Top of Form

**1.      BEFORE YOU START TESTING**

**1.1     Materials Required for Testing**

            The tester will require the following:

                        Blank Application Issue forms,

                        Basic knowledge of the system,

                        A supply of Company XXX multi-copy Invoice forms,

                        An SST test environment with test data as described in the following sections, and

                        A copy of the SST Backup and Recovery Procedures

**1.1.1   Test Data**

            The test data to be used during the Invoice Functionality scenarios is Company XXX's "production data" from their acceptance test environment on their OS/2 server, as was used for the SST Iteration 2.5 invoice testing.

**1.1.2   Test Environment**

            Company ABC's OS/2 with at least 2 clients

            Company ABC's laser printer

            Company ABC's Epson DFX-8000 impact printer (for most tests).

            Company XXX 's DLF-8000 impact printer (for a few tests to ensure that it functions properly).

**1.2     Special Instructions**

**1.2.1   Database Backups**

            Database backups are to be performed as/when instructed within this test script.  This is done so that if problems are found in the invoicing, the program can be changed and the invoices rerun with the same data.  To back up the DB during system testing, and to restore from backup, refer to the SST Backup and Restore Procedures document.

**1.2.2   Test Procedures**

            Test procedures previously established for the SST Refit and SST Iteration 2.5 System Testing are to be followed.  Additionally, the testers are instructed to do the following:

            1.         Write your name(s) and the date at the top of each page as you perform the tests.

            2.         When completing Application Issues (AIs) indicate the name of the Test Script (in this case Invoice Functionality) and the test number on the AI itself.  Additionally, write the AI number into or beside the "Init" column.  This cross-referencing will assist us in the regression testing.

            3.         When regression testing has be successfully completed, the AI and the test case in this document must both be signed off by the testing.

                        Remember:  regression testing is performed to ensure that the bug or problem has been fixed,

                                    AND

                        that the resolution has not adversely affected related functions.

**2.      INVOICE FUNCTIONALITY TEST SCENARIOS**

            Purpose:          The purpose of these tests is to confirm that the SST Interation 3 invoicing and related components have been successfully enhanced as planned.

                                    The scenarios include completing the set up of the invoice-specific test data, adding missing/new data to the test data that was generated for SST Iteration 2.5, and performing testing of the basic functionality of the invoicing and related processing.  Since some of the database tables have changed since the last release of SST, these tests will also implicitly confirm that these tables have successfully been manipulated.

            Prerequisite Tests:       1.         Section 2.1 "Setup Test Data" of the General Functionality Test Script must have been completed.

                                                2.         Ideally, all tests in that test script should have been completed successfully prior to performing this test script.

            Test Preparation:         1.         Restore Company XXX 's "production data", as used in the SST Iteration 2.5 Invoice Testing must be loaded onto the system test server prior to completion of the following tests;  this test script assumes that the per-SST pricing has already been added, as per the Iteration 2.5 script.

                                                2.         Perform required manipulation of the database restored, according to the changes that were made to the database schema during the development of SST Iteration 3.

            References:                             Rqmnt SST Iteration 3 System Requirements Version 2 printed September 9, 1993 and as subsequently changed in SST Change Control Binder References to these requirements are presented as the section number preceded by the character R.

            Design                                     SST Iteration 3 Design Specifications printed September 3, 1993 and as subsequently changed in SST Change Control Binder.  References to these specifications are presented as the section number (the hand-written "page" number on the published version) preceded by the character D.

            DR19A                                   The SST Invoicing Specification is attached to this DR.  Note that it defines the SST invoicing for SST Iteration 2.5, and that the Design Specifications supersede some of this Decision Request.  Some specific references are made to these Invoicing Specifications; the referenced section numbers are preceded by the characters IS.

            Note:                                       This test script incorporates a considerable portion of the Iteration 2.5 Invoice Test Script.  References in that document, to DRs and AIs from that time have, for the most part, been left in place.

**2.1     Setup Test Data**

            Test Procedure:           1.         Place the results of the following tests into Appendix A.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  | 1.  Enter/examine Company XXX 's GST Registration Number via the Company XXX Corporate Maintenance screen.  Ensure that the value entered is 5 digits in length. | Done  Company XXX 's GST Registration Number is:  \_\_\_\_\_\_ | \_\_\_\_\_ |
| R3.1.9 (4) | 2a.  From the Branch Maintenance Screen, set the Starting Batch Number for invoicing to the number 1 for each administrative branch.      b.  For all Servicing Branches, set the Starting Batch Number to 77. | a.  Done          b.  Done | a\_\_\_\_          b\_\_\_\_ |
|  | 3.  Go to the Corporate Service Type master table of codes      a.  Enter/examine the RA Code for service type/subtype 01 1.  Ensure that the value entered is 5 digits in length.      b.  Enter/examine the RA Code for service type/subtype 01 2.  Ensure that the value entered is 5 digits in length.      c.  If these RA Codes are not different from each other, make them so. | a.  For Service type/subtype = 01 1  RA Code = \_\_\_\_\_\_\_\_\_\_      b.  For Service type/subtype = 01 2  RA Code = \_\_\_\_\_\_\_\_\_\_      c.  Done | a\_\_\_\_        b\_\_\_\_        c\_\_\_\_ |
|  | 4.  Go to the Province master table of codes.      a.  Enter/examine the RA Code for B.C.  Ensure that the value entered is 5 digits in length.  Also enter GST=7% and PST=0% for this province.      b.  Set Alberta's GST=10%, PST=5%, and give it a unique RA Code.      c.  Set Saskatchewan's GST=0%, PST=10% and give it a unique RA Code.      d.  Enter/examine the RA Code for the other provinces.  Ensure that the value entered is 5 digits in length. | a.  For B.C. the PST RA Code = \_\_\_\_\_\_\_\_  PST%=0, GST%=7        b.  For Alta, the PST RA Code = \_\_\_\_\_\_\_\_  PST%=5, GST%=10    c.  For Sask, the PST RA Code = \_\_\_\_\_\_\_\_  PST%=10, GST%=0    d.  PST RA Codes are entered for other provinces. | a\_\_\_\_          b\_\_\_\_      c\_\_\_\_      d\_\_\_\_ |
| R3.1.3          R3.1.5          R3.1.7 | 4.  Report all the calls generated in previous tests (i.e. from General Functionality testing), by performing the following:      a.  Generate a Daily Edit Report requesting all un-invoiced calls.        b.  Generate a Service Call Report requesting all un-invoiced calls.          b.  Generate a Special Calls Report  requesting all uninvoiced calls. | The reports lists the uninvoiced calls - all calls generated and closed/cancelled to date (except those that remain open/active). | a\_\_\_\_          b\_\_\_\_        c\_\_\_\_ |
| R3.1.1 | 5.  Generate a Call History Report  requesting all calls. | Calls correspond to those listed in the other call reports printed in the previous step. | \_\_\_\_\_ |
|  | x.  Save the database before continuing with the following tests.  Label the backup as "SST Iteration 3 Invoice Backup 2.1" | Done | \_\_\_\_\_ |

**2.2     Customer and Contract Test Cases**

            Prerequisite Tests:       Section 2.1, Setup Test Data, must be completed prior to performing the following tests.

            Test Procedure:           1.         Place the results of the following tests into Appendix A.

                                                2.         If regression testing, restore the database from the backup labelled "SST Iteration 3 Invoice Backup 2.1" before proceeding with the tests.  Use the documented SST Backup and Restore Procedures.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  | 1a.  Refer to Table 1.  Make whatever changes to the contract/customer data are necessary to satisfy the criteria.      b.  Record which customers and contracts satisfy the criteria indicated in that table.      c.  You may wish to set the status of the contracts that do not satisfy the criteria, and which do not have calls and manual billing entries INACTIVE (so that there are fewer invoices generated in later tests.)    NOTE:  DO NOT RUN INVOICES YET. | a.  Done        b.  Done      c.  Done | a\_\_\_\_        b\_\_\_\_      c\_\_\_\_ |
|  | 2.  On the designated "administering branch" for each contract in the test set perform the following via the Branch Maintenance screen:      a.  Enter an appropriate Remittance Address      b.  Enter appropriate Invoice Contact Info (name on first line and phone number on second line)      c.  On at least one administering branch, enter only one line of Invoice Contact Info, rather than two. | a.  Done    b.  Done        c.  Done | a\_\_\_\_    b\_\_\_\_        c\_\_\_\_ |
|  | 3.  On the non-administering Company XXX branches:      a.  Enter an inappropriate Remittance Address on some and enter no Remittance Address at all on others.      b.  Enter totally inappropriate Invoice Contact Info on some and enter no Invoice Contact Info on others. | a.  Done        b.  Done | a\_\_\_\_        b\_\_\_\_ |
|  | 4.  Run the Contract List Report for all contracts. | a.  Done    b.  All per-SST pricing has been entered.    NOTE:  if per-SST pricing has NOT been entered (that should have been done during the SST Iteration 2.5 Invoice Testing) do so at this time.  Then re-run the Contract List. | a\_\_\_\_    b\_\_\_\_ |
|  | x.  Save the database before continuing with the following tests.  Label the backup as "SST Iteration 3 Invoice Backup 2.2" | Done | \_\_\_\_\_ |

