**Liquor Licensing Board**

**System**

**UATs**

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**1. Introduction**

**1.1 Purpose of the Document**

The purpose of this User Acceptance Testing (UAT) document is to provide an overview of the testing process for the Liquor Licensing Board (LLB) System. This document outlines the applications, functions, and features to be tested to ensure the system meets the business requirements, functions as expected, and is ready for deployment. It details the testing of key functionalities, including user account management, login processes, and role-based access control, as defined in the accompanying UAT test scripts.

This document supports the following objectives:

* Identify functions, features, and items to be tested within the LLB System.
* Outline the testing approach to be used.
* Specify resources to be utilized and estimated testing time.
* Verify that the system operates effectively in conditions that mirror the production environment.
* Ensure the system performs correctly with minimal errors.
* Validate that system performance is acceptable for operational needs.
* Confirm that all requirements are met through traceability from documented specifications to executed test cases.

**1.2 Scope**

The scope of UAT for the LLB System includes key business processes such as:

* User Account Creation and Management (including activation and password complexity checks).
* User Login and Logout Functionality (including handling of incorrect credentials, locked accounts, session timeouts, and concurrent login attempts).
* Role-Based Access Control (verifying appropriate access levels for different user roles, such as applicants and administrators).
* License Application Submission and Approval Workflows (this section would need further detail based on the full UAT script).
* Reporting and Analytics (this section would need further detail based on the full UAT script).
* Error Handling and System Stability.

**1.3 Roles and Responsibilities**

The following individuals will participate in the User Acceptance Testing (UAT) process, categorized by their team affiliation:

**1.3.1 Development Team**

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| --- | --- | --- |
| **Name** | **Role** | **Responsibility** |
| Robson Mhembere | UAT Lead | Coordinates testing activities, manages the UAT process, and ensures timely completion. |
| Kudakwashe Gondo | Business Analyst | Analyzes test results, and ensures alignment with business requirements. |
| Oliver Chimuka | Developer | Assists in resolving complex issues, and ensures the system's functionality meets specifications. |
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**1.3.2 Internal User Team**

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| --- | --- | --- | --- | --- |
| **No.** | **Name** | **Surname** | **Role** | **Responsibility** |
| 1. |  |  |  |  |
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**1.4 UAT Environment**

* Test Environment: A dedicated UAT environment will be used to closely mirror production.
* Data Used: A mix of real and simulated data will be incorporated. This should include test data that covers all anticipated scenarios, including edge cases.
* Hardware and Software: The test environment will meet the specifications outlined in the system requirements document.

**1.5 Testing Approach**

The UAT process will follow a structured methodology:

* Test Case Execution: Each test scenario will be executed based on predefined test scripts (as detailed in the provided LLB UAT script).
* Defect Logging and Resolution: Issues identified will be logged, categorized, and resolved using a defect tracking system.
* Regression Testing: Ensures that fixes do not introduce new defects. This will involve re-running relevant test cases after bug fixes.
* Performance Testing: Evaluates system response times and load handling under various conditions.

**1.6 Feature Details**

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| Feature | Details |
| System Name | Liquor Licensing Board (LLB) System |
| Phase | User Acceptance Testing (UAT) |
| Project Manager | TTCS |
| Lead Tester | Robson Mhembere |
| Testing Start Date |  |
| Testing End Date |  |

