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| **Use case ID:** 13 | **Use case name:** Upgrade Customer Account |
| **Test number:** 1 | |
| **Objective:** Test the main flow | |
| **Set up:**   1. Create a customer account called “City, University of London (City)” with Account number: ACC0001 ensuring that it is not a valued account, thus no discount plan linked to it however, should be applicable for the different discounts. 2. The office manager must be logged in to the system (Username: Manager and Password: Get\_it\_done). He/she has access to the customer accounts therefore, he/she will have access to City account details and can edit them at his/her discretion. | |
| **Expected results:**  1. The new “Valued” status will be assigned to City.  2. The database will be updated with the new value for City.  3. The City account will now have a discount plan (fixed discount plan). | |
| **Test:**   1. Office Manager logs in to the system, accesses the “Customer Accounts”, then searches for City, University of London account and selects it. 2. All customer account details are shown with available discount plans. 3. Office Manager fills in a Fixed discount plan with a discount rate of 1% in available/respective fields. 4. The Office Manager then clicks on the “Set Fixed Plan” GUI button. | |
| **Test record:** The database is updated with the new “valued” status and fixed discount plan for City, University of London account. | |
| **Date:17/04/2018** | **Tester: Mugheeth** |
| **Result: Pass** | |
| **Date:18/04/2018** | **Tester: Gerda** |
| **Result: Pass** | |

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| **Use case ID:** 13 | **Use case name:** Upgrade Customer Account |
| **Test number:** 2 | |
| **Objective:** Test the alternative flow where the process of making a customer “valued” cannot happen. | |
| **Set up:**   1. Create a valued customer account called “City, University of London (City)” with Account number: ACC0001 and should already have a fixed discount plan with a discount rate of 1%. 2. The office manager must be logged in to the system (Username: Manager and Password: Get\_it\_done). He/she has access to the customer accounts therefore, he/she will have access to City account details and can edit them at his/her discretion. | |
| **Expected results:**   1. The Office Manager will be prompted that the City, University of London account has already been set a discount plan (meaning it already a valued customer account) and cannot be further upgraded. | |
| **Test:**   1. Office Manager logs in to the system, accesses the “Customer Accounts”, then searches for City, University of London account and selects it. 2. All customer account details are shown with available discount plans/discount plan set. 3. Office Manager fills in a Fixed discount plan with a discount rate of 1% in available/respective fields. 4. The Office Manager then clicks on the “Set Fixed Plan” GUI button. | |
| **Test record:** The Office manager gets prompted Invalid Account Upgraded as City, University of London is an existing valued customer account. | |
| **Date: 17/04/2018** | **Tester: Mugheeth** |
| **Result: Pass** | |
| **Date: 18/04/2018** | **Tester: Gerda** |
| **Result: Pass** | |

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| **Use case ID:** 5 | **Use case name:** Login |
| **Test number:** 1 | |
| **Objective:** To test the main flow | |
| **Set up:**   1. An account must be made for the Office Manager (username: Manager and password: Get\_it\_done), copy room Technician (username: Copy and password: Too\_dark), Shift Manager (username: Clerk and password: Paperwork) and Receptionist (Username: Hello and password: Hello\_there). | |
| **Expected results:**   1. The user logs in to the system. | |
| **Test:**   1. All the users mentioned above, enters their username and password in the respective present fields, correctly. 2. Then click the login GUI button. | |
| **Test record:** The respective users logs into the system. | |
| **Date: 17/04/2018** | **Tester: Mugheeth** |
| **Result: Pass** | |
| **Date: 18/04/2018** | **Tester: Gerda** |
| **Result: Pass** | |

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| **Use case ID:** 5 | **Use case name:** Login |
| **Test number:** 2 | |
| **Objective:** To test the alternative flow where the user is unable to login due to invalid/incorrect details. | |
| **Set up:**   1. An account must be made for the Office Manager (username: Manager and password: Get\_it\_done), copy room Technician (username: Copy and password: Too\_dark), Shift Manager (username: Clerk and password: Paperwork) and Receptionist (Username: Hello and password: Hello\_there). | |
| **Expected results:**   1. The user is unable to log in to the system. | |
| **Test:**   1. All the users mentioned above, enters their username and/or password incorrectly purposely in the respective present fields. 2. They then click the login GUI. | |
| **Test record:** Login Failed prompt comes up saying “Invalid id or password” and shows “login attempts: x”. | |
| **Date: 17/04/2018** | **Tester: Mugheeth** |
| **Result: Pass** | |
| **Date: 18/04/2018** | **Tester: Gerda** |
| **Result: Pass** | |