Table 1 - Customer/Contract Invoicing Results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ref | Customer/Contract  Criteria | Customer /  Contract /  Contract Serv. | Expected Results | Init |
| IS3.1.1 | 1.  Invoice by Contract = Y  2 contracts with same customer and administrating branch |  | Invoiced separately | \_\_\_\_\_ |
| IS3.1.1 | 2.  Invoice by Contract = N,  2 contracts with same customer and administrating branch |  | a.  Invoiced together on the same invoice    b.  the Order No. and Customer No. fields are left blank    c.  Invoice Detail Report prints info for both contracts on the report for this invoice | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_ |
| IS3.1.1 | 3.  Invoice by Contract = N.  2 contracts with same customer but differing administrative branches. |  | Invoiced separately | \_\_\_\_\_ |
|  | 4.  2 contracts with multiple servicing branches (at least 3 on each). |  | Revenue is allocated correctly per branch:  a.  on the invoice  b.  on the Batch Report | a\_\_\_\_  b\_\_\_\_ |
| DR15C | 5.  Contract with monthly contract prices per call type as well as per-SST prices. |  | a.  contract billing amount is the sum of all    b.  Invoice Detail Report shows both service prices for each call type and the per-SST prices | a\_\_\_\_      b\_\_\_\_ |
|  | 6.  Contract with monthly contract prices per call typebut NO per-SST prices (i.e. per-SST price = 0). |  | contract billing is just the sum of the contract service prices associated with the call types | \_\_\_\_\_ |
| DR15C | 7.  Contract with per-SST pricing but NO monthly contract prices per call type. |  | contract billing is the sum of the per-SST price for all active SSTs | \_\_\_\_\_ |
|  | 8.  Contract with P.O. number |  | see Table 8 results for Order No. | \_\_\_\_\_ |
|  | 9.  Contract without P.O. number |  | see Table 8 results for Order No. | \_\_\_\_\_ |
| IS3.1.1 | 10a.  Customer is GST exempt at corporate, region and location levels    b.  Customer is GST exempt at corporate level, but not at region or location level.    c.  Customer is GST exempt at corporate and region level, but not at location level. |  | see Table5 and Table 8 results for GST | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_ |
| IS3.1.1 | 11.  Customer is PST exempt at corporate, region and location levels |  | see Table 5 and Table 8 results for PST | \_\_\_\_\_ |
| IS3.1.1 | 12.  Customer is both GST and PST exempt at all levels |  | see Table 5 and Table 8 results for GST and PST | \_\_\_\_\_ |
| IS3.1.1 | 13.  Customer is Provincial GST exempt, but neither PST nor GST exempt (at all customer levels) |  | both GST and PST are charged, there are no other affects. | \_\_\_\_\_ |
|  | 14.  Contract has "old contract number" |  | see Table 8 results for Customer No. | \_\_\_\_\_ |
|  | 15.  Contract has NO old contract number |  | see Table 8 results for Customer No. | \_\_\_\_\_ |
| IS3.1.2 | 16.  Contract is Inactive |  | a  Cannot enter emergency calls against SSTs on this contract.    b.  Invoice is not created for this contract. | a\_\_\_\_        b\_\_\_\_ |
| IS3.1.2  DR15C | 17.  There are BOTH active and inactive SSTs on the contract, all with per-SST pricing. |  | a.  Cannot dispatch calls for inactive SSTs    b.  per-SST prices for inactive SSTs are not invoiced    c.  per-SST prices for active SSTs are all invoiced    d.  only the active SSTs are printed on the Invoice Detail Report for this invoice | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_      d\_\_\_\_ |
| IS3.1.2 | 18.  All SSTs on the contract are inactive. |  | No invoice is created. | \_\_\_\_\_ |
|  | 19.  There are no SSTs entered on the contract, but there is a valid price matrix. |  | a.  contract (fixed) billing is invoiced as usual    b.  variable billing = $0.00 | a\_\_\_\_      b\_\_\_\_ |
|  | 20.  Contract has more than 7 active servicing branches (with current price matrices for each) and the customer is neither GST nor PST exempt. |  | see Table 8 results for Revenue Allocation | \_\_\_\_\_ |
| DR3  DR7  DR8 | 21.  Contract with cumulative pricing:      a.  technical calls included    b.  technical calls not included |  | a.  Invoiced correctly.  b.  Invoiced correctly. | a\_\_\_\_  b\_\_\_\_ |
| DR3  DR7  DR8 | 22. Contract without cumulative pricing. |  | Invoiced correctly. | \_\_\_\_\_ |
| DR3  DR7  DR8 | 23.  Contract with free calls. |  | Invoiced correctly. | \_\_\_\_\_ |
|  | 24.  Contract with price changes as of the first of next month (i.e. price effective date = 01sep for all call types and the entire price matrix has different rates) |  | a.  Variable billing is at this month's rate.    b.  Fixed billing is at next month's rate. | a\_\_\_\_      b\_\_\_\_ |
|  | 25.  Contract with service type/subtype = 01 1 |  | a.  Revenue for contract and variable services is allocated to the RA Code entered in step 3a of the "Setup Test Data" scenario | \_\_\_\_\_ |
| R3.1.9 (9) | 26.  Contract with service type/subtype = 01 2 |  | a.  The contract service is invoiced as an SST service.    b.  Revenue for contract and variable services is allocated to the RA Code entered in in step 3b of the "Setup Test Data" scenario. | a\_\_\_\_        b\_\_\_\_ |
|  | 27.  Contract service where customer is GST and PST exempt for all locations on the service. |  | Refer to Table 5 and Table 8 results for PST and GST | \_\_\_\_\_ |
|  | 38.  Contract service where all SST locations on the service are in B.C. |  | a.  GST is charged at 7%  b.  PST is not charged (i.e. 0%)  c.  Except on Manual Billing where it is charged as entered. | a\_\_\_\_  b\_\_\_\_  c\_\_\_\_ |
|  | 29.  Contract service where all SST locations on the service are in Alberta. |  | a.  GST is charged at 10%  b.  PST is charged at 5%  c.  Except on Manual Billing where it is charged as entered. | a\_\_\_\_  b\_\_\_\_  c\_\_\_\_ |
|  | 30.  Contract service where all SST locations on the service are in Saskatchewan. |  | a.  GST is charged at 0%  b.  PST is charged at 10%  c.  Except on Manual Billing where it is charged as entered. | a\_\_\_\_  b\_\_\_\_  c\_\_\_\_ |

**2.3     Generate Calls Scenarios**

            Purpose:          The purpose of the following test scenarios is to generate the calls required to test invoicing and, while doing so, test the procedure-related processing (for example that unreported calls are not invoiced, etc).

                                    This section has been broken up into a number of scenarios to facilitate regression testing.

            Prerequisite Tests:       The preceding scenarios in this test script must have been previously generated.

            Test Procedure            1.         Place the results of the following tests into Appendix B, unless otherwise instructed.

                                                2.         If regression testing, restore the database from the backup labelled "SST Iteration 3 Invoice Backup 2.2" before proceeding with the tests.  Use the documented SST Backup and Restore Procedures.

                                                3.         Refer to Table 2.  The calls that are referred to in the following scenarios are the calls in that table.  The tester is instructed to enter some calls, perform a test or two, then enter more calls, perform other tests, etc.  When this scenario is completed, all calls in Table 2 will have been entered.

                                                4.         NOTE:  At this point, the user may or may not wish to also confirm the expected results as documented in Table 2 for the individual calls generated and in Table 1 for the contracts/customers.

                                                5.         NOTE:  Some of the test cases may already exist, having been generated by the testers performing the General Functionality Test Script.  Rather than generating new calls, the tester may wish to use the calls that already exist.

**2.3.1   Generate Calls - Test Scenario 1 (Daily Edit Report)**

            Test Preparation:         Read all the instructions on the preceding page.

            Test Procedure            1.         Place the results of the following tests into Appendix B.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  | 1.  Generate some of the calls referred to in Table 2, including some Special Calls.    NOTE:  for now, do not enter the pricing for the Special Calls. | Done  The following call numbers were generated:  \_\_\_\_\_\_\_\_\_\_\_ through \_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_ |
| R3.3.5                    R3.1.9     (3,4) | 2.  Run invoices for the entire month - select the pre-invoice option.    NOTE:  A detailed examination of the invoice-related reports will be conducted later in this test script.  For now, just check the results listed here.    NOTE:  The user may wish to run the pre-invoice reports for only one or two customers/contracts so that there isn't so much time and paper consumed. | a.  Invoice-related reports are generated (but not the invoices)    b.  NONE of the calls placed in step 1 above are included on the invoices (because they haven't been reported yet).    c.  Contract billing (i.e. fixed billing) is invoiced for the month of November.    d.  The Batch Reports are numbered starting at Batch Number 1 (actually 01). | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_      d\_\_\_\_ |
| R3.1.3 | 3.  Run the Daily Edit Report for the current date (i.e. the date step 1 was performed) requesting all un-reported calls. | The calls generated in step 1 are reported appropriately. | \_\_\_\_\_ |
|  | 4.  Generate more of the calls in Table 2, including some Special Calls.    AGAIN - don't bother entering the charges for the Special Calls at this time. | Done  The following call numbers were generated:  \_\_\_\_\_\_\_\_\_\_\_ through \_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_ |
| R3.1.3  R3.1.7  R3.3.5 | 5.  Run invoices again - select pre-invoice option AND select the option to NOT include contract pricing.    NOTE:  Again, the user may wish to run the pre-invoice reports for only one or two customers/contracts so that there isn't so much time and paper consumed. | a.  Invoice-related reports are generated.    b.  The Special Calls from Step 1 are NOT included.    c.  The other calls from Step 1 are included in the invoicing.    d.  The calls from Step 2 are NOT included in the invoicing.    e.  The contract billing for the month of November is not included. | a\_\_\_\_    b\_\_\_\_      c\_\_\_\_      d\_\_\_\_      e\_\_\_\_ |
| R3.1.3 | 6.  Generate a Daily Edit Report requesting all un-reported calls. | The calls from Step 2 above are listed - no others are listed. | \_\_\_\_\_ |

