

Preparing Test Cases & Fixing Defects

Test Case 1: Verify that a new Customer can be created successfully with all mandatory fields.

Test Steps:

1. Navigate to the Booking Payment object page.
2. Update Payment Status field to Completed.
3. Click Save.

Expected Result:

- The Customer record should be saved successfully.
- The record should appear on the Customers List page.

Actual Result:

- The **Customer** record was saved successfully.
- The record appeared correctly on the **Customers List** page.

Evidences:

Tours & Travels CRM

Customers Info

Travel Package Selector

TravelPackages

Bookings

Booking Payments

BookingGuests

Employees

Feedbacks

Search...

Customer Info

Jeremy

Related

Details

Customer ID

GEN-2025-0007

Customer Name

Jeremy

Email

carino.marcusjeremy@student.auf.edu.ph

Phone

(918) 469-2806

Country

Philippines

City

Angeles City

Created By

Marcus Jeremy Cariño · 7/10/2025, 8:37 AM

Date Of Birth

1/21/2004

Age

21

Owner

Marcus Jeremy Cariño

Last Modified By

Marcus Jeremy Cariño · 7/10/2025, 8:37 AM

Customers Info

Recently Viewed

New

Import

Change Owner

Assign Label

7 items · Updated a few seconds ago

Search this list...

Customer Name

1

Jeremy

2

Mira Lopez

3

Carlos Dela Rosa

4

Lea Santos

5

John Cruz

6

Anna Reyes

7

Marcus Carino

STATUS: PASS

Test Case 2: Verify that a new booking can be created successfully with all mandatory fields.

Test Steps:

1. Navigate to the Booking object page.
2. Fill in required fields.
3. Click Save.

Expected Result:

- The Booking record should be saved successfully.
- The record should appear on the Booking List page.
- 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:

- The Booking record was saved successfully.
- The record appeared on the Booking List page.
- A Booking Payment record was generated with Payment Status = Pending.
- BookingGuests records were created, matching the exact number of travellers specified.


Evidences:



New Booking


* = Required Information

Information


Booking Number



* Customer 


 Jeremy 


* Customer Email 


carino.marcusjeremy@student.auf.edu.ph


* TravelPackage 

 Metro Cultural Express 


* Booking Date 


7/10/2025 


* Travelling Start Date 


7/17/2025 

Travelling End Date
This field is calculated upon save


Trip Type 

Solo 


* Membership Chosen (Req) 

Basic 


[View all dependencies](#)


* Preferred Accommodation 

Hotel

* Number of Travelers 

1

* Booking Status 

Pending 

Travel Cost Per Person
\$0.00
This field is calculated upon save

Total Travel Amount
\$0.00
This field is calculated upon save

Accommodation Amount per Person per Day
\$0.00
This field is calculated upon save

Cancellation Reason

Total Accommodation Amount
\$0.00
This field is calculated upon save

Total Billing Amount
\$0.00
This field is calculated upon save

Hotel

Cancel

Save & New

Save

Cariño

Tours & Travels CRM

Customers Info

Travel Package Selector

Travel Packages

Bookings

Booking Payments

BookingGuests

Employees

Feedbacks

Booking

BN-0010

Related

Details

Information

Booking Number

BN-0010

Customer

Jeremy

Customer Email

sia.carinomarcusjeremy@gmail.com

TravelPackage

Metro Cultural Express

Booking Date

7/10/2025

Travelling Start Date

7/17/2025

Travelling End Date

7/20/2025

Trip Type

Solo

Membership Chosen (Req)

Basic

Preferred Accommodation

Hotel

Include Travel Insurance

☐

Require Visa Assistance

☐

Require Tour Guide

Number of Travelers

Booking Status

Pending

Travel Cost Per Person

\$7,000.00

Total Travel Amount

\$7,000.00

Accommodation Amount per Person per Day

\$3,000.00

Cancellation Reason

Total Accommodation Amount

\$3,000.00

Total Billing Amount

\$10,000.00

Owner

Marcus Jeremy Cariño

STATUS: PASS

Test Case 3: 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:

1. Navigate to the Booking Payment object page on Tours & Travels CRM.
2. Update Payment Status field to Completed.
3. Click Save.