**2. User Account Creation (Part 1)**

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| --- | --- | --- | --- | --- | --- |
| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-01-001 | Successful Account Creation with Valid Data | 1. Navigate to the registration page.  2. Enter valid data in all mandatory fields (Name, ID, Email, Phone Number, Password, confirm Password).  3. Agree to the terms and conditions.  4. Click "Submit." | Account is created successfully. A confirmation message ("Registration Successful") is displayed. A confirmation email is sent to the provided email address containing an activation link. |  |  |
| UAT-01-002 | Account Creation with Missing Mandatory Fields | 1. Navigate to the registration page.  2. Leave one mandatory field blank (e.g., phone number).  3. Attempt to submit. | Submission fails. An appropriate error message is displayed indicating the missing field. The user is prevented from proceeding. |  |  |
| UAT-01-003 | Account Creation with Invalid Data | 1. Navigate to the registration page.  2. Enter invalid data in one field (e.g., invalid email format).  3. Attempt to submit. | Submission fails. An appropriate error message is displayed indicating the invalid data. The user is prevented from proceeding. |  |  |
| UAT-01-004 | Account Creation with Duplicate Email | 1. Navigate to the registration page.  2. Enter an email address already in use.  3. Attempt to submit. | Submission fails. An appropriate error message is displayed indicating the email address is already registered. The user is prevented from proceeding. |  |  |

**3. User Account Creation (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-01-005 | Account Activation - Valid Link | 1. Access the email inbox.  2. Click the activation link received in the confirmation email. | Account is successfully activated. A success message is displayed. The user is redirected to the login page. |  |  |
| UAT-01-006 | Account Activation - Invalid/Expired Link | 1. Access the email inbox.  2. Attempt to activate the account using an invalid or expired activation link. | Account activation fails. An appropriate error message is displayed (e.g., "Invalid activation link"). The user is prevented from proceeding. |  |  |
| UAT-01-007 | Account Creation - Password Complexity | 1. Navigate to the registration page.  2. Attempt to create an account with a password that does not meet the minimum complexity requirements (e.g., length, character types). | Submission fails. An appropriate error message is displayed indicating the password does not meet the complexity requirements. |  |  |

**4. User Login (Part 1)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-02-001 | Successful Login with Valid Credentials | 1. Navigate to the login page.  2. Enter a valid username and password.  3. Click "Login." | User is successfully logged in. User is redirected to the appropriate dashboard/landing page based on their user role. Session is established. |  |  |
| UAT-02-002 | Login with Incorrect Password | 1. Navigate to the login page.  2. Enter a valid username and an incorrect password.  3. Click "Login." | Login attempt fails. A clear and informative error message ("Incorrect password") is displayed. User remains on the login page. No unauthorized access is granted. |  |  |
| UAT-02-003 | Login with Incorrect Username | 1. Navigate to the login page.  2. Enter an invalid username and a valid password.  3. Click "Login." | Login attempt fails. A clear and informative error message ("Incorrect username") is displayed. User remains on the login page. No unauthorized access is granted. |  |  |
| UAT-02-007 | Logout Functionality | 1. Log in as any user.  2. Use the logout functionality. | User is successfully logged out. User is redirected to the login page or a suitable landing page. Session is terminated. |  |  |

**5. User Login (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-02-004 | Login with Locked Account (if applicable) | 1. Attempt to log in with a locked account.  2. (If applicable) Follow account unlocking procedures. | Login attempt fails. A clear message indicates the account is locked. (If applicable) Account unlocking procedures function correctly, restoring access. |  |  |
| UAT-02-008 | Session Timeout | 1. Log in.  2. Remain inactive for the defined session timeout period. | The system automatically logs the user out and redirects them to the login page. |  |  |
| UAT-02-009 | Concurrent Login Attempts (if applicable) | 1. Log in from one device.  2. Attempt to log in from a second device using the same credentials. | The system either prevents the second login attempt or logs out the first session, depending on the system's concurrent login policy. |  |  |

**6. User Login (Part 3)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-02-005 | Role-Based Dashboard Access (Applicant) | 1. Log in as an applicant user.  2. Verify access to features and functionalities. | User sees only features and functionalities appropriate for an applicant role. No access to administrative or other restricted areas. |  |  |
| UAT-02-006 | Role-Based Dashboard Access (Internal User/Admin) | 1. Log in as an internal user (e.g., Administrator).  2. Verify access to features and functionalities. | User has access to all features and functionalities appropriate for their role, including administrative functions if applicable. |  |  |
| UAT-02-010 | Login with Case-Sensitive Username | 1. Log in using an incorrect case for the username (e.g., all uppercase). | The system should either accept the login or display an error message indicating an invalid username, depending on the system's design. |  |  |