**2.3.2   Generate Calls - Test Scenario 2 (Special Calls and Service Call Reports)**

            Test Procedure            1.         Place the results of the following tests into Appendix B.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
| R3.1.7              R3.1.7       (2a) | 1a.  Generate a Special Calls Report requesting all un-invoiced calls.      b.  Edit prices into the special calls that have been generated to date, as described in Table 2.      c.  Generate the Special Calls Report again, requesting all un-invoiced calls. | a.  Done  All Special Calls generated in the previous scenario are listed    b.  Done        c.  The report shows the correct prices per-call as entered. | a\_\_\_\_        b\_\_\_\_        c\_\_\_\_ |
| R3.1.3 | 2.  Run a Daily Edit Report requesting all un-invoiced calls. | Done - all calls are listed, both Special Calls and otherwise. | \_\_\_\_\_ |
|  | 3.  Generate more calls from Table 2, both Special Calls and otherwise. | Done  The following call numbers were generated:  \_\_\_\_\_\_\_\_\_\_\_ through \_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_ |
| R3.1.5 | 4a.  Generate a Service Call Report listing all un-reported calls.      b.  Generate another Service Call Report listing all un-invoiced calls | a.  The report lists only the calls generated in step 3.    b.  This report lists all calls generated in this and previous scenarios. | a\_\_\_\_      b\_\_\_\_ |
| R3.1.9 (4) | 5.  Change the Starting Batch Number (on the Maintain Branch screen for the administrating branch) and save the info.      a.  change it to 100    b.  change it to -10    c.  change it to -6    d.  change it to 0    e.  change it to 20. | a.  disallowed - can only be two digits  b.  disallowed  c.  disallowed - cannot be negative  d.  disallowed  e.  Done | a\_\_\_\_  b\_\_\_\_  c\_\_\_\_  d\_\_\_\_  e\_\_\_\_ |
| R3.3.5 (2)                          R3.1.9     (3,4) | 6.  Run invoices for the entire month - select the pre-invoice option and  no contract billing. | a.  Invoice-related reports are generated.    b.  The calls generated in step 3 above are NOT included (because neither the Daily Edit Report nor the Special Calls Report has been generated for them)    c.  The other calls - those listed on the reports generated in steps 1 and 2, are included in the invoicing.    d.  The contract billing for the month of November is not included.    e.  The Batch Reports start at Batch Number 20. | a\_\_\_\_    b\_\_\_\_          c\_\_\_\_        d\_\_\_\_      e\_\_\_\_ |
| R3.1.7      (2c)    R3.1.3      (2b) | 7a.  Generate a Special Calls Report requesting all un-reported calls.      b.  Generate a Daily Edit Report requesting all un-reported calls. | a.  Only the Special Calls generated in Step 3 are reported.    b.  Only the calls generated in Step 3 are reported. | a\_\_\_\_      b\_\_\_\_ |

**2.3.3   Generate Calls - Test Scenario 3**

            Test Procedure:           1.         Place the results of the following tests into Appendix A.

                                                2.         Note that the reports generated in this scenario will be needed to test the results in the following test scenarios.  The reports generated in previous test scenarios can be set aside.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  | 1.  Generate the rest of the calls and situations in Table 2. | Done | \_\_\_\_\_ |
| R3.1.3      R3.2.4    (9-10) | 2.  Generate a Daily Edit Report requesting all un-invoiced calls. | a.  Done  All calls are listed    b.  The calls are listed sorted by dispatched date/time not by received date/time or by call number    c.  Note on this report "Use for Pre-Invoice Testing" | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_ |
| R3.1.7                R3.2.4    (9-10) | 3a.  Generate a Special Calls Report requesting all un-invoiced calls.      b.  Check the charges for these calls to ensure the pricing has been entered correctly per Table 2.  If additional edit are made, rerun the Special Calls Report after all edits have been done. | a.  Done  All calls are listed    b.  Done          c.  The calls are listed sorted by dispatched date/time not by received date/time or by call number    d.  Note on this report "Use for Pre-Invoice Testing" | a\_\_\_\_      b\_\_\_\_          c\_\_\_\_        d\_\_\_\_ |
| R3.1.5              R3.2.4    (9-10) | 4a.  Generate a Service Call Report requesting all un-invoiced calls.      b.  Check the calls to ensure they are correct per Table 2.  If additional edit are made, rerun the Special Calls Report after all edits have been done. | a.  Done  All calls are listed    b.  Done        c.  The calls are listed sorted by dispatched date/time not by received date/time or by call number    d.  Note on this report "Use for Pre-Invoice Testing" | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_        d\_\_\_\_ |
| R3.1.6 | 5.  Generate a Cancelled Calls Report, requesting all calls. | a.  Calls listed coincide with those listed as cancelled in the Daily Edit Report, and  b.  on the Service Call Report    c.  Note on this report "Use for Pre-Invoice Testing" | a\_\_\_\_    b\_\_\_\_    c\_\_\_\_ |
| R3.1.1 | 6.  Generate a Call History Report requesting all calls. | Call information for calls to be invoiced is correct. | \_\_\_\_\_ |
| R3.1.11  (4) | 7.  Generate an SST Master List for all contracts. | a.  The report shows the total contracted revenue by machine function per contract - the totals are correct    b. The report shows the total contracted revenue by call type per contract - the totals are correct    c.  The report shows the total contracted revenue per contract - the totals are correct    d.  The report lists the per-SST pricing and the per-SST totals.    e.  Inactive SSTs are EXCLUDED from the listing and from the totals.    f.  Non-current contract services are EXCLUDED from the listing and from the totals.    g.  Inactive and non-current contracts are EXCLUDED from the listing and from the totals.    h.  Note on this report "Use for Pre-Invoice Testing" | a\_\_\_\_        b\_\_\_\_        c\_\_\_\_        d\_\_\_\_      e\_\_\_\_      f\_\_\_\_        g\_\_\_\_        h\_\_\_ |
|  | 8.  Generate a Contract List. | a.  Done    b.  Note on this report "Use for Pre-Invoice Testing" | a\_\_\_\_    b\_\_\_\_ |

Table 2 - Emergency Call Invoicing Results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ref | Emergency Call Criteria | SST Numb. /  Call Numb. | Expected Results | Init |
| DR3  DR7  DR8 | 1.  Calls placed inside hours. |  | a.  Inside hours calls are invoiced at the correct inside hours rate.    b.  Where there are multiple time ranges, the pricing used the correct one for pricing. | a\_\_\_\_      b\_\_\_\_ |
| DR3  DR7  DR8 | 2.  Calls placed outside hours, where contract has outside hours pricing. |  | Outside hours calls are invoiced at the correct outside hours rate, if there is pricing in the contract for outside hours | \_\_\_\_\_ |
| DR3  DR7  DR8 | 3.  Calls placed outside hours where contract hasn't got outside hours pricing. |  | a.  If there is no pricing in the contract for outside hours, the calls are not billed on the invoice.    b.  The Invoice Run report lists the outside hours calls saying that there is no price for it. | a\_\_\_\_        b\_\_\_\_ |
|  | 4.  Technical calls. |  | For technical calls the ETA is used to determine if inside or outside | \_\_\_\_\_ |
|  | 5.  Regular calls, Cash Load calls, etc (other than Technical Calls) |  | For other types of calls the call received time is used for comparison | \_\_\_\_\_ |
|  | 6.  Calls closed with response times falling within the various response time prices (per the contract price matrix). |  | Pricing by response time is invoiced correctly. | \_\_\_\_\_ |
|  | 7.  Calls closed with response times that are charged at different rate |  | Pricing for late calls is invoiced correctly | \_\_\_\_\_ |
|  | 8.  Canceled calls. |  | a.  Canceled calls are not invoiced    b.  Canceled calls are not included in:  "calls over contract"  "total calls no charge" or  "total calls" | a\_\_\_\_    b\_\_\_\_ |
|  | 9.  Open some calls, but don't close them |  | Calls that were opened before the invoice start date and which remain open are not invoiced. | \_\_\_\_\_ |
|  | 10.  Open some calls and close them with a date in next month. |  | Calls that were opened before the invoice start date but closed after the invoice stop date are invoiced for that period. | \_\_\_\_\_ |
|  | 11.  No-charge calls |  | a.  Are not charged for.    b.  Are indicated on the invoice (see Table 8 results for Total Calls No Charge)    c.  Are not included in the total number of free calls. | a\_\_\_\_    b\_\_\_\_        c\_\_\_\_ |
|  | 12.  Tech calls with ETA next month that have not yet had a crew assigned. |  | Not invoiced | \_\_\_\_\_ |
|  | 13.  Regular calls with ETA and Dispatch dates next month |  | Not invoiced | \_\_\_\_\_ |
|  | 14.  Special call, NOT "no charge" but with amount = 0 |  | Invoice Report run notes this case with a warning message. | \_\_\_\_\_ |
|  | 15.  Special Call with very large response time (say 2 hours) but with amount = $50.00 |  | Amount charged is still just the amount edited into the record - the response time is not used. | \_\_\_\_\_ |
|  | 16.  Cancelled Special Calls. |  | Cancelled Special Calls are not included in the count of Special Calls that appears on the invoice. | \_\_\_\_\_ |
|  | 18.  Customer with NO Special Calls this month. |  | a.  Special Calls are not reported on the Invoice Detail Report  b.  There are no summary lines regarding Special Calls on the invoice. | a\_\_\_\_    b\_\_\_\_ |
|  | 19.  Calls received and dispatched and closed in November. |  | Not invoiced. | \_\_\_\_\_ |

**2.4     Manual Billing**

            Prerequisite Tests:       It is assumed that all of the preceding test scenarios have been completed.  If this is not so, do not create the backup of the database until this AND all preceding scenarios have been completed, so that the backup contains ALL data to be invoiced.

               Test Procedure:        1.         NOTE:  Some of the test cases may already exist, having been generated by the testers performing the General Functionality Test Script.  Rather than generating new calls, the tester may wish to use the calls that already exist.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  | 1.  Generate manual billing entries as described in Table 3.    NOTE:  DO NOT run invoices yet.  The results in Table 3 will be verified later. | Done | \_\_\_\_\_ |
|  | 2.  Save the database before continuing with the following tests.  Label the backup as "SST Iteration 3 Invoice Backup 2.4" | Done | \_\_\_\_\_ |