Expected Result:

- The Booking Payment record should be Updated successfully.
- The Booking record should be Updated successfully and Booking Status must be Confirmed.
- The customer must receive the mail regarding Booking Confirmation and Payment completion.

Actual Result:

- The Booking Payment record was updated successfully.
- The Booking record was updated successfully and the Booking Status was set to Confirmed.
- The customer received the confirmation email with payment completion details.

Evidences:

Tours & Travels CRMCustomers InfoTravel Package SelectorTravelPackagesBookingsBooking PaymentsBookingGuestsEmployeesFeedbacks

Booking Payment
BPN-0008

RelatedDetails

Payment Number	BPN-0008	Payment Method	
Customer Name	Jeremy	Payment Reference Number	
Booking	BN-0010	Payment Mode Details	
Payment Date		Payment Receipt Sent	<input type="checkbox"/>
Total Bill Amount	\$10,000.00	Owner	Marcus Jeremy Cariño
Payment Status	Pending	Last Modified By	Marcus Jeremy Cariño · 7/10/2025, 9:16 AM
Notes			
Created By	Marcus Jeremy Cariño · 7/10/2025, 9:16 AM		

Tours & Travels CRMCustomers InfoTravel Package SelectorTravelPackagesBookingsBooking PaymentsBookingGuestsEmployeesFeedbacks


Booking Payment
BPN-0008


RelatedDetails

Payment Number	BPN-0008	Payment Method	Cash
Customer Name	Jeremy	Payment Reference Number	
Booking	BN-0010	Payment Mode Details	
Payment Date	7/10/2025	Payment Receipt Sent	<input type="checkbox"/>
Total Bill Amount	\$10,000.00	Owner	Marcus Jeremy Cariño
Payment Status	Completed	Last Modified By	Marcus Jeremy Cariño · 7/10/2025, 9:22 AM
Notes			
Created By	Marcus Jeremy Cariño · 7/10/2025, 9:16 AM		

Booking
BN-0010

Information

Booking Number	Number of Travelers
BN-0010	1
Customer	Booking Status
Jeremy	Confirmed
Customer Email	Travel Amount Per Person
sia.carinomarcusjeremy@gmail.com	\$7,000.00
TravelPackage	Total Travel Amount
Metro Cultural Express	\$7,000.00
Booking Date	Accommodation Amount per Person per Day
7/10/2025	\$3,000.00
Travelling Start Date	Cancellation Reason
7/17/2025	
Travelling End Date	Total Accommodation Amount
7/20/2025	\$3,000.00
Trip Type	Total Billing Amount
Solo	\$10,000.00
Membership Chosen (Req)	Owner
Basic	 Marcus Jeremy Cariño
Preferred Accommodation	
Hotel	


 Gmail


in:spam


←

Delete forever


Not spam







Booking Confirmed: BN-0010 Spam x



Marcus Jeremy Cariño via dp1p7kjdzt78b3nzj.ro3z6q9mqsn21v7y.gnqeggr.gl-4mpktuay.can98.bnc.salesforce.com
to me ▾

Why is this message in spam? This message is similar to messages that were identified as spam in the past.

Report not spam

Dear Customer,

Your booking has been confirmed. Please find the details below:


Booking ID: BN-0010

Total Bill Amount Paid: \$10000.00

Thank you for booking with us!

↩ Reply

➦ Forward



STATUS: PASS

Test Case 4: Verify that a custom error is displayed when the number of BookingGuest records exceeds the number of Travellers in the related Booking record.

Test Steps:

1. Navigate to Booking object on Tours & Travels CRM and create a Booking with Number of Travellers = 2.
2. Save the Booking.
3. Go to the BookingGuest object.
4. Add two BookingGuest records related to the created Booking.
5. Attempt to add a third BookingGuest record for the same Booking.


Expected Result:

- The Flow should trigger the creation of the third BookingGuest.
- The system should check the total number of BookingGuests already added.
- If the number of BookingGuests exceeds the number of Travellers, a custom error popup should appear:
- "Sorry, we can't add more guests because the maximum number of Travellers for this booking has already been reached."
- The third BookingGuest record should not be saved.

Actual Result:

- The Flow was triggered on adding the third BookingGuest.
- A popup message appeared as expected, displaying the correct custom error.
- The third BookingGuest record was not saved.