**7. Password Security (Part 1)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-02-011 | Password Complexity Enforcement | 1. Attempt to create an account or change a password with a password not meeting defined complexity requirements (e.g., length, character types). | 1. Password creation/change fails; an appropriate error message is displayed. |  |  |
| UAT-02-012 | Password Length Enforcement | 1. Attempt to create an account or change a password with a password shorter than the minimum length. | 1. Password creation/change fails; an appropriate error message is displayed. |  |  |

**8. LLB Password Security (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-02-013 | Repeated Password Attempts - Account Lockout (if applicable) | 1. Attempt to log in multiple times with incorrect passwords.  2. Observe the system's response after exceeding the allowed number of failed login attempts. | 1. After a specified number of incorrect password attempts, the account is locked. A clear message informs the user that the account is locked, and instructions for unlocking are provided (if applicable). |  |  |
| UAT-02-014 | Password Reuse Prevention (if applicable) | 1. Create an account or change a password.  2. Attempt to reuse the same password or a recently used password. | 1. If password reuse is prevented, the system rejects the password and displays an appropriate error message. If password reuse is allowed, note the system's behavior and any warnings or notifications provided. |  |  |

**9.1 License Creation and Management (Part 1)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-03-001 | Add a New License Type | 1. Log in as an administrator.  2. Navigate to the "License Management" module.  3. Click "Add New License."  4. Fill in all required fields (name, description, price, conditions). 5. Save the new license type. | The new license type is successfully added to the system. All entered data is accurately reflected. A unique identifier is assigned to the license type. A timestamp indicating the creation date and time is recorded. |  |  |
| UAT-03-002 | Add a New License Type with Missing Mandatory Field | 1. Follow steps 1-4 from UAT-03-001, but intentionally omit a mandatory field (e.g., price).  5. Attempt to save. | The system displays an appropriate error message indicating the missing mandatory field. The license type is not saved. |  |  |
| UAT-03-003 | Add a New License Type with Invalid Data (Incorrect Data Type) | 1. Follow steps 1-4 from UAT-03-001, but enter an invalid data type in a field (e.g., text in a numerical field for price).  5. Attempt to save. | The system displays an appropriate error message indicating the invalid data type. The license type is not saved. |  |  |

**9.2 License Creation and Management (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-03-004 | Update an Existing License Type | 1. Log in as an administrator.  2. Navigate to the "License Management" module.  3. Select an existing license type.  4. Modify any of the fields (name, description, price, conditions).  5. Save changes. | The changes to the license type are successfully saved. The system reflects the updated information. A timestamp indicating the update date and time is recorded. |  |  |
| UAT-03-005 | Delete a License Type | 1. Log in as an administrator.  2. Navigate to the "License Management" module.  3. Select an existing license type.  4. Delete the selected license type. | The license type is successfully deleted from the system. A confirmation message is displayed. |  |  |

**10. Application Submission**

**10.1 Application Submission (Part 1)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-02-001 | Start a New Application | 1. Log in to the system.  2. Navigate to "New Application."  3. Fill in personal information (valid data).  4. Click "Next." | The user is redirected to the next section for business information. The previously entered personal information is preserved. |  |  |
| UAT-02-002 | Complete Application Form with Valid Data | 1. Fill in all business-related fields (e.g., business name, license type, number of managers) with valid data.  2. Click "Next." | The user is redirected to the "Attachments" section to upload supporting documents. The previously entered business information is preserved. |  |  |
| UAT-02-003 | Submit Application with Valid Data and Attachments | 1. Attach all necessary documents (valid file types and sizes).  2. Click "Submit." | The application is successfully submitted, and a confirmation message appears: "Your application has been submitted for review." A unique application ID is displayed. The applicant receives a confirmation email (if applicable). |  |  |