Table 3 - Manual Billing Invoicing Results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ref | Manual Billing Criteria | Man. Bill. Entry # /  Customer /  Contract | Expected Results | Init |
|  | 1.  Billing date = date last month |  | Will be billed on this month's invoices | \_\_\_\_\_ |
|  | 2.  Billing date = date in November or later, but with at least one servicing date in October |  | Will NOT be billed on this month's invoices. | \_\_\_\_\_ |
|  | 3.  Billing date = 01Oct |  | Invoiced | \_\_\_\_\_ |
|  | 4.  Billing date = 31Oct |  | Invoiced | \_\_\_\_\_ |
|  | 5.  Billing date = 31Oct, with at least one service date = September |  | Invoiced | \_\_\_\_\_ |
|  | 4.  Billing date = 31Oct  service date = dates in October |  | Invoiced | \_\_\_\_\_ |
|  | 6.  No "ordered by", "SO Number" or "rate" |  | Invoiced, these fields are blank on the Invoice Detail Report | \_\_\_\_\_ |
|  | 7.  Only one detail record |  | Invoiced  Reported correctly on Invoice Detail Report | \_\_\_\_\_ |
|  | 8.  More than 10 detail records |  | Invoiced  Reported correctly on Invoice Detail Report | \_\_\_\_\_ |
|  | 9.  All revenue allocated to the same branch and RA code |  | Amounts are allocated correctly on the invoice and on the Batch Report | \_\_\_\_\_ |
|  | 10.  Revenue allocated to 7 combinations of branch/RA code |  | Allocated correctly on invoice and on Batch Report | \_\_\_\_\_ |
|  | 11.  Revenue allocated to 9 combinations of branch/RA code plus GST and PST |  | a.   only 8 of the revenue allocations are printed on the invoice - it says see Batch Report for the rest.  b.  Batch Report correctly shows all 11 allocations | a\_\_\_\_        b\_\_\_\_ |
|  | 12.  Customer with NO Manually Billed special services in October. |  | a.  Manual Billing section does not appear in the Invoice Detail Report  b.  Manual Billing summary lines do not appear on the invoice. | a\_\_\_\_      b\_\_\_\_ |
|  | 13.  Charge GST and PST both at 5% to a customer in Saskatchewan (the Province where GST%=0 and PST = 10% in the master table of codes) |  | Customer is charged GST as indicated on the Manual Billing, NOT according to the province master table of codes. | \_\_\_\_\_ |
|  | 14.  Charge GST and PST both at 5% to customer in Alberta (the Province where GST%=10 and PST%=5% in the master table of codes) |  | Customer is charged GST as indicated on the Manual Billing, NOT according to the province master table of codes. | \_\_\_\_\_ |
|  | 15.  Charge GST and PST both at 5% to customer in B.C. (the Province where GST%=7 and PST%=0% in the master table of codes) |  | Customer is charged GST as indicated on the Manual Billing, NOT according to the province master table of codes. | \_\_\_\_\_ |
|  | 16.  Two separate Manual Billing entries for the same customer/contract |  | a.  Both appear on the Invoice Detail Report  b.  Amounts on the detail lines of both are invoiced. | a\_\_\_\_    b\_\_\_\_ |
|  | 17.  Customer/contract has manual billing, but NO Special Calls. |  | a.  Invoice Detail Report reports only manual billing, no special calls  b.  Invoice summary lines exist only for manual billing | a\_\_\_\_      b\_\_\_\_ |
|  | 18.  Customer/contract has BOTH manual billing and Special Calls. |  | a.  Invoice Detail Report reports both manual billing and special calls correctly  b.  Invoice summary lines exist for both | a\_\_\_\_      b\_\_\_\_ |
|  | 19.  Customer/contract has NEITHER manual billing nor Special Calls. |  | a.  Invoice Detail Report reports neither manual billing nor special calls  b.  Invoice summary lines exist for neither special calls or for manual billing | a\_\_\_\_      b\_\_\_\_ |

**2.5     Pre-Invoice Run**

            Test Procedure:           When confirming the individual reports, refer to the Design Specifications.  Additional verification, beyond what is presented in the test cases, should be performed against the Design Specs.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
| R3.3.5 (5)    R3.1.9 (7)  R3.1.8   (3,5,8)  R3.1.10     (3,4)      R3.3.2 (5)                            R3.3.5 (1) | 1.  Run invoices selecting the Pre-Invoice option.  Use the following dates:   Start Date = October 1, 1993  End Date = October 31, 1993  Invoice Date = October 31 | a.  following reports are generated:  - Batch Reports  - SST Invoice Detail Report  - Variable Invoice Summary Report  - Invoice Run Report    b.  Every page of each of these reports is identified as having been generated during a PRE-invoice run.    c.  The contract short and contract service short names, not the IDs, are shown on the following reports appropriately:  -the Batch Report,  - the SST Invoice Detail Report    d.  The following  reports, generated for SST Iteration 2.5, are not generated:  - Invoice Register  - Revenue Allocation Register  - SST Call History Report    e.  Invoices are not generated when pre-invoicing is selected.    f.  The contract billing (price per SST and price per call type), the variable billing, the special calls and the manual billing for each contract are reported on the same invoice. | a\_\_\_\_            b\_\_\_\_        c\_\_\_\_            d\_\_\_\_            e\_\_\_\_      f\_\_\_\_ |
|  | 2.  Review the results of the Customer/Contract test cases in Table 1. | The results coincide with those listed in  Table 1. | \_\_\_\_\_ |
|  | 3.  Review the results of the Emergency Calls test cases in Table 2. | The results coincide with those listed in  Table 2. | \_\_\_\_\_ |
|  | 4.  Review the results of the Manual Billing test cases in Table 3. | The results coincide with those listed in  Table 3. | \_\_\_\_\_ |
| IS3.1.7 | 5.  Examine the Invoice Run Report | The results coincide with those listed in  Table 4. | \_\_\_\_ |
| R3.1.8  D29      R3.1.8 (7) | 6.  Examine the SST Invoice Detail Report            Note:  the test results described in Table 5 refer to the hand-written information on the prototyped report dated 2-Sep-93 (see pages 11-5 through 11-11 in the Design Specifications dated September 3, 1993)   [A] refers to the column labelled with a circled "A" in those specifications. | a.  The results coincide with those listed in  Table 5.    Additional results are:    b.  Cancelled calls are not listed on the report.    c.  Every active, current contract is included on the reports.    d.  Every current contract service is included.    e.  Every active SST is reported for each current contract service, with its associated (correct) per-SST price.    f.  Inactive SSTs are not printed.    g.  All associated calls are printed, including no-charge calls.    h.  The contract price matrix for each call type is printed.  The "total" amount printed for each is correct (i.e. equals the Service Price  + number of calls over max times the price over max  + time blocks over max times price/block) | a\_\_\_\_          b\_\_\_\_    c\_\_\_\_      d\_\_\_\_    e\_\_\_\_        f\_\_\_\_    g\_\_\_\_      h\_\_\_ |
| R3.1.9  D12 | 7.  Examine the Batch Report | The results coincide with those listed in  Table 6. | \_\_\_\_\_ |
| R3.1.10 | 8.  Examine the Variable Invoice Summary Report | The results coincide with those listed in  Table 7. | \_\_\_\_\_ |

Table 4 - Invoice Run Report Format and Content Results

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Item /  Field Label | Expected Results | Init |
| IS3.1.7 | 1.  General Format | a.  The report is formatted as prototyped in the design specifications (refer to DR19A).    b.  All fields are readable, amounts line up, indentation of information is correct. | a\_\_\_\_      b\_\_\_\_ |
|  | 2.  For the period of | "October-01-1993 to October-31-1993" | \_\_\_\_\_ |
|  | 3.  Range of Invoices Generated | Range of invoices reported coincides with the range of invoice numbers reported:  a.  on the Invoice Detail Reports, and  b.  on the Batch Reports    c.  and, when final invoices are run, with the range of invoice numbers on the invoices generated. | a\_\_\_\_  b\_\_\_\_      c\_\_\_\_ |
|  | 4.  Total Due for Invoice Run | Coincides with:  a.  The total of the invoices reported on the Invoice Detail Reports  b.  The total revenue allocated on the RA Code Summary (last page of the Batch Report) | a\_\_\_\_    b\_\_\_\_ |

