# Assessment 4: User Acceptance Tests

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# Scenario 1: Bug Testing

## Scenario Description

* These UATs were created due to bug found in the system
* The incorrect behavior will be highlighted in red

## Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| Version # | Date | Author | Description |
| 1.0 | 10/10/2018 | Corey Lovett-Hendrey | Initial Version |
| 2.0 | 13/10/2018 | Corey Lovett-Hendrey | Added additional information to tests |

## Test Scripts

The following scripts will cover this scenario:

* 1. Paying for a service charge when checking out
  2. Adding a charge to a checked-out room
  3. Checking out a checked-out room
  4. Checking in to a checked-out booking
  5. Checking in to a checked-in booking

## Test Components/Requirements

This test scenario covers the following high-level test requirements (see scripts below for specific requirements covered by each test script):

* The test output should display the expected behavior noted during each test

## Creating a Booking

The following steps will allow the tester to create a booking. These steps will need to be repeated for each subsequent test.

***Script Steps***

| **Step #** | **Action** | **System Action** |
| --- | --- | --- |
| 1 |  | “Enter phone number:” displayed |
| 2 | Input “12” and press return | “Enter guest name: “displayed |
|  | Input “TestName” and press return | “Enter guest address: “displayed |
|  | Input “Fake” and press return | Name: TestName, Address: Fake, Phone: 12  S: Single room, 1  D: Double room, 2  T: Twin share, 3  Enter room type selection:  displayed |
| 3 | Input “D” and press return | “Enter number of occupants:” displayed |
| 4 | Input “1” and press return | “Enter arrival date” “Enter day(dd):” displayed |
| 5 | Input “01” and press return | “Enter month (mm):” displayed |
| 6 | Input “01” and press return | “Enter year (yyyy):” displayed |
| 7 | Input “2001” and press return | “Arrival Date: 01-01-2001” “Enter length of stay:” displayed |
| 8 | Input “1” and press return | The cost of booking a Double room from 01-01-2001 for 1 nights is $200.00  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection:  displayed |
| 9 | Input “V” and press return | “Enter credit card number: “ displayed |
| 10 | Input “1” and press return | “Enter CCV: “ displayed |
| 11 | Input “1” and press return | Double room 201 is booked from 01-01-2001 for 1 nights by TestName.  Visa Credit card number 1 has been debited 200.00  Confirmation Number : 102001201  Hit <enter> to continue  displayed |
| 12 | Press return | Booking completed  Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit    Selection :  Displayed |

## Script 1: Paying for a service charge when checking out

### Script Description

* A bug was reported that shows when a user checks a guest out of a room, the charges will always display “$0”, regardless of how many charges were made to the room while the guest was checked in. This script tests that scenario.

### Testing Requirements

This test script covers the following specific testing requirements:

* The test should show the correct charge when booking out, after making a charge while the guest is checked in

### Setup

* Re-Run the application, do not continue from a previous test.
* The program should be running, and “Book a Room” should have been chosen from the menu
* The steps in “**Creating a Booking**” should be executed

### Teardown

* Booking should be removed from the application

### Script Steps

| **Step #** | **Test Action** | **System Action** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 | Press “C” to Check-In | Checking in  Enter confirmation number:  Displayed | P |
| 2 | Enter “102001201” and press Return | Double room 201 is booked from 01-01-2001 for 1 nights by Fake.  Visa Credit card number: 1  Confirmation Number : 102001201  Confirm checkin? (Y/N) :  Displayed | P |
| 3 | Input “Y” and Press Return | Check in confirmed  Hit <enter> to continue  Displayed | P |
| 4 | Press Return | Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Displayed | P |
| 5 | Input “R” to Record a Service. Press Return. | Enter Room Id:  Displayed | P |
| 6 | Input “201” and Press Return | B: Bar Fridge  R: Restaurant  S: Room Service  Enter service type  Displayed | P |
| 7 | Input “B” and Press Return | Enter cost:  Displayed | P |
| 8 | Input “100” and Press Return | Room 201 charged $100.00 for Bar Fridge  Hit <enter> to continue  Displayed | P |
| 9 | Press Return | Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Displayed | P |
| 10 | Input “D” and Press Return | Enter room number:  Displayed | P |
| 11 | Input “201” and Press Return | **Incorrect Behaviour:**  Charges for room: 201, booking: 102001201  Arrival date: 01-01-2001, Staylength: 1  Guest: TestName, Address: Fake, Phone: 12  Charges:  Bar Fridge : **$0.00**  Total: **$0.00**  Accept charges(Y/N) :  Displayed.  **Expected Output:**  Charges for room: 201, booking: 102001201  Arrival date: 01-01-2001, Staylength: 1  Guest: TestName, Address: Fake, Phone: 12  Charges:  Bar Fridge : $100.00  Total: $100.00 | P |

### Test Execution

|  |  |  |
| --- | --- | --- |
| Date/Time | Tester | Status |
| 9:56AM 10/13/2018 | Corey Lovett-Hendrey | Pass |

## Script 2: Able to add charge to checked out room

### Script Description

* A bug was reported that allows a user to charge a room a service, even if that room has already been checked out. This script tests this scenario.

