

## **Testing Closure Report**

**Project Name:** RideNow

**Module/System Under Test:** User Management, Ride Request, Ride Acceptance, Ride Completion, Payment & Rating modules

**Version/Release:** 1.1

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### **1. Introduction**

• Purpose of this report is to provide a summary of all testing activities conducted on the ride-hailing system, including User Acceptance Testing (UAT). It ensures that the defined functional requirements have been validated, documents the overall product quality, highlights any open risks or issues, and provides a recommendation on the system's readiness for release.

• Scope of testing covered:

The testing scope included validation of all core functional requirements of the ride-hailing system. The following modules, features, and requirements were covered:

#### **1- User Management (FR1)**

- User registration with email, phone, and password
- Login authentication
- Driver license upload and verification

#### **2- Ride Request (FR2)**

- Customer ride request creation with pickup and drop-off locations
- System assignment of the nearest available driver

#### **3- Ride Acceptance (FR3)**

- Driver acceptance of ride requests
- Driver rejection and automatic reassignment

#### **4- Ride Completion (FR4)**

- Driver marking ride as "completed"
- System fare calculation after ride completion

#### **5- Payment (FR5)**

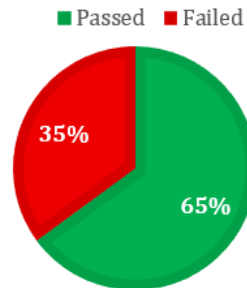
- Cash payment processing
- Card payment processing
- Failed payment handling

- Database record creation for payments
- 6- Rating (FR6)**
- Customer providing driver ratings (1–5 stars)
- Validation of rating inputs
- Entry & Exit criteria reference

## 2. Test Summary

- Total number of test cases prepared: **57**
- Total number of test cases executed: **57**
- Passed test cases: **37**
- Failed test cases: **20**
- Blocked/Skipped test cases: **0**
- Defects reported:  
**1 with critical severity & high priority**  
**19 with high severity & high priority**
- Defects closed: **0**



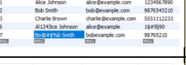



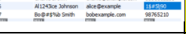
## TEST EXECUTION RESULTS



## 3. Test Execution Status (Sample Table)

Test Case ID	Test Case Title	Requirement/Rule	Objective	SQL Command	Expected Result	Actual Result	Status
TC_001	[+ve] Insert customers with valid data	FR1 Users can register/login with email, phone, and password.	Validate customer registration	INSERT INTO customers (full_name, email, phone, password) VALUES ('Alice Johnson', 'alice@example.com', '1234567890', 'hhfjtc234'), ('Bob Smith', 'bob@example.com', '9876543210', 'hfhgdu2334');	Register successfully	Register Failed	Failed
TC_002	Ensure that customer's ID auto increments	FR1 Users can register/login with email, phone, and password	Validate auto incrementing of customer ID	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alice@example.com', '1234567890'), ('Bob Smith', 'bob@example.com', '9876543210'), ('Charlie Brown', 'charlie@example.com', '5551112233');	Alice's ID = 1 Bob's ID = 2 Charlie's ID = 3	Alice's ID = 1 Bob's ID = 2 Charlie's ID = 3	Passed
TC_003	Ensure that Customer's full name doesn't accept null	FR1 Users can register/login with email, phone, and password	Validate mandatory of Full Name field	INSERT INTO customers (full_name, email, phone) VALUES (null, 'alice@example.com', '1234567890');	Registration fails	Registration failed	Passed
TC_004	Ensure that Customer's email doesn't accept null	FR1 Users can register/login with email, phone, and password	Validate mandatory of Email field	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', null, '1234567890');	Registration fails	Registration failed	Passed
TC_005	Ensure that Customer's full phone doesn't accept null	FR1 Users can register/login with email, phone, and password	Validate mandatory of Phone field	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alice@example.com', null);	Registration fails	Registration failed	Passed
TC_006	Verify that customer's full name cannot be only spaces	FR1 Users can register/login with email, phone, and password	To verify that the system does not accept a customer NAME consisting only of spaces and enforces proper data validation for the full_name field.	INSERT INTO customers (full_name, email, phone) VALUES (' ', 'alice@example.com', '1234567890');	Registration fails	Registration succeeded	Failed
TC_007	Verify that customer's email cannot be only spaces	FR1 Users can register/login with email, phone, and password	To verify that the system does not accept a customer EMAIL consisting only of spaces and enforces proper data validation for the full_name field.	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', ' ', '1234567890');	Registration fails	Registration succeeded	Failed
TC_008	Verify that customer's phone cannot be only spaces	FR1 Users can register/login with email, phone, and password	To verify that the system does not accept a customer PHONE consisting only of spaces and enforces proper data validation for the full_name field.	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alice@example.com', ' ');	Registration fails	Registration succeeded	Failed
TC_009	Verify that customer's full name doesn't accept special characters	FR1 Users can register/login with email, phone, and password	Verification of registration with improper full name	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Jo@#%&hnson', 'alice@example.com', '1234567890');	Registration fails	Registration succeeded	Failed