Table 5 - Invoice Detail Report Format and Content Results

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Item | Expected Results | Init |
| R3.1.8  D29                R3.2.4    (9-10)    R3.1.8 (2)    R3.1.8 (2) | 1.  General Format | a.  The report is formatted as prototyped in the design specifications.    b.  All fields are readable, amounts line up, indentation of information is correct.    c.  Page headers are correct, page numbers increment as expected, page breaks appear in logical places    d.  The calls are listed sorted by dispatched date/time not by received date/time or by call number    e.  The fixed contract amounts per call type and per SST are included on this report.    f.  Manual Billing information is included on this report.    g.  Variable Billing information is include on this report. | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_      d\_\_\_\_      e\_\_\_\_      f\_\_\_\_    g\_\_\_\_ |
| D11 | 2.  Header Information per Page        a.  Period      b.  Customer      c.  Invoice Number      d.  Invoice Date      e.  Contract Name      f.  Contract Service | The following information is presented on EACH page of this report, per customer/contract/invoice:    a.  01-October-1993 to 31-October-1993    b.  Displays the Customer ID and Customer short name    c.  Displays the invoice number, consecutively numbered    d.  31-October-1993    e.  Contract Short Name (not ID)    f.  Contract Service Short Name (not ID)    g.  Every current contract service on the contract is invoiced, each one starting on a new page and appropriately identified    h.  Every current and active contract is invoiced, each one starting on a new page.    i.  Only the Manual Billing page and the totals pages of the report do not display a contract service short name | a\_\_\_\_    b\_\_\_\_    c\_\_\_\_    d\_\_\_\_    e\_\_\_\_    f\_\_\_\_    g\_\_\_\_        h\_\_\_      i\_\_\_\_ |
| D11-5 | 3.  SSTs Reported  per current contract service | a.  Every active SST on each correct contract service is printed, with it's location short address and machine function.    b.  Every active SST's "SST Price" [K] is printed correctly (compare to the SST Master List and to the Contract List) | a\_\_\_\_        b\_\_\_\_ |
| D11-5                                        IS | 4.  Calls Reported  per SST | a.  For each active SST on the contract service, every call dispatched during the invoice period is printed - except cancelled calls    b.  Each call is printed with the following correct information:  Call number, Dispatched Date,  service team (upper and lower only),  fault description, resolution description,  machine down time,  dispatched time,  response time,  time on site, type of call,  cost of call [A] and  charge/no charge flag (Y=no charge, blank=charge)    c.  No charge calls (Chg="Y") are charged at $0.00    d.  Special Calls are included in this list of calls    e.  Cost of calls are calculated correctly (refer to Invoice Specification and related DRs) | a\_\_\_\_        b\_\_\_\_                        c\_\_\_\_    d\_\_\_\_    e\_\_\_\_ |
| D11-5 | 5.  Response Times  per Call | Response times have been calculated correctly as follows:    a.  If there is no ETA, Response Time =  Arrival Time - Display Time    b.  If there is an ETA, and the ETA is before/earlier than the Arrival Time,  the Response Time =  Arrival Time - ETA    c.  If there is an ETA, and the ETA is  after/later than the Arrival Time, the Response Time = 0 | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_ |
| R3.3.5    (2,3a)                    R3.3.5 (a)    R3.3.5 (d)    R3.3.5 (d) | 6.  Special Calls | a.  Special Calls are included on the report, if the customer had any.    b.  "No Charge" Special Calls are billed at $0.00    c.  Special Calls are billed at the correct amount as printed on the Special Calls Report.    d.  Every Special Call has been included that should be included.    e.  Special Calls are not included in the maximum calls, calls no charge,. total calls etc.    f.  The GST and PST for Special Calls is calculated the same as for other types of calls.    g.  Revenue from Special Calls is allocated the same as for other types of calls. | a\_\_\_\_      b\_\_\_\_    c\_\_\_\_      d\_\_\_\_      e\_\_\_\_      f\_\_\_\_      g\_\_\_\_ |
| D11-5 | 7.  Summary of Calls per SST  by Type of Call | a.  For each SST reported, there is a summary printed by call type.    b.  The total number of calls reported in the summary coincides with the number of calls printed    c.  The count of the number of calls by call type is correct.    d.  The Number of Calls, Calls Over Max, No of Blocks and Number of No Charge Calls per call type is correct.    e.  The Variable Cost by call type = the correct sum of the Costs for each type of call    f.  Special Calls are summarized as well as the other types of calls.    g.  The totals (in the row labelled "Variable Total") are correct    h.  The "Variable Total" of "Variable Costs" [C] correctly equals  i)  the sum of Variable Costs for all call types [B]  ii)  the sum of the Costs for all calls listed [A]  (i.e. [C] = sum of [B] = sum of [A]) | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_      d\_\_\_\_        e\_\_\_\_      f\_\_\_\_      g\_\_\_\_      h\_\_\_ |
| D11-5 | 8.  Summary of Calls per Contract Service  by type of call | a.  There is one line for each type of call for which there is a price matrix on the contract service plus for Special Calls    b.  "Cost" = "Variable Cost" + "Service Price"    c.  The correct price matrix is printed, for the correct Price Effective Date (compare to the Contract List for each contract service) for each type of call on the contract service.    d.  "Variable Cost" = the sum of the [B] + [E] for each call type    e.  "Service Price" = the monthly service price from the price matrix (compare to the Contract List)    f.  Only the appropriate columns of information are printed for Special Calls (i.e. there is no information printed under the column headings "Calls Over", "No. of Blocks", "Service Price", Outside Hours, Stat Hol, price effective date, etc. for Special Calls) - Therefore, for Special Calls, "Cost" = "Variable Cost" | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_          d\_\_\_\_      e\_\_\_\_      f\_\_\_\_ |
| D11-5                            D11-8 | 9.  Totals per Contract Service | a.  "Total" = the correct total of the columns printed    b.  The sum of the "Variable Costs" (i.e. the number on the "Total" row) = [C] + [F] + etc (for all SSTs)    c.  "SST Price Total" [J] = sum of the SST Prices for the contract service (i.e. the sum of all [K] for all SSTs on the contract service)    d.  "Contract Service" row [I] = the correct sum of the "Total" row [G] plus the sum of the "SST Price Total" row [H]    e.  This "Contract Service" row is repeated, for each contract service on each contract on the invoice, onto the page of the report titled "Contract Service Totals" | a\_\_\_\_    b\_\_\_\_      c\_\_\_\_        d\_\_\_\_        e\_\_\_\_ |
| D11-5 | 10.  Info per Contract Service | The information in test cases 2 through 9 above is repeated for each current contract service on the contract. | \_\_\_\_\_ |
| R3.3.5       (1d)                  R3.3.5       (4a) | 11. Manual Billing  general | a.  Manual Billing is included on the report, if the customer had any, Title of page =  "Manual Billing for Special Services"    b.  Manual Billing is billed at the correct amounts as entered on the SST Manual Billing Entry screen.    c.  Every Manual Entry ID is reported    d.  Every detail line of every Manual Entry is listed.    e.  The Customer is billed the sum of the amounts entered into the Manual Billing detail lines. | a\_\_\_\_        b\_\_\_\_      c\_\_\_\_    d\_\_\_\_    e\_\_\_\_ |
| D11-7 | 12.  Manual Billing  per Detail Line | a.  "Cost" = "amount" from the Manual Billing Entry screen.    b.  "Date" = "Service Date" from the Manual Billing Entry screen.    c.  Service Description, Service Order No. (not "Customer PO No.") , Ordered By and Rate are reported correctly as entered in the Manual Billing Entry screen for this contract/customer | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_ |
| D11-7 | 13. Manual Billing  Summary | a.  Subtotal = the total of the amounts billed (the column titled "Cost") from the detail records of ALL Manual Billing for this invoice for this contract    b.  GST = total of the amounts allocated to GST on the Manual Billing Entry screen from ALL of the Manual Billing Entries for this contract.    c.  PST = total of the amounts allocated to GST on the Manual Billing Entry screen from ALL of the Manual Billing Entries for this contract    d.  "Total" = Subtotal + GST + PST    e.  This "Total" row is repeated, for each contract service on each contract on the invoice, onto the page of the report titled "Contract Service Totals" | a\_\_\_\_        b\_\_\_\_        c\_\_\_\_        d\_\_\_\_    e\_\_\_\_ |
| D11-7        D11-8 | 14.  Manual Billing per contract | a.  This page, titled "Manual Billing for Special Services" is repeated for each contract included on the invoice for which there are Manual Billing Entries.    b.  The Contract Short Name is identified on each.    c.  The Sum of the Totals of each of these pages is presented on the line titled "Manual Total" on the report page that is titled "Contract Service Totals" | a\_\_\_\_          b\_\_\_\_    c\_\_\_\_ |
| D11-8 | 15.  Contract Service Totals,  per Contract Service | a.  This page of the report is printed one page for each contract on the invoice, with each Contract Short Name identified in the header information on the report.    b.  For each contract service on the named contract, the Contract Service Short Name is listed along with the totals accumulated for the service    c.  "Cost" does not = "Variable Cost" + "Service Price", because these last 2 columns do not include the per-SST prices (unless, of course, there are no per-SST prices for the contract service)    d.  Therefore:  "Cost"  = "Variable Cost" + "Service Price"  + "SST Price Total" [J] for the contract service  [[1]](http://it.toolbox.com/blogs/enterprise-solutions/sample-system-test-script-29801" \l "_ftn1" \o ") | a\_\_\_\_          b\_\_\_\_        c\_\_\_\_          d\_\_\_\_ |
| D11-8  D11-6            D11-7      D11-8 | 16.  Contract Service Totals,  Summary and Totals | a.  "Contract Service" total row [M] = sum of the values per contract service ([I] + [L] + etc for each contract service)    b.  "Service Total" = "Contract Service" total  + GST + PST    c.  "Manual Total" = "Total" of all Manual Billing Entries, including their respective GST and PST    d.  "Contract Total" [N]  = "Service Total"  + "Manual Total"  = the sum of all services for this contract | a\_\_\_\_        b\_\_\_\_      c\_\_\_\_      d\_\_\_\_ |
| D11-8 | 17.  Contract Service Totals,  calculating GST and PST                [[2]](http://it.toolbox.com/blogs/enterprise-solutions/sample-system-test-script-29801" \l "_ftn2" \o ") | If the customer corporate, region and locations are all in B.C.:    a.  GST = 7% of the total "Contract Service" [M]  b.  PST = $0.00    For other customers, with corporate or SST Locations in other provinces, the GST is calculated according to the following:                        And the PST is calculated according to the following: | a\_\_\_\_  b\_\_\_\_ |
| D11-8 | 18.  Contract Service Totals,  per contract | The information noted in test cases 15 through 17 above are presented on a separate page for each contract included on the invoice. | \_\_\_\_\_ |
| D11-9 | 16.  Contract Totals | a.  The "Contract Total" [N] from the page(s) titled  "Contract Service Totals" is presented with the Contract Short Name for each contract include on the invoice.    b.  The "Invoice Total" [O] = the totals from each contract on the invoice.    c.  The "Invoice Total" = the sum of the revenue allocation lines for this invoice on the Batch Report.    d.  This coincides with the total on the actual invoice (check after Final Invoices are run) | a\_\_\_\_          b\_\_\_\_      c\_\_\_\_      d\_\_\_\_ |
| D11-10 | 17.  Customer Totals | a.  If there are multiple invoices for the customer, each invoice's total is presented on this page correctly with the corresponding invoice number.    b.  The "Customer Total" [P] = sum of the invoice totals [O] for the customer    c.  This page is printed after the last "Contract Totals" page printed for each customer.  It is printed once per customer.    d.  The "Customer Total" from each of these pages is displayed correctly on the report page titled "Invoice Totals" | a\_\_\_\_        b\_\_\_\_      c\_\_\_\_        d\_\_\_\_ |
| D11-11 | 18.  Invoice Totals | a.  This is the last page printed for the invoice run.  It is printed once.    b.  The "Run Total" = the sum of the totals by customer    c.  The "Run Total" = the amount printed as the  "Total Due for Invoice Run" on the Invoice Run Report. | a\_\_\_\_      b\_\_\_\_    c\_\_\_\_ |

