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| Release | Purge Regression |
| Test Phase | Regression |
| Execution Date | 08/06/2018 |
| Execution by | Tanumay Majumdar, Biplab Talapatra, Nishith Kumar |
| Test Case ID |  |
| Test Case Description |  |
| Status | Passed |

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| Step ID | Step 1 |
| Step Description | CRM system - User is a CSA    Navigate to left hand queue card    Click on Sales tab > Customers > Query and open an existing Customer with Active Maintenance Contract |
| Step Execution Evidence | Login to Pre-Prod CRM with CSA Role    Active Maintenance Contract |
| Step Status | Passed |

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| Step ID | Step 2 |
| Step Description | From the left hand ribbon click Work Orders    Click Add new Work Order |

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| Step Execution Evidence | Add New Work Order against Contract |
| Step Status | Passed |

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| Step ID | Step 3 |
| Step Description | 'Populate all mandatory fields    Property details: Click on look up and select address    Contract: Click on look up and select Active contract (Active)    WO Type: Initial Inspection    Work Order Name: Defaults to 'Initial Inspection workorder for << Customer Name>>    Click Save |
| Step Execution Evidence | Create Initial Inspection Work Order |
| Step Status | Passed |

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| Step ID | Step 4 |
| Step Description | Click on the 'Show Available Slot'    Click OK for message pop ups |
| Step Execution Evidence | Show Available Slot    Select Time Slot    Work Order Synchronization Completed    Work Order Successfully Allocated |
| Step Status | Passed |

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| Step ID | Step 5 |
| Step Description | 'If user is unable to schedule the WO following step 3 then follow the following    Tick box for 'Manual Schedule' field    Appointment Booking Date = Select todays date    From the ribbon bar click Update Work Order Details and then Save and Close    >>Synchronising data with Clicks Schedule  Click OK |
| Step Execution Evidence | Not Required as Step 4 successfully done |
| Step Status | Passed |

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| Step ID | Step 6 |
| Step Description | Clicks Scheduler system   Search for Work Order Number created << Work Order Number >>   or navigate to appointment area Example> North East > NE Newcastle > view Task List   Task List The task status = Unallocated   Drag and drop the Task to an available slot in the Calendar   When violation messages pop up then Click OK   The task status = Allocated   RHC in job on Gantt Chart > Update Status > Dispatched |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 7 |
| Step Description | Clicks Mobile System   An Alert pop up is displayed (Task) Job is present   If Task not present  1. Go to File > Synchronization Manager >    then   2 Go to View > Reload Tick all the tick boxes  Click OK |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 8 |
| Step Description | CRM   Navigate to Work Order |
| Step Execution Evidence | Work Order changed to Delivered Status |
| Step Status | Passed |

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| Step ID | Step 9 |
| Step Description | Go to Schedule tab   An Alert pop up for new job (First visit)   Click OK   Job booking = Changes from white to red block colour (DO NOT TOUCH IF THE JOBS ARE WHITE) |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 10 |
| Step Description | User logged into ClickMobile application - Homepage   Complete this step if the engineer clicks Yes to start of shift - if not move on to step 3    Click on Risk Assessment tab   Click + icon for new   Risk Assessment 1   Daily Vehicle Checks tab Click New Van Registration = Any text Current Mileage = Any number  Tick all boxes: Wipers, Bodywork, Lights, Indicators, Mirrors Roof rack = N/A   Click OK   Weekly vehicle checks tab Tyre Tread Checks: Tick all boxes (Enter 1) Fire Extinguisher Checks: Tick bottom all boxes   Click OK   Have all significant hazards been adequately controlled - Tick this box   Are all affected parties aware of the hazards and controls - Tick this box   Click OK |
| Step Execution Evidence | Not required |
| Step Status | Passed |

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| Step ID | Step 11 |
| Step Description | Clicks Mobile system   Click on the WO Details  Update Status = Accepted Click OK Job window - Wait for response - Grey   Click on WO Details Update Status = Travelling Click OK Job window - Wait for response - Orange   Click on WO Details Update Status = OnSite Click OK Job window - Wait for response - Green   (There is always a rejected option incase customer is not in) |
| Step Execution Evidence | WO Accepted    WO travelling    WO On-site |
| Step Status | Passed |

