



Citi QA Q1 Report



About Me!

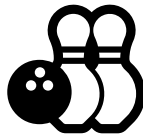
Neil Jones

QA Analyst

POSITION

Winston-Salem, NC

LOCATION



HOBBIES



2

Testing document

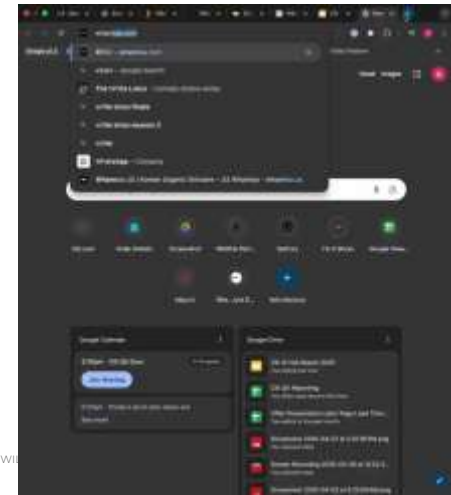
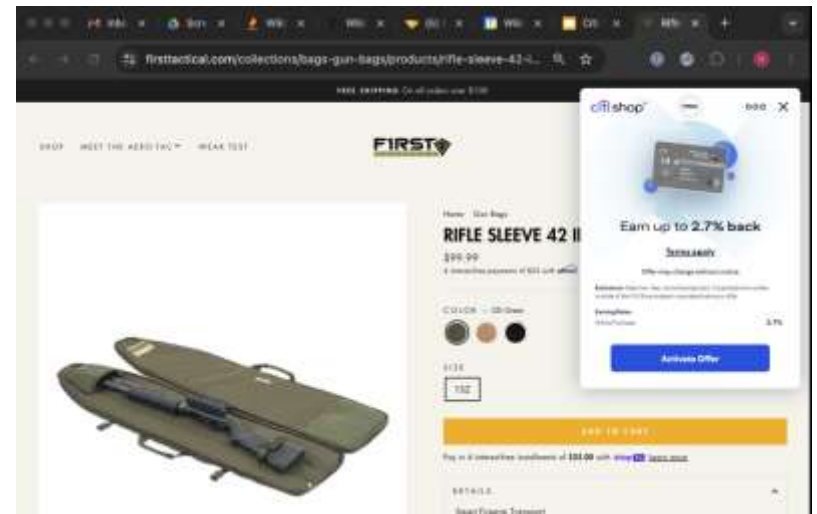
- This is where all of the testing information is stored for Citi merchant test purchases, and Monthly reports.
- This test document helps identify problems so the consumer has a seamless shopping experience while using the extension.

The screenshot shows a Google Sheets spreadsheet titled "Citi QA Test Purchase Reporting". The spreadsheet has the following columns: Merchant, Merchant ID, PID exclusions list, Any Errors?, Conflicting Categories, Screenshot, Screenshot (2), Description, and Issue reported to. The data rows are as follows:

Merchant	Merchant ID	PID exclusions list	Any Errors?	Conflicting Categories	Screenshot	Screenshot (2)	Description	Issue reported to
Walmart			Yes	No	Screenshot...		Weird earning rate category	
Walmart			Yes	No	Screenshot...	Screenshot...	"Baby consumables" in exclusions & earning rates. "SEasy" before the baby consumables	Data Quality
Macy's			Yes	Yes	Screenshot...	Screenshot...	Furniture Registry Purchase is in exclusions & Earning Rates	Data Quality
MSC	5480336	8114	Yes	No			No offers found, disabled in MADmin	Merchant O...
Staples			Yes	No	Staples EM...		When the page first loads, the cti EMA shows, then closes on its own and cannot be opened again if you try and click on it	Product
							Stamps, Toys, Hobbies, and Games are listed as 1.1% and 0.6% in	

Q1 Findings

- What I found in my Q1 testing was that there were merchants live in Citi that were mis-categorized. While also discovering when you press activate offer, you would be redirected to a page saying “the link is malformed”.
- There were also merchants selling gun storage cases/body armor that are excluded from being able to earn through Citi.



CITI Q1 Test Purchases

- In Q1, I had the opportunity to place test purchases during the boosted offer campaigns in March & April to investigate if there were exclusions that needed to be added before the campaign(s) went live.
- As a result of the test purchases, I was able to help add exclusions to merchants such as JCPenney and At Home. While spearheading the conversation for “In-app iOS/Android” earning rates and their inconsistency in tracking earnings for customers.

