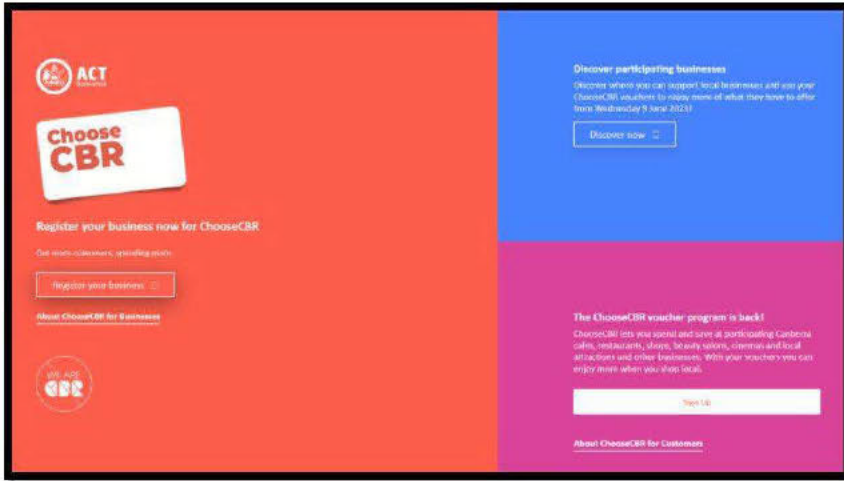
Pre submission – “Provide feedback to the ChooseCBR team.”

Post submission – “Thank you. Your feedback is valuable to continually improving the ChooseCBR program.”

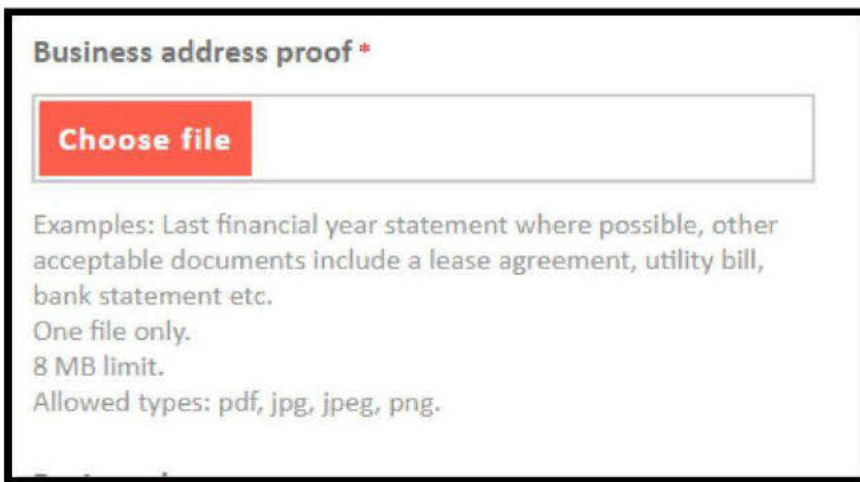
18. The logo, when minimised on clickthrough pages, looks fuzzy. Is there anything we can do to correct? Compare ACT Gov logo with ChooseCBR logo:



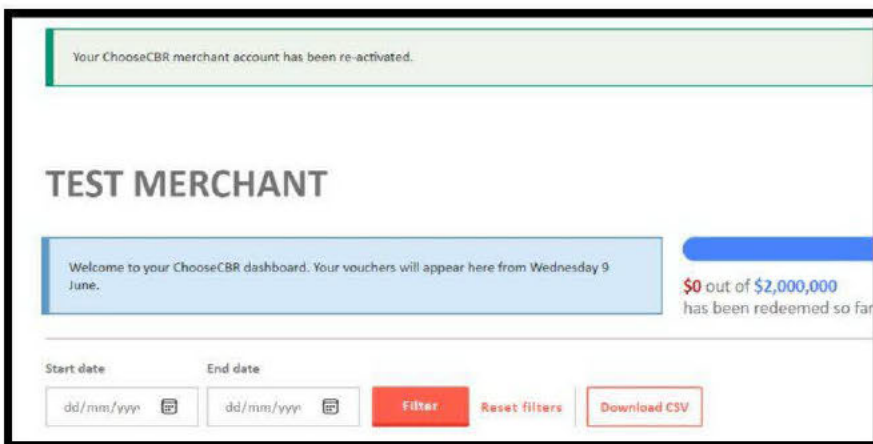
23. The “log-in” links have disappeared from the homepage – probably our fault from the indicative text, sorry. Could these be re-added in the business and customer panes? Further, <https://choosecbr.test.brainiumlabs.com.au/login> throws a “Page Not Found.”



32. The instructional text for the upload of proof of business address still reads the wrong text. It should say "For example, a utility bill or lease agreement." The instruction on acceptable file types should be retained.



40. The blue box text on the consumer dashboard is intended to be consumer-specific. It is now appearing on the business dashboard too. Could it be removed from the business dashboard but remain on the consumer dashboard?



**From:** "Campbell, Morgan"

**Sent:** 14/05/2021 2:57 AM

**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Cc:** "2.2(a)(ii)" <2.2(a)(ii)@brainiumlabs.com.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Subject:** 1pm Testing and Status Post Deployment 2

**Attachments:** CHOOSECBR DEPLOYMENT AND TEST SUMMARY 1PM 14 May.docx

OFFICIAL

Haha too good!

Please see 1pm AEST update attached!

We are getting generic banner done now. Outstanding resources from us, I think –

- Generic email banner;
- Social tile for business;
- Videos; and
- Translated resources (these aren't expected until Tuesday FYI).

Also –

- Final cleared T&Cs; and
- Updated privacy statement.

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

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**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>

**Sent:** Friday, 14 May 2021 2:16 AM

**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>

**Cc:** "2.2(a)(ii)" <2.2(a)(ii)@brainiumlabs.com.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

**Subject:** Re: Testing and Status Post Deployment 2

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Morgan,

Feedback not brutal at all, barely a 1/10 on the heat scale :)

Please see updated document attached with blue items ready to test. Notes in yellow.

11 - will investigate further

12 - picked up a new issue which we will look into, although not an issue as long as new businesses aren't being approved

18 - will look into this

45 - work in progress

46 - can you send a generic email banner too

23 - didn't see the collateral attached to your email - can you please resend it?

Kind regards,  
Tuan.

--

Director, Brainium Labs  
Phone: (08) 8985 1713 // M: 0410 997 202  
Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
Email me [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

On Thu, 13 May 2021 at 20:31, Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

**OFFICIAL**

Hi there

Thanks for the latest deployment!

Summary status and test document attached. Forgive my brutal pass/fail/etc. language – very much appreciating your efforts. The resume function is proving a pain!

I hope you received my email this afternoon with a bunch of the collateral/resources?

Give me a ring if you want to discuss any of the above!

