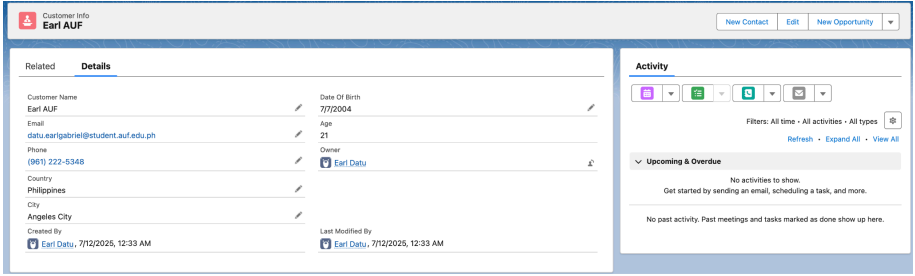


Project: Tours and Travels CRM App  
Milestone: 28 - Preparing Test Cases & Fixing Defects  
Intern: Earl Gabriel Datu

TEST CASE 1: Customer Creation	
Test Description	Verify that a new Customer can be created successfully with all mandatory fields.
Test Steps	<p>Navigate to the Customer object page.</p> <p>Fill in required fields.</p> <p>Click Save.</p>
Expected Result	<p>The Customer record should be saved successfully.</p> <p>The record should appear on the Customers List page.</p>
Actual Result	It passed the actual result!
Screen shots	

TEST CASE 2: Booking Creation	
Test Description	Verify that a new booking can be created successfully with all mandatory fields.
Test Steps	<p>Navigate to the Booking object page.</p> <p>Fill in required fields.</p> <p>Click Save.</p>
Expected Result	<p>The Booking record should be saved successfully.</p> <p>The record should appear on the Booking List page.</p>

A Record related to Booking must be created in the Booking Payments object with Payment Status pending.

BookingGuests records must be created and maintained to exactly match the Number of Travellers value specified in the related Booking record.

Actual Result

It passed the actual result!

Screen shots

Booking

B-0015

New ContactEditNew Opportunity

RelatedDetails

Information

Booking Number

B-0015

Number of Travelers

4

Customer

Earl AUF

Booking Status

Pending

Customer Email

earlgabriel@aup@gmail.com

Travel Cost Per Person

\$200.00

Travel Package

Go to Philippines

Total Travel Amount

\$800.00

Booking Date

7/15/2025

Accommodation Amount per Person per Day

\$4,000.00

Traveling Start Date

7/16/2025

Cancellation Reason

Traveling End Date

7/19/2025

Total Accommodation Amount

\$16,000.00

Trip

Family

Total Billing Amount

\$16,800.00

Membership Chosen(Req)

Gold

Owner

Earl Datu

Inferred Accommodation

Guest House

Include Travel Insurance

☐

Require Visa Assistance

☐

Require Tour Guide

☐

Guide Assigned

Activity

Filters: All time • All activities • All types

RefreshExpand AllView All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Booking Payment

BP-0013

New ContactEditNew Opportunity

RelatedDetails

Booking Payment Name

BP-0013

Payment Method

Customer Name

Earl AUF

Payment Reference Number

Booking

B-0015

Payment Mode Details

Payment Date

7/13/2025

Payment Receipt Sent

Total Bill Amount

\$16,800.00

Owner

Earl Datu

Payment Status

Pending

Notes

Created By

Earl Datu, 7/13/2025, 10:04 PM

Last Modified By

Earl Datu, 7/13/2025, 10:04 PM

Activity

Filters: All time • All activities • All types

RefreshExpand AllView All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Booking Guest

Guest 1

New ContactEditNew Opportunity

RelatedDetails

Booking

B-0015

Country

Philippines

Booking Guest Name

Guest 1

City

Age

18

Passport Number

Gender

Visa Required

☒

Relation with Customer

Age Category

Adults

Special Needs

Created By

Earl Datu, 7/13/2025, 10:04 PM

Last Modified By

Earl Datu, 7/13/2025, 10:04 PM

Activity

Filters: All time • All activities • All types

RefreshExpand AllView All


Upcoming & Overdue

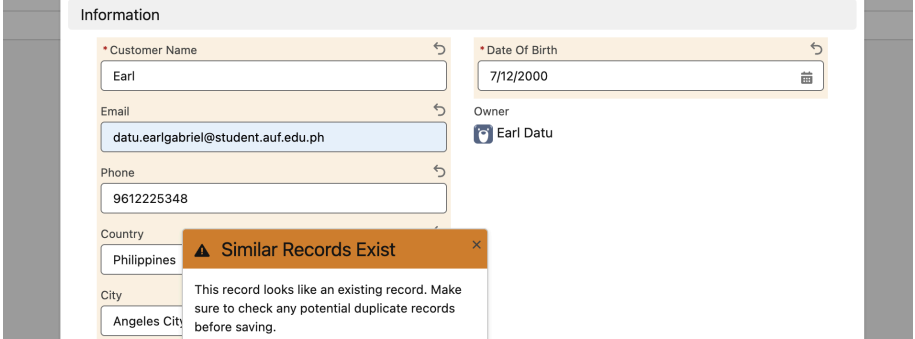
No activities to show.