Month	Number of Test Purchases	Number of Commissions tracked to Citi user dashboard	Number of Commissions that did not track to Citi user dashboard
January	19	18	1
February	15	12	3
March	52	38	14
Total Q1 2025	86	68	18

Ground



Grip Jane Serenity

PIM SKU: NMS21_I298Q

Size : MEDIUM

Color : SERENITY

Qty: 1

\$ 13.00

Order Confirmed

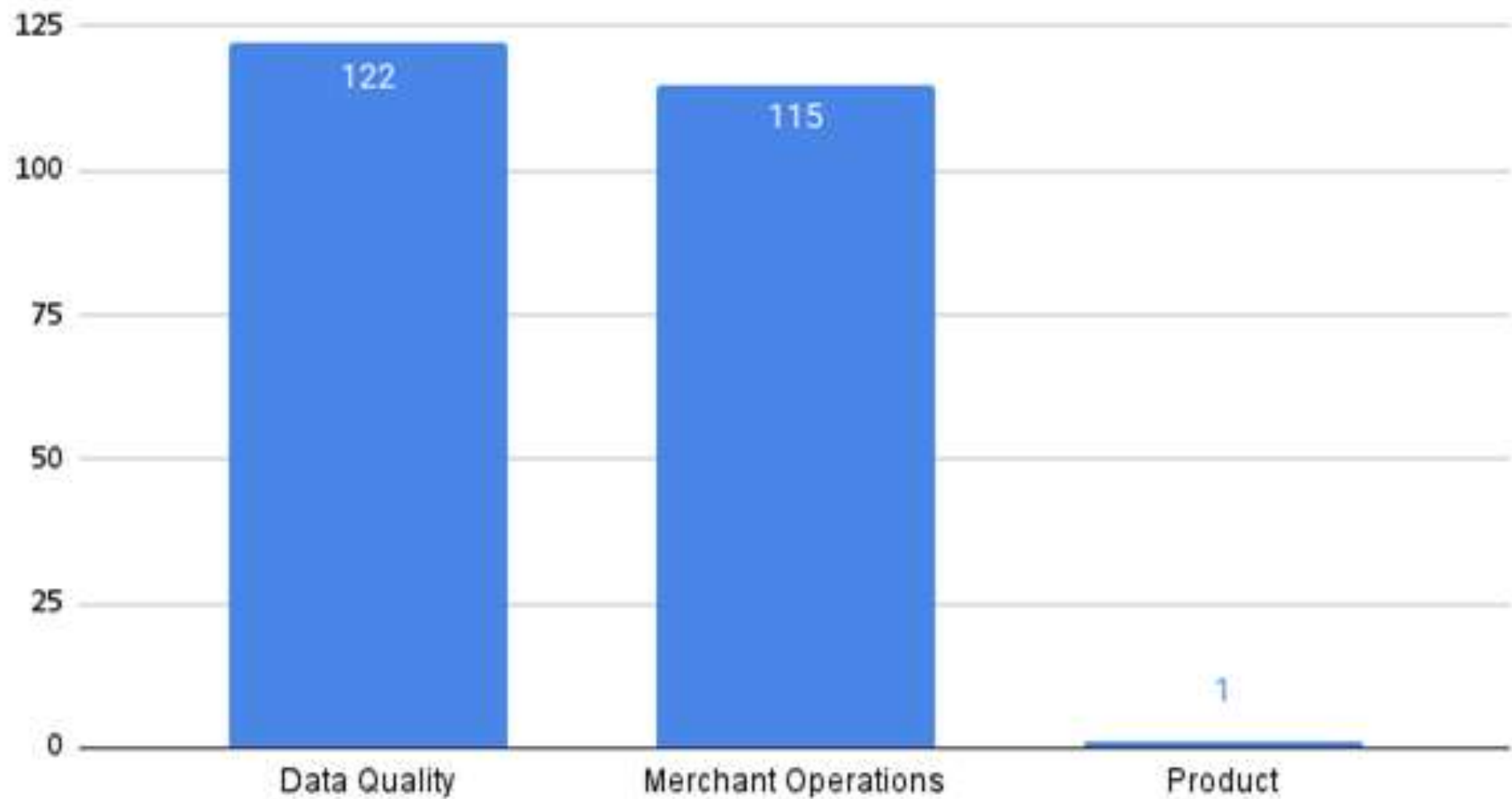
EMA Testing Recap

- In Q1, I wanted to start testing the merchants in Citi from A-Z , and targeting specific categories for merchants in Citi (Vitamins & Supplements, Lingerie, Tax Filing, etc).