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy  
Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)  
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

**CHOOSECBR DEPLOYMENT AND TES SUMMARY 1pm 14 May 2021**

	<b>REQ</b>	<b>STATUS</b>	<b>TESTING</b>	<b>COMMENTS</b>
1	Advice – risks of doubling vouchers	Delivered	N/A	
2	QR code mock-up	Delivered	N/A	
3	Turn off merchant and consumer reg	Delivered	N/A	
4	Merchant opt-back-in process	In Staging	PASS	
5	Merchant bank account amendment	In Staging	PASS	
6	Business and consumer FAQ paths	In Staging	PASS	
7	iPhone text – optimise			Outstanding.
8	Business registration form changes	In Staging	PASS	
9	Further business reg form changes	In Staging	PASS	
10	Further business reg form changes	In Staging	PASS	
11	ANZSIC code changes	Partially in Staging.	<b>PASS WITH COMMENT</b>	It works in that it prevents people from selecting a 2 digit code, but a cleaner drop-down would be preferable i.e. two level. Any ideas? <a href="#">Brainium investigating further.</a>
12	Resume function changes	In Staging	<b>PASS WITH COMMENT</b>	Comments below.
13	Instant feedback function	In Staging	PASS	
14	Reconfigure PowerBI merchant export			Outstanding.
15	Vouchers as QR codes			Outstanding.
16	Voucher value change	In Staging	PASS	
17	Other UI changes	ONGOING	ONGOING	
18	Update logo	In Staging	<b>PASS WITH COMMENT</b>	Comments below.
19	Swap panes on homepage	In Staging	PASS	
20	“Learn more” to about ChooseCBR”	In Staging	PASS	
21	Remove “How to redeem vouchers”	In Staging	PASS	
22	“Resources” to “Business Resources”	In Staging	PASS	
23	Homepage text changes.	In Staging	PASS	

24	Abolish "About ChooseCBR" page	In Staging	PASS	
24	Create 2x "About ChooseCBR" pages	In Staging	PASS	
25	Structure for business About page	In Staging	<b>PASS WITH COMMENT</b>	Comments below.
26	Structure for consumer About page	In Staging	PASS	
27	Clickthrough navigation bar changes	In Staging	PASS	
28	Amend Business Resources page	In Staging	PASS	Social media tile to be provided. Videos to be provided.
29	Create Translated Bus Resources page		<b>FAIL</b>	Comments below. Translated resources to be provided.
30	Merge T&Cs pages to one page	Final content pending content		Pending final copy.
31	Change Bus Reg Opening page	In Staging	PASS	
32	Change Bus Reg Details page	In Staging	PASS	
33	Change Bus Reg Finance Details page	In Staging	PASS	
34	2x registration links on Log-In page	In Staging	PASS	
35	Change heading on business opt-in	In Staging	PASS	
36	Change body text on business opt-in	In Staging	PASS	
37	Remove top menu on business opt-in	In Staging	PASS	
38	Change business dashboard menu	In Staging	PASS	
39	Remove Access Denied text	In Staging	PASS	
40	Update Consumer Dashboard text	In Staging	PASS	
41	Randomise business order on directory	In Staging	<b>UNABLE TO TEST.</b> No action required for now.	Unable to test in the Staging environment due to lack of businesses who have opted in.
42	Reset Counting Bar to \$2m	In Staging	PASS	
43	Remove old vouchers from dashboards	In Staging	PASS	
44	Provide ACT Gov with bus spreadsheet	Delivered	N/A	

45	Consumer email when registered	In Staging	PASS	
46	Emails with ACT Gov Header	In Staging	PARTIAL PASS WITH COMMENT	Comments below.
47	<b>NEW</b> Newly registered businesses seem to be given consumer and business permissions upon registration. This is causing a garbled homepage. Could you please resolve?			Screenshot below.
48	<b>NEW</b> On the logged in view of home page - once consumer permissions are removed - the bottom right pane (Merchant Help) is a dead link. Can you change this to "merchant held" subheading "About ChooseCBR for Business" and link that page?			Screenshot below.

## NOTES

**12.** Satisfied that "save draft has been removed."

In relation to the long link in the email – think this might be our end – some sort of security/outlook setting given the beginning of the link. We can leave this one.

In relation to your comment about new businesses seeing the Terms and Conditions page – new businesses should still be asked to agree to terms and conditions when submitting their application. If what you mean is that they're also seeing the "opt back in and agree to new terms and conditions page", then yes please remove this for them!

**18.** The logo, when minimised on clickthrough pages, looks fuzzy. Is there anything we can do to correct? Compare ACT Gov logo with ChooseCBR logo:

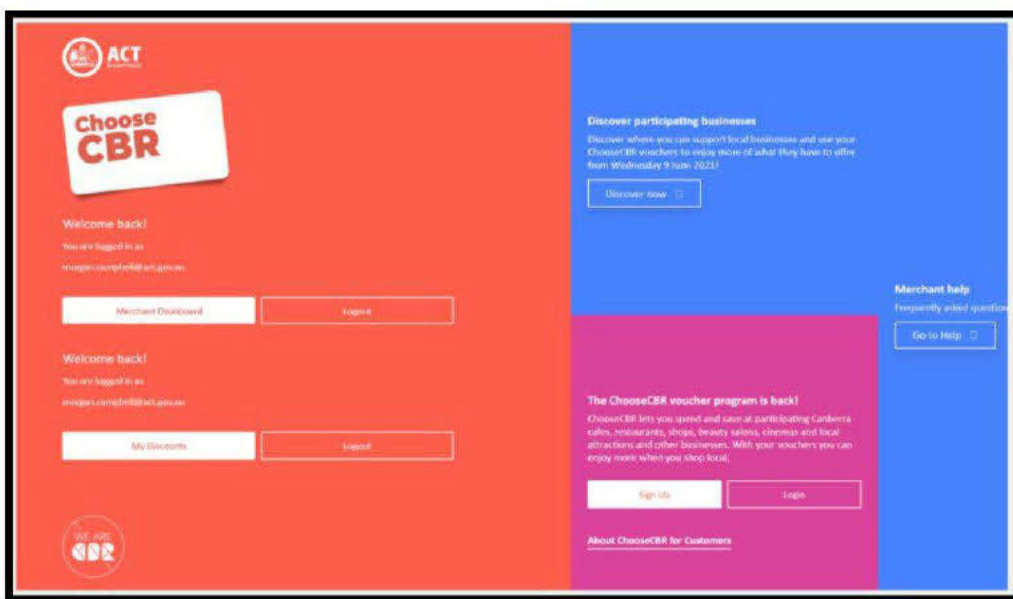


**25.** Please add links to the business resources page by hyperlinking "business resources." Please hyperlink translated resources too, and make it the same size as business resources.

**29.** Translated resources should be a separate page, linked from both the Business Resources and the About ChooseCBR for business page.

**46.** Could you apply the header and footer to *all* pushed emails provided we give you a customer/business neutral (i.e. general) header banner?

**47. NEW** Newly registered businesses seem to be given consumer and business permissions upon registration. This is causing a garbled homepage. Could you please resolve?



**48. NEW** On the logged in view of home page - once consumer permissions are removed - the bottom right pane (Merchant Help) is a dead link. Can you change this to "merchant held" subheading "About ChooseCBR for Business" and link that page?



Welcome back!

