BODA CONNECT - Comprehensive Testing Checklist

Version: 1.0.0 **Last Updated:** January 2026 **Purpose:** Manual QA Testing Guide for All User Roles

Table of Contents

Testing Overview

Test Accounts Needed

Role	Phone Number	Purpose
Client 1	+244 923 XXX XXX	Primary client testing
Client 2	+244 923 XXX XXX	Secondary client (for messaging tests)
Supplier 1	+244 923 XXX XXX	Primary supplier testing
Supplier 2	+244 923 XXX XXX	Secondary supplier (for comparison tests)
Admin	admin@bodaconnect.ao	Admin panel testing

Test Data Requirements

- ☐ At least 2 supplier accounts with completed profiles
- ☐ At least 2 client accounts
- ☐ Multiple service packages created
- ☐ Test payment methods configured
- ☐ Sample reviews and ratings

Pre-Testing Setup

Environment Checklist

- ☐ App installed on test device
- ☐ Internet connection stable

- ☐ Firebase project configured
- ☐ Test phone numbers whitelisted (if using Firebase test numbers)
- ☐ Admin account created in Firebase Console
- ☐ ProxyPay test environment configured (if testing payments)

Device Requirements

- ☐ Android 11+ or iOS 14+ device
- ☐ Camera permissions available
- ☐ Location permissions available
- ☐ Notification permissions available
- ☐ Adequate storage space (500MB+)

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1. Authentication Testing

1.1 New User Registration

Phone Number Registration

#	Test Case	Steps	Expected Result	Status
1.1.1	Valid phone registration	1. Open app → Welcome → "Get Started" 2. Select "Client" or "Supplier" 3. Enter valid Angolan phone (+244 9XX XXX XXX) 4. Tap "Send Code"	OTP sent, redirected to verification screen	☐ Pass [ ] Fail
1.1.2	Invalid phone format	Enter phone without country code or wrong format	Error: "Número de telefone inválido"	☐ Pass [ ] Fail
1.1.3	OTP verification - correct code	Enter correct 6-digit OTP	Verification successful, proceed to profile setup	☐ Pass [ ] Fail
1.1.4	OTP verification - wrong code	Enter incorrect OTP 3 times	Error message, option to resend	☐ Pass [ ] Fail
1.1.5	OTP resend	Tap "Resend Code" after 60 seconds	New OTP sent successfully	☐ Pass [ ] Fail
1.1.6	OTP expiry	Wait 5+ minutes without entering code	Code expired message, prompt to resend	☐ Pass [ ] Fail

Email Registration

#	Test Case	Steps	Expected Result	Status
1.1.7	Valid email registration	Enter valid email + strong password	Account created, verification email sent	☐ Pass [ ] Fail
1.1.8	Weak password	Enter password less than 8 chars	Password strength indicator shows "Weak"	☐ Pass [ ] Fail
1.1.9	Invalid email format	Enter "test@" or "test.com"	Error: Invalid email format	☐ Pass [ ] Fail
1.1.10	Duplicate email	Use already registered email	Error: Email already in use	☐ Pass [ ] Fail

Google Sign-In

#	Test Case	Steps	Expected Result	Status
1.1.11	Google sign-in success	Tap Google button → Select account	Signed in, redirected based on account status	☐ Pass [ ] Fail
1.1.12	Google sign-in cancel	Tap Google → Cancel on Google picker	Returns to login screen gracefully	☐ Pass [ ] Fail

1.2 Existing User Login

#	Test Case	Steps	Expected Result	Status
1.2.1	Phone login existing user	Enter registered phone → OTP → Verify	Logged in, redirected to home	☐ Pass [ ] Fail
1.2.2	Email login correct credentials	Enter email + correct password	Logged in successfully	☐ Pass [ ] Fail
1.2.3	Email login wrong password	Enter email + wrong password 5 times	Account locked for 15 minutes	☐ Pass [ ] Fail
1.2.4	Remember me functionality	Login with "Remember me" checked	Next app open auto-logs in	☐ Pass [ ] Fail

1.3 Session Management

#	Test Case	Steps	Expected Result	Status
1.3.1	Session persistence	Login → Close app → Reopen after 10 min	Still logged in	☐ Pass [ ] Fail
1.3.2	Session timeout	Leave app idle for 30+ minutes	Session expired, re-authentication required	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
1.3.3	Logout	Go to Settings → Logout	Logged out, redirected to welcome screen	☐ Pass [ ] Fail
1.3.4	Multi-device limit	Login on 4th device (max 3 allowed)	Oldest session terminated, warning shown	☐ Pass [ ] Fail