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| Step ID | Step 12 |
| Step Description | Double click back into WO (Green) 'Site Hazards' tab now visible   Click tab Site Hazards    HIT = Yes Hazard Identified = No   Click tab: Gas Safety Eyer Earth loop impe.... test = << .......<1ohm...>> |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 13 |
| Step Description | 'Select the 'Exclusions/Quotations' tab   Select the New button under the 'Quotations' table   Quotation drop down is disabled   Quotation    Type of Works = Gas  Work Required for Shield Cover = Select No  Description of Work field = << free text >>    Add a part 'Quoted Items' table = select the New button  Select the Search button (Search box for parts eg 479326) Scroll through to find part:   Select the Ok button   User is returned to the Part Required Details screen Reduced VAT = No Quantity field = Enter a valid Quantity    Select the Ok button   Add labour  'Quoted Items' table = select the New button  SSE Part Number : Search under ''UPGRADE\_LAB060'' code for labour   Click OK   User is returned to the Part Required Details screen Reduced VAT = No Quantity field = Enter a valid Quantity    Select the Ok button |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 14 |
| Step Description | From the 'Quotation Status' dropdown select Accepted   Leave the following: Property, Work Items, History |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 15 |
| Step Description | CRM System    Search for Customer in CRM > Workplace > Customers   Navigate to left hand queue card   Click on Quotes   From the ribbon bar click on Add New Quote |
| Step Execution Evidence | Add New Quote |
| Step Status | Passed |

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| Step ID | Step 16 |
| Step Description | Enter data in the mandatory fields in the following sections -all the data must match the data from Clicks mobile IE WO number, appointment visit    Quote Group: Gas (Defaults)    Quote Type: Upgrade    New field appears WO Number: Enter Work Order number    Appointment Number: = 1 (Number found in Clicks in WO tab/CRM)    Click Save |
| Step Execution Evidence | Upgrade Quote and Work Order Number Inputted |
| Step Status | Passed |

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| Step ID | Step 17 |
| Step Description | 'Navigate to left hand queue card    Click on Payments    From the ribbon bar click on Add New Payment |
| Step Execution Evidence | Add New Payment against Quote |
| Step Status | Passed |

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| Step ID | Step 18 |
| Step Description | Enter data in the mandatory fields in the following sections    Payment Method: CreditCard    Payment Creation Date: Select today's date    Amount: Any amount    Type of Payment: Deposit One-Off    Click Save icon |
| Step Execution Evidence | Payment Header Created for Deposit Amount 20.00 |
| Step Status | Passed |

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| Step ID | Step 19 |
| Step Description | Navigate to left hand queue card and click 'Payment Details'    Payment record: Status Reason = Invoiced    Double click on Payment record    From the ribbon bar click on Take Payment From WorldPay |
| Step Execution Evidence | Take Payment from World Pay Clicked |
| Step Status | Passed |

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| Step ID | Step 20 |
| Step Description | Enter the following test payment details into the authentication screen    Application ID: AR28636  Phone Agent: 12345  Phone Extension: 54321    Click Proceed |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 21 |
| Step Description | 'Select payment type: MasterCard  Use the following test details    Card number: 5555555555554444  Card expiry date: This can be any date in the future  Name card holder : Test  CVC: This can be any 3 digits    Address details auto populated      Click Make Payment    Secure Test Simulator Page (This does not exist in Production it is only a test environment)  Click Continue      Payment Success - payment confirmation  Click Close button    Prompt message (navigational)  Click OK    Refresh screen to update status's especially the Quote screen to log deposit |
| Step Execution Evidence | Payment Type “Master Card Selected” and input details as mentioned    Clicked on Make Payment    Continue to Process Payment and payment confirmation comes up    Payment Line Paid in CRM |
| Step Status | Passed |