You are logged in as  
morgan.care@act.gov.au

[Merchant Dashboard](#)

[Logout](#)



#### Discover participating businesses

Discover where you can support local business and use your ChooseCBR vouchers to enjoy more of what they have to offer from Wednesday 9 June 2021

[Discover now](#)

#### Merchant help

Frequently asked questions for merchants

[Go to Help](#)

**From:** "Campbell, Morgan"

**Sent:** 25/05/2021 10:59 AM

**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>; "2.2(a)(ii)" <2.2(a)(ii)@brainiumlabs.com.au>

**Cc:** "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Bromley, Guy" <Guy.Bromley@act.gov.au>

**Subject:** 2x New Requests for Advice and Ticket Summary

**Attachments:** TESTING Attachment A - Change Requirements.xlsx, TESTING User Interface Change Requirements 12 May for Brainium.xlsx

**Importance:** High

OFFICIAL

Hi 2.2(a)

We have two new requests for advice as mentioned in my text message –

- The ACT Government operations team provides regular reports on (1) the number of new businesses that have registered (2) the number of businesses from the trial that have opted back in and (3) the number of businesses from the trial which have not yet opted back in.

It has come to our attention that the downloadable CSV from "Merchant Opt-Ins" shortcut from admin view of ChooseCBR also includes businesses which have registered for the first time for the full roll out. If they have not logged in since approval, they appear as a "no" in the opt-in CSV. If they have logged in since approval, they appear as a "yes".

The ACT Government operations team has been using this extractable file to report on measures (2) and (3) above, and this has led to double counting. Can we please discuss a solution?

This is probably linked to Ticket #12.

- Now that the business directory is being refreshed so that the order is being generated randomly each minute, if a website visitor is navigating across "list" pages from numbers 1, 2, 3, onwards, they can see the same business again on a subsequent page if the randomisation occurs. How can we resolve this?

Per the attached, the following tickets around outstanding – some in test, some not yet actioned/to discuss if required –

12. Amend the resume function – and your question relating to *new* businesses needing to opt-back-in/agree to updated terms and conditions.
14. Reconfigure the PowerBI merchant export file.
15. QR Code voucher display – *in test*.

Please give me a ring tomorrow morning to discuss! 💎💎

Cheers  
Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

ATTACHMENT A - CHANGE REQUIREMENTS

Requirement	Milestone	Payment	Date	Deployed?	Tested?
1 Provide advice on the system risks of doubling voucher values for the first week of program launch, and then reverting back to standard values after one week while the program is live.	MILESTONE 1	Draw down on bulk hours.	04-May	N/A	COMPLETE
2 Provide mock-up of QR code redemption on a phone.	MILESTONE 1	Draw down on bulk	05-May	N/A	COMPLETE
3 Turn off both merchant and consumer registration.	MILESTONE 1	Draw down on bulk	05-May	YES	COMPLETE
Merchant opt-back-in a. Deactivate all existing merchant accounts. b. Create an email to be pushed to all existing merchants with a link for them to "opt back in" for the Program's full implementation (text to be provided by ACT Government). c. On the clicking of the link, the merchant account is reactivated. d. The merchant is navigated to a ChooseCBR page stating their account has been re-activated. e. The merchant receives an email stating their account has been reactivated (text to be provided by ACT Government).  User • No merchant who registered for the program during the trial is automatically re-included for the Program's full roll-out. • The merchant must re-activate the account via clickable link from an email.	MILESTONE 1 (testing environment)	Specified in RFQ	06-May	YES	PASS
4 Merchant bank account detail amendment a. Remove possibility for merchants to update bank details, once approved. b. Automatic email to Merchant to be notified via email if bank details are updated by administrator. c. Reconfigure the present bank account detail change page to remove the amendment feature and instead read "Please contact the ACT Government at choosecbr@act.gov.au to amend your bank account details."  User • Merchants cannot update bank details on the system. Merchants must contact the ACT Government to change bank details. • When the ACT Government administrator changes a merchant's bank details, the merchant receives an automated email to inform them of the change. • The text of the email reads "Dear [merchant name] On request, an ACT Government official has amended your bank account details for the purposes of making payments under the ChooseCBR scheme. If you did not request this amendment, please phone the ACT Government on 13 22 81 or email choosecbr@act.gov.au as soon as possible to report the issue."	MILESTONE 2 (testing environment)	Specified in RFQ	07-May		PASS
5 Separate Business and Consumer FAQ pathways (some common questions and separate ones) - ready for businesses to opt back in from 17 May	MILESTONE 2 (testing environment)	Draw down on bulk hours.	10-May		PASS
6 Ensure that the website font seen on a browser or android phone is replicated on iPhones. Currently iPhone users see the website in Times New Roman.	MILESTONE 2 (testing environment)	Draw down on bulk hours.	12-May		PASS
7 Business registration form changes a. To remove references to JobKeeper, as eligibility will no longer be a requirement for participation. b. To add a mandatory upload field on the "finance details" section of registration to upload proof the nominated bank account is linked to the business. c. The bank statement is to be kept securely and only accessible by system administrators once the merchant application is approved. Prior to approval, the merchant should still be able to view the bank statement in order to address any Government questions/replace it with other evidence if required.  User • There are no longer any references to JobKeeper anywhere on the ChooseCBR platform, and particularly the business registration page. • On the consumer registration page, under "finance details", there is prompt called "Evidence" with an explanatory statement saying "Please upload a document establishing that your nominated bank account is linked to the business you are registering. Suggested evidence is a bank account statement."	MILESTONE 2 (testing environment)	Specified in RFQ	12-May		PASS
8 In addition to the business registration changes in the RFQ, add the list of documents businesses will require for their registration at the top of the registration page so they are prepared. ACT Gov to provide Brainium with this list.	MILESTONE 2 (testing environment)	Draw down on bulk hours.	12-May		PASS
9 Further in addition to the business registration changes in the RFQ, add additional questions as follows • How did you hear about "ChooseCBR" with noptions and a free text field for response. • Does the owner of your business identify as being from a Culturally and Linguistically Diverse (CALD) background?	MILESTONE 2 (testing environment)	Draw down on bulk hours.	12-May		PASS
10 ANZSIC codes a. Update with list as per below. b. Remove option for merchants to select options that do not include a 4-digit code. Instead, create a two level filter menu where the user selects the 2-digit code header to display the relevant 4-digit codes for selection.  User • In the dropdown list, both two digit and four digit codes are displayed to facilitate code identification by merchants. However, only four digit codes are selectable.	MILESTONE 2 (testing environment)	Specified in RFQ	12-May		PASS
11 Amend the resume function as follows a. Require merchant account creation prior to the filling out of any application form (email and password). Once the merchant has successfully created an account, navigate to the application form page. b. On the application form page, include a "save" feature. If the merchant leaves and logs back in, the details they had pre-filled will be populated on the application form.  User • If the merchant does not create an account, and they revisit ChooseCBR for registration, they will be able to successfully register without ChooseCBR informing them that their email address is already taken.	MILESTONE 2 (testing environment)	Specified in RFQ	12-May		PASS WITH COMMENT
12 Add a "Give feedback" link to the user dashboard (both business and consumer) under the top right dropdown menu. When clicked, this takes the user to a free text box to "submit feedback". Text from free text box to be sent automatically to choosecbr@act.gov.au via email from the system on submission. [24 May] [make user and business dashboard] o Intent: Provides awareness to team if something is going wrong/not well for a large number of people very quickly – we won't rely on reports from other areas of Government or the media. o It should be made clear through design of the feature/the user experience that this is a one-way communication for quick feedback, not support. The user should not expect a reply.	MILESTONE 2 (testing environment)	Draw down on bulk hours.	12-May		PASS
13 Reconfigure the PowerBI merchant export file to draw from merchant details as currently true (i.e. including any updates, rather than as submitted during registration).  User • When the administration (government) user opens PowerBI, which draws on data from the merchant export file, all merchant details are correct as currently accurate in ChooseCBR, rather than reflective of when the merchant signed up.	MILESTONE 3 (testing environment)	Specified in RFQ	24-May		Pending
14 Add feature for vouchers to be displayed and redeemed as QR code. Existing alpha codes to be retained and able to be used.  User • When a consumer views their list of vouchers, and they click on a particular voucher value, the voucher code and unique QR code open via link (phone) and a stand alone floating window against an opaque black background (desktop). • When a merchant is on the voucher redemption/verification page, they can click a button to open their camera and redeem by scanning the consumer's QR code.	MILESTONE 3 (testing environment) for full functionality.	Specified in RFQ	24-May		In Test
15 Voucher values reconfigured to allow a. Three vouchers per day, valued at \$10, \$20 and \$50 b. Minimum transaction values reduced from 4x voucher amount, to 2x voucher amount.  User • There are no references to old voucher values or old minimum transaction values anywhere on the platform.	MILESTONE 3 (testing environment)	Specified in RFQ	24-May		PASS
16 Other changes to graphics, forms, terms and conditions etc. as requested throughout the program's existence as the need arises from time to time.	Within 48 hours of receipt of request	Specified in RFQ	Ongoing		Ongoing

