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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 called Barry Smith using the use case **Create A customer account (need to check)**. This customer should be applicable for the different discounts. 2. The office manager must be logged in to the system and have access to the customer list (this also allows him/her to manage the customer accounts), therefore, he will have access to Barry Smiths account details and can edit them at his discretion. | |
| **Expected results:**  1. The new “Valued” status will be assigned to Barry Smith.  2. The database will be updated with the new value for Barry Smith. | |
| **Test:**   1. Office Manager logs in to the system, accesses the customer list, clicks on Barry Smith. 2. Office Manager then clicks on the GUI to upgrade Barry Smith to the “Valued” status. | |
| **Test record:** The database is updated with the new Barry Smith “valued” status. | |
| **Date:xx/xx/xx** | **Tester:xxxxxxxxx** |
| **Result:xxxxx** | |
| **Date:** | **Tester:** |
| **Result:** | |

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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 customer called Joe Bloggs using the use case **Create A customer account (need to check)**. The customer account of Joe Bloggs should already have the status of a “valued” customer account. 2. The office manager must be logged in to the system and have access to the customer list (this also allows him/her to manage the customer accounts), therefore, he will have access to Joe Bloggs account details and can edit them at his discretion. | |
| **Expected results:**   1. The Office Manager will be prompted that the account of Joe Bloggs has already been upgraded to a valued customer account and cannot be further upgraded. | |
| **Test:**   1. Office Manager logs in to the system, accesses the customer list, clicks on Joe Bloggs. 2. Office Manager then clicks on the GUI to upgrade Joe Bloggs to the “Valued” status. | |
| **Test record:** The Office manager gets prompted Invalid Account Upgraded as Joe Bloggs is an existing valued customer. | |
| **Date:xx/xx/xx** | **Tester:xxxxxxxxx** |
| **Result:xxxxx** | |
| **Date:** | **Tester:** |
| **Result:** | |

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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 called John Doe using the use case **Create A customer account (need to check)**. 2. Set a job payment deadline for John Doe. 3. The office manager must be logged in to the system and accesses the customer list and sees that the payment deadline has passed at deadline day + 1 day and no payment has been made. | |
| **Expected results:**   1. A GUI pops up asking to print a late payment letter for John Doe. 2. Once the GUI is clicked a late payment is 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 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 called John Doe using the use case **Create A customer account (need to check)**. 2. Set a job payment deadline for John Doe. 3. The office manager must be logged in to the system and accesses the customer list and sees that the payment deadline has passed at deadline day + 1 day and no payment has been made. 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:** | |

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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: Tara Rogers and password: password123), Technician (username: Tom Jones and password: pass123), Shift Manager (username: Chris Smith and username: 98765) and Receptionist (Username: Zoe Ball and password: ball55). | |
| **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. 2. Then click the login GUI. | |
| **Test record:** The respective users logs into the system. | |
| **Date:xxx/xxx/xxx** | **Tester:xxxxxxxx** |
| **Result:** | |
| **Date:** | **Tester:** |
| **Result:** | |

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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: Tara Rogers and password: password123), Technician (username: Tom Jones and password: pass123), Shift Manager (username: Chris Smith and username: 98765) and Receptionist (Username: Zoe Ball and password: ball55). | |
| **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 in the respective present fields. 2. They then click the login GUI. | |
| **Test record:** Login Failed prompt comes up. | |
| **Date:xxx/xxx/xxx** | **Tester:xxxxxxxx** |
| **Result:** | |
| **Date:** | **Tester:** |
| **Result:** | |

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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. A job is setup for the customer John Doe. This job involves for the image developers, the printing team and the lamination staff. 2. Projected time frame for the job is 5 days and nights. | |
| **Expected results:**   1. Autogenerate the Individual job report. 2. Autogenerate the Individual performance report for each team/member. 3. Autogenerate the Summary Performance report for each shift (day/night). | |
| **Test:**   1. The job is active for John Doe. 2. The relevant reports are generated on time. | |
| **Test record:** Autogenerated reports are being created/provided. | |
| **Date:xxx/xxx/xx** | **Tester:xxxxxxxxxxxxxx** |
| **Result:** | |
| **Date:** | **Tester:** |
| **Result:** | |

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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. A job is being processed for John Doe. 2. The image developers have completed their tasks. 3. The printing team are in the process of printing the images. 4. The lamination staff are awaiting go ahead signal. | |
| **Expected results:**   1. The database is updated as completed for the image developers. 2. The status for the printing team is marked as ongoing. 3. the status for the lamination staff is pending. | |
| **Test:**   1. The Office Manager/Technician/Shift Manager logs into the system. 2. They open John Doe’s job and see the corresponding job tasks, status have been updated. 3. The status of the job can be altered to fit the progress of the job. | |
| **Test record:** Update job status based on completion of task. | |
| **Date:xxx/xx/xxx** | **Tester:xxxxxxxxxxxx** |
| **Result:** | |
| **Date:** | **Tester:** |
| **Result:** | |