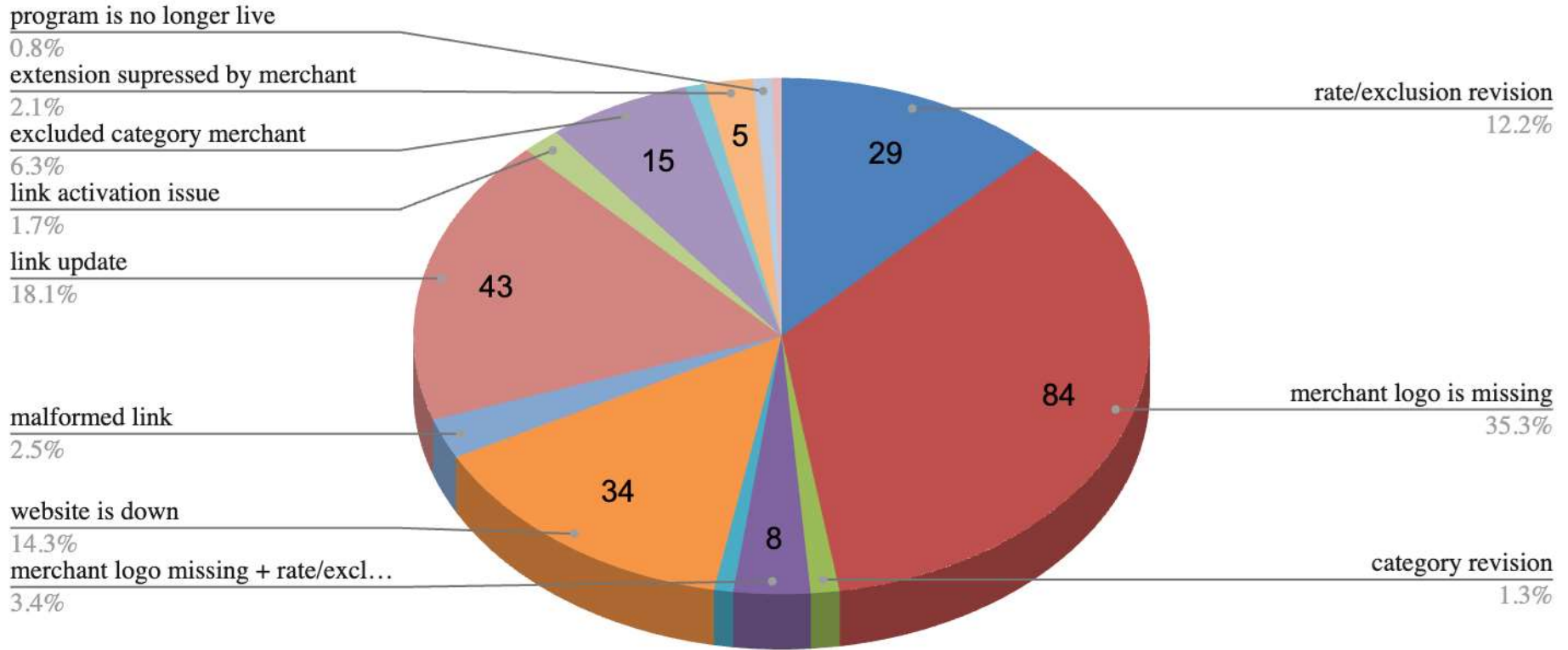
Month	Number of Merchants Tested	Total Issues Found
January 2025	1244	63
February 2025	1075	117
March 2025	1176	58
Total Q1 2025	3495	238

Month	Total Issues Open	Total issues Resolved
January 2025	1	62
February 2025	2	115
March 2025	4	54
Total Q1 2025	7	231

Issue Breakdown by Team



What I found in Q1 2025





THANK YOU

[Continue the conversation
with neil.jones@wildfire-corp.com](mailto:neil.jones@wildfire-corp.com)

