# Scenario #: Hotel Check Out

## Scenario Description

* The purpose of this test scenario is to check all major flows or “key scenarios” of the checkout process to confirm there are no bugs and the checkout process works as expected

## Test Scripts

The following scripts will cover this scenario:

* 1. Successful check out
  2. No booking found, the room re-entered and successful checkout
  3. Charges not accepted
  4. Credit not authorized, new card input, successful checkout
  5. Credit not authorized, checkout cancelled

## Use Case

* Hotel Check Out

## Test Components/Requirements

This test scenario covers the following high-level test requirements (see scripts below for specific requirements covered by each test script):

* Make sure the guest can successfully check out of their room
* Make sure when wrong roomId used and booking isn’t found, that the user can then re-enter the correct roomId and successfully checkout
* Make sure that the user can choose to not accept the charges
* Make sure an invalid card is not authorized. Upon input of new valid card, confirm successful checkout
* Make sure an invalid card is not authorized, and the checkout can be subsequently cancelled

## User Groups

* Guest

## Script #1.1: Successful check out

### Script Description

* A guest checks out of their room and charges are made to their credit card

### Testing Requirements

This test script covers the following specific testing requirements:

* The guest enters the correct room number
* The guest accepts the charges
* The guest enters their credit card details correctly and they are authorized
* They are successfully charged and checked out of their room

### Setup

* Guest **‘**Ben’ of address ‘15 Mayfair St’ and with phone number ‘2’ must be registered with the hotel
* The guest has registered their credit card details, which are card type: VISA, card number: 4, and CCV: 3
* Guest should be checked in to room 101 which is a SINGLE room
* The user has selected ‘check out’ from the main menu

### Teardown

* The guest should now be checked out of room 101 and their card should be charged

### Script Steps

| **Step #** | **Test Action** | **System Action** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room number | Pass |
| 2 | Enters room number: 101 | Display final invoice | Pass |
| 3 |  | Prompt to accept charges | Pass |
| 4 | Accept charges: Y | Prompt to enter credit card type | Pass |
| 5 | Enter credit card type: V | Prompt for credit card number | Pass |
| 6 | Enter credit card number: 4 | Prompt for ccv | Pass |
| 7 | Enter CCV: 3 | Display checkout debit message | Pass |
| 8 | Continue |  | Pass |
| 9 |  |  |  |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| Room number | 101 |
| Accept charges | Y |
| Enter credit card type | V |
| Enter credit card number | 4 |
| Enter CCV | 3 |

## Script #1.2: No booking found, the room re-entered and successful checkout

### Script Description

* A guest tries to check out but enters the wrong room number. The correct room number is entered the second time and the guest successfully checks out and is charged.

### Testing Requirements

This test script covers the following specific testing requirements:

* The guest enters the incorrect room number on first attempt
* The guest enters the correct room number on second attempt
* The guest accepts the charges
* The guest enters their credit card details correctly and they are authorized
* They are successfully charged and checked out of their room

### Setup

* Guest **‘**Ben’ of address ‘15 Mayfair St’ and with phone number ‘2’ must be registered with the hotel
* The guest has registered their credit card details, which are card type: VISA, card number: 4, and CCV: 3
* Guest should be checked in to room 101 which is a SINGLE room
* The user has selected ‘check out’ from the main menu

### Teardown

* The guest should now be checked out of room 101 and their card should be charged

### Script Steps

| **Step #** | **Test Action** | **System Action** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room number | Pass |
| 2 | Enters room number: 102 | Display no active booking for room id message | Pass |
| 3 | Enters room number: 101 | Display final invoice | Pass |
|  |  | Prompt to accept charges | Pass |
| 4 | Accept charges: Y | Prompt to enter credit card type | Pass |
| 5 | Enter credit card type: V | Prompt for credit card number | Pass |
| 6 | Enter credit card number: 4 | Prompt for ccv | Pass |
| 7 | Enter CCV: 3 | Display checkout debit message | Pass |
| 8 | Continue |  | Pass |
| 9 |  |  |  |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| Room number | 102 |
| Room number | 101 |
| Accept charges | Y |
| Enter credit card type | V |
| Enter credit card number | 4 |
| Enter CCV | 3 |

## Script #1.3: Charges not accepted

### Script Description

* A guest tries to check out of their room but they do not accept the charges displayed.

### Testing Requirements

This test script covers the following specific testing requirements:

* The guest enters the correct room number
* The guest does not accept the charges
* Checkout is cancelled

### Setup

* Guest **‘**Ben’ of address ‘15 Mayfair St’ and with phone number ‘2’ must be registered with the hotel
* The guest has registered their credit card details, which are card type: VISA, card number: 4, and CCV: 3
* Guest should be checked in to room 101 which is a SINGLE room
* The user has selected ‘check out’ from the main menu

### Teardown

* The guest will not be checked out of room 101 and no charges are made to their credit card.