Evidences:

	Booking BN-0010
Booking Number	BN-0010
Customer	Jeremy
Customer Email	sia.carinomarcusjeremy@gmail.com
TravelPackage	Metro Cultural Express
Booking Date	7/10/2025
Travelling Start Date	7/17/2025
Travelling End Date	7/20/2025
Trip Type	Solo
Membership Chosen (Req)	Basic
Preferred Accommodation	Hotel
Include Travel Insurance	<input type="checkbox"/>
Require Visa Assistance	<input type="checkbox"/>
Require Tour Guide	<input checked="" type="checkbox"/>
Guide_Assigned__c	E-0001
Preferred Guide Language	
No of Booking Guests Info Available	2

1st Guest

BookingGuest

Guest 1

Related

Details

Booking	Country
BN-0010	
BookingGuest Name	City
Guest 1	
Age	Passport Number
Gender	Visa Required
	<input type="checkbox"/>
Relation with Customer	
Age Category	
Senior Citizen	
Special Needs	
Created By	Last Modified By
Marcus Jeremy Cariño , 7/10/2025, 9:16 AM	Marcus Jeremy Cariño , 7/10/2025, 9:16 AM

2nd Guest

BookingGuest

Quito

Related

Details

Booking	Country
BN-0010	Philippines
BookingGuest Name	City
Quito	Angeles City
Age	Passport Number
21	
Gender	Visa Required
Male	<input type="checkbox"/>
Relation with Customer	
Child	
Age Category	
Adults	
Special Needs	
Created By	Last Modified By
Marcus Jeremy Cariño , 7/10/2025, 9:34 AM	Marcus Jeremy Cariño , 7/10/2025, 9:34 AM

3rd Guest (Expected error)

New BookingGuest

* = Required Information

Information

*Booking

BN-0010

*BookingGuest Name

Jose

*Age

23

Gender

Male

Relation with Customer

Friend

Special Needs

*Country

Philippines

View all dependencies

City

Angeles City

View all dependencies

Passport Number

Visa Required

☐

⌕ We hit a snag.

Review the errors on this page.

- <p>Sorry, we can't add more guest because the maximum number of Travelers for this booking has already been reached.</p>

⊘

Cancel

Save & New

Save

STATUS: PASS

Test Case 5: Verify that a Booking Payment record is automatically created when a new Booking is added.

Test Steps:

1. Login to Salesforce using administrative privileges.
2. Navigate to the Tours & Travels CRM object and click New.
3. Enter all required fields (e.g., Customer, Travel Package, Number of Travellers, Date, etc.).
4. Click Save to create the Booking record.

Expected Result:

- A new **Booking** record should be created successfully.
- A **Booking Payment** record must be automatically created, linked to the Booking.
- The **Payment Status** field of the newly created Booking Payment record should be set to "**Pending**" by default.

Actual Result:

- The Booking record was created successfully.
- A related Booking Payment record was automatically inserted.
- The Booking Payment had **Payment Status = Pending** and was properly linked to the Booking.

Evidences:

New Booking Created

Tours & Travels CRM

Customers Info

Travel Package Selector

Travel Packages

Bookings

Booking Payments

Booking Events

Employee

Accessories

Notes

Reports

Dashboards

Booking

BN-0012

Booking "BN-0012" was created.

Related

Details

Information

Booking Number

BN-0012

Customer

[Jeremy](#)

Customer Email

loramcamdais@gmail.com

TravelPackage

[Tropical Trio Delight](#)

Booking Date

7/10/2025

Travelling Start Date

7/24/2025

Travelling End Date

7/29/2025

Trip Type

Group

Membership Chosen (Req)

Basic

Preferred Accommodation

Hotel

Include Travel Insurance

☒

Require Visa Assistance

☐

Require Tour Guide

☒

Guide_Assigned_c

[E-0001](#)

Preferred Guide Language

Filipino

No of Booking Guests Info Available

2

Number of Travelers

2

Booking Status

Pending

Travel Cost Per Person

\$12,000.00

Total Travel Amount

\$24,000.00

Accommodation Amount per Person per Day

\$3,000.00

Cancellation Reason

Total Accommodation Amount

\$6,000.00

Total Billing Amount

\$30,000.00

Owner

[Marcus Jeremy Cariño](#)