**11. Application Submission (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-02-004 | Submit Application with Missing Mandatory Field | 1. Follow steps from UAT-02-002, but intentionally omit a mandatory field (e.g., business name).  2. Attempt to click "Next." | The system displays an appropriate error message indicating the missing mandatory field. The user is not redirected to the next section. |  |  |
| UAT-02-005 | Submit Application with Invalid Data Type | 1. Follow steps from UAT-02-002, but enter an invalid data type in a field (e.g., text in a numerical field).  2. Attempt to click "Next." | The system displays an appropriate error message indicating the invalid data type. The user is not redirected to the next section. |  |  |
| UAT-02-006 | Submit Application with Invalid File Type Attachment | 1. Follow steps from UAT-02-003, but attempt to upload a file with an invalid file type.  2. Attempt to click "Submit." | The system displays an appropriate error message indicating the invalid file type. The application is not submitted. |  |  |
| UAT-02-007 | Submit Application with File Size Exceeding Limit | 1. Follow steps from UAT-02-003, but attempt to upload a file exceeding the allowed size limit.  2. Attempt to click "Submit." | The system displays an appropriate error message indicating that the file size exceeds the limit. The application is not submitted. |  |  |

**12. Internal Review and Application Progression (Part 1)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.3.1 | Internal Review - Application Approval (Complete Application) | 1. Log in as an internal user with review permissions.  2. Navigate to the application review dashboard.  3. Select a complete and valid application.  4. Review the application.  5. Approve the application. | Application status changes to "Pending Ministerial Approval." Applicant receives notification. Application moves to ministerial approval queue. |  |  |
| 4.3.2 | Internal Review - Raise Query (Incomplete Application) | 1. Log in as an internal user with review permissions.  2. Navigate to the application review dashboard.  3. Select an application with missing or unclear information.  4. Raise a query specifying the required details.  5. Submit the query. | Query submitted to applicant. Application status updates to "Query Raised." Applicant receives notification. Application remains in internal review. |  |  |
| 4.3.3 | Applicant Responds to Query | 1. Log in as the applicant.  2. View the raised query.  3. Provide the necessary information.  4. Resubmit the application. | Applicant's response recorded. Application status changes to "Response Received." Application available for further internal review. |  |  |

**13. Internal Review and Application Progression (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.4.1 | Internal Review - Application Approval (Post-Query) | 1. Log in as the internal user who raised the query.  2. Review the applicant's response.  3. Approve the application. | Application status changes to "Pending Ministerial Approval." Applicant receives notification. Application moves to ministerial approval queue. |  |  |
| 4.4.2 | Internal Review - Application Rejection (Post-Query or Initial Review) | 1. Log in as an internal user with review permissions.  2. Navigate to the application review dashboard.  3. Select an application to reject (either initially or after a query).  4. Reject the application, providing a reason. | Application status changes to "Rejected." Applicant receives notification with reason for rejection. |  |  |

**14. Application Submission and Payment (Part 1)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.5.1 | Payment During Application Submission | 1. Submit a new application, completing all required fields.  2. Proceed to the payment section at the end of the application process. | The applicant is presented with payment options. Upon successful payment, the application is submitted, and the application status changes to "Payment Received" or similar. The applicant receives a payment confirmation. |  |  |
| 4.5.2 | Successful Payment Processing | 1. Complete the payment process successfully during application submission. | The payment is processed successfully. The payment status is updated to "Complete" or similar. The application status updates to "Application Submitted" or similar. The applicant receives a payment confirmation. |  |  |
| 4.5.3 | Unsuccessful Payment Processing During Application Submission | 1. Attempt to submit an application, but simulate an unsuccessful payment (e.g., insufficient funds, payment gateway error). | The system displays an appropriate error message. The payment status remains "Pending" or "Failed." The application is not submitted, and the application status remains "Incomplete" or similar. The applicant receives a notification about the payment failure. |  |  |