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| **Use case ID:** 12 | **Use case name:** Generate Reports |
| **Test number:** 1 | |
| **Objective:** To test the main flow | |
| **Set up:**   1. Create an account for Ms Eva Bauyers with account number ACC0004 and additional information as required. 2. Set a job for Ms Eva Bauyers. 3. Projected time frame for the job is 5 days and nights. 4. The office manager must be logged in to the system (Username: Manager and Password: Get\_it\_done). | |
| **Expected results:**   1. Generate the Individual job report. 2. Generate the Individual performance report for each team/member. 3. Generate the Summary Performance report for each shift (day/night). | |
| **Test:**   1. Office manager logs into the system and access the generate report functionality by clicking the report tab. 2. To generate the “individual performance report” he/she selects that radio button, selects the start and end dates, and enters the first and surname of the employee that he/she wants the report **for (i.e. ).** 3. To generate the “Summary performance report” he/she selects that radio button, selects the start and end dates. 4. To generate the “individual report” he/she selects that radio button, selects the start and end dates, and enters the Account Number (ACC0004)**.** 5. Then presses the “Confirm” GUI button after filling in the fields for the chosen report to be generated. 6. The corresponding report will be generated with further options to print. | |
| **Test record:** The corresponding desired reports are being generated. | |
| **Date: 17/04/2018** | **Tester: Mugheeth** |
| **Result: Pass** | |
| **Date: 18/04/2018** | **Tester: Gerda** |
| **Result: Pass** | |

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| **Use case ID:** 6 | **Use case name:** Update Job Status |
| **Test number:** 1 | |
| **Objective:** Test the main flow | |
| **Set up:**   1. Create an account for Ms Eva Bauyers with account number ACC0004 and additional information as required. 2. Process a job that is incomplete for Ms Eva Bauyers that involves the Mount Transparencies Task in the finishing room as the last task. 3. The finishing room technician must be logged in to the system (Username: Finish and Password: Fine\_touch). 4. All tasks must be completed. | |
| **Expected results:**   1. The status of the Job is updated and marked as completed. | |
| **Test:**   1. The Finishing room technician logs into the system. 2. Access the Job Processing tab. 3. Select Ms Eva Bauyer from the select customer options to show just that individual’s jobs/tasks. 4. Accesses the last task (Mount Transparencies Task) and fills in the fields (i.e. Job Task ID: x, Task ID: x etc.). 5. Clicks on the “Update Task ID” GUI button. 6. As it is the last task for the job, the Job Status automatically then changes to a “Completed” status. 7. The status of the job can be altered to fit the progress of the job. | |
| **Test record:** The Job status changes to a completed status. | |
| **Date: 17/04/2018** | **Tester: Mugheeth** |
| **Result: Pass** | |
| **Date: 17/04/2018** | **Tester: Gerda** |
| **Result: Pass** | |

NOT IMPLEMENTED

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| **Use case ID:** 7 | **Use case name:** Print Late Payment Reminder |
| **Test number:** 1 | |
| **Objective:** To test the main flow | |
| **Set up:**   1. Create a customer account for Ms Eva Bauyer, account number: ACC0004. 2. Place an order for Ms Eva Bauyer using the Place Order tab with a set deadline. 3. The office manager must be logged in to the system (Username: Manager and Password: Get\_it\_done) and accesses the customer accounts and sees that the payment deadline has passed at deadline day + 1 day and no payment has been made by Ms Eva Bauyer. | |
| **Expected results:**   1. A GUI pops up asking to print a late payment letter for Ms Eva Bauyer. 2. Once the GUI is clicked a late payment letter is printed. | |
| **Test:**   1. Office Manager logs in to the system (Username: Manager and Password: Get\_it\_done) 2. Views completed jobs in the job process tab by selecting Ms Eva Bauyer in the select customer field. 3. Access the payment tab and filters the search to MS Eva Bauyers to see what payment is due. 4. GUI appears which the Office Manger clicks. | |
| **Test record:** A late payment letter is printed for John Doe after the GUI is clicked. | |
| **Date:xx/xxx/xxx** | **Tester:xxxxxxx** |
| **Result:** | |
| **Date:** | **Tester:** |
| **Result:** | |

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| **Use case ID:** 7 | **Use case name:** Print Late Payment Reminder |
| **Test number:** 2 | |
| **Objective:** To test the alternative flow where the Office Manager is unable to print the letters required due to a print error. | |
| **Set up:**   1. Create a customer account for Ms Eva Bauyer, account number: ACC0004. 2. Place an order for Ms Eva Bauyer using the Place Order tab with a set deadline. 3. The office manager must be logged in to the system (Username: Manager and Password: Get\_it\_done) and accesses the customer accounts and sees that the payment deadline has passed at deadline day + 1 day and no payment has been made by Ms Eva Bauyer. 4. An error with the printer not allowing any prints to be made. | |
| **Expected results:**   1. Late payment letter is not printed. | |
| **Test:**   1. Office Manager logs in to the system, accesses the customer list and sees that John Doe has missed his payment deadline. 2. GUI appears which the Office Manger clicks. | |
| **Test record:** A late payment letter is not printed for John Doe due to a printer error after the GUI is clicked. | |
| **Date:xx/xxx/xxx** | **Tester:xxxxxxx** |
| **Result:** | |
| **Date:** | **Tester:** |
| **Result:** | |