Custom Information

Automatically created new Booking Payment for BN-0012

Booking Payment

BPN-0009

Related

Details

Payment Number

BPN-0009

Customer Name

[Jeremy](#)

Booking

[BN-0012](#)

Payment Date

Total Bill Amount

\$30,000.00

Payment Status

Pending

Notes

Created By

[Marcus Jeremy Cariño](#), 7/10/2025, 9:48 AM

Payment Method

Payment Reference Number

Payment Mode Details

Payment Receipt Sent

☐

Owner

[Marcus Jeremy Cariño](#)

Last Modified By

[Marcus Jeremy Cariño](#), 7/10/2025, 9:48 AM

STATUS: PASS

Test Case 6: Verify that duplicate Customer Info records with the same Email and Phone Number are detected and prevented using Matching and Duplicate Rules.

Test Steps:

1. Create a new Customer Info record with the following sample data:
 - a. **Email:** *test@example.com*
 - b. **Phone:** *0917123456*
2. Save the record.
3. Repeat the process to create a second Customer Info record using the same Email and Phone Number.
4. Attempt to save the second record.

Expected Result:

- The system should trigger the Duplicate Rule using the Matching Rule that checks for exact matches on Email and Phone Number.
- A warning alert should be displayed with the message:
"Email and Phone must be Unique"
- The second record should not be saved, but the system will allow you to override manually if needed (based on the "Allow and Report" setting).
- The duplicate attempt should be logged in Duplicate Record Reports.

Actual Result:

- The first Customer Info record was created successfully.
- When attempting to create a second record with the same email and phone number, a **duplicate alert** appeared with the message:
"Email and Phone must be Unique"
- The system allowed the user to **override or cancel the save**, and the event was recorded.

Evidences:

1st Creation of Customer Info object

Tours & Travels CRM
Customers Info
Travel Package Selector
TravelPackages
Bookings
Booking Payments
BookingGuests
Employees
Feedbacks
Tasks
Reports
Dashboards

Customer Info
Test Customer
Customer Info "Test Customer" was created.

Related
Details

Customer ID	GEN-2025-0008	Date Of Birth	7/6/2006
Customer Name	Test Customer	Age	19
Email	test@example.com	Owner	Marcus Jeremy Cariño
Phone	(091) 712-3456		
Country	Philippines		
City	Angeles City		
Created By	Marcus Jeremy Cariño, 7/10/2025, 10:02 AM	Last Modified By	Marcus Jeremy Cariño, 7/10/2025, 10:02 AM

2nd Creation of Customer Info object

New Customer Info

* = Required Information

Information

Customer ID

* Customer Name
Test Customer 2

Email
test@example.com

Phone
0917123456

Country
Philippines

City
--None--

* Date Of Birth

Owner
Marcus J

Calendar

Similar Records Exist

This record looks like an existing record. Make sure to check any potential duplicate records before saving.
View Duplicates

Cancel
Save & New
Save

STATUS: PASS

Test Case 7: Verify that BookingGuest records are automatically created based on the number of travelers when a new Booking is inserted.

Test Steps:

1. Login to Salesforce using administrative privileges.
2. Navigate to the Booking object on Tours & Travels CRM and click New.
3. Fill in all required fields, and set Number of Travelers = 2 (example value).
4. Click Save to create the Booking record.
5. After saving, navigate to the related list of BookingGuest records for that Booking.

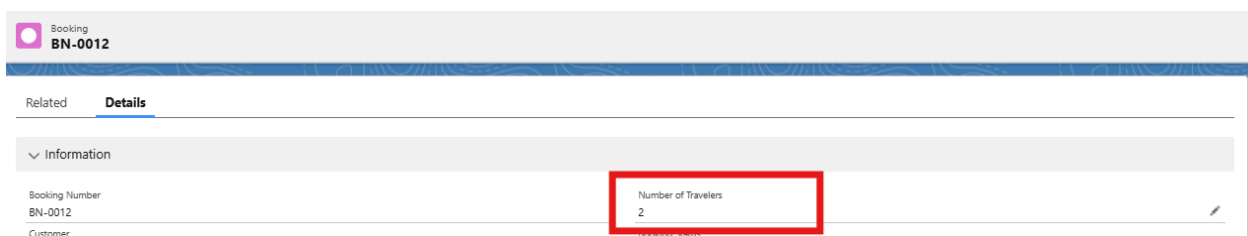
Expected Result:

- The Booking record should be created successfully.
- The Apex trigger should fire after insert, calling the createBookingGuests method.
- Exactly 2 BookingGuest__c records should be automatically created and related to the newly inserted Booking.
- Each guest should have a Name like "Guest 1", "Guest 2" etc. (if naming is enabled).