2. Client Role Testing

2.1 Client Onboarding

#	Test Case	Steps	Expected Result	Status
2.1.1	Complete profile setup	After registration: Enter name, upload photo, set location	Profile saved, redirected to home	☐ Pass [ ] Fail
2.1.2	Skip optional fields	Skip profile photo, complete with name only	Proceeds with default avatar	☐ Pass [ ] Fail
2.1.3	Set preferences	Select wedding preferences (date range, budget)	Preferences saved for recommendations	☐ Pass [ ] Fail

2.2 Home Screen & Discovery

#	Test Case	Steps	Expected Result	Status
2.2.1	Home screen loads	Open app as logged-in client	Home screen displays: search bar, categories, featured suppliers	☐ Pass [ ] Fail
2.2.2	Location permission request	First time: Location permission prompt	Prompt appears with explanation	☐ Pass [ ] Fail
2.2.3	Nearby suppliers	Grant location → View "Nearby" section	Shows suppliers within radius, sorted by distance	☐ Pass [ ] Fail
2.2.4	Featured suppliers	View "Featured" section	Shows Diamond/Premium tier suppliers	☐ Pass [ ] Fail
2.2.5	Category navigation	Tap any category (e.g., "Decoração")	Shows suppliers in that category	☐ Pass [ ] Fail
2.2.6	Warning banner (if violations)	Client with violations opens home	Yellow/red warning banner visible with link	☐ Pass [ ] Fail

2.3 Search & Filtering

#	Test Case	Steps	Expected Result	Status
2.3.1	Basic text search	Type "fotógrafo casamento" → Search	Relevant results shown	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
2.3.2	Filter by category	Search → Filter icon → Select "Fotografia"	Results filtered to photography only	☐ Pass [ ] Fail
2.3.3	Filter by price range	Set min: 50000 AOA, max: 200000 AOA	Only packages in range shown	☐ Pass [ ] Fail
2.3.4	Filter by minimum rating	Set minimum: 4 stars	Only 4+ star suppliers shown	☐ Pass [ ] Fail
2.3.5	Sort by price (low to high)	Tap Sort → Price: Low to High	Results sorted ascending by price	☐ Pass [ ] Fail
2.3.6	Sort by rating	Tap Sort → Rating: High to Low	Results sorted by rating descending	☐ Pass [ ] Fail
2.3.7	Combined filters	Category + Price + Rating + Sort	All filters applied correctly	☐ Pass [ ] Fail
2.3.8	Clear filters	Apply filters → Tap "Clear All"	All filters reset, full results shown	☐ Pass [ ] Fail
2.3.9	No results	Search "xyznonexistent123"	"No results found" message with suggestions	☐ Pass [ ] Fail
2.3.10	Recent searches	Perform search → Return to search	Recent searches displayed	☐ Pass [ ] Fail
2.3.11	Popular searches	Open search screen	Popular/trending searches shown	☐ Pass [ ] Fail

2.4 Supplier Profile Viewing

#	Test Case	Steps	Expected Result	Status
2.4.1	View supplier profile	Tap supplier from search/home	Full profile loads: photos, description, rating, packages	☐ Pass [ ] Fail
2.4.2	Photo gallery	Tap on photo thumbnail	Full-screen gallery opens, swipeable	☐ Pass [ ] Fail
2.4.3	Video playback	Tap video in gallery	Video plays in viewer	☐ Pass [ ] Fail
2.4.4	View reviews	Scroll to "Reviews" section	Reviews displayed with ratings, photos, tags	☐ Pass [ ] Fail
2.4.5	Filter reviews by stars	Tap "5 stars" filter	Only 5-star reviews shown	☐ Pass [ ] Fail
2.4.6	View all packages	Scroll to packages section	All available packages listed with prices	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
2.4.7	Supplier tier badge	View Diamond/Gold supplier	Tier badge displayed prominently	☐ Pass [ ] Fail
2.4.8	Response time display	View supplier stats	Average response time shown	☐ Pass [ ] Fail

2.5 Favorites Management

#	Test Case	Steps	Expected Result	Status
2.5.1	Add to favorites	On supplier profile → Tap heart icon	Heart fills, supplier added to favorites	☐ Pass [ ] Fail
2.5.2	Remove from favorites	Tap filled heart	Heart empties, removed from favorites	☐ Pass [ ] Fail
2.5.3	View favorites list	Navigate to Favorites tab	All favorited suppliers shown	☐ Pass [ ] Fail
2.5.4	Navigate from favorites	Tap supplier in favorites	Opens supplier profile	☐ Pass [ ] Fail
2.5.5	Empty favorites state	View favorites with none saved	"No favorites yet" message with CTA	☐ Pass [ ] Fail