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| Step ID | Step 22 |
| Step Description | Navigate to left hand queue card (Via Quotes)    Click on Payments > Payment Details    (This may take a few minutes to refresh) |
| Step Execution Evidence | Payment Details Processed and showing as Paid against Payment header |
| Step Status | Passed |

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| Step ID | Step 23 |
| Step Description | Double click on the Gas Upgrade Quote record |
| Step Execution Evidence | The Balance to be Paid figure will be a negative value |
| Step Status | Passed |

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| Step ID | Step 24 |
| Step Description | Clicks Mobile - Engineer   Enter the 'Quote Serial number provided from CRM system     Quote Id: QUO-xxxxx-xxxxx Parts = £xxx.xx Labour = £84.00 Total Price: £xxx.xx Deposit paid: £xx.xx   Completed on-site = No |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 25 |
| Step Description | Select the 'Cooling Off' tab   Customer Accepted Cooling Off Waiver = Tick the checkbox    Ensure that the two populated dates on the Cooling Off Waiver screen = system date (today's date)    Select Ok |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 26 |
| Step Description | Select the 'Work Report' tab   Tick the "Begin Customer Review Stage" tickbox     Status: Incomplete  Incomplete: "Remedial Work Required"    Duration Required: 01 hour   Reg Required = N/A Fault Recfified= No CH Operational = Yes HW Operational = Yes   Have you recommended ..... = Yes Have you arranged a sales appoinment? = No   Click OK - wait for a response - connected Green - Go back to the same job   Click Close Out tab   Quick review of documentation (The correct monetary values are populated )  - Scroll through document to check content and monetary values (freeformat text from above populated)    Click OK   Enter signature in Customer Signature box Click Tick box (within the box)   Enter signature in Customer Signature box Click Tick box (within the box)   Click OK |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 27 |
| Step Description | CRM - CSA Verify the Quote is updated in CRM   Navigate to Work Order > Quotes >  Status Reason = Won    Verify the fields under the Upgrade Section are populated correctly and the monetary values match    Work Required for Shield Cover = No   Description of Work = <Text entered in Click>   Additional Comments = <Text entered in Click> Completed Onsite = No Deposit Amount Taken = <Deposit Amount Taken> Balance To Be Paid = <Total Amount (Including VAT) - Deposit Amount> Total VAT Amount = <Total VAT Amount for Quote> Total Amount (Including VAT) = <Total Amount (Including VAT) for Quote > |
| Step Execution Evidence | All details come from Click |
| Step Status | Passed |

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| Step ID | Step 28 |
| Step Description | Select the 'Quote Products' tab from the left hand menu  Verify ALL Parts added to the Quotation in Click are displayed |
| Step Execution Evidence | Quote Products appear in CRM Quote |
| Step Status | Passed |

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| Step ID | Step 29 |
| Step Description | 'Verify the Upgrade Contract is created in CRM    Select the 'Contracts' tab from the left hand menu    All mandatory fields are populated    Contract Type : Upgrade  Contract group: Gas |
| Step Execution Evidence | Upgrade Contract Appears in CRM    All details of Contract come in CRM |
| Step Status | Passed |

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| Step ID | Step 30 |
| Step Description | Verify the Work Orders are created/ updated in CRM  (info came from Clicks Mobile) |
| Step Execution Evidence | Follow On and Part Pick Up Work Order Created in CRM |
| Step Status | Passed |

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| Step ID | Step 31 |
| Step Description | AX- CSA Verify the Quote is updated in AX   Navigate from: Project management and accounting > Projects > All Projects   Search for Project ID using CRM Contract ID Number |
| Step Execution Evidence | Contract displayed in AX with project stage = in progress |
| Step Status | Passed |

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| Step ID | Step 32 |
| Step Description | Navigate: Project management and accounting > <Inquiries> > CRM Payment > CRM payment list    Search by Project Id: (Contract Id) |
| Step Execution Evidence | 2 payment lines are displayed |
| Step Status | Passed |

