

Blank template / 1 of 2

Bug report

Report and reproduce

Use one report per defect. Complete page 2 for triage and technical evidence. Replace the Word placeholders or write in the blank PDF cells.

Title / ID What, where and trigger	
Reporter / date Who observed it and when?	
Environment URL, build, browser, OS, device, role	
Steps to reproduce Exact starting data and actions	
Expected result Observable correct behavior	
Actual result Observed behavior / exact error	

Blank template / 2 of 2

Bug report

Triage and evidence

Use severity for impact and priority for scheduling. Add logs only when relevant; remove credentials and personal data before sharing.

Report reference Same ID and title as page 1	
Impact / frequency Affected users and workaround	
Severity / priority Critical, Major, Minor, Trivial / High, Medium, Low	
Evidence Attachment names or accessible links	
Technical details Optional console / network / request ID	
Triage / retest Owner, status, build and outcome	
Related notes Dependencies / duplicate reports	

Completed example / 1 of 2

Bug report

Report and reproduce

Fictional project: Northstar Shop / checkout release 2.4. Use one report per defect. Complete page 2 for triage and technical evidence. Replace the Word placeholders or write in the blank PDF cells.

Title / ID What, where and trigger	Checkout loses SAVE10 discount after refresh BUG-014 / linked test UAT-002 / REQ-CHK-02.
Reporter / date Who observed it and when?	Maya Chen / QA lead / September 9, 2026, 10:15 UTC.
Environment URL, build, browser, OS, device, role	https://staging.northstar.example/checkout Staging 2.4.0-rc1; macOS 14.3; Chrome 121.0.6167.85; MacBook Pro; 1440 x 900. Guest session, signed out; SAVE10 active.
Steps to reproduce Exact starting data and actions	1. As a guest, add one Trail Mug (\$24). 2. Open /checkout and enter SAVE10. 3. Apply the code, then refresh the page.
Expected result Observable correct behavior	Discount stays at \$2.40 and the item subtotal stays at \$21.60 after refresh (before tax/shipping).
Actual result Observed behavior / exact error	Refresh removes SAVE10. The item subtotal returns to \$24.00; no error is shown.

Completed example / 2 of 2

Bug report

Triage and evidence

Fictional project: Northstar Shop / checkout release 2.4. Use severity for impact and priority for scheduling. Add logs only when relevant; remove credentials and personal data before sharing.

Report reference Same ID and title as page 1	BUG-014 / Checkout loses SAVE10 discount after refresh
Impact / frequency Affected users and workaround	3 of 3 attempts on desktop. Guests lose the promised discount after refresh. Reapplying the code works until the next refresh.
Severity / priority Critical, Major, Minor, Trivial / High, Medium, Low	Major / High. Checkout price is wrong after refresh; fix before release.
Evidence Attachment names or accessible links	BUG-014-discount-refresh.png; BUG-014-refresh.webm (fictional evidence names).
Technical details Optional console / network / request ID	Console: no errors observed. GET /api/cart returns 200 after refresh with discountCode: null. Request ID: ns-test-014. Sanitized capture: BUG-014-cart.json.
Triage / retest Owner, status, build and outcome	Sam Patel / Closed. Fixed in 2.4.0-rc2. Maya retested Sep 10: SAVE10 and \$21.60 item subtotal persist after 3 refreshes. UAT-002 passes.
Related notes Dependencies / duplicate reports	No known duplicates. Also check the mobile case UAT-006 before sign-off.