2.6 Cart & Checkout

#	Test Case	Steps	Expected Result	Status
2.6.1	Add package to cart	On package detail → "Add to Cart"	Package added, cart badge updates	☐ Pass [ ] Fail
2.6.2	View cart	Tap cart icon	Cart screen shows all items with totals	☐ Pass [ ] Fail
2.6.3	Remove item from cart	Swipe left or tap remove on item	Item removed, total updated	☐ Pass [ ] Fail
2.6.4	Empty cart state	Remove all items	"Your cart is empty" message	☐ Pass [ ] Fail
2.6.5	Proceed to checkout	Tap "Checkout" with items in cart	Checkout screen loads with order summary	☐ Pass [ ] Fail
2.6.6	Select event date	Choose date on calendar	Date selected, availability confirmed	☐ Pass [ ] Fail
2.6.7	Date unavailable	Try to select blocked date	Date not selectable, message shown	☐ Pass [ ] Fail

2.7 Payment Flow

#	Test Case	Steps	Expected Result	Status
2.7.1	View payment methods	Checkout → Payment step	Saved methods shown + "Add new"	☐ Pass [ ] Fail
2.7.2	Add new payment method	Tap "Add Payment Method"	Form appears for bank/mobile money	☐ Pass [ ] Fail
2.7.3	Select payment method	Tap saved method	Method selected with checkmark	☐ Pass [ ] Fail
2.7.4	High-value SMS verification	Amount > 100,000 AOA → Confirm	SMS OTP required for verification	☐ Pass [ ] Fail
2.7.5	Critical SMS verification	Amount > 500,000 AOA → Confirm	Mandatory SMS verification step	☐ Pass [ ] Fail
2.7.6	Payment success	Complete payment	Success screen, booking created	☐ Pass [ ] Fail
2.7.7	Payment failure	Simulate failed payment	Error screen with retry option	☐ Pass [ ] Fail
2.7.8	View receipt	After success → "View Receipt"	Receipt displayed with details	☐ Pass [ ] Fail

2.8 Booking Management

#	Test Case	Steps	Expected Result	Status
2.8.1	View active bookings	Navigate to Bookings tab	Active bookings listed with status	☐ Pass [ ] Fail
2.8.2	Booking detail view	Tap on a booking	Full details: supplier, package, date, status	☐ Pass [ ] Fail
2.8.3	Pending status display	View newly created booking	Status shows "Pending" (yellow)	☐ Pass [ ] Fail
2.8.4	Confirmed status update	After supplier confirms	Status changes to "Confirmed" (green)	☐ Pass [ ] Fail
2.8.5	Contact supplier	Tap "Message Supplier" on booking	Opens chat with supplier	☐ Pass [ ] Fail
2.8.6	Cancel booking	Tap "Cancel" on pending booking	Confirmation prompt → Cancelled	☐ Pass [ ] Fail
2.8.7	View booking history	Go to History tab	Past bookings shown	☐ Pass [ ] Fail
2.8.8	Filter history by status	Filter → "Completed"	Only completed bookings shown	☐ Pass [ ] Fail

2.9 Reviews & Ratings

#	Test Case	Steps	Expected Result	Status
2.9.1	Leave review prompt	Completed booking → "Leave Review"	Review form opens	☐ Pass [ ] Fail
2.9.2	Star rating selection	Tap 4 stars	4 stars highlighted	☐ Pass [ ] Fail
2.9.3	Write review text	Enter 50+ characters	Text accepted	☐ Pass [ ] Fail
2.9.4	Add photo to review	Tap "Add Photo" → Select	Photo uploaded and shown	☐ Pass [ ] Fail
2.9.5	Add multiple photos	Add 5 photos (max)	All 5 displayed	☐ Pass [ ] Fail
2.9.6	Exceed photo limit	Try to add 6th photo	"Maximum 5 photos" message	☐ Pass [ ] Fail
2.9.7	Select review tags	Select "Professional", "Quality"	Tags highlighted and selected	☐ Pass [ ] Fail
2.9.8	Submit review	Tap "Submit Review"	Success message, review visible on supplier profile	☐ Pass [ ] Fail
2.9.9	Review without text	Submit with stars only (no text)	Review accepted (text optional)	☐ Pass [ ] Fail