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| Step ID | Step 33 |
| Step Description | AX - CSA    Navigate from: Project management and accounting > Projects > All Projects   Search for Project ID using CRM Contract ID Number    From the project record, click on Install/Upgrade Purchases   Deselect Labour line (untick box) (The Labour line was already deselected)   Click Process button   Prompt message 'Do you want to proceed?'  Click OK   Click on the 'Manage' tab on the ribbon bar   Click Item Tasks icon (to the right of the ribbon bar) and from the drop down menu select Project Purchase requisitions |
| Step Execution Evidence | Purchase requisition record created |
| Step Status | Passed |

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| Step ID | Step 34 |
| Step Description | AX: PR to PO   Delivery date is the last thing it last thing you enter - do not want it going to Wolsley   Purchase Requisition tab > Double click on the 'Purchase Requisition' record   Click on the Edit button on the ribbon bar and update the details   Reason: Critical  Parts team to follow up requisition reason: Miscellaneous Follow in details << free text >>   Click on the Details button on the Purchase requisition lines panel   Tick the 'Update Reason' checkbox and click OK    Select 'Line details - Close' icon in the ribbon bar |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 35 |
| Step Description | Select a Delivery Date from the 'Delivery Date' calendar   Click Close button   Purchase Requisition  BatchJob << Auto PR Submit to Workflow>>  Updates PR to 'In Review' status   Batch job <<Workflow message processing>> Updates PR to Approved' status   Navigate to: Procurement and sourcing > All Purchase requisitions >    <<Schedule batch job for purchase order generation>>.  Once PR has 'Approved' status, this batch job runs which creates the PO and sets the PR to a 'Closed' status   Search for PR number |
| Step Execution Evidence | PR Status updates from Draft > In review > Approved > Closed |
| Step Status | Passed |

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| Step ID | Step 36 |
| Step Description | Open the Purchase Requisition record   Click on the Details button on the Purchase requisition lines panel   Expand the Details section   Next to field 'Purchase Order' field will display the PO number   EG << PO-000999xx>>   Navigate to: Procurement and sourcing > Purchase Orders> All Purchase Orders   Take the PO number and search for the Purchase Order |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 37 |
| Step Description | Open the PO record   Click on Submit button   'Purchase order workflow' prompt window pop up 'Comment' field   Click on Submit button   Click on Close   Status of PO updates  Purchase order   'Approval Status' updates from: Draft > In Review > Approved   Batch job <<Confirm purchase order and generate order to wolseley>>    This batch job may lead the PO to require Approval    Approve the PO (user may have to reassign Approval to their user id)  <<Workflow message processing>> batch job updates status from 'In Review' to 'Approved' |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 38 |
| Step Description | To commence step the following must be at the specified status PR = Closed PO = Confirmed     Navigate to \\SQLHESCLKANLPRE\AOSBatch\PurchaseOrders\PO\OUT (PO has been created)   This job updates status to confirmed    Open the XML in wordpad and under the line  <BuyersOrderNumber>PO-00046231</BuyersOrderNumber> insert the line  <SuppliersOrderReference>PRE/99969/1</SuppliersOrderReference>    Changing the number (99969) to match the PO number after </BuyersOrderNumber> must be a unique reference number   And place this new file in  \\SQLHESCLKANLPRE\AOSBatch\PurchaseOrders\ack\IN      Batch job <<Read Receipt from wolseley file>>  This updates 'Purchase Order sub status' to 'Confirmed' |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 39 |
| Step Description | 'CRM System    Navigate to Service > Purchase Order    Sort the PO number for latest one or search by PO number    Can not fit it until the status has updated to Open Confirmed |
| Step Execution Evidence | Purchase Order Received |
| Step Status | Passed |

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| Step ID | Step 40 |
| Step Description | 'CRM - CSA    Navigate from Sales: Quotes > Work Orders  Status = Draft  Status Reason = Draft  There will be 2 WOs pick the one with Appointment number '2'    Open the upgrade Work Order << Upgrade WO for Customer Name>>    'Work Order number' displayed with 'Appointment number 2'    Tick box for 'Manual Schedule' field    Appointment Booking Date = Select todays date    From the ribbon bar click Update Work Order Details  >>synchronising    This will schedule both the WOs  Then click Save and Close |
| Step Execution Evidence | Draft WO with Appointment Number 2    Scheduling Draft WO with Appointment Number 2    Schedule Work Order with Appointment Number 2    Both Work Order Scheduled |
| Step Status | Passed |