### Testing Requirements

This test script covers the following specific testing requirements:

* Room is unavailable, then user cancels
* No booking is created

### Setup

* Re-Run the application, do not continue from a previous test.
* The program should be running, and “Book a Room” should have been chosen from the menu
* The steps in “**Creating a Booking**” should be executed

### Teardown

* Booking should be removed from the application
* Application should be reset

### Script Steps

| **Step #** | **Test Action** | **System Action** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 | Press “C” to Check-In | Checking in  Enter confirmation number:  Displayed | P |
| 2 | Enter “102001201” and press Return | Double room 201 is booked from 01-01-2001 for 1 nights by Fake.  Visa Credit card number: 1  Confirmation Number : 102001201  Confirm checkin? (Y/N) :  Displayed | P |
| 3 | Input “Y” and press Return | Check in confirmed  Hit <enter> to continue  Displayed | P |
| 4 | Press Return | Checking in completed  Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Selection :  Displayed | P |
| 5 | Input “D” and press Return | Checking out  Enter room number:  Displayed | P |
| 6 | Input “201” and press Return | Charges for room: 201, booking: 102001201  Arrival date: 01-01-2001, Staylength: 1  Guest: TestName, Address: Fake, Phone: 12  Charges:  Total: $0.00  Accept charges(Y/N) :  Displayed | P |
| 7 | Input “Y” and press Return | Charges accepted  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection:  Displayed | P |
| 8 | Input “V” and press Return | Enter credit card number:  Displayed | P |
| 9 | Input “1” and press Return | Enter CCV:  Displayed | P |
| 10 | Input “1” and press Return | Visa credit card number 1 was debited $0.00  Hit <enter> to continue  Displayed | P |
| 11 | Press Return | Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit    Selection :  Displayed | P |
| 12 | Input ‘R’ and press Return | Recording service  Enter Room Id:  Displayed | P |
| 13 | Input ‘201’ and press Return | **Incorrect Behaviour:**  **B: Bar Fridge**  **R: Restaurant**  **S: Room Service**  **Enter service type**  **Displayed**  **Expected output:**  "No active booking for room id: 201” Displayed | P |

### Test Execution

|  |  |  |
| --- | --- | --- |
| Date/Time | Tester | Status |
| 10:00AM 10/13/2018 | Corey Lovett-Hendrey | Pass |

## Script 3: Checking out twice displays incorrect error

### Script Description

* A bug was found in the system that allows a user to checkout a room that has already been checked out. This script tests whether that is possible.

### Testing Requirements

This test script covers the following specific testing requirements:

* Checking out twice should display correct error message and not allow the user to go through the checking out procedure twice

### Setup

* Re-Run the application, do not continue from a previous test.
* The program should be running, and “Book a Room” should have been chosen from the menu
* The steps in “**Creating a Booking**” should be executed

### Teardown

* Booking should be removed from the application

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 | Press “C” to Check-In | Checking in  Enter confirmation number:  Displayed | P |
| 2 | Enter “102001201” and press Return | Double room 201 is booked from 01-01-2001 for 1 nights by Fake.  Visa Credit card number: 1  Confirmation Number : 102001201  Confirm checkin? (Y/N) :  Displayed | P |
| 3 | Input “Y” and press Return | Check in confirmed  Hit <enter> to continue  Displayed | P |
| 4 | Press Return | Checking in completed  Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Selection :  Displayed | P |
| 5 | Input “D” and press Return | Checking out  Enter room number:  Displayed | P |
| 6 | Input “201” and press Return | Charges for room: 201, booking: 102001201  Arrival date: 01-01-2001, Staylength: 1  Guest: TestName, Address: Fake, Phone: 12  Charges:  Total: $0.00  Accept charges(Y/N) :  Displayed | P |
| 7 | Input “Y” and press Return | Charges accepted  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection:  Displayed | P |
| 8 | Input “V” and press Return | Enter credit card number:  Displayed | P |
| 9 | Input “1” and press Return | Enter CCV:  Displayed | P |
| 10 | Input “1” and press Return | Visa credit card number 1 was debited $0.00  Hit <enter> to continue  Displayed | P |
| 11 | Press Return | Checking out completed  Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Selection :  Displayed | P |
| 12 | Input “D” and press Return | Checking out  Enter room number:  Displayed | P |
| 13 | Input “201” and press Return | **Incorrect Behaviour:**  Charges for room: 201, booking: 102001201  Arrival date: 01-01-2001, Staylength: 1  Guest: TestName, Address: Fake, Phone: 12  Charges:  Total: $0.00  Accept charges(Y/N) :  Displayed  **Expected Behaviour:**  “No active booking found for room id 201” displayed | P |

### Test Execution

|  |  |  |
| --- | --- | --- |
| Date/Time | Tester | Status |
| 10:05AM 10/13/2018 | Corey Lovett-Hendrey | Pass |

## Script 4: Checking in a checked-out booking

### Script Description

* A bug was found in the system that allows a user to check a guest in using a booking confirmation number that was already checked-out. This script tests that scenario.