## 4. Defect Summary

Bug ID	Bug Title	Environment	Step by step	Expected Result	Actual Result	Related Test Case	Severity	Priority	Attachment
B_004	System accepts customer phone number with only spaces	Operating system: Windows 11 UAT: MySQL	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alice@example.com', ' ');	Registration fails	Registration succeeded	TC_008	High	High	
B_005	System accepts customer full name containing special characters	Operating system: Windows 11 UAT: MySQL	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Jo&#x26amp;#x27;s!dmon', 'alice@example.com', '1234567890');	Registration fails	Registration succeeded	TC_009	High	High	
B_006	System accepts customer full name containing numbers	Operating system: Windows 11 UAT: MySQL	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson1234', 'alice@example.com', '1234567890');	Registration fails	Registration succeeded	TC_010	High	High	
B_007	System accepts invalid email format without @ symbol	Operating system: Windows 11 UAT: MySQL	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alicesample.com', '1234567890');	Registration fails	Registration succeeded	TC_012	High	High	
B_008	System accepts invalid email format without domain extension	Operating system: Windows 11 UAT: MySQL	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alice@example', '1234567890');	Registration fails	Registration succeeded	TC_013	High	High	
B_009	System accepts phone number in invalid format	Operating system: Windows 11 UAT: MySQL	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alice@example.com', '1234567890');	Registration fails	Registration succeeded	TC_014	High	High	
B_010	System accepts phone number containing letters	Operating system: Windows 11 UAT: MySQL	INSERT INTO customers (full_name, email, phone) VALUES ('Alice Johnson', 'alice@example.com', '1abcde999');	Registration fails	Registration succeeded	TC_015	High	High	

## 5. Quality Assessment

### • Product quality evaluation:

- A total of 57 test cases were executed covering all functional requirements (FR1 – FR6).
- Critical Defect Identified: Requirement mismatch - the system requires users to log in with username & password, but in the database queries/implementation, password handling is missing. This prevents proper authentication and represents a major security and functionality issue.
- Additional high -severity defects were also reported (e.g., missing validation messages, incorrect handling of certain ride request flows).
- Due to the presence of a critical defect, the system cannot yet be considered production -ready.

### • Risks or concerns that remain open:

- The critical login/passw ord defect poses a serious security and business risk. Without resolution, users cannot securely access the system.
- High -severity defects may affect user experience and reliability of key functions such as ride requests and payments.
- If unresolved, these issues may result in customer dissatisfaction and potential rejection of the system in a production environment .

- **Areas not tested and their impact :**

- Performance Testing was not executed → Potential impact on system responsiveness under heavy load.
  - Security Testing (beyond the login defect) was not covered → Risk of vulnerabilities in data protection and fraud prevention.
  - Integration with live payment gateways was not validated → Possible transaction issues in real-world scenarios.
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## **6. Lessons Learned**

- **Challenges Faced During Testing :**

Requirement ambiguity: login flow was unclear (username & password required in requirements but not properly implemented in the system).  
Lack of early communication between development and testing teams, which led to late discovery of critical defects.  
Limited scope for performance and security testing due to time and resource constraints.  
Test environment setup delays, which slowed down the execution of UAT.

- **Improvements for Future Cycles:**

Ensure requirements are reviewed and clarified with stakeholders before development begins to avoid mismatches. Conduct early test planning and requirement traceability to detect gaps at the design stage. Allocate sufficient time for performance and security testing in addition to functional tests. Improve collaboration between developers, testers, and business analysts through regular sync meetings. Implement defect triage sessions to prioritize and resolve high-severity issues faster.

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## **7. Conclusion & Sign -Off**

- **Confirmation of exit criteria :**

- The majority of planned test cases were executed, and most functional requirements (FR1 –FR6) were covered.
- However, the defined exit criteria have not been fully met due to the presence of one critical defect (login/password mismatch) and multiple high-severity defects.

- **Overall readiness of the product for release :**

Given the unresolved critical defect and other high -severity issues, the system is not yet ready for production release.

The product requires defect resolution and a re -test cycle before it can be approved for deployment.

- Sign -off by responsible stakeholders :

This report is submitted for review and acknowledgment by the project stakeholders.

Final sign -off will be provided once:

- 1- Critical and high -severity defects are resolved.
- 2- A confirmation regression/UAT cycle is completed successfully.
- 3- Exit criteria are re -validated and met.

Signatures:

- QA/Test Lead: Mohamed Nader
- Project Manager: Eng Mustafa Hosny
- Business Owner: Eng Mustafa Muhammad