Table 6 - Batch Report Format and Content Results

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Ref | | Item | | Expected Results | | Init |
| R3.1.9  D12                  R3.1.9 (1)            R3.1.9      (5,6) | | 1.  General Format | | a.  The report is formatted as prototyped in the design specifications.    b.  All fields are readable, amounts line up, indentation of information is correct.    c.  Page headers are correct, page numbers increment as expected, page breaks appear in logical places.    d.  The total of the reported allocated revenue per invoice balances with the amounts on the Invoice Detail Report, including  - contract billing  - variable billing  - special calls  - manual billing    e.  Each report has two sections, the first section is the  Accounts Receivable Batch Input report  and the second section is the  G/L (or RA) Code Summary report | | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_      d\_\_\_\_                e\_\_\_\_ |
| R3.1.9 (8)    R3.1.9 (3)            R3.1.9 (4)      D12-3 | | 2.  Accounts Receivable Batch Input report,  Header Information | | a.  Type = "V" on all Batch reports    b.  The Batch Identifier is in the form:  AAAMMBB where  AAA = the administrating branch (not the servicing                    branch)  MM = 10 (for October)  BB = the Batch Number    c.  Each report has a consecutively numbered Batch Numbers, starting at 20 (i.e. 1st report printed is Batch No. 20, the second report printed is Batch No. 21, etc)    d.  "Total" = total of the Amounts reported in the detail lines    e.  "Entries" = the number of detail lines on the report    f.  "Branch" = the Branch Number of the Administrating Branch for the contracts on this report (if the administrating branch changes, a new batch report is generated).    g.  "G/L Code" = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | a\_\_\_\_    b\_\_\_\_              c\_\_\_\_          d\_\_\_\_      e\_\_\_\_    f\_\_\_\_          g\_\_\_\_ |
| R3.1.9 (2)  D12-3            R3.1.9 (2)    R3.1.9 (2) | | 3.  Accounts Receivable Batch Input report,  Detail Information      NOTE:  Check every invoice (i.e. each invoice reported on the Invoice Detail Report) | | a.  The following information is printed for each detail line:  - customer short name  - contract short name (not contract ID)  - invoice number  - RA code in form XXX-YYYYY  - the allocated amount    b.  There are a maximum of 50 detail lines per Batch Report.    c.  No invoice's detail Revenue Allocation is split between two Batch Reports.    d.  The Contract Short Name is left blank if there are more than one contract merged onto a single invoice. | | a\_\_\_\_                b\_\_\_\_      c\_\_\_\_      d\_\_\_\_ |
|  | | 4.  Accounts Receivable Batch Input report,  general Revenue Allocation | | The revenue is allocated to the correct branch (the XXX portion of the XXX-YYYYY) and the correct RA code (the YYYYY portion) according to:    a.  Which branch performed the service, for all except Manual Billing entries    b.  The RA Code associated with the contract service's Corporate Service Type, for all except Manual Billing Entries    c.  The GST-related revenue, including the Manual Billing entries, is allocated to \_\_\_\_\_\_\_\_\_\_\_\_\_    d.  The PST-related revenue, including the Manual Billing entries, is allocated to \_\_\_\_\_\_\_\_\_\_\_\_\_  [[3]](http://it.toolbox.com/blogs/enterprise-solutions/sample-system-test-script-29801" \l "_ftn3" \o ")    e.  The GST and PST amounts on this report correspond to the GST and PST amounts in the Invoice Detail Report, including the Manual Billing entries.    f.  The total of the allocated amounts per invoice on this report balances against the amounts in the Invoice Detail Report.    g.  After final invoices are run, confirm that the total of the allocated amounts per invoice on this report balances against the amount invoiced. | | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_      d\_\_\_\_        e\_\_\_\_        f\_\_\_\_        g\_\_\_\_ |
| R3.3.5      (4d)        R3.3.5       (4e) | 5.  Accounts Receivable Batch Input report,  Manual Billing | | a.  The GST and PST for Billing is NOT calculated by the invoicing component - GST and PST are charged and allocated as entered on the Manual Billing Entry screen.    b.  Revenue from Manual Billing is NOT determined automatically by the invoice component.  Revenue is allocated according to the Branches, RA Codes, and amounts entered on the Manual Billing Entry screen. | | a\_\_\_\_          b\_\_\_\_ | |
| R3.1.9      (5,6)  D12-4 | 6.  R/A Code Summary | | a.  This appropriately titled page appears as the second page of each and every batch report.    b.  Every combination of Branch and RA Code (i.e. every combination of XXX and YYYYY) from page 1 of the report appears on this report.    c.  The "Total" row = sum of amounts for each RA Code    d.  The sum of the "Total" column = the "Total" at the top of the page. | | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_    d\_\_\_\_ | |
| D11-11 | 7.  All Batch Reports | | a.  The sum of the "Total"s from each Batch Report generated = the "Run Total" from the last page of the Invoice Run Report.    b.  Every customer, contract and invoice that is included in the invoice run is represented on one of the Batch Reports generated. | | a\_\_\_\_        b\_\_\_\_ | |
|  | 8. | |  | |  | |
|  |  |  |  |  |  |  |

Table 7 - Variable Invoice Summary Report Format and Content Results

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Item | Expected Results | Init |
| D13-3 | 1.  General Format | a.  The report is formatted as prototyped in the design specifications.    b.  All fields are readable, amounts line up, indentation of information is correct.    c.  Page headers are correct, page numbers increment as expected, page breaks appear in logical places | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_ |
| D13-3                                          D11-5 | 2.  Detail per SST | a.  There is a detail line for      every active SST      on every contract service      on every contract  that is included in the Invoice Detail Report for the named Invoice.    b.  The SSTs are correctly grouped according to their Location Numbers (i.e. labelled as "Transit Number".)    c.  Each SST detail line correctly displays, for all calls invoiced for the SST except Special Calls the  - Number of Calls Over Max  - Number of Blocks Over Max  - Total Site Time in minutes (summing site times from all calls against the SST except for Special Calls)  - The Average Variable Cost per Call  - The Total Variable Cost  [[4]](http://it.toolbox.com/blogs/enterprise-solutions/sample-system-test-script-29801" \l "_ftn4" \o ")  d.  The "Total Variable Cost" = the "Variable Total" from the Invoice Detail Report ([C] or [F]  less the sum of the Special Calls for the SST    e.  The "Average Variable Cost" = "Total Variable Cost" divided by the number of calls (excepting cancelled and Special Calls) | a\_\_\_\_              b\_\_\_\_        c\_\_\_\_                    d\_\_\_\_        e\_\_\_\_ |
| D13-3 | 3.  Detail per Location (i.e. Transit) Number | The "Sub-Total" line per Location presents the following amounts correctly:    a.  Sum of the Calls over max  b.  Sum of the Blocks over max  c.  Sum of the Site Times  d.  Average of the Average Variable Cost / Call (i.e. not the sum)  e.  Sum of the Variable Costs | a\_\_\_\_  b\_\_\_\_  c\_\_\_\_  d\_\_\_\_    e\_\_\_\_ |
| D13-3 | 4.  Report Sub-Total | a.  The report "Sub-Total" line correctly presents the sum of the Location Sub-Total lines.    b.  On this line, the "Average Variable Cost/Call" is the average, not the sum | a\_\_\_\_      b\_\_\_\_ |
| D13-3 | 5.  Total Variable Cost | Equals the sum of the Variable Costs per location | \_\_\_\_ |
| D13-3 | 6.  Total Special Calls Cost | Equals the sum of all of the costs of the Special Calls included on the Invoice Detail Report for this invoice. | \_\_\_\_\_ |
| D13-3 | 7.  Total Invoice Variable Cost | a.  Equals the "Total Variable Costs" + "Total Special Calls Cost"    b.  This amount does not equal the invoice total (unless there are no per-SST prices, no contract service prices and no manual billing).    c.  "Total Invoice Variable Cost" from this report  = sum of the "Variable Cost" column on the Contract Services Totals page of the Invoice Detail Report | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_ |

**2.6     Edits Before Final Invoice Run**

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  | 1a.  Change some of the comments and other information on existing calls.  Note the changes made on the reports listed in step 1c below.      b.  Make additional changes to the following:  - Special Calls - billed amount  - change "no charge" to "charge"  - change "charge" to "no charge"  - cancel a call  - changes which affect the response times  Again, note the changes on the reports listed below.      c.  Note the appropriate changes on the following reports (to make checking the reports later easier):  - Service Call Report  - Special Calls Report  - Cancelled Calls Report  - pre-invoice Detail Report  - pre-invoice Variable Invoice Summary  - pre-invoice Batch Report | a.  Done          b.  Done                    c.  Done | a\_\_\_\_          b\_\_\_\_                  c\_\_\_\_ |
| R3.2.7 (3) | 2a.  Change some of the comments and other information on existing Manual Billing Entries.  Note the changes made on the reports listed in step 2c below.      b.  Make additional changes to the following:  - change the Service Order Number  - change the Billing Date (keep in Oct)  - change amounts  - change RA codes and branches      c.  Note the appropriate changes on the following reports:  - pre-invoice Detail Report  - pre-invoice Batch Report | a.  Done          b.  Done              c.  Done | a\_\_\_\_          b\_\_\_\_              c\_\_\_\_ |
| R3.1.7 (2) | 3.  Run a Special Calls Report requesting all un-invoiced calls. | a.  The reports DO NOT display the invoice numbers on which each call was included, since the final invoices have not been run yet.    b.  And the reports reflect the changes made in Step 1 above.    c.  The Service Call Report reports all of the calls for all of the branches interspersed. | a\_\_\_\_          b\_\_\_\_      c\_\_\_\_ |
| R3.1.5      (2,4) | 4.  Run a Service Call Report requesting all un-invoiced calls and NOT sorted by servicing branch | a.  The reports DO NOT display the invoice numbers on which each call was included, since the final invoices have not been run yet.    b.  And the reports reflect the changes made in Step 1 above.    c.  The Service Call Report reports all of the calls for all of the branches interspersed. | a\_\_\_\_          b\_\_\_\_      c\_\_\_\_ |
|  |  |  |  |

**2.7     Final Invoice Run**

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
| R3.3.5 (5)    R3.1.9 (7)  R3.1.8    (3,5,8)  R3.1.10     (3,4)      R3.3.2 (5) | 1.  Run invoices selecting the Final-Invoice option.  Use the following dates:   Start Date = October 1, 1993  End Date = October 31, 1993  Invoice Date = October 31 | a.  The expected invoices are generated.    b.  The following reports are also generated:  - Batch Reports  - SST Invoice Detail Report  - Variable Invoice Summary Report  - Invoice Run Report    c.  None of the reports is identified as having been generated during a  PRE-invoice run.    d.  The following  reports, generated for SST Iteration 2.5, are not generated:  - Invoice Register  - Revenue Allocation Register - SST Call History Report    e.  The reports appropriately reflect each of the changes performed in the "Edits Before Final Invoice Run" scenario | a\_\_\_\_    b\_\_\_\_            c\_\_\_\_        d\_\_\_\_            e\_\_\_\_ |
| R3.1.10 | 2.  Examine the Variable Invoice Summary reports. | The information printed on the reports balances (i.e. coincides) with the information on the corresponding invoice. | \_\_\_\_ |
| R3.1.8 (3) | 3.  The information on each invoice balances against the information on the Invoice Detail Report, with respect to:  a.  Variable Billing  b.  Contract Billing  c.  Manual Billing  d.  Special Calls    Note:  check each and every invoice generated. | Confirmed for each type of billing included on each Invoice Detail Report. | a\_\_\_\_  b\_\_\_\_  c\_\_\_\_  d\_\_\_\_ |
| R3.1.9 (1)      R3.1.9 (3) | 4a.  Examine the Batch Report created on this run. | a.  The total invoiced amount balances against the sum of the allocated revenues on the Batch Report.    b.  The Batch Reports are numbered starting at the same batch number as on the pre-invoice run. (i.e. 20) | a\_\_\_\_        b\_\_\_\_ |