2.10 Client Profile Management

#	Test Case	Steps	Expected Result	Status
2.10.1	View own profile	Navigate to Profile tab	Profile displayed with stats	☐ Pass [ ] Fail
2.10.2	Edit profile	Tap "Edit" → Change name	Name updated successfully	☐ Pass [ ] Fail
2.10.3	Change profile photo	Tap photo → Take/Choose new	Photo updated	☐ Pass [ ] Fail
2.10.4	Update location	Edit → Change location	Location updated in profile	☐ Pass [ ] Fail
2.10.5	View safety history	Profile → "Safety History"	Violations and warning level shown	☐ Pass [ ] Fail

3. Supplier Role Testing

3.1 Supplier Onboarding & Registration

#	Test Case	Steps	Expected Result	Status
3.1.1	Select supplier role	Welcome → "Get Started" → "Supplier"	Supplier registration flow begins	☐ Pass [ ] Fail
3.1.2	Enter business basics	Name, phone, email, location	Data saved, proceeds to next step	☐ Pass [ ] Fail
3.1.3	Select service category	Choose primary category (e.g., "Decoração")	Category selected, subcategories shown	☐ Pass [ ] Fail
3.1.4	Select subcategories	Choose 1-5 subcategories	Subcategories saved	☐ Pass [ ] Fail
3.1.5	Write business description	Enter 100+ character description	Description saved	☐ Pass [ ] Fail
3.1.6	Upload photos (min 3)	Upload 3 business photos	Photos uploaded with progress	☐ Pass [ ] Fail
3.1.7	Upload video (optional)	Upload 1 video	Video processed, thumbnail generated	☐ Pass [ ] Fail
3.1.8	Set working hours	Define hours for each day	Working hours saved	☐ Pass [ ] Fail
3.1.9	Complete registration	Finish all steps	Success screen, verification pending message	☐ Pass [ ] Fail

3.2 Document Verification

#	Test Case	Steps	Expected Result	Status
3.2.1	View verification status	After registration → Check status	"Pending Verification" displayed	☐ Pass [ ] Fail
3.2.2	Upload ID document	Verification → "Upload ID" → Select photo	ID uploaded successfully	☐ Pass [ ] Fail
3.2.3	Upload business license	Verification → "Business License" → Select	Document uploaded	☐ Pass [ ] Fail
3.2.4	Invalid file type	Try to upload .exe file	"Invalid file type" error	☐ Pass [ ] Fail
3.2.5	File too large	Upload >5MB file	"File too large" error (max 5MB)	☐ Pass [ ] Fail
3.2.6	Track document status	View uploaded documents	Status shown: Pending/Approved/Rejected	☐ Pass [ ] Fail
3.2.7	Resubmit rejected doc	Document rejected → Upload new	New document uploaded for review	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
3.2.8	Verification approved	Admin approves	Status changes to "Verified", full access granted	☐ Pass [ ] Fail

3.3 Supplier Dashboard

#	Test Case	Steps	Expected Result	Status
3.3.1	Dashboard loads	Login as verified supplier	Dashboard shows: revenue, bookings, rating, completeness	☐ Pass [ ] Fail
3.3.2	Revenue display	View revenue card	Total revenue shown with period selector	☐ Pass [ ] Fail
3.3.3	Booking count	View bookings card	Total and pending bookings count	☐ Pass [ ] Fail
3.3.4	Rating display	View rating card	Average rating with star visualization	☐ Pass [ ] Fail
3.3.5	Profile completeness	View completeness card	Percentage shown with missing items	☐ Pass [ ] Fail
3.3.6	Recent bookings list	Scroll to recent bookings	Latest 5 bookings shown	☐ Pass [ ] Fail
3.3.7	Quick actions	View action buttons	"Add Package", "View Orders", "Edit Profile" available	☐ Pass [ ] Fail
3.3.8	Chat notification badge	Receive message → View dashboard	Badge shows unread count	☐ Pass [ ] Fail

3.4 Package Management

#	Test Case	Steps	Expected Result	Status
3.4.1	View packages list	Dashboard → "My Packages"	All packages listed	☐ Pass [ ] Fail
3.4.2	Create new package	Tap "+" → Fill form	Package created successfully	☐ Pass [ ] Fail
3.4.3	Package name validation	Leave name empty → Submit	"Name required" error	☐ Pass [ ] Fail
3.4.4	Package price validation	Enter 0 or negative price	"Invalid price" error	☐ Pass [ ] Fail
3.4.5	Add included services	Add 3 items to inclusions list	Items saved and displayed	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
3.4.6	Add package photos	Upload 2 photos for package	Photos saved to package	☐ Pass [ ] Fail
3.4.7	Set as featured	Toggle "Featured" switch	Package marked as featured	☐ Pass [ ] Fail
3.4.8	Edit existing package	Tap package → Edit → Change price	Price updated	☐ Pass [ ] Fail
3.4.9	Deactivate package	Toggle active switch off	Package hidden from clients	☐ Pass [ ] Fail
3.4.10	Delete package	Long press → Delete → Confirm	Package removed	☐ Pass [ ] Fail
3.4.11	Enable customization	Toggle "Allow customization"	Customization form appears	☐ Pass [ ] Fail