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| Step ID | Step 41 |
| Step Description | Clicks Scheduler system   Search for Work Order Number created << Work Order Number >>   or navigate to appointment area Example> North East > NE Newcastle > view Task List   Task List PPU (Parts Pick Up) WO (Upgrade WO) The tasks status = Unallocated   Drag and drop the Tasks to an available slot in the Calendar   When violation messages pop up then Click OK   The tasks status = Allocated   RHC in job on Gantt Chart > Update Status > Dispatched |
| Step Execution Evidence | PPU WO dispatched    Upgrade WO dispatched    Work Orders are delivered to Click Mobile |
| Step Status | Passed |

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| Step ID | Step 42 |
| Step Description | CRM    Work Order record. |
| Step Execution Evidence | Work Order Status change to Delivered |
| Step Status | Passed |

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| Step ID | Step 43 |
| Step Description | Clicks Mobile system   From Schedule   The 2 jobs are in Red as its been delivered to user's machine  (DO NOT TOUCH IF THE JOBS ARE WHITE)   Part job to be processed first (Pick part up)   Click on the WO Details  Update Status = Accepted Click OK Job window - Wait for response - Grey   Click on WO Details Update Status = Travelling Click OK Job window - Wait for response - Orange   Click on WO Details Update Status = OnSite Click OK Job window - Wait for response - Green   (There is always a rejected option incase customer is not in)   Vulnerable customer details from CRM will be populated here |
| Step Execution Evidence | PPU WO Accepted    PPU WO Travelling    PPU WO On-site |
| Step Status | Passed |

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| Step ID | Step 44 |
| Step Description | Click tab Site Hazard    HIT = Yes Hazard Identified = No   Parts tab is now visible   Click on Parts tab  Double click on Parts line Click OK Click Yes   Click OK   Click on WO Details tab   Update Status = Completed   Click OK |
| Step Execution Evidence | Site Hazards completed    Part line updated    PPU WO completed |
| Step Status | Passed |

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| Step ID | Step 45 |
| Step Description | Fitted job to be processed second   Open job 2   Click on the WO Details  Update Status = Accepted Click OK Job window - Wait for response - Grey   Click on WO Details Update Status = Travelling Click OK Job window - Wait for response - Orange   Click on WO Details Update Status = OnSite Click OK Job window - Wait for response - Green   (There is always a rejected option incase customer is not in) |
| Step Execution Evidence | Upgrade WO Accepted    Upgrade WO Travelling    Upgrade WO On-site |
| Step Status | Passed |

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| Step ID | Step 46 |
| Step Description | Populate the following tabs   Site Hazard HIT = Yes Hazard Id's = No    Gas Safety  Earth loop impendence test = < 1ohm      Parts tab  Double click on Parts line Qty Fitted = 1 options dependant on the test - this must match the QTY Delivered figure Reason field disappears     Click OK |
| Step Execution Evidence | Site Hazard completed    Gas Safety Completed    Part Fit confirmed |
| Step Status | Passed |

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| Step ID | Step 47 |
| Step Description | Work Report Tick box for 'Begin Customer Review' stage Status = Completed Completion Reason = << Job completed (Maintenance job)>>   Action Taken = Any text    Fault rectified = Yes Have you recommended new Installation = No CH Operational = Yes Have you Arranged a Sales Appointment = No HW Operational = Yes   Registration Required = N/A Upgrade Work Completed?= Yes    Click OK - wait for a response - connected go back to the same job   Click Close Out tab   Quick review of documentation  - scroll through document to check content (freeformat text from above populated)    Click OK Enter signature in Customer Signature box Click Tick box (within the box) Apply Signature = Yes    Click OK |
| Step Execution Evidence | Work Report done    Signature captured    Upgrade WO completed |
| Step Status | Passed |