Deployed? | Tested? |

**PASS WITH COMMENT**  
It must be a requirement for new businesses to agree to the terms and conditions. If you mean they are shown the opt-back-in and re-agree page, agree that they shouldn't be.  
On the email link issue - suspect it's at our end due to security/outlook settings?



**From:** 2.2(a)(ii)@amazon.com>

**Sent:** 15/06/2021 12:59 PM

**To:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>; "Bensley, Nelson" <Nelson.Bensley@act.gov.au>; 2.2(a)(ii)@amazon.com>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; 2.2(a)(ii)@amazon.com>; 2.2(a)(ii)@amazon.com>

**Subject:** Tuesday night load test summary

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good evening all,

Apologies for the delay on this one, we started the test a little later than planned – but the news is pretty good. Here are some bullet points to summarise things for now, and we can go deeper on more of this tomorrow morning:

- We observed dramatic improvement in the systems ability to handle load in the test tonight, and this was done with a smaller database server running it (1/3 the size of the one we used this morning, which presents a significant cost saving in terms of the infrastructure to run this)
- The code redemptions ran pretty solidly around 8-10 per second throughout the test – we did increase it past this and saw it climb to 15, but it was not long after this that we started to observe a big increase in response times (topping out around 30 seconds on average), but it did not die completely like this morning (around 1% of requests failed tonight as opposed to the >90% from the AM test). For reference, the redemption rate we saw this morning was between 1 and 2 per second.
- When we slowed the number of users back down the throughput remained similar but the slow response times started to come back down, which showed the system is able to pick itself back up a little after a sustained load of high traffic levels

To put some of these numbers in to context – at 10 redemptions a second being sustained like this, using only \$10 vouchers the \$2 million for the program would be completely exhausted in about 5 and a half hours – and that number comes down pretty quickly if you start looking at a mix of the higher value vouchers as well. So while 10 redemptions a second may not sound like a huge number – it would be enough to get that money out in to businesses in just one day.

Speaking with Tuan and 2.2(a) tonight we believe that there are some further improvements to be made, so the plan for tomorrow will focus around that deep dive with our support engineers to see if we can get further improvement out of the system, but over all I think the data from tonight is a positive reflection of the work done to date.

Looking forward to going deeper in to this with you all tomorrow morning.

Cheers,

-

2.2(a)(ii)

2.2(a)(ii)

2.2(a)(ii) Amazon Web Services

2.2(a)(ii)

2.2(a)@amazon.com

**From:**"Campbell, Morgan"

**Sent:**15/06/2021 11:46 PM

**To:**"Tuan Nguyen"2.2(a)@brainiumlabs.com.au>

**Cc:**"Bray, Daniel" <Daniel.Bray@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>

**Subject:**Drawdown Counter

OFFICIAL

Hi there

Following on from our testing conversation this morning – can we please ensure that –

- The drawdown counter's behaviour is monitored during the test in some way to ensure it is accurate?
- There is no way we can overdraw once it goes into Production, that is to say, that only \$2m worth of vouchers will be redeemed?

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

**From:** 2.2(a)(ii) @amazon.com>

**Sent:** 16/06/2021 1:12 PM

**To:** "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>; "Bensley, Nelson" <Nelson.Bensley@act.gov.au>; 2.2(a)(ii) @amazon.com>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; 2.2(a)(ii) @amazon.com>; 2.2(a)(ii) @amazon.com>

**Subject:** RE: Load test results

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hey Bettina,

To respond to those points:

1. Yes, the code redemptions from customers works fine at the levels we saw yesterday
2. It's not the voucher redemptions per se, rather the list of vouchers that the merchant has redeemed previously (that is on that same page) which is causing the performance issue. The actual redemption piece is running quite fast when you look at it in isolation
3. I believe we have the data in terms of understanding the challenges at this point – but the next steps need to be around Tuan making a recommendation to ACT gov in terms of how to remediate this

To frame out the two options you have at this point, I believe they look like this. Option 1 – you go live with it as is, and get performance similar to what we saw last night. It holds up to a reasonable level with some instability at peak loads. Option 2 – you have a discussion with Tuan about options to resolve or otherwise mitigate the performance issue we have found, and both performance and overall system stability can dramatically improve (depending on the specifics of the fix he recommends, I want to be very mindful about not putting words in his mouth here and let him lead you to a solution as he needs to be the one to deliver on it).

Does that help for context?

-

2.2(a)(ii) @amazon.com, Amazon Web Services  
2.2(a)(ii) @amazon.com

Thoughts on our interaction? Provide feedback [here](#)

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**From:** Konti, Bettina <Bettina.Konti@act.gov.au>

**Sent:** Wednesday, 16 June 2021 11:04 PM

**To:** 2.2(a)(ii) @amazon.com>; Starick, Kate <Kate.Starick@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Bensley, Nelson <Nelson.Bensley@act.gov.au>; 2.2(a)(ii) @amazon.com>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; 2.2(a)(ii) @amazon.com>; 2.2(a)(ii) @amazon.com>

**Subject:** RE: [EXTERNAL] Load test results

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

OFFICIAL

Hi 2.2(a)(ii)

Thanks for the information. Do we take it from this that:

1. Code redemption from customers works fine, and at the load levels we saw last night?
2. Voucher redemptions from businesses is where the current performance issues are, and that these get as slow as 10 secs per transaction at a load of 60 per second?
3. We consider there is more to investigate before being confident to take the next steps?

