Lean Swift eConnect for Infor M3

RMA Add on

Test Plan (15.3)

Revision Sheet

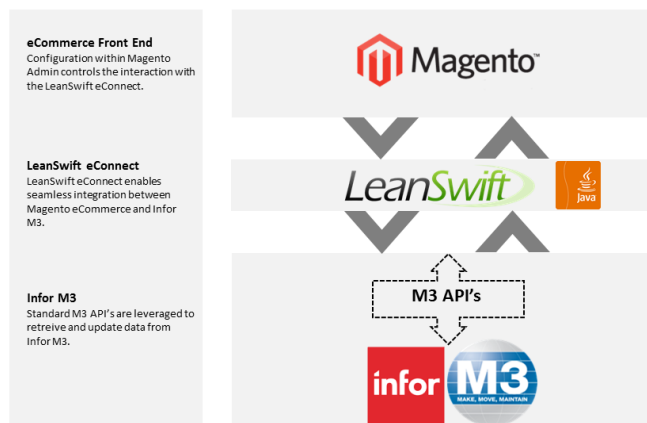| Release no	Date	Description
15.2	12-03-2015	Added RMA related scenario's , Cron related scenario's
15.3	03-08-2015	Added Partial return scenarios

Contents

1.0   Introduction

This document defines the integration test scenarios of eConnect (LeanSwift product) with Magento and Infor M3.LeanSwift eConnect for Infor M3 provides a seamless integration between Magento and Infor M3 ERP. The product consists of a Magento extension, and a Tomcat based server application that manages the communication with the M3 ERP system.

LeanSwift eConnect for Infor M3 employs a layered architecture to allow more flexibility in supporting different versions of Magento and Infor M3, and to allow independent upgrades. The two components are versioned individually to more easily adapt to different M3 & Magento versions.

Architecture overview:

2.0   Review and Sign-Off

S.NO	TITLE	NAME	SIGN OFF STATUS
1	Product Manager	Robert Bodizs , Max	Signed off
2	Project Delivery manager	Nrithya Rajagopalan	Signed off
3	Project Developer Lead	Binoy Varghese ,Gowtham,	Signed off
4	Project QA	Jagadeesan	Signed off

3.0   Available Document

LeanSwift user guide documentation is referred for writing the test plan

https://drive.google.com/a/leanswift.com/#folders/0B2gk1oSJbfXfWDRyUGZWTXZCRjA

4.0   Scope

Scope of the testing is primarily on integration of eConnect with Magento and M3. Bugs would be reported for eConnect related functionality.

5.0   Out of scope

Magento and M3 systems are not tested independently as it is out of scope with respect to eConnect integration perspective.

6.0   Testing Approach

Tests will be run manually. Manual test case is maintained in excel sheet so that coverage and progress can be monitored by the project team and the stability of the function can be tracked over time.

7.0   Test Pass / Fail Criteria

All the issues will be reported in Yodiz under eConnect Project and issues can be tracked here

Issues

Severity	Comment
Blocker	Feature/Issue does not work and hampers the product shipping to customer
Critical	Feature has critical bug which should not be shipped without fixing it
Major	Feature/Issue has major bug but does not affect requirement/Customer
Normal	Feature/Issue has minor bug when released to customer.

8.0   Environment Requirements

- Magento front end set up with 50 sample products with mix of different product types integrated with M3 by eConnect.
- Access/Admin Privileges for all Magento, M3 and eConnect services.
- Connector URL should be up and running.
- SQL read access

9.0   Tools/Knowledge

- Magento Community edition and Enterprise edition.
- M3
- SQL/MYSQL
- REST client in chrome
- AOE scheduler(To schedule cron jobs)
- M3 H5 Client, Smart Office, MI Test.