**15. Application Submission and Payment (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.5.4 | License Generation Upon Secretary Approval | 1. Simulate an application reaching "Pending Secretary Approval" status. 2. Simulate Secretary Approval. | The application status changes to "Approved." A license is automatically generated and associated with the application. A download button for the license becomes available on the applicant's dashboard. The applicant receives a notification of approval and license availability. No further payment is required. |  |  |
| 4.5.5 | License Download | 1. Log in as an applicant with an approved application.  2. Click the license download button on the dashboard. | The license document (in appropriate format, e.g., PDF) is downloaded successfully. |  |  |
| 4.5.6 | Annual Renewal Payment Tracking (for applicable licenses) | 1. Simulate the passage of time to the next annual renewal date for a license with recurring fees.  2. Observe the system's behavior. | The system sends automated reminders to the licensee for annual renewal payments. The system tracks payment history for the license. |  |  |

**16. Verifier Review and Application Progression**

**17. Verifier Review - Application Approval**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.3.1 | Verifier Review - Application Approval | 1. Log in as the Verifier.  2. Navigate to the application review dashboard.  3. Select a complete and valid application.  4. Review the application.  5. Approve the application. | Application status changes to "Pending Recommender Review". Applicant receives an email notification. Application moves to the Recommender's review queue. System logs record the approval action, including the Verifier's ID and timestamp. |  |  |

**18. Verifier Review - Raise Query (Incomplete Application)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.3.2 | Verifier Review - Raise Query (Incomplete Application) | 1. Log in as the Verifier.  2. Navigate to the application review dashboard.  3. Select an application with missing or unclear information.  4. Raise a query specifying the missing details and the reason for the query.  5. Submit the query. | Query submitted to applicant. Application status updates to "Query Raised". Applicant receives an email notification including the application ID, query details, and a deadline for response. The application remains in the Verifier's review queue. The query is logged in the system with a unique ID. |  |  |

**19. Applicant Responds to Verifier Query**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.3.3 | Applicant Responds to Verifier Query | 1. Log in as the applicant.  2. View the raised query.  3. Provide the necessary information.  4. Resubmit the application. | Applicant's response is recorded. Application status changes to "Response Received". Verifier receives a notification. The application is returned to the Verifier's review queue for further assessment. The response is logged in the system, linked to the original query. |  |  |

**20. Verifier Flags Application for Rejection**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.3.4 | Verifier Flags Application for Rejection | 1. Log in as the Verifier.  2. Navigate to the application review dashboard.  3. Select an application with significant issues.  4. Flag the application for rejection, providing a clear reason. | Application status changes to "Flagged for Rejection". The application moves to the Secretary's queue. The Secretary receives a notification. The reason for flagging is clearly documented in the application's history. |  |  |

**21. Recommender Review - Application Approval and Query**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.4.1 | Recommender Review - Application Approval | 1. Log in as the Recommender.  2. Navigate to the application review dashboard.  3. Select an application with "Pending Recommender Review" status.  4. Review the application.  5. Approve the application. | Application status changes to "Pending Secretary Approval". Applicant receives an email notification. Application moves to the Secretary's approval queue. System logs record the approval action, including the Recommender's ID and timestamp. |  |  |
| 4.4.2 | Recommender Review - Raise Query (Incomplete) | 1. Log in as the Recommender.  2. Navigate to the application review dashboard.  3. Select an application with missing or unclear information.  4. Raise a query specifying the missing details and the reason for the query.  5. Submit the query. | Query submitted to applicant. Application status updates to "Query Raised". Applicant receives an email notification including the application ID, query details, and a deadline for response. The application remains in the Recommender's review queue. The query is logged in the system with a unique ID. |  |  |