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| Step ID | Step 48 |
| Step Description | Pre requisite - AX PO status = Received (Invoice can now be processed) How To To allocate ID for Site and Warehouse  Navigate: Service Management > (Common) > Service orders > Service orders  Search by Project Id and open the Service Order record (visit 2) Click on Dimension Display icon (in Lines section) Tick the boxes 'Site' and 'Warehouse' and 'Save setup' Click OK Item received or not From Service Order page, 'Service order service' tab Highlight 'Materials' record Click on 'On-hand stock' icon (in Lines section) There should be a 'Physical stock' number   To allocate ID for Site and Warehouse  (must be action at both places)   Click on Dimension Display icon (in Lines section)   Tick the boxes 'Site' and 'Warehouse'   Click OK |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 49 |
| Step Description | Navigate: Project Management and Accounting > Common > All projects> Projects   Search by Project ID    CNR-xxxxxx-xxxxx |
| Step Execution Evidence | Project stage = To be Invoiced |
| Step Status | Passed |

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| Step ID | Step 50 |
| Step Description | Navigate: Service Management > Common > Service orders > Service orders    Search by Project ID CNR-xxxxxx-xxxxx The Work Order is concatenated with the 'Appointment' Number |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 51 |
| Step Description | Open the Work Order record (2) (Upgrade Chargeable) |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 52 |
| Step Description | AX batch jobs have completed    ‘Calculate Timesheet’   ‘Process Installation invoice’ 1. for Maintenance 'Process Maintenance Invoice'  2.for Upgrade and Install' ‘Process Installation invoice’    Navigate: Service Management > Service orders > Service orders    Search by Project ID  Select WO appended with '2' |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 53 |
| Step Description | Invoices    Navigate: Sales Ledger > Customers Invoices > Open customer invoices   Search by CRM Account number |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 54 |
| Step Description | Navigate: Project management and accounting > (Inquiries) > CRM Payment > CRM Payment list (under 'Inquiries' header)   Search by Contract ID CNR-xxxxxx-xxxxx |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 55 |
| Step Description | Navigate: Project management and accounting > Transactions > Posted project transactions   Search by Contract Id = CNR-xxxxxx-xxxxx |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 56 |
| Step Description | Transaction origin = Deduction   Double click on the record with the Credit/deposit (negative value)   Click on 'Overview' tab |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 57 |
| Step Description | Check Stock reduced by 1    Navigate: Stock and warehouse management > On-hand stock   Close the pop up window by clicking the Cancel button On hand stock records displayed   Search by the item number given at Service Orders > working orders page = xxxxxx   Double click on record   Click on 'On-hand' tab |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 58 |
| Step Description | Click on 'Transactions' |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 59 |
| Step Description | CRM    Navigate to the Upgrade Quote > Contracts    Open the Contract ID record (Upgrade)  Outstanding balance is the correct figure      From the left hand side select 'Payments'    Open 'Active' paymentline record for outstanding balance  Contract record with Amount (final balance)    The following details have been auto-populated  Payment Method: CreditCard  Payment Creation Date: Today's date  Amount: The final balance amount (Correct value)  Type of Payment: Balance One-Off |
| Step Execution Evidence | Balance Payment Header    Active Payment Line |
| Step Status | Passed |

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| Step ID | Step 60 |
| Step Description | Click 'Payment Details'    Open Payment record    From the ribbon bar click on Take Payment From WorldPay  (If this is disabled close all CRM windows and re-open) |
| Step Execution Evidence | Taking Payment from WorldPay |
| Step Status | Passed |

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| Step ID | Step 61 |
| Step Description | Enter the following test payment details into the authentication screen   Application ID: AR28636 Phone Agent: 12345 Phone Extension: 54321   Click Proceed |
| Step Execution Evidence | Verint Details Provided |
| Step Status | Passed |

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| Step ID | Step 62 |
| Step Description | Select payment type: MasterCard  Use the following test details   Card number: 5555555555554444  Card expiry date: This can be any date in the future Name card holder : Test CVC: This can be any 3 digits   Address details auto populated     Click Make Payment    Secure Test Simulator Page (This does not exist in Production it is only a test environment) Click Continue     Payment Success - payment confirmation Click Close button   Prompt message (navigational) Click OK   Refresh screen to update status's especially the Quote screen to log deposit |
| Step Execution Evidence | Payment Options appear    Master Card Option Given    Payment Successful    Payment Line is paid in CRM |
| Step Status | Passed |