3.5 Availability Management

#	Test Case	Steps	Expected Result	Status
3.5.1	View calendar	Dashboard → "Availability"	Calendar view with booked dates	☐ Pass [ ] Fail
3.5.2	Block date	Tap date → "Mark Unavailable"	Date blocked, shown in red	☐ Pass [ ] Fail
3.5.3	Unblock date	Tap blocked date → "Mark Available"	Date unblocked	☐ Pass [ ] Fail
3.5.4	Set vacation period	Select date range → "Set Vacation"	Range blocked	☐ Pass [ ] Fail
3.5.5	View booked dates	Check calendar	Booked dates shown differently	☐ Pass [ ] Fail
3.5.6	Update working hours	Settings → Working Hours → Edit Monday	Hours updated	☐ Pass [ ] Fail
3.5.7	Set day as closed	Toggle day to "Closed"	Day not available for bookings	☐ Pass [ ] Fail

3.6 Order Management

#	Test Case	Steps	Expected Result	Status
3.6.1	View all orders	Dashboard → "Orders"	Orders listed with filters	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
3.6.2	Filter by status	Tap "Pending" filter	Only pending orders shown	☐ Pass [ ] Fail
3.6.3	View order detail	Tap order → View details	Full order info: client, package, date, amount	☐ Pass [ ] Fail
3.6.4	Accept/Confirm order	Pending order → "Confirm"	Status changes to Confirmed, client notified	☐ Pass [ ] Fail
3.6.5	Decline order	Pending order → "Decline" → Reason	Order declined, client notified with reason	☐ Pass [ ] Fail
3.6.6	Start service	Confirmed order → "Start Service"	Status changes to "In Progress"	☐ Pass [ ] Fail
3.6.7	Complete service	In Progress → "Mark Complete"	Status changes to "Completed"	☐ Pass [ ] Fail
3.6.8	Contact client	Order → "Message Client"	Opens chat with client	☐ Pass [ ] Fail
3.6.9	Search orders	Type client name in search	Matching orders shown	☐ Pass [ ] Fail

3.7 Revenue & Payments

#	Test Case	Steps	Expected Result	Status
3.7.1	View revenue screen	Dashboard → "Revenue"	Revenue breakdown shown	☐ Pass [ ] Fail
3.7.2	Filter by period	Select "This Month"	Monthly revenue displayed	☐ Pass [ ] Fail
3.7.3	View pending payments	Check "Pending" section	Unpaid bookings listed	☐ Pass [ ] Fail
3.7.4	View completed payments	Check "Completed" section	Paid transactions shown	☐ Pass [ ] Fail
3.7.5	Platform fee breakdown	View fee details	10% platform fee shown separately	☐ Pass [ ] Fail
3.7.6	Add payment method	Payments → "Add Method"	Bank/mobile money form	☐ Pass [ ] Fail
3.7.7	Set default payment method	Long press method → "Set Default"	Method marked as default	☐ Pass [ ] Fail
3.7.8	Delete payment method	Swipe → Delete	Method removed	☐ Pass [ ] Fail

3.8 Reviews Management

#	Test Case	Steps	Expected Result	Status
3.8.1	View all reviews	Dashboard → "Reviews"	All received reviews listed	☐ Pass [ ] Fail
3.8.2	Filter by rating	Tap "4 Stars"	Only 4-star reviews shown	☐ Pass [ ] Fail
3.8.3	View review detail	Tap review	Full review with photos, tags	☐ Pass [ ] Fail
3.8.4	Average rating calculation	Check displayed average	Matches calculated average	☐ Pass [ ] Fail
3.8.5	Review count	Check total count	Matches actual reviews	☐ Pass [ ] Fail

3.9 Supplier Profile Management

#	Test Case	Steps	Expected Result	Status
3.9.1	View own profile	Navigate to Profile	Full profile displayed	☐ Pass [ ] Fail
3.9.2	View as client	Profile → "View as Client"	Public profile preview shown	☐ Pass [ ] Fail
3.9.3	Edit business name	Edit → Change name → Save	Name updated	☐ Pass [ ] Fail
3.9.4	Update description	Edit → Modify description	Description updated	☐ Pass [ ] Fail
3.9.5	Add/edit social links	Edit → Social Links → Add Instagram	Link saved and displayed	☐ Pass [ ] Fail
3.9.6	Update photos	Edit → Add new photo	Photo added to gallery	☐ Pass [ ] Fail
3.9.7	Delete photo	Long press photo → Delete	Photo removed	☐ Pass [ ] Fail
3.9.8	Update location	Edit → Change address	Location updated	☐ Pass [ ] Fail
3.9.9	View tier status	Profile → Tier badge	Current tier displayed with benefits	☐ Pass [ ] Fail
3.9.10	Check tier requirements	View tier requirements	Progress toward next tier shown	☐ Pass [ ] Fail