Bettina

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**From:** 2.2(a)(ii) <[REDACTED]@amazon.com>

**Sent:** Wednesday, 16 June 2021 10:56 PM

**To:** Starick, Kate <Kate.Starick@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Bensley, Nelson <Nelson.Bensley@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Subject:** Load test results

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good evening everyone,

So there is good news, but with a "but" that will warrant some discussion. I'll start with the low hanging fruit – adding the search function (that drives the map) made no noticeable difference to the overall performance, so I see no reason to consider disabling or modifying that function.

Now to the less than optimal result. We were able to run the redemptions at the same rate as the test last night (8-10 code redemptions per second). The code redemption activity itself was running dramatically faster while we were at this point, but the load we were seeing was around the list of vouchers redeemed by vendors that is also on that page. To validate that thinking, Tuan temporarily removed that from the test page, and the throughput of everything in the system jumped up dramatically, with calls to the redemption endpoint topping out at around 60 code redemptions per second (along with an increase in all of the user activity as well to really push things). Response times through this were relatively low until we got to the very top of that load, where we did see some failure of requests, but the average response times were still quite low (< 10 seconds). This indicates that the current performance challenges are directly caused by the list of redeemed vouchers on the merchant.

My suggestion at this point is that you have a discussion with Tuan about options for this – there is an opportunity to get some stability and performance out of the system here, but he can talk you through any relevant options in this space.

Happy to take questions if anyone has them.

- [REDACTED]

2.2(a)(ii)

2.2(a)(ii)

2.2(a)(ii), Amazon Web Services

2.2(a)(ii)



Thoughts on our interaction? Provide feedback [here](#)

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**From:** "Campbell, Morgan"

**Sent:** 17/06/2021 4:54 AM

**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Cc:** "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Subject:** RE: Draft to Tuan - Afternoon update and questions

OFFICIAL

Thanks Tuan

Re. 2 – thanks, look forward to hearing advice and proposal.

Re. 4 – please scrub the test accounts and related transactions and advise when complete. We will then re-commence manual redemptions of business-submitted vouchers from last week.

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

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**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>

**Sent:** Thursday, 17 June 2021 2:25 PM

**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>

**Subject:** Re: Draft to Tuan - Afternoon update and questions

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Morgan,

1. Yes currently suspended will experience this.
2. This bug would have always been there, we'll investigate this today.
3. The password reset mechanism for customers, merchants and admins is the same, so if you can test by resetting the password for your own personal accounts / admin accounts.
4. Yes. Will take about 30 minutes.
5. Confirmed.
6. Certainly. Happy for you to call as required, whatever works for you.
7. Confirmed. Same link as before.

Kind regards,

Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

On Thu, 17 Jun 2021 at 13:31, Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

OFFICIAL

Hi Tuan

## Functional testing carried out today

1. First identified defect that you have remedied– businesses when suspended are re-activated went they navigate to the “edit” page, but their content is gone. Fix – ability for businesses to self-suspend has been removed and they will need to contact us instead. Follow-up question: will businesses who are currently suspended still experience this behaviour? We suspect yes, but wanted to check. We will closely manage these businesses.
2. New, second identified defect – on the business dashboard, when a business clicks “edit my account”, they need to enter their current password (good), but are then presented with two options: (1) edit email and (2) reset password. Issues as follows –when a merchant tries to reset their password, they are told their email address is already taken unless they change the email address. On a related note, was this edit email function always there? We don’t recall it. Could you please advise on this, and suggest a fix for our consideration?
3. Password reset testing – we can’t test that as a business the password reset functionality is working, because we don’t have access to the email inboxes (if any) of the business test accounts you have provided. Any advice on how we can test this? It’s important we do and document this as it’s important functionality.
4. Can you confirm that when we’re ready this afternoon you will be able to scrub the production environment clean of recent test data?

## Go-live questions

5. Could you provide advice on your ability to facilitate a 7am tomorrow AEST go-live for both businesses and consumers if this is the decision made, with go-live meaning both customers and businesses able to log in, and the ability for customers to redeem at businesses.
6. We would like a periodic check in, and will be setting up a project room for all involved here tomorrow. Could we please request some form of “check-in” at 9.15am and then on the hour (10am, 11am, etc.). Would you prefer us to call you, or we can set up a Webex that lasts all day that we can pop in and out of, etc.?
7. Can you confirm that there we can still review server performance in real time with the credentials you supplied us last week?

Happy to discuss any of the above if you want to give me a call.

Cheers  
Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

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**To:** Minister for Business and Better Regulation *JC 24/6/21*

**From:** Senior Director, Economic Recovery and Strategic Policy

**Subject:** Functional Testing Carried Out on ChooseCBR on 17 June 2021

**Cleared By:** Deputy Director-General, Economic Development

- The ChooseCBR vendor, Brainium labs, worked closely with hosting provider Amazon Web Services while the ChooseCBR system was offline for remediation from 10 June 2021 to 18 June 2021 to diagnose and resolve performance issues, and to load test the system.
- The ACT Government carried out functional testing on 17 June 2021 to check – to the best of its abilities – that all functionality still worked after the remediation undertaken by Brainium.
- This testing commenced at approximately 9.30am 17 June 2021, after the remedied system was deployed to the production environment. Testing was performed by a team formed of officers from across CMTEDD (Economic Development, Access Canberra, Corporate’s Digital Strategy and Transformation Branch and the Digital, Data and Technology Solutions Division).
- On 17 June 2021, you were provided with information in CMTEDD2021/2970 (ChooseCBR ‘Go Live’ Options) on the preliminary outcomes of ongoing functional testing on the remedied ChooseCBR system.
- The purpose of this brief is to report the functional testing’s final outcomes to you.

#### **Morning Testing and First Minor Defect**

- In CMTEDD2021/2970, you were advised that as at 11.30am, business and consumer dashboard functionality, including voucher redemptions, was performing well across both desktop and mobile functionality in common browsers. QR code redemptions were functioning, and voucher redemption business rules were still in place.
- One defect was identified in relation to suspended businesses, including those that had opted out of the program: if they reviewed their “edit my business details” page, all of their information would be blank. A fix was implemented to avoid this occurring shortly thereafter: self-suspension functionality was removed, and businesses now need to ask government officials to remove them if they wish to withdraw from the program.



- This fix would not cover businesses that were already suspended, including the six who withdrew from the program. You indicated that these businesses should be closely managed when officials met with you at 12.15pm on 17 June 2021. These businesses were emailed and phoned that afternoon to reiterate regret over the difficulties encountered last week, and to invite them to re-join with the assistance of officials if they so chose. Three of those six did choose to do so on 18 June 2021.

### **Afternoon Testing and Second Minor Defect**

- You were advised in CMTEDD2021/29701 and in the 12.15pm briefing that business edit functionality and public (non-logged-in) pages were still being tested. This testing continued over the afternoon.
- A second defect was later found with the business edit functionality. On the “edit account details” page, a business can edit their email address and update their password. Due to the defect, businesses were not able to update their password as an error appeared informing them that their email address was already taken. Your office was informed shortly after the defect was identified. The vendor was also advised, investigated the issue, and implemented a fix immediately on the basis of their assessment that it was quick and very low risk. Testing showed it was effective.
- No other defects were identified through testing.