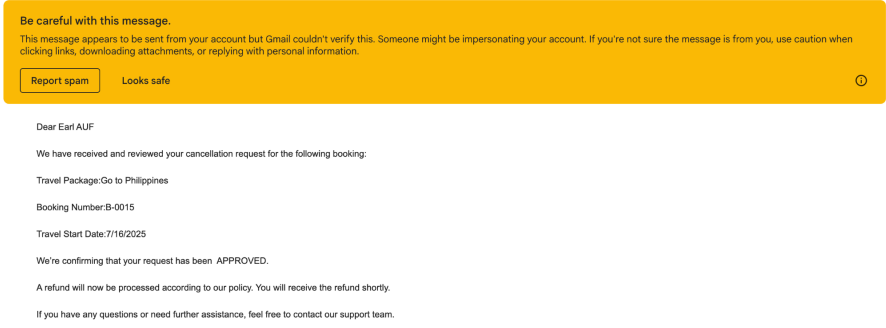
Get started by sending an email, scheduling a task, and more.

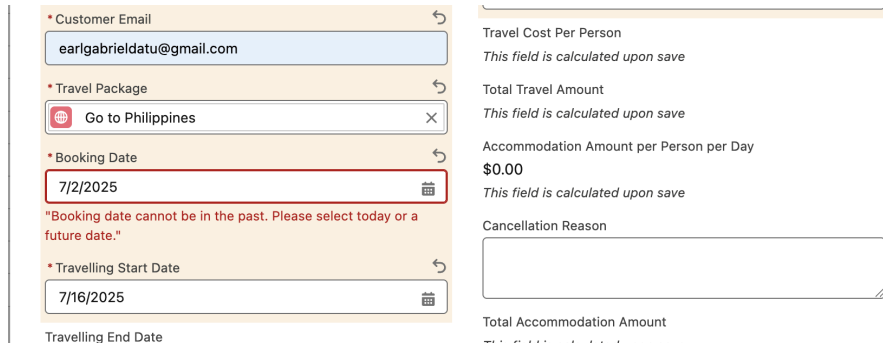
No past activity. Past meetings and tasks marked as done show up here.

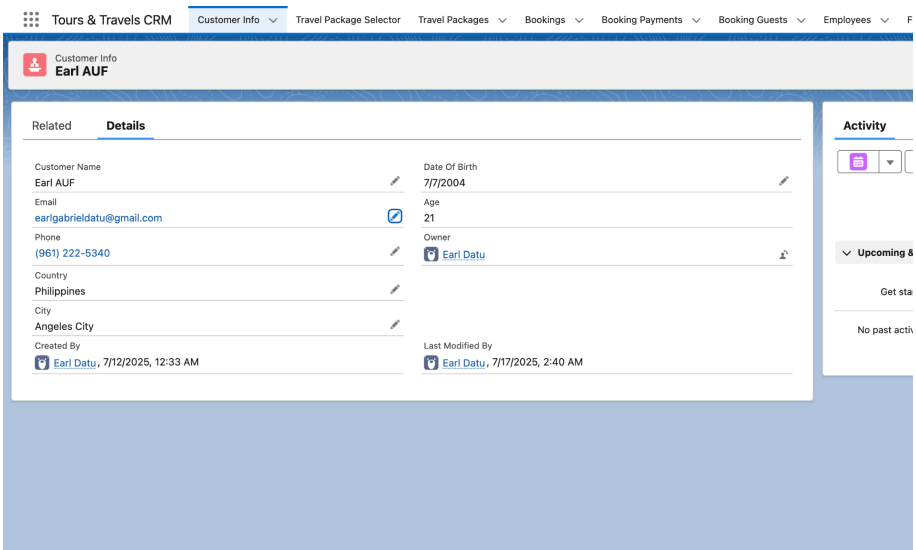
note : there are 4 travellers and all of the 4 travelers are in the booking guest

TEST CASE 3: Payment Status Update & Email Notification	
Test Description	Verify whether the Booking Status is Confirmed in Booking Object when Payment Status field is updated to completed in Booking Payment Object. And also verify whether the customer received the mail regarding Booking confirmation and payment completed.
Test Steps	<p>Navigate to the Booking Payment object page.</p> <p>Update Payment Status field to Completed.</p> <p>Click Save.</p>
Expected Result	<p>The Booking Payment record should be Updated successfully.</p> <p>The Booking record should be Updated successfully and Booking Status must be Confirmed.</p> <p>The customer must receive the mail regarding Booking Confirmation and Payment completion.</p>
Actual Result	It passed the actual result!
Screen shots	

