

## Scenario # 1: \$0.00 Service Charges

### Scenario Description

- When a guest checks out and has service charges on their account, the charges are reported but the costs are listed as \$0.00.

### Version Control

| Version # | Date       | Author       | Description     |
|-----------|------------|--------------|-----------------|
| 0.1       | 30/10/2018 | Andrew Smith | Initial version |

### Test Scripts

The following scripts will cover this scenario:

- 1.1 Reproduce Service Charge bug
- 1.2 Demonstrate bug is fixed

### Use Case

- Check-Out

### Test Components/Requirements

- Make sure guests that check-out have service charges with costs listed as \$0.00

### User Groups

- Guest
- Hotel Staff

## <ITC205/Asg4>

<Test Scenario # and Name>

### Script # 1.1: Reproduce Service Charge Bug

#### Script Description

- This test recreates the buggy behavior of service charges being reported with \$0.00 costs

#### Setup

- Booking for room 101 must exist
- Booking must be checked in
- A service charge for \$15 room service must be recorded
- User has selected "Check Out" from main menu

#### Teardown

- List all steps that should be taken after the test case is executed

#### Script Steps

| Step # | Test Action                                 | Expected Results   | Pass/Fail |
|--------|---|--|-----------|
| 1      |   | Prompt to enter room number<br>Selection : D<br><br>Checking out<br><br>Enter room number:   | PASS      |
| 2      | Enter room number<br>Enter room number: 101 | Display check out summary with \$0.00 charge<br>Enter room number: 101<br>Charges for room: 101, booking: 212002101<br>Arrival date: 02-02-2002,<br>Staylength: 1<br>Guest: David, Address: 123 Fake Street, Phone: 123456<br>Charges:<br>Bar Fridge :      \$0.00<br>Total: \$0.00<br><br>Accept charges(Y/N) : | PASS      |

## ITC205\_ASG4

### ***Test Data***

| Field               | Data        |
|---------------------|-------------|
| Phone Number        | 123456      |
| Guest Name          | David       |
| Guest Address       | 123 Fake St |
| Room Type Selection | S           |
| Number of Occupants | 1           |
| Arrival Date        | 02/02/2002  |
| Stay Length         | 1           |
| Credit Card Type    | V           |
| Credit Card Number  | 3           |
| CCV                 | 123         |
| Confirmation Number | 212002101   |
| Room Id/Room Number | 101         |
| Service Type        | BAR         |
| Cost                | 20.00       |

### ***Test Execution***

| Date/Time  | Tester       | Status |
|------------|--------------|--------|
| 30/10/2018 | Andrew Smith | Passed |

## Script # 1.2: Demonstrate bug is fixed

### Script Description

- This test demonstrates that when a user checks out, the proper service charge is displayed.

#### Setup

- Booking for room 101 must exist
- Booking must be checked in
- A service charge for \$15 room service must be recorded
- User has selected "Check Out" from main menu

#### Teardown

- List all steps that should be taken after the test case is executed

#### Script Steps

| Step # | Test Action                                 | Expected Results   | Pass/Fail |
|--------|---|--|-----------|
| 1      |   | Prompt to enter room number<br>Selection : D<br><br>Checking out<br><br>Enter room number:   | PASS      |
| 2      | Enter room number<br>Enter room number: 101 | Display check out summary with \$20.00 charge<br>Checking out<br><br>Enter room number: 101<br>Charges for room: 101, booking: 212002101<br>Arrival date: 02-02-2002,<br>Staylength: 1<br>Guest: David, Address: 123 Fake St, Phone: 123456<br>Charges:<br>Bar Fridge :     \$20.00<br>Total: \$20.00<br><br>Accept charges(Y/N) : | PASS      |

## ITC205\_ASG4

### ***Test Data***

| Field               | Data        |
|---------------------|-------------|
| Phone Number        | 123456      |
| Guest Name          | David       |
| Guest Address       | 123 Fake St |
| Room Type Selection | S           |
| Number of Occupants | 1           |
| Arrival Date        | 02/02/2002  |
| Stay Length         | 1           |
| Credit Card Type    | V           |
| Credit Card Number  | 3           |
| CCV                 | 123         |
| Confirmation Number | 212002101   |
| Room Id/Room Number | 101         |
| Service Type        | BAR         |
| Cost                | 20.00       |

### ***Test Execution***

| Date/Time  | Tester       | Status |
|------------|--------------|--------|
| 30/10/2018 | Andrew Smith | Passed |