Action Officer: Morgan Campbell

Date: 18 June 2021

Team	Name	Login	Password	Role	ROUND 1 TABS	ROUND 2
1	Stephen G	<a href="mailto:testmerchant1@choosecbr.act.gov.au">testmerchant1@choosecbr.act.gov.au</a>	Mango0987	Merchant	A - Desktop - Business Dashboard	C - Desktop Business Edit
1	Juanita	<a href="mailto:test1@choosecbr.act.gov.au">test1@choosecbr.act.gov.au</a>	Mango0987	Customer	A - Desktop - Business Dashboard	C - Desktop Business Edit
1	Juanita	<a href="mailto:test2@choosecbr.act.gov.au">test2@choosecbr.act.gov.au</a>	Mango0987	Customer	A - Desktop - Business Dashboard	C - Desktop Business Edit
2	Courtney	<a href="mailto:testmerchant2@choosecbr.act.gov.au">testmerchant2@choosecbr.act.gov.au</a>	Mango0987	Merchant	B - Phone - Business Dashboard	D - Phone Business Edit
2	Carl	<a href="mailto:test3@choosecbr.act.gov.au">test3@choosecbr.act.gov.au</a>	Mango0987	Customer	B - Phone - Business Dashboard	D - Phone Business Edit
2	Guy	<a href="mailto:test4@choosecbr.act.gov.au">test4@choosecbr.act.gov.au</a>	Mango0987	Customer	B - Phone - Business Dashboard	D - Phone Business Edit
3	Max	<a href="mailto:testmerchant3@choosecbr.act.gov.au">testmerchant3@choosecbr.act.gov.au</a>	Mango0987	Merchant	Draft C & D and Roam	
3	Morgan	<a href="mailto:test5@choosecbr.act.gov.au">test5@choosecbr.act.gov.au</a>	Mango0987	Customer	Draft E&F and Roam	
3	Kalsang	<a href="mailto:test6@choosecbr.act.gov.au">test6@choosecbr.act.gov.au</a>	Mango0987	Customer	J&K	
4	Dan B / ECG	<a href="mailto:testmerchant4@choosecbr.act.gov.au">testmerchant4@choosecbr.act.gov.au</a>	Mango0987	Merchant	H&I Android	
4	Greg T	<a href="mailto:test7@choosecbr.act.gov.au">test7@choosecbr.act.gov.au</a>	Mango0987	Customer	H&I Safari Ipad	
4	Ben G	<a href="mailto:test8@choosecbr.act.gov.au">test8@choosecbr.act.gov.au</a>	Mango0987	Customer	H&I Chrome Windows	
5	Natalie	<a href="mailto:testmerchant5@choosecbr.act.gov.au">testmerchant5@choosecbr.act.gov.au</a>	Mango0987	Merchant	H&I Edge Windows	
5	Carl	<a href="mailto:test9@choosecbr.act.gov.au">test9@choosecbr.act.gov.au</a>	Mango0987	Customer		
5	Guy	<a href="mailto:test10@choosecbr.act.gov.au">test10@choosecbr.act.gov.au</a>	Mango0987	Customer		

**REQUIREMENT: You need to have logged in as a business.**

**BROWSER: Google Chrome**

Credentials:

<https://choosecbr.act.gov.au/dashboard>

**BASE WEBPAGE**

ID	Test Case	Pass/Fail?	Comments
A1	Attempt to redeem a voucher code via manual code entry with valid (at least double the value of the voucher) transaction value. Try twice.	Pass	
A2	Having completed the above, has the available funding limit decreased? Note, you will need to check this quickly as others testing my also affect this value.	Pass	
A3	Attempt to redeem a voucher code via manual code entry with invalid (less than double the value of the voucher) transaction value. Try twice.	Pass	
A4	Attempt to redeem a voucher code via QR code - click "Scan QR code". You will need to allow access to your computer's camera. Try twice.	N/A	Cannot do from desktop as QR code cannot be brought up on computer
A5	Having completed the above, click on "view redeemed vouchers". Does the link work?	Pass	
A6	When you "view redeemed vouchers", are they accurate?	Pass	
A7	Test links in header.	Pass	
A8	Test links in footer	Pass	
A9	Test the "back to main website" link.	N/A	
A10	Test the links under "My Account"	Pass	
<b>BROWSER: Microsoft Edge</b>			
A11	Attempt to redeem a voucher code via manual code entry with valid (at least double the value of the voucher) transaction value. Try twice.	Pass	
A12	Having completed the above, has the available funding limit decreased? Note, you will need to check this quickly as others testing my also affect this value.	Pass	
A13	Attempt to redeem a voucher code via manual code entry with invalid (less than double the value of the voucher) transaction value. Try twice.	Pass	
A14	Attempt to redeem a voucher code via QR code - click "Scan QR code". You will need to allow access to your computer's camera. Try twice.	N/A	Cannot do from desktop as QR code cannot be brought up on computer
A15	Having completed the above, click on "view redeemed vouchers". Does the link work?	Pass	
A16	When you "view redeemed vouchers", are they accurate?	Pass	
A17	Test links in header.	Pass	
A18	Test links in footer	Pass	
A19	Test the "back to main website" link.	Pass	
A20	Test the links under "My Account"	Pass	

**REQUIREMENT: You need to have logged in as a business.**

Credentials:

<https://choosecbr.act.gov.au/dashbord>

**BROWSER: Google Chrome**

ID	BASE WEBPAGE	Test Case	Pass/Fail?	Comments
B1		Attempt to redeem a voucher code via manual code entry with valid (at least double the value of the voucher) transaction value. Try twice.	Pass	Additional test for lowercase and uppercase codes: both worked
B2		Having completed the above, has the available funding limit decreased? Note, you will need to check this quickly as others testing my also affect this value.	Pass	Fund limit decreased when voucher was accepted
B3		Attempt to redeem a voucher code via manual code entry with invalid (less than double the value of the voucher) transaction value. Try twice.	Pass	
B4		Attempt to redeem a voucher code via QR code - click "Scan QR code". You will need to allow access to your computer's camera. Try twice.	Pass	Identifies that user has already redeemed with the business for that day
B5		Having completed the above, click on "view redeemed vouchers". Does the link work?	Pass	
B6		When you "view redeemed vouchers", are they accurate?	Pass	
B7		Test links in header.	Pass	All works perfectly - both customer and business
B8		Test links in footer	Pass	
B9		Test the "back to main website" link.	Pass	Small icon in header for merchant
B10		Test the links under "My Account"	Pass	Both for customer and business facing
		<b>BROWSER: Safari/DuckDuckGo</b>		
B11		Attempt to redeem a voucher code via manual code entry with valid (at least double the value of the voucher) transaction value. Try twice.	Pass	