**22. Applicant and Recommender Interactions**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.4.3 | Applicant Responds to Recommender Query | 1. Log in as the applicant.  2. View the raised query.  3. Provide the necessary information.  4. Resubmit the application. | Applicant's response is recorded. Application status changes to "Response Received". Recommender receives a notification. The application is returned to the Recommender's review queue for further assessment. The response is logged in the system, linked to the original query. |  |  |
| 4.4.4 | Recommender Flags Application for Rejection | 1. Log in as the Recommender.  2. Navigate to the application review dashboard.  3. Select an application with significant issues.  4. Flag the application for rejection, providing a clear reason. | Application status changes to "Flagged for Rejection". The application moves to the Secretary's queue. The Secretary receives a notification. The reason for flagging is clearly documented in the application's history. |  |  |

**23. Secretary Final Approval and Actions (Part 1)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.5.1 | Secretary Approval | 1. Log in as the Secretary.  2. Navigate to the application review dashboard.  3. Select an application with "Pending Secretary Approval" status.  4. Review the application.  5. Approve the application. | Application status changes to "Approved". Applicant receives an email notification, and the license is issued. System logs record the approval action, including the Secretary's ID and timestamp. |  |  |
| 4.5.2 | Secretary Rejection (Application not previously rejected) | 1. Log in as the Secretary.  2. Navigate to the application review dashboard.  3. Select an application with "Pending Secretary Approval" status.  4. Review the application.  5. Reject the application, providing a reason. | Application status changes to "Rejected". Applicant receives an email notification with the rejection reason. System logs record the rejection action, including the Secretary's ID, timestamp, and reason. |  |  |

**23. Secretary Final Approval and Actions (Part 2)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.5.3 | Secretary Rejection (Application previously rejected) | 1. Log in as the Secretary.  2. Navigate to the application review dashboard.  3. Select an application with "Rejection Recommended" status.  4. Review the application and the reason for recommendation.  5. Reject the application, providing a reason. | Application status changes to "Rejected". Applicant receives an email notification with the rejection reason. System logs record the rejection action, including the Secretary's ID, timestamp, and reason. |  |  |
| 4.5.4 | Secretary Approval (Overriding Rejection Recommendation) | 1. Log in as the Secretary.  2. Navigate to the application review dashboard.  3. Select an application with "Rejection Recommended" status.  4. Review the application and the reason for recommendation.  5. Approve the application, providing a justification. | Application status changes to "Approved". Applicant receives an email notification and license is issued. System logs record the approval action, including the Secretary's ID, timestamp, and justification for overriding the recommendation. |  |  |

**24. Secretary Final Approval and Actions**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.5.5 | Secretary Raises Query | 1. Log in as the Secretary.  2. Navigate to the application review dashboard.  3. Select an application with "Pending Secretary Approval" or "Rejection Recommended" status.  4. Raise a query specifying the missing details and the reason for the query.  5. Submit the query. | Query submitted to applicant. Application status updates to "Query Raised". Applicant receives an email notification including the application ID, query details, and a deadline for response. The application remains in the Secretary's queue. The query is logged in the system with a unique ID. |  |  |

**25. License Issuance and Access**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 4.5.1 | Secretary Approval and License Generation | 1. Log in as the Secretary.  2. Navigate to the application review dashboard.  3. Select an application with "Pending Secretary Approval" status.  4. Review the application.  5. Approve the application. | Application status changes to "Approved". License is automatically generated and available for download. Applicant receives an email notification. System logs record the approval action. First download is free. |  |  |
| 4.5.6 | Applicant License Download (First Download - Free) | 1. Log in as the applicant with an approved application.  2. Navigate to the "Licenses" section.  3. Download the license. | License downloads successfully. No fee is charged. Download is recorded in the system. |  |  |
| 4.5.7 | Applicant License Download (Subsequent Download) | 1. Log in as the applicant with an approved application.  2. Navigate to the "Licenses" section.  3. Download the license (second or subsequent download). | License downloads successfully. The correct fee is charged. Payment is processed successfully. Download is recorded in the system. Applicant receives a payment confirmation. The system accurately tracks the number of downloads and applies the fee accordingly. |  |  |
| 4.5.8 | Applicant License Download (Failed Payment) | 1. Log in as the applicant with an approved application.  2. Navigate to the "Licenses" section.  3. Attempt to download the license (subsequent download) with failed payment. | Download is prevented. Appropriate error message is displayed. System logs record the failed payment attempt. |  |  |

