

OPERATOR FIELD TESTING SHEET

Operator Field Testing Sheet

The real-time checklist ChampsBase testers follow on the ground. Tick as you go. Time every step. Capture a screenshot at each key stage. Keep long notes in your companion Word document, this sheet is for tracking, not essays.

One rule above all: **100% verified or we don't state it.** If you couldn't test something, mark it N/T (not tested), never guess. Every figure you write here must come from what you actually saw and did.

This sheet covers both sportsbook and casino. Most operators offer both, complete the sections that apply and mark the rest N/A.

Legend: ☐ = tick when done/confirmed | _____ = write the measured value | N/T = not tested | N/A = not applicable

00 · Test identification

Tester name / ID	_____	Test date (start)	___ / ___ / ____
Operator name	_____	Test date (end)	___ / ___ / ____
Market / country tested	_____	Currency used	_____
Vertical(s)	☐ Sports ☐ Casino ☐ Both	Total budget for test	_____
Devices used (model + OS)	_____	Connection	☐ Wi-Fi ☐ 4G ☐ 5G

Reminder: we never use a VPN or any geo-spoofing. Test only from a market where you are legally located.

01 · First access & availability

URL tested	_____	Site loads	☐ Yes ☐ No
App available	☐ iOS ☐ Android ☐ None	Accessible from market	☐ Yes ☐ No
Interface language(s)	_____	Support language(s)	_____
Perceived load speed	☐ Fast ☐ OK ☐ Slow	Screenshot ☐ No.: _____	

02 · Registration — step by step

Fields required at sign-up (tick all seen): ☐ Email ☐ Phone ☐ Full name ☐ DOB ☐ Address ☐ ID number ☐ Currency ☐ Promo code ☐ Other: _____			
Total sign-up time	_____ min	Email/SMS verification	☐ Yes ☐ No
Verification delay	_____ min	Blockers hit	☐ None ☐ Yes (note in Word)
Screenshot ☐ No.: _____			

03 · KYC / identity verification

Documents requested: ☐ ID / passport ☐ Proof of address ☐ Selfie ☐ Payment proof ☐ Other: _____			
KYC triggered	☐ At sign-up ☐ At first withdrawal ☐ Random	Submission → approval	_____ h / days
Re-submissions needed	☐ No ☐ Yes: _____	Screenshot ☐ No.: _____	

04 · Deposit

Deposit methods available (tick local first): ☐ Card ☐ Bank transfer ☐ Mobile money ☐ PIX ☐ MB WAY ☐ E-wallet ☐ Crypto ☐ Other: _____

Method tested	_____	Amount deposited	_____	Time to credit	____ min
Deposit fee	_____	Min deposit seen	_____	Per-txn limit	_____
Daily/weekly cap	_____	Screenshot ☐ No.: _____			

05 · Welcome bonus

Bonus advertised	_____	Promo code required	☐ Yes: _____ ☐ No
Bonus type	☐ Deposit match ☐ Free bet ☐ Free spins ☐ Other	Bonus credited	☐ Yes ☐ No
Rollover / wagering	_____ x	Min odds	_____
Eligible games/markets	_____	Validity period	_____ days
Bonus vs real balance	☐ Clearly separated ☐ Mixed/unclear	Screenshot ☐ No.: _____	

06 · Sports betting (complete if applicable — else N/A)

Sports covered (count/main)	_____	Live betting	☐ Yes ☐ No
Odds recorded — event	_____	Date/time of odds	___/___:___
Odds value (home/draw/away)	____ / ____ / ____	Margin feel	☐ Tight ☐ Avg ☐ Wide
Cash-out available	☐ Yes ☐ No	Cash-out TESTED	☐ Yes ☐ No
Bets actually placed (ref)	_____	Screenshot ☐ No.: _____	

07 · Online casino (complete if applicable — else N/A)

Games count (approx)	_____	Main providers	_____
Live casino	☐ Yes ☐ No	RTP shown on games	☐ Yes ☐ No
Game categories	☐ Slots ☐ Table ☐ Live ☐ Crash ☐ Other	Games actually played (ref)	_____
Demo / free play available	☐ Yes ☐ No	Screenshot ☐ No.: _____	

08 · Withdrawal (the most important test)

Withdrawal methods available: ☐ Card ☐ Bank transfer ☐ Mobile money ☐ PIX ☐ MB WAY ☐ E-wallet ☐ Crypto ☐ Other: _____

Method tested	_____	Amount requested	_____	Request → received	____ h/days
KYC re-requested at withdrawal	☐ Yes ☐ No	Withdrawal fee	_____	Min / max	____ / ____
Per-txn / daily cap	_____	Blockers hit	☐ None ☐ Yes	Screenshot ☐ No.: _____	

09 · Customer support (min. 2 documented interactions)

Channels available: ☐ Live chat ☐ Email ☐ Phone ☐ WhatsApp ☐ Social ☐ Other: _____

Interaction	Channel	Question asked	Response time	Quality (1-5)
#1	_____	_____	____ min	____
#2	_____	_____	____ min	____

Support language(s) confirmed	_____	Screenshot ☐ No.: _____	
-------------------------------	-------	--	--

10 · Mobile app & UX

App tested	☐ iOS ☐ Android ☐ Web only	App weight (download size)	_____ MB
Stability	☐ Stable ☐ Occasional ☐ Crashes	Speed	☐ Fast ☐ OK ☐ Slow
Push notifications received	☐ Yes ☐ No ☐ N/T	Bugs encountered	☐ None ☐ Yes (note in Word)
Key features (live, stats, etc.)	_____	Screenshot ☐ No.: _____	

11 · Security, legality & responsible gaming

Licence displayed	☐ Yes ☐ No	Licence number visible	☐ Yes ☐ No
Regulator name	_____	HTTPS / secure padlock	☐ Yes ☐ No
RG tools present	☐ Deposit limits ☐ Time-out ☐ Self-exclusion ☐ Reality check	Legal age message	☐ Yes ☐ No
Self-exclusion ACTUALLY tested	☐ Yes, works ☐ Yes, failed ☐ N/T	Screenshot ☐ No.: _____	

12 · Tester summary & handover

Overall impression	☐ Strong ☐ Average ☐ Weak	Would you use it yourself?	☐ Yes ☐ No ☐ With caveats
Total screenshots attached	_____	Companion Word doc attached	☐ Yes
Handover date to Specialist	___ / ___ / ____	Tester signature	_____

One-line recommendation (short, the detail goes in the Word doc):