3.10 Custom Offers

#	Test Case	Steps	Expected Result	Status
3.10.1	Send custom offer	Chat → "Send Offer"	Offer form appears	☐ Pass [ ] Fail
3.10.2	Fill offer details	Enter price, description, validity	Details saved	☐ Pass [ ] Fail
3.10.3	Submit offer	"Send Offer" button	Offer sent, shown in chat	☐ Pass [ ] Fail
3.10.4	Client accepts offer	Wait for client acceptance	Booking auto-created from offer	☐ Pass [ ] Fail
3.10.5	Client rejects offer	Wait for client rejection	Offer marked as rejected	☐ Pass [ ] Fail
3.10.6	Offer expiry	Wait for validity period to pass	Offer marked as expired	☐ Pass [ ] Fail

4. Admin Role Testing

4.1 Admin Authentication

#	Test Case	Steps	Expected Result	Status
4.1.1	Admin login	Enter admin credentials	Access to admin dashboard	☐ Pass [ ] Fail
4.1.2	Non-admin access attempt	Login with regular user credentials	Access denied message	☐ Pass [ ] Fail
4.1.3	Admin session timeout	Idle for extended period	Re-authentication required	☐ Pass [ ] Fail

4.2 Admin Dashboard

#	Test Case	Steps	Expected Result	Status
4.2.1	Dashboard loads	Login as admin	Dashboard with platform stats	☐ Pass [ ] Fail
4.2.2	Total users count	View users stat	Correct count of all users	☐ Pass [ ] Fail
4.2.3	Total bookings	View bookings stat	Correct booking count	☐ Pass [ ] Fail
4.2.4	Total revenue	View revenue stat	Platform revenue displayed	☐ Pass [ ] Fail
4.2.5	Pending verifications alert	New suppliers waiting	Badge/alert shown	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
4.2.6	Pending reports alert	Open reports exist	Badge/alert shown	☐ Pass [ ] Fail

4.3 Supplier Verification

#	Test Case	Steps	Expected Result	Status
4.3.1	View pending documents	Verification → Pending Docs	List of pending documents	☐ Pass [ ] Fail
4.3.2	Preview document	Tap document → Preview	Document viewer opens	☐ Pass [ ] Fail
4.3.3	Approve document	Document → "Approve"	Document status updated, supplier notified	☐ Pass [ ] Fail
4.3.4	Reject document	Document → "Reject" → Add reason	Document rejected with reason, supplier notified	☐ Pass [ ] Fail
4.3.5	Request additional doc	Supplier → "Request Document"	Request sent to supplier	☐ Pass [ ] Fail
4.3.6	Approve supplier	All docs approved → "Approve Supplier"	Supplier verified, full access granted	☐ Pass [ ] Fail
4.3.7	View verification stats	Verification → Statistics tab	Queue size, approval rate, avg time	☐ Pass [ ] Fail

4.4 Reports Management

#	Test Case	Steps	Expected Result	Status
4.4.1	View pending reports	Reports → Pending tab	Pending reports listed by severity	☐ Pass [ ] Fail
4.4.2	View report detail	Tap report	Full report: reporter, reported, category, evidence	☐ Pass [ ] Fail
4.4.3	Start investigation	Report → "Investigate"	Status changes to Investigating	☐ Pass [ ] Fail
4.4.4	Add investigation note	Write internal note → Save	Note added with timestamp	☐ Pass [ ] Fail
4.4.5	Resolve report	Investigate → "Resolve" → Select outcome	Report resolved, parties notified	☐ Pass [ ] Fail
4.4.6	Dismiss report	Report → "Dismiss" → Reason	Report dismissed with reason	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
4.4.7	Escalate report	Report → "Escalate" → Reason	Report escalated to higher authority	☐ Pass [ ] Fail
4.4.8	Issue warning	Resolve → "Issue Warning"	Warning added to user, rating impacted	☐ Pass [ ] Fail
4.4.9	Suspend user	Resolve → "Suspend Account"	User suspended, notified	☐ Pass [ ] Fail