Table 8 - SST Invoice Format and Content Results

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Ref | | | Item | | | Expected Results | | | Init |
| IS3.1.4 | | | 1.  General Format | | | a.  The invoices are formatted as per page 8 of the SST Invoicing Requirements document.    b.  All fields are readable, amounts line up, indentation of information is correct. | | | a\_\_\_\_      b\_\_\_\_ |
| IS3.1.4 | | | 2.  Invoice Number | | | a.  Increments for each invoice.    b.  Subsequent final invoice runs produce unique invoice numbers. | | | a\_\_\_\_    b\_\_\_\_ |
| IS3.1.4 | | | 3. Company XXX 's GST Registration Number | | | Company XXX’s GST Registration Number is correct as entered in section 2.1 | | | \_\_\_\_\_ |
| IS3.1.4 | | | 4.  Reference # | | | This text is positioned immediately to the left of the pre-printed invoice numbers on the forms. | | | \_\_\_\_\_ |
| IS3.1.1  IS3.1.4 | | | 5.  Remittance Address | | | a.  The Remittance Address printed on the invoices is the correct address for the administering branch, not taken from one of the servicing branches.    b.  The address is printed, and fits, in the correct position on the invoice (in the "box" provided) | | | a\_\_\_\_          b\_\_\_\_ |
| IS3.1.4 | | | 6.  Invoice Contact Info | | | a.  The Invoice Contact Info is printed correctly on the invoice.    b.  The info is taken from the administering branch for the contract, not the servicing branch for a service on the contract    c.  If less than two lines of info (zero or 1) the information provided is still printed correctly. | | | a\_\_\_\_      b\_\_\_\_        c\_\_\_\_ |
| IS3.1.4 | | | 7.  Customer Address | | | The correct address is printed (customer's corporate address) and it is printed in the correct position on the invoice.    (You may wish to print the Customer (Corporate) List report to verify against). | | | \_\_\_\_\_ |
| IS3.1.4 | | | 8.  Invoice Date | | | Invoice date entered on parameter screen is printed in this field. | | | \_\_\_\_\_ |
| IS3.1.4 | | | 9.  Order No. | | | a.  If contract has a P.O. number, it is printed here.    b.  If the contract hasn't got a P.O. number, this field is left blank.    c.  If Invoice by Contract = N, field is left blank. | | | a\_\_\_\_      b\_\_\_\_ |
| IS3.1.4 | | | 10.  Ordered by | | | The customer short name is printed in this area on the form. | | | \_\_\_\_\_ |
| IS3.1.4  R3.3.2 (5) | | | 11.  Customer No. | | | a.  "Old Contract Number" is presented in this field.    b.  If there is no "old" contract number, the Contract Short Name (not the contract number) is printed in this field    c.  If Invoice by Contract = N, field is left blank. | | | a\_\_\_\_    b\_\_\_\_      c\_\_\_\_ |
| IS3.1.2  IS3.1.4  DR7  DR15C | | | 12.  Contract Billing | | | a.  Is for month of November (invoices are being run for October, the current month).    b.  Includes the sum of the service prices per call type per active service on the active contract plus the per-SST prices for all active SSTs. | | | a\_\_\_\_      b\_\_\_\_ |
| IS3.1.2  IS3.1.4  DR7 | | | 13.  Variable Billing | | | a.  See DR7 for expected results    b.  Excludes Special Calls    c.  Equals the "Total Invoice Variable Cost" on the corresponding Variable Invoice Summary Report. | | | a\_\_\_\_    b\_\_\_\_    c\_\_\_\_ |
| IS3.1.4 | | | 14.  Total SSTs on Contract | | | a.  Is the total number of ACTIVE SSTs (i.e. excludes inactive SSTs)    b.  Coincides with the number of SSTs listed in the corresponding Invoice Detail Report. | | | a\_\_\_\_      b\_\_\_\_ |
| IS3.1.4  R3.3.5      (3b) | | | 15.  Total Calls No Charge | | | a.  Correct number printed    b.  Does not include the Special Calls.    c.  Equals the sum of the "No Charge" columns on the Contract Service Totals pages of the Invoice Detail Report | | | a\_\_\_\_    b\_\_\_\_    c\_\_\_\_ |
| IS3.1.4  R3.3.5      (3b) | | | 16.  Total Calls | | | a.  Correct total printed, canceled calls not included    b.  Does not include the Special Calls    c.  Equals the sum of the "No of Calls" columns on the Contract Service Totals pages of the Invoice Detail Report | | | a\_\_\_\_    b\_\_\_\_    c\_\_\_\_ |
| R3.3.5     (3c) | | | 17.  Billing for Special Calls | | | The correct total of the Special Calls charges reported on the Invoice Detail Report is printed | | | \_\_\_\_ |
| R3.3.5     (3c) | | | 18.  Total Special Calls | | | The total NUMBER of Special Calls reported (count the number of Special Calls listed in the Invoice Detail Report) | | | \_\_\_\_ |
| R3.3.5     (4c) | | | 19.  Billing for Additional Special Services | | | a.  The correct total of the amounts on the Manual Billing detail lines reported on the Invoice Detail Report.    b.  Equals the "Sub-Total" from the Manual Billing for Specials Services page of the Invoice Detail Report | | | a\_\_\_\_        b\_\_\_\_ |
| R3.3.5     (4c) | | | 20.  Total Special Services Billed | | | The total NUMBER of Manual Billing detail lines reported on the Invoice Detail Report. | | | \_\_\_\_ |
| IS3.1.4  IS3.1.5 | | 21.  Sub-Total | | | a.  Sub-total is calculated correctly  = contract billing amount  + variable billing amount  + Special Calls amount  + Manual Billing Amount    b.  Coincides with the Invoice Detail Report. | | | a\_\_\_\_            b\_\_\_\_ | |
| IS3.1.1  IS3.1.2  IS3.1.4  IS3.1.5                      D11-7        D11-8 | | 22.  GST | | | a.  If the customer is GST exempt, the GST exempt number is printed and the GST tax charged is $0.00    b.  If the customer is NOT GST exempt, the GST is calculated correctly    c.  If the customer is Provincial GST exempt, both GST and PST are calculated.  (i.e. there is no effect).[[5]](http://it.toolbox.com/blogs/enterprise-solutions/sample-system-test-script-29801" \l "_ftn5" \o ")    c.  The GST amount coincides with what was reported on the Invoice Detail Report, including the GST amounts entered for Manual Billing  i.e. GST  = sum of the amounts labelled "GST" for all Manual Billing as reported on the page(s) titled "Manual Billing for Special Services" for this invoice  + sum of the amounts labelled "GST" for each contract as reported on the page(s) titled "Contract Service Totals" for this invoice | | | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_      d\_\_\_\_ | |
| IS3.1.1  IS3.1.2  IS3.1.4  IS3.1.5 | | 23.  PST | | | a.  If the customer is PST exempt, the PST exempt number is printed and the PST tax charged is $0.00    b.  If the customer is NOT PST exempt, the PST is calculated correctly    c.  The PST amount coincides with what was reported on the Invoice Detail Report, including the PST amounts entered for Manual Billing (as described in the test case for GST above) | | | a\_\_\_\_        b\_\_\_\_    c\_\_\_\_ | |
| IS3.1.4  IS3.1.5 | 24.  Total | | | a.  Total is calculated correctly    b.  Total fits into the box provided on the form.    c.  Coincides with the total on the Invoice Detail Report, i.e. this total  = "Contract Total" from the bottom of the Contract Service Totals page of the Invoice Detail Report    d.  Balances against the sum of the revenue allocations for this invoice. | | | a\_\_\_\_    b\_\_\_\_    c\_\_\_\_          d\_\_\_\_ | | |
| IS3.1.2  IS3.1.4  IS3.1.5                      R3.1.9                      R3.1.9 (2) | 25.  Revenue Allocation | | | a.  the correct GST amount is allocated to the correct RAcode.    b.  the correct PST amount is allocated to the correct RAcode.    c.  If the Customer is GST exempt, the GST RA code is printed with revenue = $0.00.    d.  If the Customer is PST exempt, the PST RA code is printed with revenue = $0.00.    e.  Each applicable servicing branch has the correct revenue allocated to it.    f.  If there are more than 9 Revenue Allocation Codes, the ninth RA Code position on the form is replaced with the appropriate message.   All 10+ RA Codes are correctly printed on the Batch Report.    g.  The Revenue Allocation Codes are not visible on the first two copies of the invoice form, but are clearly visible on the third and forth.    h.  Coincides with the RA codes and allocated amounts on the Batch Report. | | | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_      d\_\_\_\_      e\_\_\_\_      f\_\_\_\_          g\_\_\_\_        h\_\_\_ | | |
|  |  |  |  |  |  |  |  |  |  |