10.0 Resource
1.5 man days would be needed to run the full regression and test the complete functionality of product.

11.0 Software Features and Functionality to Be Tested

11.1 UI Testing

- Verify LEANSWIFT text is displayed in configuration panel after installation is successful from System -> Configuration.(P0)
- Verify RMA is displayed under LEANSWIFT in configuration panel.(P0)
- Verify user is displayed with option of Default Store View in drop down box of Current Configuration scope.(P0)
- Verify users is displayed with other stores in Current Configuration scope drop down box.(P0)
- Verify user is given Save Config button in right corner.(P0)
- Verify all the text in RMA page is aligned properly.(P0)
- Verify the theme of RMA page is uniform with respect to Magento.(P0)
- Verify the font is uniform all throughout the RMA.(P0)
- Verify hide/unhide (^) option is available for all the available section.(P0)
- Verify there is no spelling mistake on the text displayed on RMA.(P1)
- Verify the message displayed after pressing the Save Config button is proper.(P0)
- Verify error message is color coded properly and captures end users attention.(P2)
- Check scroll bar is displayed if the screen is zoomed in and zoomed out.
- Verify Buttons used in RMA page are proper.(P1)
- Verify Text displayed in RMA page conveys message to external customers.(P0)
- Verify user is displayed with below sections in LeanSwift RMA page. (P0)
    - o RMA Parameters
    - o RMA Warehouse
    - o RMA Reason Codes
- RMA Parameters will have the following options: (P0)
    - o Valid return period (in calendar days)
    - o Returns M3 credit order type
    - o Claims M3 credit order type
    - o Exchanges M3 credit order type
    - o Exchanges M3 debit order type
- RMA Warehouse will have the following options: (P0)
    - o Country
    - o Warehouse
- RMA Reason Codes will have the following options: (P0)

- o   RMA Code
- o   Description
- o   RMA type
- o   Usable by customer
- Verify Cron section has below options (P0)
  - o   Cron settings for ERP return order sync

11.2 Functional Testing

LeanSwift eConnect has 2 ways to initiate RMA to a customer

- Magento Admin
- Magento frontend

RMA behavior is controlled by a list of options which is available under System->Configuration ->Sales->sales->RMA Setting, which contain the following:

- Enable RMA on frontend
- Enable RMA on product level
- Use store address

11.2.1 RMA from Magento Admin

Prerequisite: Original Sales order should exist for which RMA has not been initiated

RMA Parameters

- Verify Valid RMA period has a textbox that accepts only numbers. (P0)
- Verify that the following options, Return Order Type, Claims Order Type(Stock return), Claims Order Type(No Stock return), Exchange Credit Order Type, Exchange Debit Order Type has dropdown with options from M3 OIS010. (P0)
- Ensure that RMA can be initiated only for orders placed within the span of RMA valid period. (P0)
- Choose an order which does not satisfy RMA valid period, and verify if RMA can be initiated. (P1)
- Go to Sales->order, choose an order and from order detail page initiate an RMA, Verify RMA can be initiated successfully. (P0)

- Go to Sales->RMA->Manage RMA, choose an order and from order detail page initiate an RMA, Verify RMA can be initiated successfully. (P0)
- Choose an order within valid RMA period and initiate an RMA and verify that Order type in M3 is mapped to a value that is defined in config for the following (P0)
    - o   Return is initiated
    - o   Claims Order Type(Stock return) is initiated
    - o   Claims Order Type(No Stock return) is initiated
    - o   Exchange is initiated

- Ensure that Order number for EXD is the next incremental number from sales order number. (P1)

RMA Warehouse

- Verify that Country has dropdown with options from M3 CRS045. (P0)
- Verify that Warehouse has dropdown with options from M3 MMS005. (P0)
- Verify that add button will add fields for Country and Warehouse together. (P0)
- Verify that delete button will delete fields for Country and Warehouse together. (P0)
- Verify that warehouse details in OIS300, is same as mapping in the RMA warehouse configuration, when valid(Item must be available in the warehouse that is chosen) mapping is done. (P0)
- Verify the warehouse details in OIS300, when invalid(Item must not be available in the warehouse that is chosen) mapping is done in the RMA warehouse configuration. (P0)
- Verify the warehouse details in OIS300, when warehouse is not mapped to a country. (P2)

RMA Reason Codes

- Verify that RMA code has a dropdown with options from M3 CRS103. (P0)
- Ensure Description has a text field that accepts alphanumeric characters. (P0)
- Ensure that RMA type has a dropdown with options based on the attributes set in Resolution. (P0)
- Ensure Usable by customer has a dropdown with options yes/no. (P0)
- Verify Add button will add fields for all the options in RMA reason code. (P0)
- Verify Delete button will delete fields for all the options in RMA reason code. (P0)
- Verify that only those options for which Usable by Customer is set to yes, are visible in the frontend for the customer when RMA is initiated. (P0)
- Verify that those options for which Usable by Customer is set to no, are not visible in the frontend for the customer when RMA is initiated. (P0)
- Verify that options to choose for RMA is based on the mapping with RMA type. (P0)
- Verify the Description mapped to respective RMA code mentioned in config is reflected in frontend. (P0)
- Verify that the RMA code along with description is reflected in M3 OIS300, related options->order lines, in Trans Reason under Details(panel F). (P1)
- Verify the inventory balance in M3 before and after an RMA is initiated. Ensure that inventory balances in RMA warehouse increases by 1 for Return, Exchange, Claim and remains same for Claim Non stock. (P1)
- Verify the status change is reflected in M3 OIS300, Manage RMA page, order detail page and in My Returns in magento when RMA is initiated. Ensure status updates for Return, Claim, Claim non stock and Exchange. (P0)
- Ensure that if RMA has to be initiated, it can be initiated only when order status is complete. (P0)

