**Write possible test cases for each user story [Acceptance and Edge Cases]:**

**User Story 1: Title: Registered User Login From a New Device**

**Test Case ID:** S.TC-0001

**Description:** Verify user can navigate to the login page

**Precondition:** User is on the home page

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the login button | User is navigated to the login page |

**Test Case ID:** S.TC-0002

**Description:** Verify user can enter phone number and password

**Precondition:** User is on the login page

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Enter a valid phone number |  |
| Enter a valid password |  |
| Click on Next button | System accepts the inputs and navigates the user to next steps |

**Test Case ID:** S.TC-0003

**Description:** Verify input validation of phone number and password fields by providing invalid values

**Precondition:** User is on the login page

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Enter an invalid phone number |  |
| Enter an invalid password |  |
| Click on Next button | System displays message like “invalid inputs” |

**Test Data:**

|  |  |
| --- | --- |
| **Phone Number** | **Password** |
| Invalid | Invalid |
| Invalid | Valid |
| Valid | Invalid |
| Null/Empty/Space | Valid |
| Valid | Null/Empty/Space |

**Test Case ID:** S.TC-0004

**Description:** Verify user is redirected to OTP page after valid phone number and password and allows entering OTP

**Precondition:** User has entered valid phone number and password

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on Next button | User is navigated to enter OTP input page |
| Enter the OTP received via SMS on the phone number provided |  |
| Click on Next button | User is logged in. |

**Test Case ID:** S.TC-0005

**Description:** Verify the login successful message and SMS notification

**Precondition:** User has entered valid phone number and password

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on Next button | User is navigated to enter OTP input page |
| Enter the OTP received via SMS on the phone number provided |  |
| Click on Next button | User is logged in successfully. |
| Verify the successful login message | Login successful message displayed |
| Verify user received SMS notification after successful message | Login successful message from new device via SMS is received |

**Test Case ID:** S.TC-0006

**Description:** Verify user sees proper message when enters invalid or expired OTP

**Precondition:** User has entered valid phone number and password

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on Next button | User is navigated to enter OTP input page |
| Enter the invalid or Expired OTP |  |
| Click on Next button |  |
| Verify the error message is displayed | Invalid OTP message shown |

**Test Data:**

|  |
| --- |
| **OTP** |
| Invalid |
| Expired |

**Test Case ID:** S.TC-0007

**Description:** Verify user sees proper message when entering invalid or expired OTP

**Precondition:** User has entered valid phone number and password

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on Next button | User is navigated to enter OTP input page |
| Do not enter any OTP |  |
| Click on Next button |  |
| Verify the error message is displayed | OTP required message shown |

**Test Case ID:** S.TC-0008

**Description:** Verify user is logged out from other device when logs in from a new device

**Precondition:** User is logged in on device 1

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the login button of application on Device 2 | User is navigated to the login page |
| Enter valid phone number |  |
| Enter valid password |  |
| Click next button | User navigated to OTP screen |
| Enter OTP received via SMS |  |
| Click on Login button | User is logged in |
| Verify user is logged out from the other device | User logged out from Device 1 |

**Test Case ID:** S.TC-0009

**Description:** Verify user is navigated to Home page after successful login

**Precondition:** User is on application

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the login button | User is navigated to the login page |
| Enter valid phone number |  |
| Enter valid password |  |
| Click next button | User navigated to OTP screen |
| Enter OTP received via SMS |  |
| Click on Login button | User is logged in |
| Verify the user is navigated to Home page | User is redirected to home page |

**Test Case ID:** S.TC-00010

**Description:** Verify application response with unregistered phone number

**Precondition:** User is on application

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the login button | User is navigated to the login page |
| Enter unregistered phone number |  |
| Enter valid password |  |
| Click next button | Error message displayed “User not registered” |

**Test Case ID:** S.TC-0011

**Description:** Verify user is only logged into one device at a time when try to login to multiple devices at one time

**Precondition:** User is on login page of two devices

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the login button of application on both devices | User is navigated to the login page |
| Enter valid phone number on both devices |  |
| Enter valid password on both devices |  |
| Click next button on both devices | User navigated to OTP screen on both devices |
| Enter OTP received via SMS on each device respectively |  |
| Click on Login button on both devices | User is logged in both devices |
| Verify user is logged out from one device | User logged out from Device 1 or Device 2 |