### Testing Requirements

This test script covers the following specific testing requirements:

* Attempting to check a guest in using a booking confirmation number that has already been checked out should result in an error message. The user should not be able to use this confirmation number twice.

### Setup

* Re-Run the application, do not continue from a previous test.
* The program should be running, and “Book a Room” should have been chosen from the menu
* The steps in “**Creating a Booking**” should be executed

### Teardown

* Booking should be removed from the application

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 | Press “C” to Check-In | Checking in  Enter confirmation number:  Displayed | P |
| 2 | Enter “102001201” and press Return | Double room 201 is booked from 01-01-2001 for 1 nights by Fake.  Visa Credit card number: 1  Confirmation Number : 102001201  Confirm checkin? (Y/N) :  Displayed | P |
| 3 | Input “Y” and press Return | Check in confirmed  Hit <enter> to continue  Displayed | P |
| 4 | Press Return | Checking in completed  Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Selection :  Displayed | P |
| 5 | Input “D” and press Return | Checking out  Enter room number:  Displayed | P |
| 6 | Input “201” and press Return | Charges for room: 201, booking: 102001201  Arrival date: 01-01-2001, Staylength: 1  Guest: TestName, Address: Fake, Phone: 12  Charges:  Total: $0.00  Accept charges(Y/N) :  Displayed | P |
| 7 | Input “Y” and press Return | Charges accepted  Enter credit card details  V: Visa  M: MasterCard  Enter credit card type selection:  Displayed | P |
| 8 | Input “V” and press Return | Enter credit card number:  Displayed | P |
| 9 | Input “1” and press Return | Enter CCV:  Displayed | P |
| 10 | Input “1” and press Return | Visa credit card number 1 was debited $0.00  Hit <enter> to continue  Displayed | P |
| 11 | Press Return | Checking out completed  Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Selection :  Displayed | P |
| 12 | Press “C” to Check-In | Checking in  Enter confirmation number:  Displayed | P |
| 13 | Enter “102001201” and press Return | **Incorrect Behavior:**  Double room 201 is booked from 01-01-2001 for 1 nights by Fake.  Visa Credit card number: 1  Confirmation Number : 102001201  Confirm checkin? (Y/N) :  Displayed  **Expected Behavior:**  “Booking 102001201 has already been checked out” displayed | P |

### Test Execution

|  |  |  |
| --- | --- | --- |
| Date/Time | Tester | Status |
| 10:09AM 10/13/2018 | Corey Lovett-Hendrey | Pass |

## Script 5: Checking in a checked-in booking

### Script Description

* A bug was found in the system that displays an incorrect error message when checking in to a checked in room. This script tests that scenario.

### Testing Requirements

This test script covers the following specific testing requirements:

* Attempting to check a guest in using a booking confirmation number that has already been checked in should result in an error message notifying the user that the booking number is already checked in.

### Setup

* Re-Run the application, do not continue from a previous test.
* The program should be running, and “Book a Room” should have been chosen from the menu
* The steps in “**Creating a Booking**” should be executed

### Teardown

* Booking should be removed from the application

### Script Steps

| **Step #** | **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 | Press “C” to Check-In | Checking in  Enter confirmation number:  Displayed | P |
| 2 | Enter “102001201” and press Return | Double room 201 is booked from 01-01-2001 for 1 nights by Fake.  Visa Credit card number: 1  Confirmation Number : 102001201  Confirm checkin? (Y/N) :  Displayed | P |
| 3 | Input “Y” and press Return | Check in confirmed  Hit <enter> to continue  Displayed | P |
| 4 | Press Return | Checking in completed  Hotel Management System  Please select:  B: Book a Room  C: Check In  R: Record Service  D: Check Out    Q: Quit  Selection :  Displayed | P |
| 5 | Press “C” to Check-In | Checking in  Enter confirmation number:  Displayed | P |
| 6 | Enter “102001201” and press Return | **Incorrect Behavior:**  The room is not ready, sorry  Displayed  **Expected Behavior:**  “Booking 102001201 has already been checked in” displayed | P |

### Test Execution

|  |  |  |
| --- | --- | --- |
| Date/Time | Tester | Status |
| 10:12AM 10/13/2018 | Corey Lovett-Hendrey | Pass |