### Script Steps

| **Step #** | **Test Action** | **System Action** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room number | Pass |
| 2 | Enters room number: 101 | Display final invoice | Pass |
| 3 |  | Prompt to accept charges | Pass |
| 4 | Accept charges: N | Display ‘Charges not accepted’ message | Pass |
| 5 |  | Display ‘Checking out cancelled’ message | Pass |
| 6 |  |  |  |
| 7 |  |  |  |
| 8 |  |  |  |
| 9 |  |  |  |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| Room number | 101 |
| Accept charges | N |

## Script #1.4: Credit not authorized, new card input, successful checkout

### Script Description

* A guest enters credit card details that are not authorized. The guest then the correct credit card details on the 2nd attempt. They are then successfully checked out and their card is charged.

### Testing Requirements

This test script covers the following specific testing requirements:

* The guest enters the correct room number
* The guest accepts the charges
* The guest enters their credit card details incorrectly on the first attempt and they are not authorized
* The guest enters their credit card details correctly on the second attempt and they are authorized
* They are successfully charged and checked out of their room

### Setup

* Guest **‘**Ben’ of address ‘15 Mayfair St’ and with phone number ‘2’ must be registered with the hotel
* The guest has registered their credit card details, which are card type: VISA, card number: 4, and CCV: 3
* Guest should be checked in to room 101 which is a SINGLE room
* The user has selected ‘check out’ from the main menu

### Teardown

* The guest should now be checked out of room 101 and their card should be charged

### Script Steps

| **Step #** | **Test Action** | **System Action** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room number | Pass |
| 2 | Enters room number: 101 | Display final invoice | Pass |
| 3 |  | Prompt to accept charges | Pass |
|  | Accept charges: Y | Prompt to enter credit card type | Pass |
| 4 | Enter credit card type: V | Prompt for credit card number | Pass |
| 5 | Enter credit card number: 7 | Prompt for ccv | Pass |
| 6 | Enter CCV: 3 | Display card not authorized message | Pass |
| 7 |  | Prompt to enter credit card type | Pass |
| 8 | Enter credit card type: V | Prompt for credit card number | Pass |
| 9 | Enter credit card number: 4 | Prompt for ccv | Pass |
|  | Enter CCV: 3 | Display checkout debit message | Pass |
|  | Continue |  | Pass |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| Room number | 101 |
| Accept charges | Y |
| Enter credit card type | V |
| Enter credit card number | 4 |
| Enter CCV | 3 |
|  |  |

## Script #1.5: Credit not authorized, checkout cancelled

### Script Description

* A guest enters credit card details that are not authorized. Checkout is then cancelled.

### Testing Requirements

This test script covers the following specific testing requirements:

* The guest enters the correct room number
* The guest accepts the charges
* The guest enters their credit card details incorrectly on the first attempt and they are not authorized
* The guest enters a null input for credit card type on their second attempt
* Check out is cancelled

### Setup

* Guest **‘**Ben’ of address ‘15 Mayfair St’ and with phone number ‘2’ must be registered with the hotel
* The guest has registered their credit card details, which are card type: VISA, card number: 4, and CCV: 3
* Guest should be checked in to room 101 which is a SINGLE room
* The user has selected ‘check out’ from the main menu

### Teardown

* The guest should now be checked out of room 101 and their card should be charged

### Script Steps

| **Step #** | **Test Action** | **System Action** | **Pass/ Fail** |
| --- | --- | --- | --- |
| 1 |  | Prompt to enter room number | Pass |
| 2 | Enters room number: 101 | Display final invoice | Pass |
| 3 |  | Prompt to accept charges | Pass |
|  | Accept charges: Y | Prompt to enter credit card type | Pass |
| 4 | Enter credit card type: V | Prompt for credit card number | Pass |
| 5 | Enter credit card number: 7 | Prompt for ccv | Pass |
| 6 | Enter CCV: 3 | Display card not authorized message | Pass |
| 7 |  | Prompt to enter credit card type | Pass |
| 8 | Enter credit card type: null | Display user cancelled at enter credit card type screen message | Pass |
| 9 |  | Display checking out cancelled message | Pass |
|  |  |  |  |
|  |  |  |  |

### Test Data

|  |  |
| --- | --- |
| Field | Data |
| Room number | 101 |
| Accept charges | Y |
| Enter credit card type | V |
| Enter credit card number | 7 |
| Enter CCV | 3 |
| Enter credit card type | null |