4.5 Support Tickets

#	Test Case	Steps	Expected Result	Status
4.5.1	View open tickets	Support → Open tab	Open tickets listed	☐ Pass [ ] Fail
4.5.2	Filter by category	Filter → "Payment Problems"	Matching tickets shown	☐ Pass [ ] Fail
4.5.3	Filter by priority	Filter → "Urgent"	High priority tickets shown	☐ Pass [ ] Fail
4.5.4	Assign to self	Ticket → "Assign to Me"	Ticket assigned, status updated	☐ Pass [ ] Fail
4.5.5	Add internal note	Ticket → Add note (internal)	Note visible to admins only	☐ Pass [ ] Fail
4.5.6	Send response to user	Ticket → Add response (public)	User receives response	☐ Pass [ ] Fail
4.5.7	Change ticket status	Set to "Awaiting User Response"	Status updated	☐ Pass [ ] Fail
4.5.8	Resolve ticket	Mark as Resolved	Ticket closed, user notified	☐ Pass [ ] Fail
4.5.9	View ticket history	Ticket → History	Full timeline of actions	☐ Pass [ ] Fail

4.6 User Management

#	Test Case	Steps	Expected Result	Status
4.6.1	Search user	Enter phone/email/name	User found and displayed	☐ Pass [ ] Fail
4.6.2	View user profile	Tap user	Full profile with history	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
4.6.3	View violation history	User → Violations	All violations listed	☐ Pass [ ] Fail
4.6.4	Manual suspension	User → "Suspend" → Reason	User suspended immediately	☐ Pass [ ] Fail
4.6.5	Reactivate user	Suspended user → "Reactivate"	Account reactivated	☐ Pass [ ] Fail
4.6.6	Adjust warning level	User → "Adjust Warning"	Warning level modified	☐ Pass [ ] Fail

4.7 Platform Settings

#	Test Case	Steps	Expected Result	Status
4.7.1	View platform fee	Settings → Platform Fee	Current fee displayed (default 10%)	☐ Pass [ ] Fail
4.7.2	Update platform fee	Change to 15% → Save	Fee updated for new transactions	☐ Pass [ ] Fail
4.7.3	Fee validation	Enter 60% (>50% max)	Error: "Maximum fee is 50%"	☐ Pass [ ] Fail

5. Cross-Role Features Testing

5.1 Messaging & Chat

#	Test Case	Steps	Expected Result	Status
5.1.1	Client initiates chat	Supplier profile → "Message"	Chat created, both parties see it	☐ Pass [ ] Fail
5.1.2	Send text message	Type message → Send	Message appears for both users	☐ Pass [ ] Fail
5.1.3	Real-time delivery	Send message	Recipient sees instantly	☐ Pass [ ] Fail
5.1.4	Online status	User is active	Shows "Online" indicator	☐ Pass [ ] Fail
5.1.5	Last seen	User goes offline	Shows "Last seen at X"	☐ Pass [ ] Fail
5.1.6	Unread count	Receive messages without reading	Badge shows unread count	☐ Pass [ ] Fail
5.1.7	Mark as read	Open conversation	Unread count clears	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
5.1.8	Delete message	Long press → Delete	Message removed for both	☐ Pass [ ] Fail
5.1.9	Search conversations	Type in search box	Matching conversations shown	☐ Pass [ ] Fail
5.1.10	Empty conversations	No chats yet	"No conversations" message	☐ Pass [ ] Fail

5.2 Push Notifications

#	Test Case	Steps	Expected Result	Status
5.2.1	Request permission	First notification trigger	Permission dialog appears	☐ Pass [ ] Fail
5.2.2	Booking notification	Create booking	Supplier receives "New booking" notification	☐ Pass [ ] Fail
5.2.3	Message notification	Send chat message	Recipient receives notification	☐ Pass [ ] Fail
5.2.4	Payment notification	Complete payment	Both parties notified	☐ Pass [ ] Fail
5.2.5	Notification tap navigation	Tap booking notification	Opens booking detail	☐ Pass [ ] Fail
5.2.6	Background notification	App in background	Notification received	☐ Pass [ ] Fail
5.2.7	Foreground notification	App in foreground	In-app notification shown	☐ Pass [ ] Fail
5.2.8	Disable notifications	Settings → Disable	No more notifications	☐ Pass [ ] Fail

5.3 Settings & Preferences

#	Test Case	Steps	Expected Result	Status
5.3.1	Change theme	Settings → Dark mode	App switches to dark theme	☐ Pass [ ] Fail
5.3.2	Change font size	Settings → Large font	Text size increases	☐ Pass [ ] Fail
5.3.3	Change language	Settings → English	App language changes	☐ Pass [ ] Fail