- Choose an order for which RMA is already initiated for an order, and verify that there is no option to initiate RMA in both Magento admin and frontend. (P0)
- Initiate a partial Return for an order that contains more than 1 as qty verify the return behaviour. (P0)
- Initiate a partial return for 1 item and claim for 1 item in same order and verify the behaviour. (P1)
- Initiate a claim for 1 item and exchange and verify the behavior. (P1)
- Initiate a return for 1 item and partial return for 1 item in same order. (P1)
- Initiate a return for 1 item and exchange for 1 item in same order. (P1)
- Initiate a return for 1 item and claim for 1 item in same order and verify the behavior. (P1)

- Initiate a return, partial return, and claim for the same order and verify the behaviour. (P1)

- Initiate a return for 1 item on day 1, initiate return for item 2 of the same order on day 3 and verify the behaviour. (P1)
- Verify order sync and status change is updated by running the cron Leanswift_return_order_sync. (P0)
- Verify the behaviour when a higher value is filled in Requested qty than in remaining qty. (P2)
- Verify the mapping for different values of Reason to return and Resolution. (P0)
- Verify RMA information has 2 sections, General information and RMA items. (P0)
- Verify the following information displayed under General Information. (P0)
   o Request details containing ID, Order ID, Customer Name, Email Address, Contact email address
   o Shipping method containing Carrier, Title, Number, Action
   o Order Shipping address
   o Return Address
   o RMA History
- Verify the following information displayed under RMA items. (P0)
   Item with fields, Product name, SKU, Remaining quantity,Requested quantity, Returned quantity, Reason to return, Resolution, Status

- Verify status updates in the order : (P1)

M3 Order Line	Magento RMA Line	Magento RMA
Not yet synced	Pending	Pending
44	Authorized	Authorized
66	Return Received	Return Received/Return received partially
69	Return Received	Return Received/Return received partially
77	Approved	Processed and closed
79	Approved	Processed and closed
90	Authorized	Closed
99	Denied	Closed

11.2.2 RMA from Magento frontend

- Initiate an RMA from Magento order and ensure the completion of RMA. Ensure user can Return and Claim and is possible for all types of customer. (P0)
- Initiate an RMA from My Dashboard page and ensure the completion of RMA. Ensure user can Return and Claim and is possible for all types of customer. (P0)
- Ensure RMA can be initiated for an order only when status is Complete. (P0)
- Verify that clicking on back hyperlink redirects to My Dashboard with recent orders page. (P0)
- Verify that clicking on view return hyperlink, redirects user to return order detail
- page. (P0)
- Choose an order that has 1 item and initiate an RMA, Click on Add item to return and verify that an error is thrown indicating requested qty is higher than remaining qty. (P2)
- Verify that once RMA is initiated, the return order number, original order number and date information is same in frontend and magento admin. (P0)
- Verify that once RMA is completed, the return order number, ERP order number, original order number, status and date information is same in frontend and magento admin. (P0)
- Verify the Add item to return hyperlink behavior. (P0)
- Verify that for an order that is already returned, the following information is displayed (P0)

  o Order date, Shipping address, Billing address, Shipping method, Payment method
  o My Returns with Return order number, Date, Ship from, Return Status
  o View Return hyperlink
- Verify the following information on clicking the view return hyperlink (P0)

- o RMA number on top with status
- o Request details containing ID, Order ID, Date Requested, Email Address, Contact email address
- o Shipping address
- o Item Return requested for with following fields
- o Product name, SKU, Reason to return, Resolution, Request quantity, Quantity, Status
- o Leave comment with a Comment text box
- o Submit comment button
- o Comment history
- o Back hyperlink
- ● Verify that My Returns page has the following columns (P0)
  - o Return number, ERP return number, Original order number, Date, Order Status
  - o Show with options 10,20,50
  - o View return hyperlink
- ● Verify the following information is displayed when RMA is initiated from frontend (P0)
  - o Order ID, Order Shipping address, Customer Name, Email Address, Contact email address, Resolution
  - o Return item information containing the following
  - o Item field, Quantity to return field, Remaining quantity, Reason to return dropdown and a submit button
  - o Add item to return hyperlink and back hyperlink

12.0 Appendix A – M3 Programs/setups used

Program	Description	Setting level
OIS010	Order types are defined here.	Website
CRS045	List of countries are define here.	Website
MMS005	List of warehouses are defined here	Website
CRS103	List of RMA codes are defined here	Website