**Test Case ID:** S.TC-0012

**Description:** Verify user can login and use the application even if successful login message not received on SMS

**Precondition:** User has entered valid phone number and password

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on Next button | User is navigated to enter OTP input page |
| Enter the OTP received via SMS on the phone number provided |  |
| Click on Next button | User is logged in successfully. |
| Verify the successful login message | Login successful message displayed |
| Turnoff the SMS gateway | User did not receive successful message on SMS |
| Verify user is still able to use the application | User is able to use the application without any issues |

**User Story 2: Title: Individual Investor - Upgrade To Premium**

**Test Case ID:** S.TC-0013

**Description:** Verify that the user can click on the Upgrade to Premium button

**Precondition:** User is logged in as a verified individual investor user

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Navigate to the upgrade section on account settings page | User is navigated to upgrade section |
| Click on Upgrade to Premium button | User is presented with options to select from different packages |

**Test Case ID:** S.TC-0014

**Description:** Verify the user sees multiple options on the upgrade options page

**Precondition:** User is on the upgrade options page

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Verify that all the required options are visible to the user | Below options are visible and available to be selected: -Do you have assets worth amount 3 million SAR?  -Do you work or has been worked before in the financial sector position related to investment or finance for at least 3 years?  - Do you have a certificate in finance or investment sector from an accredited  internationally recognized organization? |

**Test Case ID:** S.TC-0015

**Description:** Verify the user is able to select at least one option from the upgrade options page options

**Precondition:** User is on the upgrade options page

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Verify user selects one option on upgrade options page | User is able to select below option -Do you have assets worth amount 3 million SAR? |
| Select one of the options | The selected option is confirmed and the user can proceed with uploading documents |

**Test Data:** Test with all options one by one

**Test Case ID:** S.TC-0016

**Description:** Verify the user is able to select all options from the upgrade options page

**Precondition:** User is on the upgrade options page

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Verify user selects multiple options on upgrade options page | Below all options are selected: -Do you have assets worth amount 3 million SAR?  -Do you work or has been worked before in the financial sector position related to investment or finance for at least 3 years?  - Do you have a certificate in finance or investment sector from an accredited  internationally recognized organization? |
|  | The selected options are confirmed and the user can proceed with uploading documents |

**Test Case ID:** S.TC-0017

**Description:** Verify the user can upload documents after selecting an option

**Precondition:** User has selected an upgrade option

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on Upload button | File Explorer box is opened |
| Select the required documents from the file explorer | Files are selected |
| Click on the Upload button | The documents are uploaded successfully and the user receives a confirmation message |

**Test Case ID:** S.TC-0018

**Description:** Verify that the compliance department staff can view the upgrade request

**Precondition:** User has uploaded the required documents

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a compliance department staff member | Staff member is logged in |
| Navigate to the Pending Upgrade Requests section | User is navigated to the Pending upgrade request page |
| Select the user Upgrade request | The upgrade request is visible to the staff member |

**Test Case ID:** S.TC-0019

**Description:** Verify that the compliance department staff can approve the upgrade request

**Precondition:** User has uploaded the required documents

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a compliance department staff member | Staff member is logged in |
| Navigate to the Pending Upgrade Requests section | User is navigated to the Pending upgrade request page |
| Select the user Upgrade request | The upgrade request is visible to the staff member |
| Click on Approve Upgrade request | Upgrade request approved |

**Test Case ID:** S.TC-0020

**Description:** Verify that the relationship manager is notified about the request status

**Precondition:** User has submitted the upgrade request

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a relationship manager | Relationship manager logged in |
| Check the notifications or messages section | The relationship manager is able to see an upgrade request submitted by the user |

**Test Case ID:** S.TC-0021

**Description:** Verify that the user receives a notification after the documents are uploaded successfully

**Precondition:** User has uploaded a document

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a user | User logged in |
| Check the notification or messages section | User receives a notification confirming the documents were uploaded successfully |

**Test Case ID:** S.TC-0022

**Description:** Verify system behavior when user tries to upload an invalid document type

**Precondition:** User has selected an upgrade option

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the upload documents button | File explorer is opened |
| Select an invalid file type like exe or txt |  |
| Click on Upload button | System displays an error message that the file type is not allowed |