TEST CASE 4: Duplicate records email	
Test Description	Verify that when a user attempts to create a new Customer record using an Email address that already exists, the system detects the duplicate and responds according to the active Duplicate Rule (block the save or warn/alert with a “Similar Records” message). This ensures data integrity and prevents duplicate customer records.
Test Steps	<ol style="list-style-type: none"> <li>1. Navigate to the Customer tab.</li> <li>2. Click New.</li> <li>3. Enter required fields (e.g., Name) and use an Email that already exists in the system.</li> <li>4. Click Save.</li> </ol>
Expected Result	The system will have an alert that there are similar records that exist.
Actual Result	It passed the actual result!
Screen shots	 <p>The screenshot shows a web form titled 'Information' for creating a new customer record. The form includes fields for Customer Name (Earl), Date Of Birth (7/12/2000), Email (datu.earlgabriel@student.auf.edu.ph), Phone (9612225348), Country (Philippines), and City (Angeles City). An orange warning message box is displayed over the form, stating: 'Similar Records Exist. This record looks like an existing record. Make sure to check any potential duplicate records before saving.' The Owner field shows 'Earl Datu'.</p>

TEST CASE 5: Email Notification Triggered by Booking Cancellation	
Test Description	Verify that when a Booking record's status is updated to "Cancelled", the system automatically sends a cancellation email notification to the Customer. This ensures that customers are informed when their booking has been cancelled.
Test Steps	<ol style="list-style-type: none"> <li>1. Navigate to the Booking tab.</li> <li>2. Open an existing Booking record.</li> <li>3. Change the Booking Status field to "Cancelled".</li> <li>4. Click Save.</li> <li>5. Verify if the customer received a cancellation email.</li> </ol>
Expected Result	<ul style="list-style-type: none"> <li>- Booking record is saved with status = "Cancelled".</li> <li>- Customer receives a cancellation confirmation email.</li> <li>- Email content reflects cancellation notice.</li> </ul>
Actual Result	It passed the actual result!
Screen shots	 <p>The screenshot shows an email interface with a yellow warning banner at the top that reads: "Be careful with this message. This message appears to be sent from your account but Gmail couldn't verify this. Someone might be impersonating your account. If you're not sure the message is from you, use caution when clicking links, downloading attachments, or replying with personal information." Below the banner are two buttons: "Report spam" and "Looks safe". The email body is addressed to "Dear Earl AUF" and contains the following text: "We have received and reviewed your cancellation request for the following booking:", "Travel Package:Go to Philippines", "Booking Number:B-0015", "Travel Start Date:7/16/2025", "We're confirming that your request has been APPROVED.", "A refund will now be processed according to our policy. You will receive the refund shortly.", and "If you have any questions or need further assistance, feel free to contact our support team."</p>

TEST CASE 6: Prevent Booking with Past Dates	
Test Description	Verify that the system prevents users from saving a Booking record if the Booking_Date__c field is set to a past date (e.g., yesterday or any date before today).
Test Steps	<p>Navigate to the Booking object.</p> <p>Click New or edit an existing Booking record.</p> <p>In the Booking_Date__c field, enter a date that is before today (e.g., yesterday or last week).</p> <p>Fill out all other required fields.</p> <p>Click Save.</p>
Expected Result	<p>The system should not allow the record to be saved.</p> <p>An error message should appear:</p> <p>“Booking date cannot be in the past. Please select today or a future date.”</p>
Actual Result	It passed the actual result!
Screen shots	 <p>The screenshot shows a booking form with the following fields and values:</p> <ul style="list-style-type: none"> <li><b>Customer Email:</b> earlgabrieldatu@gmail.com</li> <li><b>Travel Package:</b> Go to Philippines</li> <li><b>Booking Date:</b> 7/2/2025 (highlighted with a red border and an error message: "Booking date cannot be in the past. Please select today or a future date.")</li> <li><b>Travelling Start Date:</b> 7/16/2025</li> <li><b>Travelling End Date:</b> (empty)</li> <li><b>Travel Cost Per Person:</b> (empty, note: "This field is calculated upon save")</li> <li><b>Total Travel Amount:</b> (empty, note: "This field is calculated upon save")</li> <li><b>Accommodation Amount per Person per Day:</b> \$0.00 (note: "This field is calculated upon save")</li> <li><b>Cancellation Reason:</b> (empty text area)</li> <li><b>Total Accommodation Amount:</b> (empty, note: "This field is calculated upon save")</li> </ul> <p>The capstone did not have this so I fixed it and added a new validation rule for the booking date.</p>

TEST CASE 7: Update Customer Email and Phone Number	
Test Description	Verify that a user can successfully update the email address and phone number of a customer in the Customer_Info__c object.
Test Steps	<p>Navigate to the Customer Info tab.</p> <p>Select an existing customer record.</p> <p>Click Edit.</p> <p>Change the values in the following fields:</p> <p>Email__c (e.g., change to updated@example.com)</p> <p>Phone__c (e.g., change to 09171234567)</p> <p>Click Save.</p>
Expected Result	<p>The Customer_Info__c record should be updated successfully.</p> <p>The new email and phone number should be visible in the record detail view.</p>
Actual Result	It passed the actual result!
Screen shots	 <p>Changed the email and phone number</p>