#	Test Case	Steps	Expected Result	Status
5.3.4	Settings persistence	Change settings → Restart app	Settings preserved	☐ Pass [ ] Fail

5.4 Help & Support

#	Test Case	Steps	Expected Result	Status
5.4.1	View help center	Settings → Help	Help center with FAQs	☐ Pass [ ] Fail
5.4.2	Search help	Type question	Relevant articles shown	☐ Pass [ ] Fail
5.4.3	Submit support ticket	Help → Contact Support	Ticket form opens	☐ Pass [ ] Fail
5.4.4	Submit report	Profile → Report User	Report form opens	☐ Pass [ ] Fail

6. Security Testing

6.1 Authentication Security

#	Test Case	Steps	Expected Result	Status
6.1.1	Brute force protection	5 wrong passwords in 5 min	Account locked for 15 minutes	☐ Pass [ ] Fail
6.1.2	OTP rate limiting	Request OTP 4 times in 1 min	"Too many attempts" after 3rd	☐ Pass [ ] Fail
6.1.3	Session invalidation on password change	Change password	All other sessions terminated	☐ Pass [ ] Fail
6.1.4	Concurrent session limit	Login on 4 devices	Oldest session logged out	☐ Pass [ ] Fail

6.2 Transaction Security

#	Test Case	Steps	Expected Result	Status
6.2.1	High-value SMS verification	Transaction >100k AOA	SMS OTP required	☐ Pass [ ] Fail
6.2.2	Critical transaction verification	Transaction >500k AOA	Mandatory SMS step	☐ Pass [ ] Fail
6.2.3	Data export requires verification	Request data export	SMS OTP required	☐ Pass [ ] Fail
6.2.4	Account deletion requires verification	Delete account	SMS OTP required	☐ Pass [ ] Fail

6.3 Data Protection

#	Test Case	Steps	Expected Result	Status
6.3.1	Sensitive data masking	View payment method	Card: **** **** **** 1234	☐ Pass [ ] Fail
6.3.2	Phone masking	View masked phone	+244 923 *** ***	☐ Pass [ ] Fail
6.3.3	HTTPS only	Intercept network traffic	All traffic encrypted	☐ Pass [ ] Fail

6.4 Device Security

#	Test Case	Steps	Expected Result	Status
6.4.1	New device login notification	Login from new device	Notification sent to existing sessions	☐ Pass [ ] Fail
6.4.2	Device fingerprint	Login → Check device tracking	Device registered in system	☐ Pass [ ] Fail
6.4.3	Trusted device management	Settings → Devices	Can view and remove devices	☐ Pass [ ] Fail

6.5 Account Safety

#	Test Case	Steps	Expected Result	Status
6.5.1	Warning at 3.5 rating	Rating drops below 3.5	Warning displayed to user	☐ Pass [ ] Fail
6.5.2	Suspension at 2.5 rating	Rating drops below 2.5	Account suspended automatically	☐ Pass [ ] Fail
6.5.3	Violation impact	Receive violation	Rating impact shown (-0.2 to -0.5)	☐ Pass [ ] Fail
6.5.4	Appeal process	Suspended → Submit appeal	Appeal submitted, status tracked	☐ Pass [ ] Fail

7. Performance Testing

7.1 Load Times

#	Test Case	Expected Time	Actual Time	Status
7.1.1	App cold start	< 3 seconds		☐ Pass [ ] Fail
7.1.2	Home screen load	< 2 seconds		☐ Pass [ ] Fail
7.1.3	Search results	< 1.5 seconds		☐ Pass [ ] Fail
7.1.4	Supplier profile load	< 2 seconds		☐ Pass [ ] Fail
7.1.5	Image gallery load	< 1 second per image		☐ Pass [ ] Fail
7.1.6	Chat message sync	< 500ms		☐ Pass [ ] Fail

7.2 Offline Behavior

#	Test Case	Steps	Expected Result	Status
7.2.1	Offline indicator	Turn off internet	"No connection" indicator shown	☐ Pass [ ] Fail
7.2.2	Cached data display	Go offline	Previously loaded data visible	☐ Pass [ ] Fail
7.2.3	Action queue	Try to send message offline	Message queued, sent when online	☐ Pass [ ] Fail
7.2.4	Graceful degradation	Perform actions offline	Appropriate error messages shown	☐ Pass [ ] Fail

8. Edge Cases & Error Handling

8.1 Input Validation

#	Test Case	Steps	Expected Result	Status
8.1.1	Empty required field	Leave name empty → Submit	"Field required" error	☐ Pass [ ] Fail
8.1.2	Special characters	Enter "		