**Test Case ID:** S.TC-0022

**Description:** Verify system behavior when user tries to click upload button without selected a file

**Precondition:** User has selected an upgrade option

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the upload documents button | File explorer is opened |
| User does not select any document |  |
| Click on Upload button | System displays an error message that no document is selected |

**Test Case ID:** S.TC-0023

**Description:** Verify system behavior when user tries to upgrade without selecting an option

**Precondition:** User is on upgrade options page

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Click on the Upgrade to Premium button |  |
| Try to proceed without selecting an upgrade option |  |
| Verify system shows error message | System displays an error message that no upgrade plan is selected |

**Test Case ID:** S.TC-0024

**Description:** Verify system gives proper response when the compliance department staff attempts to approve an incomplete request

**Precondition:** User has requested an upgrade without required documents

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a compliance department staff member | Staff member is logged in |
| Navigate to the Pending Upgrade Requests section | User is navigated to the Pending upgrade request page |
| Select the user Upgrade request which is not complete | The upgrade request is visible to the staff member and is selected |
| Click on Approve Upgrade request | Error message displayed that the request is not complete |

**Test Case ID:** S.TC-0025

**Description:** Verify the user receives a proper notification if the upgrade request is rejected

**Precondition:** User has requested an upgrade and it is in review

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a compliance department staff member | Staff member is logged in |
| Navigate to the Pending Upgrade Requests section | User is navigated to the Pending upgrade request page |
| Select the user Upgrade request which is not complete | The upgrade request is visible to the staff member and is selected |
| Reject the Upgrade request | User request rejected |
| Login as a User |  |
| Navigate to notifications section |  |
| Verify the user sees the rejection notification | User sees proper rejection message in notification section |

**User Story 3: Title: Approvals Notifications | SMS**

**Test Case ID:** S.TC-0026

**Description:** Verify Approval notification for loan request via SMS

**Precondition:** Loan request has been submitted and is approved by all relevant departments & relationships manager

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a loan approver | Loan approver logged in |
| Trigger the final approval process in the system |  |
| Verify that the user who requested loan received SMS notification | Loan approved SMS received by the user |

**Test Case ID:** S.TC-0027

**Description:** Verify Rejection notification for loan request via SMS

**Precondition:** Loan request has been submitted and it is in the approval process

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a loan approver | Loan approver logged in |
| Reject the loan request at any stage of the approvals process and specify a reason | Loan request rejected |
| Verify that the relationship manager receives a notification regarding rejection | Relationship manager received rejection notification |
| Relationship manager communicates the reason to loan requester |  |
| Finalize the rejection by the relationship manager | Loan request completely rejected |
| Verify the SMS notification is sent to the loan requester about the rejection | SMS on rejection received by loan requester |

**Test Case ID:** S.TC-0028

**Description:** Verify SMS notifications for rejection at different approval stages

**Precondition:** Loan request has been submitted and it is in the approval process

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a loan approver | Loan approver logged in |
| Reject the loan request at an initial stage of the approval process with a specified reason | Loan request rejected |
| Verify the SMS notification is sent to the loan requester | SMS on rejection received by loan requester |
| Reject the loan request again at a later stage with different reason | Loan request rejected |
| Verify the SMS notification is sent to the loan requester about the second rejection | SMS on rejection received by loan requester |

**Test Case ID:** S.TC-0029

**Description:** Verify no SMS notification is sent on changes which are not affecting loan status

**Precondition:** Loan request has been submitted

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a loan approver | Loan approver logged in |
| Open the loan request | Loan request opened |
| Update borrower address in the loan request |  |
| Verify No SMS notification is sent to the loan requester | No SMS notification is sent to the loan requester |

**Test Case ID:** S.TC-0030

**Description:** Verify system gives proper messaging if there is a failure in sending SMS notification

**Precondition:** Loan request is in approvals

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a loan approver | Loan approver logged in |
| Approve the loan request at any stage of the approvals process and specify a reason | Loan request approved |
| Verify that the relationship manager receives a notification regarding approval | Relationship manager received approval notification |
| Relationship manager communicates the reason to loan requester |  |
| Shutdown the SMS Gateway |  |
| Finalize the approval by the relationship manager | Loan request completely approved |
| Verify the SMS notification is not sent to the loan requester | SMS not received by loan requester |
| Verify the system has generated relevant logs | Logs are generated stating the reason of SMS notification failure |