<p>Having completed the above, has the available funding limit decreased? Note, you will need to check this quickly</p>		
<p>B12 as others testing my also affect this value.</p>	Pass	
<p>Attempt to redeem a voucher code via manual code entry with invalid (less than double the value of the</p>		
<p>B13 voucher) transaction value. Try twice.</p>	Pass	
<p>Attempt to redeem a voucher code via QR code - click "Scan QR code". You will need to allow access to your</p>		
<p>B14 computer's camera. Try twice.</p>	Pass	QR Code redeems slower on Safari then Chrome
<p>Having completed the above, click on "view redeemed vouchers". Does the link work?</p>	Pass	
<p>B15 When you "view redeemed vouchers", are they accurate?</p>	Pass	
<p>B16 Test links in header.</p>	Pass	
<p>B17 Test links in footer</p>	Pass	
<p>B18 Test the "back to main website" link.</p>	Pass	
<p>B19 Test the links under "My Account"</p>	Pass	Merchant only
<p>B20</p>		

**REQUIREMENT: You need to have logged in as a business.** Credentials:

<https://choosecbr.act.gov.au/dashboard>

BASE WEBPAGE

ID	Test Case	Pass/Fail?	Comments
	amend business details (my account -> update business details) and confirm changes appear in the directory (.../discover). This confirmation can be done on the same device or a different device. Changes to include:		
C1	Update address	Pass	
C2	Add business logo	Pass	
C3	Add instagram name	Pass	
C4	change business category (multiple selections permitted)	Pass	
C5	Update opening hours (use mix of AM/PM)	Pass	
C6	Un-select "whether this profile is active". Confirm business does not appear in directory	Pass	When going back into the 'edit business details' the profile active box is ticked, the business details are blanked. and the bank detail fields are not present
C7	Confirm you <u>cannot</u> view/edit bank details	Pass	
C8	Change password (my account -> edit business details). Confirm by logging out and in again	Fail	Attempted to change password to: Orange52957 and says that - "The email address is already taken" when logged out password was the same as the previous password
C9	Change business email (my account -> edit business details). Confirm via logging out and in again. Check the business listing in the directory has not duplicated	Pass - with additional action	email address changed to: testmerchant15@choosecbr.act.gov.au then changed back to testmerchant1@choosecbr.act.gov.au. This feature does not work unless the change password feature is used as well.
C10	Check feedback feature (my account -> give feedback).	Pass	
C10	Confirm receipt of email in ChooseCBR inbox	Pass	
C10	Check my account -> about ChooseCBR link works	Pass	n.b. link is to /node/2 - If possible, good to tidy to .... /about-choosecbr-information-business

Other notes

"Revision information" field appears at bottom of 'edit business details' page when logged in as business user. Is this intentional?

**REQUIREMENT: You need to have logged in as a business.**

Credentials:

<https://choosecbr.act.gov.au/dashboard>

BASE WEBPAGE

Checked in Chrome and DuckDuckGo

ID	Test Case	Pass/Fail?	Comments
	amend business details (my account -> update business details) and confirm changes appear in the directory (.../discover). Changes to include:		
D1	Update address (confirm change on the directory)	Pass	
D2	Add business logo (confirm change on the directory)	Pass	
D3	Add instagram name	Pass	Link appears N.b. Need admin account to check that this hasn't duplicated the account
D4	change business category (multiple selections permitted)	Pass	
D5	Update opening hours (use mix of AM/PM)	Pass	BUT it deletes all info when you try to reactivate... Once you account is not active once you login to business details the box is automatically ticked as active but no details appear
D6	Un-select "whether this profile is active". Confirm business does not appear in directory	Pass	
D7	Confirm you <u>cannot</u> view/edit bank details Change password (my account -> edit business details).	Pass	
D8	Confirm by logging out and in again Change business email (my account -> edit business details). Confirm via logging out and in again. Check the entry in the	Pass	
D9	directory has not duplicated Check feedback feature (my account -> give feedback).	Pass	Business and consumer feedback both appeared in mailbox
D10	Confirm receipt of email in ChooseCBR inbox	Pass	
D11	Check my account -> about ChooseCBR link works Check if "Revision information" field appears at the bottom of	Pass	
D12	"edit business details" page	Pass	

**REQUIREMENT: You need to have logged in as a customer.**

Credentials:

BASE WEBPAGE

<https://choosecbr.act.gov.au/dashboard>

ID	Test Case	Pass/Fail?	Comments
E1	I can see my vouchers (1x \$10, 1x\$20, 1x\$50)	Pass	
E2	When I click on a voucher, a pop-up box appears with a QR code [Mobile]	Pass	Using android with Chrome browser, the appearance of QR code displayed is all over the place with different font sizes and part of the QR code seems cut off.
E3	When I click on a voucher QR code link, a pop-up box appears with a QR code [Desktop]	N/A	No QR code appears on desktop - by design
E4	The " <u>view my redeemed vouchers</u> " link works (exact wording TBC)	Pass	
E5	Test links in header	Pass	When clicking on "My Account" link, the "More" tab appears and then disappears immediately. This occurred on one device and has not been successfully replicated
E6	Test links in footer	Pass	
E7	Submit feedback via embedded feedback box	Pass	
E8			
E9			
E10			
E11			
E12			
E13			
E14			

**REQUIREMENT: You need to have logged in as a customer.**

Credentials:

**BASE WEBPAGE**

<https://choosecbr.act.gov.au/dashboard>

ID	Test Case	Pass/Fail?	Comments
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F1 Forgot my password feature sets (n.b. will need access to the email address affiliated w the account)

BASE WEBPAGE

<https://choosecbr.act.gov.au/>

What we can't test for functionally in production -

Test Case

NA	Sign up - user.
NA	Sign up - merchant.
NA	Forgot my password - both.
NA	Homepage link which only appears when not logged in "About ChooseCBR - information for customers".

What we can test for functionally in production -

	Test Case	Pass/Fail?	Comments
G1	The " <u>Log out</u> " link works.		
G2	The " <u>Discover now</u> " link works.		
G3	The " <u>Check your eligibility here.</u> " link works.		
G4	The " <u>Register.</u> " link works.		
G5	The " <u>Login</u> " link works.		
G6	The " <u>About ChooseCBR for Business</u> " link works.		
G7	The footer links ( <b>x4</b> ) work.		