**2.7     Post-invoice Processing**

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
| R3.2.1 (2) | 1.  From the Dispatcher's Edit screen attempt to edit calls that have been invoiced | a.  Disallowed    b.  The dispatchers cannot even VIEW invoiced calls - even ones generated with in the last 24 hours. | a\_\_\_\_    b\_\_\_\_ |
| R3.2.2 (2) | 2.  From the Billing Clerk's Edit screen (log into the Master Icon) attempt to edit calls that have been invoiced. | a.  The billing clerk CAN view invoiced calls.    b.  The invoice number is displayed for each call.    c.  The calls CANNOT be edited after they've been invoiced. | a\_\_\_\_    b\_\_\_\_      c\_\_\_\_ |
| R3.2.7 (3) | 3.   Attempt to edit manual billing entries that have been invoiced. | a.  The entries can be viewed.    b.  The entries cannot be edited. | a\_\_\_\_    b\_\_\_\_ |
| R3.1.13 | 4.  Generate a Crew Activity Report for all crews for the month. | a.  Done    b.  The changes to the employees on the crew are printed correctly.    c.  Each servicing branch is started on a new page of the report (note, there should be calls for Comox) | a\_\_\_\_    b\_\_\_\_      c\_\_\_\_ |
| R3.1.5 (3)      R3.1.5 (4) | 5.  Run Service Call Report requesting only the invoiced calls (enter the invoice numbers generated for this run), including cancelled calls, and requesting the report sorted by servicing branch. | a.  The report displays the invoice numbers on which each call, including cancelled calls, was included.    b.  Each servicing branch starts on a new page.    c.  The report is sorted by SST with customer.    d.  If there are multiple calls per SST, they are sorted by dispatch date/time. | a\_\_\_\_        b\_\_\_\_      c\_\_\_\_    d\_\_\_\_ |
| R3.1.7   (2b,3) | 6.  Run Special Calls Report requesting only the invoiced calls (enter the invoice numbers generated for this run), including cancelled calls. | The report displays the invoice numbers on which each call, including cancelled calls, was included. | \_\_\_\_\_ |
| 3.1.4  D7 | 7.  Generate a Variable Billing Detail Report, entering a specific range of invoice numbers generated in the final invoice run and selecting include cancelled calls.    NOTE:  It would be preferable to select at least one complex invoice (for example an invoice for which there are multiple contract services and multiple contracts invoiced together on the same invoice and for which numerous calls have been made during the invoice period) | a.  The following options are available:  - include/exclude cancelled calls  - start and end service dates    b.  The report includes all of and only the calls that were invoiced, including the cancelled calls.    c.  The results coincide with those listed in  Table 9. | a\_\_\_\_        b\_\_\_\_        c\_\_\_\_ |

Table 9 - Variable Billing Detail Report Format and Content Results

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Item | Expected Results | Init |
| R3.1.4  D7                R3.2.4    (9-10) | 1.  General Format | a.  The report is formatted as prototyped in the design specifications.    b.  All fields are readable, amounts line up, indentation of information is correct.    c.  Page headers are correct, page numbers increment as expected, page breaks appear in logical places    d.  The calls are listed sorted by dispatched date/time not by received date/time or by call number,  except that  e.  the cancelled calls, are sorted by received date/time since there is normally no dispatch time. | a\_\_\_\_      b\_\_\_\_      c\_\_\_\_      d\_\_\_\_      e\_\_\_\_ |
| D7-4          D11-6 | 2.  per SST call detail | a.  Every call on the respective invoices is printed    b.  The Invoice number is printed correctly per call.    c.  The detail per-call corresponds to the detail information printed on the SST Invoice Detail Report for that call | a\_\_\_\_    b\_\_\_\_    c\_\_\_\_ |
| D7-4      D1106 | 3.  per SST summary | a.  The calls against each SST are summarized and the table presents correct amounts    b.  The summary information per-SST corresponds to the detail information printed on the SST Invoice Detail Report for that SST on that invoice | a\_\_\_\_      b\_\_\_\_ |

**2.8     Reprint Invoices**

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
| R3.3.5 (7)    R3.1.8     (5,6)  R3.1.10     (4,5) | 1.  Reprint two of the invoices (from the Master Icon, reports option).    Invoice Numbers reprinted:  \_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_    NOTE:  If the contract information has been changed for this customer, the Invoice will be exactly the same but the re-printed reports may not be (depending on what changes have been made to the contracts themselves.) | a.  The invoices are generated.  They are  exactly the same as when first run.    b.  The following reports are generated, for these invoices  - SST Invoice Detail Report  - Variable Invoice Summary Report  - Invoice Run Report | a\_\_\_\_      b\_\_\_\_ |
| R3.2.3 | 2a.  From the Maintain SST screen, change the SST numbers of at least 2 SSTs that were listed on the invoices printed above.            b.  Reprint the invoices from step 1 above. | a.  Done  SST numbers changed:  Invoice #         Old SST #         New SST #  \_\_\_\_\_\_\_\_        \_\_\_\_\_\_\_\_\_\_    \_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_        \_\_\_\_\_\_\_\_\_\_    \_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_        \_\_\_\_\_\_\_\_\_\_    \_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_        \_\_\_\_\_\_\_\_\_\_    \_\_\_\_\_\_\_\_\_\_\_\_    b.  The invoice reports list the NEW SST numbers. | a\_\_\_\_                b\_\_\_\_ |

**2.9     Start and Expiry/Stop Date Range Tests**

Purpose:                                  The purpose of these tests is to ensure that the customers are being invoiced when they are supposed to be according to the dates of the contract, the contract service and the price matrices.  These tests also ensure that the Emergency Call screen is checking the status of the contract and contract services appropriately.

References:                 IS3.1.1            - invoice only contracts which have started (today or earlier)   
- invoice only contract which end after the first day of the invoice period   
- invoice only services which have started   
- invoice only services which stop after the first day of the invoice period

NOTE:                                    It is suggested that the tester backup the database before doing these tests, as they entail quite a number of changes to the contract data, and therefore after these tests are done, you will most likely not want to use the contract data again.  Alternately, perform these tests using a contract that is not being used elsewhere in this test script.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  | 1a.  Find or create a contract where the customer has only one contract on the system.  Change the contract information is to satisfy the following requirements:       i) there is a monthly service rate for each call type       ii) there are per-SST service rates       iv) free calls = 0 and cumulative calls = "N"       This is the contract and the SST that the test cases in Table 10 refers to.    b.  For each test case in Table 10, perform the following steps.       i) modify the contract information to satisfy the condition described.  (Note:  if multiple price effective dates are created, make sure the contract amounts, free calls, etc are different)       ii) create and close a new call       iii) run the invoice for the period ending today and verify the results, and select the pre-invoice option.    Note:  these tests assume that:  - invoice period = 01Oct to 31Oct  - "yesterday", "today" and "tomorrow" are all mid-month (02Oct to 30Oct) | a.  Create a contract listing for this contract and insert into the Test Results appendix of this document, labeled with the test number.                  b.  As per Table 10 | a\_\_\_\_                        b\_\_\_\_ |

Table 10 - Invoice Date Range Tests

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Tst | Contract | | Service | | Price |  |  |
| No. | Start  Date | Expiry  Date | Start  Date | Stop  Date | Effect.  Date(s) | Expected Results | Init |
| 1 | 01apr | 01dec | 01apr | 01dec | 01apr | can generate calls  variable billing for calls made  fixed billing is for November | \_\_\_\_\_ |
| 2 | today | 31nov | today | 31nov | today | can generate calls  variable billing is for calls made  fixed billing is for November | \_\_\_\_\_ |
| 3 | tomorrow | 01dec | tomorrow | 01dec | tomorrow  01nov | cannot generate calls today  no variable billing  fixed billing for November using 01nov matrix, not tomorrow's | \_\_\_\_\_ |
| 4 | 01nov | " | 01nov | " | 01nov | cannot generate calls  no variable billing  fixed billing for November | \_\_\_\_\_ |
| 5 | 01dec | 31dec | 01dec | 31dec | 01dec | cannot generate calls  no invoice generated | \_\_\_\_\_ |
| 6 | 01apr | 31sep | 01apr | 31sep | 01apr | cannot generate calls  no invoice generated | \_\_\_\_\_ |
| 7 | 01apr | yesterday | 01apr | yesterday | 01apr | cannot generate calls today  variable billing for calls from yesterday and earlier  no fixed billing for November | \_\_\_\_\_ |
| 8 | " | today | " | today | " | can generate calls  variable billing for calls made  no fixed billing for November | \_\_\_\_\_ |
| 9 | " | tomorrow | " | tomorrow | " | can generate calls  variable billing for calls made  no fixed billing for November | \_\_\_\_\_ |

continued on next page

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Tst | Contract | | Service | | Price |  |  |
| No. | Start  Date | Expiry  Date | Start  Date | Stop  Date | Effect.  Date(s) | Expected Results | Init |
| 10 | 01apr | 01dec | today | 31dec | today | can generate calls  variable billing for calls made  fixed billing for November | \_\_\_\_\_ |
| 11 | " | " | tomorrow | " | tomorrow | cannot generate calls  no variable billing  fixed billing for November | \_\_\_\_\_ |
| 12 | " | " | " | " | tomorrow  01nov | cannot generate calls  no variable billing  fixed billing for November using 01nov's matrix | \_\_\_\_\_ |
| 13 | " | " | yesterday | " | yesterday  01nov | can generate calls  variable billing using yesterday's matrix  fixed billing for November using 01nov's matrix | \_\_\_\_\_ |
| 14 | 01apr | 01dec | 01apr | yesterday | 01apr | cannot generate calls today  variable billing for calls placed yesterday and earlier  no fixed billing for November | \_\_\_\_\_ |
| 15 | " | " | " | today | " | can generate calls  variable billing for calls made  no fixed billing for November | \_\_\_\_\_ |
| 16 | " | " | " | tomorrow | " | can generate calls  variable billing for calls made  no fixed billing for November | \_\_\_\_\_ |
| 17 | " | " | " | 31oct | " | can generate calls  variable billing for calls made  no fixed billing for November | \_\_\_\_\_ |
| 18 | " | " | " | 31dec | 01apr  today | can generate calls  today's price matrix is used for fixed and variable billing | \_\_\_\_\_ |
| 19 | 01apr | 31dec | 01apr | 31dec | 01oct  01nov | can generate calls  variable billing using 01oct matrix  fixed billing using 01nov matrix | \_\_\_\_\_ |
| 20 | " | " | " | " | 31oct  01nov | can generate calls  variable billing using 31oct matrix  fixed billing using 01nov matrix | \_\_\_\_\_ |
| 21 | " | " | " | " | 01oct  01dec | can generate calls  fixed and variable billing using 01oct matrix | \_\_\_\_\_ |
| 22 | " | " | " | " | 01apr  01oct | can generate calls  fixed and variable billing using 01oct matrix | \_\_\_\_\_ |

**2.10   Miscellaneous Tests**

Purpose:          The purpose of the following tests is to confirm miscellaneous changes that have been made to the system.

Test Procedure:           Place the results of the following tests into Appendix B.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref | Test Instructions | Expected Results | Init |
|  |  |  |  |

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