**Test Case ID:** S.TC-0031

**Description:** Verify SMS notification format for Loan Approval and Rejection

**Precondition:** Loan request is in approvals

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a loan approver | Loan approver logged in |
| Approve the loan request at any stage of the approvals process and specify a reason | Loan request approved |
| Verify that the relationship manager receives a notification regarding approval | Relationship manager received approval notification |
| Relationship manager communicates the reason to loan requester |  |
| Shutdown the SMS Gateway |  |
| Finalize the approval by the relationship manager | Loan request completely approved |
| Verify the SMS notification is sent to the loan requester is as per the correct format | SMS received by loan requester and is as per the system’s desired format |

**Test Case ID:** S.TC-0032

**Description:** Verify SMS notification is received within time

**Precondition:** Loan request has been approved

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Finalize the approval by the relationship manager | Loan request completely approved |
| Verify the SMS notification is sent to the loan requester in time | SMS received by loan requester in 1 minute |

**Test Case ID:** S.TC-0033

**Description:** Verify SMS notification is retriggered if it failed the first time

**Precondition:** Loan request has been approved

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Shutdown the SMS Gateway |  |
| Finalize the approval by the relationship manager | Loan request completely approved |
| Verify the SMS notification is not sent to the loan requester | SMS not received by loan requester |
| Turn on the SMS gateway |  |
| Verify the SMS notification is triggered now | SMS notification is received by the loan requester |

**Test Case ID:** S.TC-0034

**Description:** Verify SMS notifications for multiple loan requests

**Precondition:** Loan request is in approvals

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a loan approver | Loan approver logged in |
| Approve the loan requests at any stage of the approvals process and specify a reason | Loan request approved |
| Relationship manager approves multiple loan requests of same requester | Loan requests completely approved |
| Verify multiple SMS notifications are received for respective loan requests | SMS notifications received for each approval |

**User Story 4: Departments Approval**

**Test Case ID:** S.TC-0035

**Description:** Verify that the department representative can see the Approve button

**Precondition:** Loan request are in review by the department

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is currently in review | Loan request details page is opened |
| Verify that the approve button is visible on the page | Approve button is visible |

**Test Case ID:** S.TC-0036

**Description:** Verify that when the department representative clicks Approve button, the loan request is marked as approved

**Precondition:** Loan requests are in review by the department

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is currently in review | Loan request details page is opened |
| Click on Approve button |  |
| Verify the loan request is marked as approved | The loan request should be marked as approved |

**Test Case ID:** S.TC-0037

**Description:** Verify that unauthorized department representative cannot approve the loan request

**Precondition:** User is not authorized to approve loan requests

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative who is not authorized to approve loans | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is currently in review | Loan request details page is opened |
| Click on Approve Button | User sees a message like “Insufficient permissions to approve loan request” |

**Test Case ID:** S.TC-0038

**Description:** Verify the robustness of system by verifying that the system can handle network failures

**Precondition:** Internet disconnected

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is currently in review | Loan request details page is opened |
| Click on Approve Button | User sees a message like “Network issues” |

**Test Case ID:** S.TC-0039

**Description:** Verify that the department representative cannot approve a request if it is already approved

**Precondition:** Loan request already approved

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is already approved | Loan request details page is opened |
| Click on Approve Button | User sees a message like “Loan request already approved” |

**Test Case ID:** S.TC-0040

**Description:** Verify that all departments and staff members who have approved loan request are visible

**Precondition:** Loan request has been approved by multiple departments

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is approved by multiple departments | Loan request details page is opened |
| Verify the departments who have provided the approvals are visible in Approval section | All approving departments are displayed properly |
| Verify the staff member names are visible along with the department name | Staff member names are displayed next to their department’s names |

**Test Case ID:** S.TC-0041

**Description:** Verify that the timestamps for each loan approval are displayed

**Precondition:** Loan request has been approved by multiple departments

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is approved by multiple departments | Loan request details page is opened |
| Observe the timestamps next to each approval | Timestamps are visible next to their respective approvals |

