**Detailed Test Cases Report**

**User story:** Contact us.

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**Prepared by:**

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**Outlines:**

1. Test cases Design Details

**Test Case 1: Contact Us – New Customer with Loyalty Card**

**Test ID:** TC\_01.  
**User Story:** Open a Credit Card Account.

**Preconditions:**

1. The user is new to the system (no existing account).
2. The user attempts to use or claim a loyalty card.
3. The presence of a coupon does not affect this scenario.

**Expected Result:**

1. An error message is displayed, for example: "New customers cannot have a loyalty card."

**Test Case 2: Contact Us – New Customer with a Coupon (No Loyalty Card)**

**Test ID:** TC\_02.  
**User Story:** Open a Credit Card Account.

**Preconditions:**

1. The user is new to the system (no existing account).
2. The user does not have a loyalty card.
3. The user has a valid coupon.

**Expected Result:**

1. The user receives a 20% discount on all purchases.

**Test Case 3: Open Contact Us – New Customer with No Coupon (No Loyalty Card)**

**Test ID:** TC\_03.  
**User Story:** Open a Credit Card Account.

**Preconditions:**

1. The user is new to the system (no existing account).
2. The user does not have a loyalty card.
3. The user does not have a coupon.

**Expected Result:**

1. The user receives a 15% discount on all purchases.

**Test Case 4: Contact Us – Existing Customer with Loyalty Card and Coupon**

**Test ID:** TC\_04.  
**User Story:** Open a Credit Card Account.

**Preconditions:**

1. The user has an existing account.
2. The user has a valid loyalty card.
3. The user has a valid coupon.

**Expected Result:**

1. The user receives a 30% discount on all purchases.

**Test Case 5: Contact Us – Existing Customer with Loyalty Card (No Coupon)**

**Test ID:** TC\_05.  
**User Story:** Open a Credit Card Account.

**Preconditions:**

1. The user has an existing account.
2. The user has a loyalty card.
3. The user does not have a coupon.

**Expected Result:**

1. The user receives a 10% discount on all purchases.

**Test Case 6: Contact Us – Existing Customer with a Coupon (No Loyalty Card)**

**Test ID:** TC\_06.  
**User Story:** Open a Credit Card Account.

**Preconditions:**

1. The user has an existing account.
2. The user does not have a loyalty card.
3. The user has a valid coupon.

**Expected Result:**

1. The user receives a 20% discount on all purchases.

**Test Case 7: Contact Us – Existing Customer with No Loyalty Card, No Coupon**

**Test ID:** TC\_07.  
**User Story:** Open a Credit Card Account.

**Preconditions:**

1. The user has an existing account.
2. The user does not have a loyalty card.
3. The user does not have a coupon.

**Expected Result:**

1. **No discount** is applied.