BASE WEBPAGE <https://choosecbr.act.gov.au/about-choosecbr-information-business>

ID	Test Case	Pass/Fail?	Comments	NW Edge	ECG Android	BG Chrome	GT Safari
H1	I can access the webpage.			Pass	Pass	Pass	pass
H2	The link in "View this video on how to register and <u>register now.</u> " works.			Pass	Pass	Pass	pass
H3	I can hit back and be navigated to the "About ChooseCBR - Information for Business page."			pass	Pass	Pass	pass
H4	I can hit play and "use" the three embedded YouTube videos.				Pass	Pass	pass
H5	The link in "See a list of eligible ANZSIC codes <u>here.</u> " works.		downloads PDF	pass	Pass	Pass	pass
H6	The link in "For more information refer to the <u>Merchant Terms and Conditions.</u> " works.			pass	Pass	Pass	pass
H7	The " <u>Business Resources</u> " link works.		In the Business Resources page, the "Tips for ChooseCBR participating businesses" download link has a different address structure than all other downloads. The download works - but thought to flag.	Pass	Pass	Pass	pass
H8	The " <u>Translated Information for Business</u> " link works.		ECG comments: the Business Fact Sheet for Simplified Chinese could not be found. All of the other links for Translated Information worked.	Pass	Pass*	Pass	fail* simplified chinese factsheet
H9	The "concertina" Frequently Ask Questions functions well - expand and collapse.			Pass	Pass	Pass	pass
H10	Each link under the expanded FAQs works.			pass	Pass	Pass	pass
H11	The <b>six</b> links across the top banner of the page work.		5 text links + homepage logo = 6 links (note, logged in as customer)	pass	Pass	Pass	pass
H12	The <b>four</b> links across the bottom footer of the page work.			pass	Pass	Pass	pass

	Merchant Help		broken link on <a href="https://choosecbr.act.gov.au/merchant-help-to-COVID-safe-plan-https://choosecbr.act.gov.au/Guidelines%20for%20your%20COVID%20Safety%20Plan%20factsheet">https://choosecbr.act.gov.au/merchant-help to COVID safe plan - https://choosecbr.act.gov.au/Guidelines%20for%20your%20COVID%20Safety%20Plan%20factsheet</a>	FAIL				
			Access Denied <a href="https://choosecbr.act.gov.au/merchant-help-to-How-to-Redeem-CBRvouchers-https://choosecbr.act.gov.au/system/files/uploads/files/Merchants%20-%20How%20to%20Guide.pdf">https://choosecbr.act.gov.au/merchant-help to How to Redeem CBRvouchers https://choosecbr.act.gov.au/system/files/uploads/files/Merchants%20-%20How%20to%20Guide.pdf</a>	FAIL				

BASE WEBPAGE

<https://choosecbr.act.gov.au/about-choosecbr-information-customers>

ID	Test Case	Pass/Fail?	Comments	GT-Safari	BG Chrome	ECG Android
I11	I can access the webpage.			pass	pass	pass
I12	The top " <u>Sign up now!</u> " link works.		ECG: there was no link saying 'Sign up now!' on the Android. I looked for it being both logged in and logged out.	n/a if logged in	<	NA
I13	I can hit back and be navigated to the "About ChooseCBR - Information for Customers."			pass	pass	pass
I14	The " <u>Translated Information for customers</u> " link works.		all pdf files for langagues succesfully downloaded	pass	pass	pass
I15	The " <u>Terms and Conditions</u> " link works.			pass	pass	pass
I16	The "concertina" Frequently Ask Questions functions well - expand and collapse.			pass	pass	pass
I17	Each link under the expanded FAQs works.			pass	pass	pass
I18	The bottom " <u>Sign up now!</u> " link works.		takes to profile page if logged in. ECG: there is no link at the bottom "Sign up now!"	pass	pass	NA
I19	The <b>six</b> links across the top banner of the page work.		5 text links + homepage logo = 6 links	pass	pass	pass
I110	The <b>four</b> links across the bottom footer of the page work.			pass	pass	pass

Business Resources		
Test Case	Pass/Fail?	Comments
H1 I can access the page at " <a href="https://choosecbr.act.gov.au/business-resources">https://choosecbr.act.gov.au/business-resources</a> "	Pass	
H2 The " <a href="#">Visit the Translated resources page to download.</a> " link works.	Pass	
H3 The link in "If you would like to request additional information, please <a href="#">contact us.</a> " works.	Pass	
H4 The eleven resource downloads work.	pass	I can download all the resources

Contact us		
Test Case	Pass/Fail?	Comments
H5 I can access the page at " <a href="https://choosecbr.act.gov.au/contact-us">https://choosecbr.act.gov.au/contact-us</a> "	Pass	

H6 The link at "If you're a business - [complete this form](#)" works

Customers and businesses requiring support to use ChooseCBR can access support material, including guides and FAQs, at <https://choosecbr.act.gov.au/resources>. It says "Page Not Found" H6 2) When I visit "Type of Enquiry" customer and "support material" link it says the same "Page not found".

Terms and Conditions		
Test Case	Pass/Fail?	Comments
H7 I can access the page at " <a href="https://choosecbr.act.gov.au/terms-and-conditions">https://choosecbr.act.gov.au/terms-and-conditions</a> "	Pass	
H8 The "concertina" T&Cs for customers works well - expand and collapse.	Pass	
H9 Each link under the expanded T&Cs for customers works.	Pass	Both links (email and Privacy) works
H10 The "concertina" T&Cs for merchants works well - expand and collapse.	pass	
H11 Each link under the expanded T&Cs for merchants works.	Pass	both links (email and Privacy) works

Privacy

	Test Case	Pass/Fail?	Comments
H12	I can access the page at " <a href="https://choosecbr.act.gov.au/terms-and-conditions">https://choosecbr.act.gov.au/terms-and-</a>	Pass	
H13	The link at " <a href="#">Information Privacy Act 2014</a> " works	Pass	
H14	The first link at " <a href="#">CMTEDD Privacy Notice</a> " works	pass	
H15	The second link at " <a href="#">CMTEDD Privacy Notice</a> " works	Pass	
H16	The link at " <a href="https://www.cmtedd.act.gov.au/legal/privacy">https://www.cmtedd.act.gov.au/legal/privacy</a> " works	pass	
H17	The link at " <a href="mailto:CMTEDDPrivacy@act.gov.au">CMTEDDPrivacy@act.gov.au</a> " works	pass	
H18	The link at " <a href="mailto:choosecbr@act.gov.au">choosecbr@act.gov.au</a> " works	pass	

BASE WEBPAGE

<https://chosecbr.act.gov.au/discover>

ID	Test Case	Pass/Fail?	Comments
11	I can access the webpage.	pass	
12	The " <u>Browse the map!</u> " link works.	pass	Map View can be accessed only after clicking the "List View" Link. It does not give us options to click either of the two. Unless and until you click the "List View" first it don't give me the option "link" to map. In my view on the first go we should have the choice to go for either of the two. I may be wrong
13	I can hit back and be navigated to "Discover."	pass	
14	The top "Search" functionality works.	pass	
15	The <b>five</b> icon links to categories (e.g. accommodation) work.	Pass	
16	The " <u>List view</u> " link works.	pass	
17	The " <u>Map view</u> " link works.	pass	
18	The bottom "Search by business name or suburb" functionality works.	pass	
19	The five written links to categories (e.g. accommodation) work.	pass	When Bottom search button on the left side and listed the categories. We don't have a link of each to go to the categories. I understand that it is for seaching the business from the particular category by ticking the category. It works even if we do not tick or check the category. But it would be good if we don't have to go "back" to main menu instead can have a link for the categories here as well. I have a screen shot I5 (General issue)
110	The " <u>Reset</u> " button works when I have put in a search query.	pass	
111	If I click on a business in a category, I get a pop-up with their details and can click "X" to close.	pass	
112	If I click "Map view", the map functionality embedded from Google seems to work appropriately.	pass	

113

If, from map view, I click on a business, I can review information and the "View profile" link which appears upon clicking on a business works. I can then review and click "X" to close the pop-up.

pass