

Uber

User Registration/Onboarding

Positive Test Cases

- Register with valid email and password.
- Register with valid phone number and OTP verification.
- Register via Google/Facebook account integration.
- Enter all mandatory fields (name, email, phone) correctly.
- Upload a profile picture during registration.
- Accept terms and conditions before registering.
- Complete registration using a referral code.

Negative Test Cases

- Register with an invalid email format.
- Register with an invalid phone number format.
- Leave any mandatory field blank (e.g., phone number, name).
- Register with an existing email address (duplicate account).
- Enter a mismatched OTP for phone verification.
- Register without accepting terms and conditions.
- Enter incorrect credentials when registering via Google/Facebook.
- Attempt to register with a deactivated account.

Login Functionality

Positive Test Cases

- Login with valid email and password.
- Login with a verified phone number and OTP.
- Login via social media (Google/Facebook) account.
- Remember login credentials across app restarts.
- Login after a password reset.
- Stay logged in after the app is closed.

Negative Test Cases

- Login with incorrect email/password.
- Attempt login with unregistered email.
- Enter incorrect OTP for phone login.
- Login with a suspended or deactivated account.
- Try logging in without an internet connection.
- Submit the login form without entering credentials.
- Login after multiple failed attempts (lockout scenario).

Profile Management

Positive Test Cases

- Edit and update name, email, and phone number.
- Upload and change profile picture.
- Change password successfully.
- Add/update payment methods (credit card, PayPal, etc.).
- Link social media accounts to the profile.

Negative Test Cases

- Enter invalid email while updating profile.
- Use an invalid phone number format during phone update.
- Leave mandatory fields blank during profile updates.
- Attempt to change profile information without internet access.
- Use an expired payment method while updating payment info.
- Try to update the profile with an already registered email.

Ride Booking

Positive Test Cases

- Book a ride by entering valid pickup and destination addresses.
- Use GPS for automatic pickup location detection.
- Choose between different ride types (UberX, UberXL, UberPool, etc.).
- Schedule a ride for a future date/time.
- Apply valid promo codes or discounts during booking.
- Add special instructions for drivers (e.g., luggage).
- Add multiple drop-off points during booking.
- Receive fare estimates for different ride types.

Negative Test Cases

- Enter an invalid pickup or destination address (non-existent location).
- Try to book a ride without selecting a destination.
- Book a ride for an unsupported location (outside service area).
- Apply an expired or invalid promo code.
- Attempt to book without a payment method.
- Schedule a ride for a past date/time.
- Book a ride when no drivers are available.
- Enter incorrect or incomplete location addresses.
- Cancel a ride after the driver has already arrived.

Real-Time Ride Tracking

Positive Test Cases

- Track the driver's route in real time after booking.
- Display estimated time of arrival (ETA) for the driver.

- View the driver's details (name, picture, license plate).
- Contact the driver via call/message during the ride.
- Track ride progress after the passenger enters the vehicle.

Negative Test Cases

- Track the ride without GPS enabled on the phone.
- Show incorrect driver details (mismatched information).
- Incorrect ETA calculations during heavy traffic.
- Ride tracking does not update after the driver starts the trip.
- Track ride after internet disconnection.
- Incorrect or no route displayed after driver starts the ride.
- Location updates are delayed due to poor GPS signal.

Fare Calculation and Payment

Positive Test Cases

- Calculate fare based on selected ride type and distance.
- Apply surge pricing during high-demand hours.
- Automatically apply valid discount codes or promotions.
- Add a tip to the fare after ride completion.
- Pay using a linked credit card, debit card, or digital wallet.
- Pay using Uber credits or vouchers.

Negative Test Cases

- Attempt to pay with an expired card.
- Apply an invalid or expired promo code.
- Fare calculation fails due to network issues.
- Surge pricing does not apply during high-demand periods.
- Incorrect fare calculation (e.g., trip distance was miscalculated).
- Trip cancellation fee is not applied for a cancelled ride.
- Attempt to complete payment with insufficient funds.
- Multiple payment methods are not accepted.

Ride Cancellation

Positive Test Cases

- Cancel a ride before the driver is en route.
- Cancel a ride during the "free cancellation" window.
- Cancel a scheduled ride well in advance.
- Cancel the ride after receiving driver ETA and contact details.
- Receive refund or cancellation fee, if applicable.

Negative Test Cases

- Cancel a ride after the driver has arrived (late cancellation fee).
- Cancel a ride after the driver is en route but outside the free cancellation window.

- Attempt to cancel a ride without an internet connection.
- Cancel multiple rides consecutively (spam or penalty scenario).
- Cancel a scheduled ride past the free cancellation period.

Driver Ratings and Reviews

Positive Test Cases

- Rate the driver after completing the ride.
- Add a text review along with the rating.
- Provide feedback using pre-defined options (e.g., cleanliness, driving).
- Give a tip through the rating interface.

Negative Test Cases

- Submit a rating without selecting any stars.
- Try to leave a review without completing a ride.
- Leave a review when the rating system is down.
- Submit multiple reviews for the same ride.
- Leave the review section blank and attempt to submit.

Notifications (Push, Email, SMS)

Positive Test Cases

- Receive notifications for ride confirmation and driver details.
- Receive notifications for ride cancellation by the driver.
- Receive ETA updates via push notifications.
- Receive fare receipts via email after completing a ride.
- Get SMS notifications for OTP during registration and login.

Negative Test Cases

- Fail to receive notifications during app downtime.
- Notifications not delivered if the user's phone is in "Do Not Disturb" mode.
- Receive duplicate notifications for the same event.
- Receive notification even after turning off notification settings.
- SMS/Email is delayed or not received due to connectivity issues.

Driver Module

Positive Test Cases

- Accept a ride request successfully.
- Navigate to the passenger's location using GPS.
- Mark the ride as "Arrived" when at the pickup location.
- Start the ride after the passenger enters the vehicle.
- Complete the ride and collect fare payment.
- View trip history and earnings reports.

Negative Test Cases

- Fail to accept a ride request due to GPS issues.
- Incorrect pickup location detected by the system.
- Fail to start the ride due to app errors.
- Navigation does not work correctly (incorrect routes suggested).
- Complete the ride but fare is not updated in the system.
- App crash during ongoing ride.
- Unable to update driver status (available/unavailable).
- Driver unable to cancel a ride despite issues.

Scheduled Rides

Positive Test Cases

- Schedule a ride for a future time and receive confirmation.
- Modify or reschedule a booked ride.
- View all scheduled rides under a separate section.

Negative Test Cases

- Schedule a ride for a past date/time.
- Fail to modify the scheduled ride due to system downtime.
- Driver assigned to a scheduled ride does not arrive.
- System fails to send a reminder notification for a scheduled ride.
- Scheduled ride is cancelled but no notification is sent.

Help and Support

Positive Test Cases

- Access the help section and browse FAQs.
- Contact customer support via chat or phone call.
- Report an issue with a ride (e.g., overcharge, unsafe driving).
- Receive a response or resolution within a given time frame.

Negative Test Cases

- Try to contact support without an active internet connection.
- Submit a support ticket with incomplete or incorrect details.
- Support response delayed beyond expected time.
- Fail to access the help section due to app downtime.
- Multiple tickets submitted for the same issue (spam).