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| Step ID | Step 63 |
| Step Description | Navigate to Contracts > Payments    Outstanding Amount = zero  Status Reason = Payment Completed    Open Payment record |
| Step Execution Evidence | Outstanding Amount reduced to Zero and status is now payment Completed |
| Step Status | Passed |

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| Step ID | Step 64 |
| Step Description | Navigate to > Contract and Open the Upgrade Payment record    From the contract click on Install/Upgrade Complete icon    Confirmation prompt widow pop up - Are you sure?    Click OK    Confirmation prompt widow pop up - successful    Click OK |
| Step Execution Evidence | Contract Outstanding Balance reduced to zero    Pop up message appear after Install/Upgrade click on Contract    Contract Status Updated Successfully |
| Step Status | Passed |

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| Step ID | Step 65 |
| Step Description | in preparation for AX   Navigate: Project management and accounting > (Inquiries) > CRM Payment > CRM Payment list (under 'Inquiries' header)   Search by Contract ID CNR-xxxxx-xxxxxx |
| Step Execution Evidence |  |
| Step Status | Passed |

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| Step ID | Step 66 |
| Step Description | AX   Navigate to: Sales Ledger > All Customers    Search by 'Customer account' number   Click on the Balance icon   Click on Open Transactions from the menu bar |
| Step Execution Evidence |  |
| Step Status | Passed |

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| --- | --- |
| Step ID | Step 67 |
| Step Description | Edit the attached import streamline statement for the Deposit and Outstanding payments   AX   To find the 'HESTXN00000000000xxx' number navigate to > Project management and accounting > CRM payment > CRM payment list   Search by Contract ID   The customer deposit/outstanding debit/credit card payment must match the values in the edited file |
| Step Execution Evidence |  |
| Step Status | Passed |

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| --- | --- |
| Step ID | Step 68 |
| Step Description | Place the edited file in the following file path   Pre-production: \\SQLHESCLKANLPRE\AOSBatch\StreamlineStatement\IN |
| Step Execution Evidence |  |
| Step Status | Passed |

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| --- | --- |
| Step ID | Step 69 |
| Step Description | Ensure that payment record is synced with AX before executing the batch otherwise the streamline record will be appear in Open status in statement form    Run batch job <<Import streamline statement >> |
| Step Execution Evidence |  |
| Step Status | Passed |

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| --- | --- |
| Step ID | Step 70 |
| Step Description | AX   Search for Customer using Account number   Sales Ledger > Customers > All Customers   Click on the Transactions icon in the ribbon bar   Customer transaction are displayed, search for Contract ID/Project ID |
| Step Execution Evidence |  |
| Step Status | Passed |

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| --- | --- |
| Step ID | Step 71 |
| Step Description | Navigate to > Cash and Bank Management > Inquiries > Statement > Streamline statement   In the 'show' field dropdown, select the value as 'Posted'.    From the List of the Posted transactions, query using the Project Id or Transaction id (HESTXN...) |
| Step Execution Evidence |  |
| Step Status | Passed |

|  |  |
| --- | --- |
| Step ID | Step 72 |
| Step Description | Navigate to Sales Ledger > Journals > Payment Journal   'Show' field = Posted   Sort on 'Journal batch number' to find the most recent payment (Sort by clicking on the 'Arrow' icon in the 'Journal batch numbr' header)   'STMLN' is displayed in the 'Name' column   Highlight the 'STMLN' record and click on 'Lines'    Verify the Date, Invoice number and payment amount is correct |
| Step Execution Evidence |  |
| Step Status | Passed |

|  |  |
| --- | --- |
| Step ID | Step 73 |
| Step Description | AX   Navigate to: Sales Ledger > All Customers    Search by 'Customer account' number   Click on the Balance icon   Click on Open Transactions from the menu bar |
| Step Execution Evidence |  |
| Step Status | Passed |