**Test Case ID:** S.TC-0042

**Description:** Verify that the approval section shows proper message when there is no approval received

**Precondition:** Loan requests are in review by the department

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is currently in review | Loan request details page is opened |
| Observe the approval section | Section indicates no approvals yet |
| Verify other loan request details are visible properly | Loan request details are visible |

**Test Case ID:** S.TC-0043

**Description:** Verify that a loan request cannot be approved if it has missing required data

**Precondition:** Loan request has missing required data/documents

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is currently in review | Request details page is opened |
| Click on Approve button | User sees a message like “Required data missing” |
|  |  |

**Test Case ID:** S.TC-0044

**Description:** Verify that the approve button is disabled if the loan request is rejected

**Precondition:** Loan request status is marked as rejected

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Login as a department representative | User logged in |
| Navigate to the Loan request section |  |
| Select a loan request that is currently in review | Request details page is opened |
| Verify the Approve button is disabled by clicking | User is not able to click the Approve button |

**User Story 5: Title: Corporate investor - Commercial Registration Verification Via [X]**

**Test Case ID:** S.TC-0045

**Description:** Verify integration with Third-Party service[X]

**Precondition:** The system is integrated with Third-Party service [X] and user is registered with commercial registration successfully

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Enter the commercial registration number in the system |  |
| Trigger the verification process |  |
| Verify the API call is sent to [X] | Status code 200 returned by [X] |

**Test Case ID:** S.TC-0046

**Description:** Verify valid commercial registration number

**Precondition:** The system is integrated with Third-Party service [X] and a valid commercial registration number is entered

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Enter a valid commercial registration number in the system |  |
| Trigger the verification process |  |
| Response from [X] is received that the commercial registration number is valid | Use is moved to the validation process |

**Test Case ID:** S.TC-0047

**Description:** Verify invalid commercial registration number

**Precondition:** The system is integrated with Third-Party service [X] and an invalid commercial registration number is entered

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Enter an invalid commercial registration number in the system |  |
| Trigger the verification process |  |
| Response from [X] is received that the commercial registration number is invalid | Use is prompted to enter a valid commercial registration number |
| User enters a valid commercial registration number |  |
| Trigger the verification process |  |
| Response from [X] is received that the commercial registration number is valid | User is able to move forward with the validation process |

**Test Case ID:** S.TC-0048

**Description:** Verify with company start date less than two years

**Precondition:** The verification process is successfully completed via third-party service [x]

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| The response from [X] is received containing company start date | Company start date is received |
| The system validates the response from [X] for company start date | Company start date is validated to be less than two years |
| Verify the user is not able to proceed further and sees a message | The user is notified that they will not be able to proceed |

**Test Case ID:** S.TC-0049

**Description:** Verify with company start date more than two years

**Precondition:** The verification process is successfully completed via third-party service [x]

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| The response from [X] is received containing company start date | Company start date is received |
| The system validates the response from [X] for company start date | Company start date is validated to be more than two years |
| Verify the user is able to proceed further | The system allowed the user to proceed to the next step |

**Test Case ID:** S.TC-0050

**Description:** Verify handling of empty commercial registration number

**Precondition:** The system is integrated with [X]

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Do not enter any commercial registration number |  |
| Trigger the verification process |  |
| Response from [X] is received that the commercial registration number is required | User is not able to proceed further |

**Test Case ID:** S.TC-0051

**Description:** Verify system behavior if response from [X] is timed out

**Precondition:** The system is integrated with [X]

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Enter a valid commercial registration number in the system |  |
| Trigger the verification process and simulate a timeout from [X] |  |
| System should get a request timeout notification with a retry option | System is able to handle the timeout gracefully |

**Test Case ID:** S.TC-0051

**Description:** Verify system behavior if [X] is unavailable

**Precondition:** The system is integrated with [X]

|  |  |
| --- | --- |
| **Steps** | **Expected Result** |
| Enter a valid commercial registration number in the system |  |
| Trigger the verification process and simulate the unavailability of [X] |  |
| System should notify the user that the service is currently unavailable and suggest trying later | System is able to handle the timeout gracefully |