Actual Result:

- The Booking was created successfully.
- 2 BookingGuest records were created and linked to the Booking.
- Names were automatically set as Guest 1, Guest 2, and Guest 3.

Evidences:



The screenshot shows the Salesforce interface for a Booking record with ID BN-0012. The 'Details' tab is active, and the 'Information' section is expanded. A red box highlights the 'Number of Travelers' field, which contains the value '2'. The 'Booking Number' field also displays 'BN-0012'.

Field	Value
Booking Number	BN-0012
Number of Travelers	2

Automatically created 2 Guest (Guest 1 and Guest 2)

BookingGuest

Guest 1

Related

Details

Booking

[BN-0012](#)

BookingGuest Name

Guest 1

Age

Gender


Relation with Customer

Age Category

Senior Citizen

Special Needs

Created By

 [Marcus Jeremy Cariño](#), 7/10/2025, 9:48 AM

Country


City

Passport Number

Visa Required

☐

Last Modified By

 [Marcus Jeremy Cariño](#), 7/10/2025, 9:48 AM

BookingGuest

Guest 2

Related

Details

Booking

[BN-0012](#)

BookingGuest Name

Guest 2

Age

Gender

Relation with Customer

Age Category

Senior Citizen

Special Needs

Created By

 [Marcus Jeremy Cariño](#), 7/10/2025, 9:48 AM

Country

City

Passport Number

Visa Required

☐

Last Modified By

 [Marcus Jeremy Cariño](#), 7/10/2025, 9:48 AM

STATUS: PASS

Test Case 8: Verify that email reminders are automatically sent to travelers 3 days before their tour start date.

Test Steps:

1. Login to Salesforce with administrative privileges.
2. Navigate to the Booking object in Tours & Travels CRM and create a new Booking with:
3. Travelling_Start_Date__c = Today + 3 days
4. Customer_Email__c = a valid test email
5. Booking_Status__c = Confirmed

Expected Result:

- The system finds all confirmed bookings where Travelling_Start_Date = Today + 3 days.
- For each valid booking, a Queueable job is enqueued.
- The BookingReminderQueueable class sends a SingleEmailMessage to the email address in Customer_Email__c.
- The email includes:
Subject: "Reminder: Your Tour Starts Soon!"
Body: Includes the tour start date and a reminder message.

Actual Result:

- A Booking with a tour start date 3 days from now was created.
- An email with the correct subject and body was received at the test address.
- The email matched the expected formatting.

Evidences:

Booking
BN-0014

Information

Booking Number	BN-0014	Number of Travelers	26
Customer	Carlos Dela Rosa	Booking Status	Confirmed
Customer Email	carinomckenzie31@gmail.com	Travel Cost Per Person	\$7,000.00
TravelPackage	Metro Cultural Express	Total Travel Amount	\$182,000.00
Booking Date	7/10/2025	Accommodation Amount per Person per Day	\$4,000.00
Travelling Start Date	7/14/2025	Cancellation Reason	
Travelling End Date	7/17/2025	Total Accommodation Amount	\$104,000.00
Trip Type	Group	Total Billing Amount	\$286,000.00
Membership Chosen (Req)	Gold	Owner	Marcus Jeremy Cariño
Preferred Accommodation			

1 of 79

Reminder: Your Tour Starts Soon!

Marcus Jeremy Cariño

sia.carinomarcusjeremy@gmail.com

Fri 11 Jul, 21:00 (4 hours ago)

Hello,

This is a friendly reminder that your tour is starting on 7/14/2025. Please make necessary arrangements.

Thank you for choosing us!

Reply

Forward

STATUS: PASS