**26. Payment Gateway Integration (Payment Processing)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 10.1.1 | Successful Payment via Payment Gateway (PayNow) for License Application | 1. Log in as an applicant with a pending license application.  2. Navigate to the payment section.  3. Select "PayNow" as the payment method.  4. Complete the payment.  5. Verify payment confirmation. | The payment is successfully processed via PayNow. The system displays a successful payment confirmation message (specify expected format). The applicant's account is updated to reflect payment. The "Totals" page shows the payment status as "Paid". System logs record successful transaction details. |  |  |
| 10.1.3 | Handling Payment Failure for License Application | 1. Initiate payment via PayNow for a license application as in 10.1.1, but simulate a payment failure (e.g., insufficient funds, transaction cancellation).  2. Observe the system's response. | The system displays an appropriate error message (specify expected message) indicating payment failure. The "Totals" page shows the payment status as "Failed" or "Pending". The applicant's account reflects the failed payment. Applicant receives notification of payment failure (specify content). |  |  |
| 10.1.1 | Successful Payment via Payment Gateway (PayNow) for License Application | 1. Log in as an applicant with a pending license application.  2. Navigate to the payment section.  3. Select "PayNow" as the payment method.  4. Complete the payment.  5. Verify payment confirmation. | The payment is successfully processed via PayNow. The system displays a successful payment confirmation message (specify expected format). The applicant's account is updated to reflect payment. The "Totals" page shows the payment status as "Paid". System logs record successful transaction details. |  |  |

**27. Payment Gateway Integration (Payment Processing)**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| 10.1.2 | License Issuance after Successful Payment | 1. Complete a successful payment (using steps from 10.1.1).  2. After a reasonable processing time (define based on system specs), check the applicant's account.  3. Verify the license status in the applicant's account. | The application status changes to "Pending Review". After review and approval, the license is issued to the applicant. The applicant's account reflects the issued license status. The system generates and stores the digital license. Applicant receives license and payment confirmation notification (specify content). |  |  |

**33. License Download and Subsequent Downloads**

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| TEST CASE ID | DESCRIPTION OF TASKS | STEPS TO EXECUTE | EXPECTED RESULTS | PASS/  FAIL | COMMENTS/DEFECT/  ADDITIONS |
| UAT-10-001 | Download Approved License | 1. Login as Applicant.  2. Navigate to "Approved Applications."  3. Click "Download License." | The approved license is downloaded successfully in PDF format. |  |  |
| UAT-11-001 | Download License After First Download (Successful Pay) | 1. Login as Applicant.  2. Navigate to "Approved Applications."  3. Click "Download License" (after first download).  4. Confirm payment for additional download. | The system prompts for payment, and once confirmed, the license is downloaded successfully. |  |  |
| UAT-11-002 | Download License After First Download (Unsuccessful Pay) | 1. Login as Applicant.  2. Navigate to "Approved Applications."  3. Click "Download License" (after first download).  4. Choose to cancel payment. | The download is cancelled, and the license is not downloaded. |  |  |
| UAT-11-003 | Download License After First Download (Successful Pay) | 1. Login as Applicant.  2. Navigate to "Approved Applications."  3. Click "Download License."  4. Complete the payment process. 5. Download the license. | The license is downloaded successfully after a successful payment. The payment is recorded, and the applicant receives a confirmation. |  |  |