# Scenario #: [BUG 1] All service charges are reported as $0.00 when checking out.

## 

## Scenario Description

Guest has successfully created a booking, checked into room & accumulated a service charge to

their room. Check out should display the total amount for the service charge/s

## 

## Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| Version # | Date | Author | Description |
| 0.1 | 01/01/2006 | Luke Johnson | Initial Draft |
| 1.0 | 01/10/2006 | Luke Johnson | Initial Version |

## Test Scripts

The following scripts will cover this scenario:

1.1 Test room charge method

1.2 Test if checked out room can incur charges

## Use Case

Check Out

## 

## User Groups

Guest

## Script #1: Test room charge method

### Script Description

Test scripts (aka test procedures) list the specific steps a tester will take, along with the expected results

* Guest creates a booking
* Guest checks into room
* Guest records service charge (room service $7.99) to room
* Guest checks out of room and is receives prompt of all charges to room ($7.99)

### Setup

* Guest creates booking
* Guest checks into room
* Guest records service charge (7.99) to room

### Script Steps

| **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- |
|  | 1. Prompt to enter selection |  |
| 2. Enter selection: **B** | 3. Prompt to enter phone number |  |
| 4. Enter phone number: **999** | 5. Prompt to enter guest name |  |
| 6. Enter guest name: **Jordan** | 7. Prompt to enter address |  |
| 8. Enter address: **141 Jubi St** | 9. Display guest details    Prompt room type selection |  |
| 10. Room type selection: **S** | 11. Prompt number of occupants |  |
| 12. Number of occupants: **1** | 13. Prompt arrival day: |  |
| 14. Arrival day: **1** | 15. Prompt arrival month |  |
| 16. Arrival month: **1** | 17. Prompt arrival year | **P** |
| 18. Enter year: **2018** | 19. Display    Prompt length of stay | **P** |
| 20. Enter length of stay: **2** | 21. Prompt credit card type selection | **P** |
| 22. Enter credit card details: **V** | 23. Prompt to enter credit card number | **P** |
| 24. Enter credit card number: **1** | 25. Prompt to enter CCV | **P** |
| 26. Enter CCV: **1** | 27. Display booking details    \*\*Note confirmation number: 102018101\*\* | **P** |
| Press enter to continue… | 28. Prompt selection | **P** |
| 29. Enter selection: **C** | 30. Prompt confirmation number | **P** |
| 31. Enter confirmation number: **102018101** | 32. Display check in information    Prompt confirm check in Y/N? | **P** |
| 33. Enter: **Y** | 34. Display check in confirmed    Prompt make selection | **P** |
| Press enter to continue… |  |  |
| 35. Enter selection: **R** | 36. Prompt room ID | **P** |
| 37. Enter room ID: **101** | 38. Prompt service type | **P** |
| 39. Enter service type: **S** | 40. Prompt enter cost | **P** |
| 41. Enter cost: **7.99** | 42. Display charge | **P** |
| 43. Press enter to continue: **<ENTER>** | 44. Prompt main menu | **P** |
| 45. Selection: **D** | 46. Prompt room number | **P** |
| 47. Enter room number: **101** | 47. Display service charges    **Bug found**: Charges should equal $7.99. Instead, system is showing $0.00 | **F** |

### 

### Test Execution

|  |  |
| --- | --- |
| Tester | Status |
| Luke Johnson | Failed |

# Scenario #: [BUG 2] It is possible to charge a room for service charge after the guest has checked out.

## Scenario Description

After a room is checked out, service charges can still be accrued on a checked-out room. Ideally once a room is checked out, no more fees should be able to accrue until a new guest has booked in.

## Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| Version # | Date | Author | Description |
| 0.1 | 01/01/2006 | Luke Johnson | Initial Draft |
| 1.0 | 01/10/2006 | Luke Johnson | Initial Version |

## Test Scripts

The following scripts will cover this scenario:

1.1 Test room charge method

1.2 Test if checked out room can incur charges

## Use Case

Record Service Charge

## User Groups

Guest

## Script # 2: Test if checked out room can incur charges

### Script Description

Test scripts (aka test procedures) list the specific steps a tester will take, along with the expected

Results

* Guest creates a booking successfully
* Guest checks into room successfully
* Guest checks out of room successfully
* Guest attempts to record service charges to already checked out room, should return invalid – room checked out.

### Setup

* Guest creates a booking
* Guest checks in
* Guest checks out of room

### Script Steps

| **Test Action** | **Expected Results** | **Pass/ Fail** |
| --- | --- | --- |
|  | 1. Prompt to enter selection | **P** |
| 2. Enter selection: **B** | 3. Prompt to enter phone number | **P** |
| 4. Enter phone number: **999** | 5. Prompt to enter guest name | **P** |
| 6. Enter guest name: **Jordan** | 7. Prompt to enter address | **P** |
| 8. Enter address: **141 Jubi St** | 9. Display guest details    Prompt room type selection | **P** |
| 10. Room type selection: **S** | 11. Prompt number of occupants | **P** |
| 12. Number of occupants: **1** | 13. Prompt arrival day: | **P** |
| 14. Arrival day: **1** | 15. Prompt arrival month | **P** |
| 16. Arrival month: **1** | 17. Prompt arrival year | **P** |
| 18. Enter year: **2018** | 19. Display    Prompt length of stay | **P** |
| 20. Enter length of stay: **2** | 21. Prompt credit card type selection | **P** |
| 22. Enter credit card details: **V** | 23. Prompt to enter credit card number | **P** |
| 24. Enter credit card number: **1** | 25. Prompt to enter CCV | **P** |
| 26. Enter CCV: **1** | 27. Display booking details    \*\*Note confirmation number: 102018101\*\* | **P** |
| Press Enter to continue… | 28. Prompt selection | **P** |
| 29. Enter selection: **C** | 30. Prompt confirmation number | **P** |
| 31. Enter confirmation number: **102018101** | 32. Display check in information    Prompt confirm check in Y/N? | **P** |
| 33. Enter: **Y** | 34. Display check in confirmed    Prompt make selection | **P** |
| 35. Enter selection: **D** | 36. Prompt enter room number | **P** |
| 37. Enter room ID: **101** | 38. Display charges for room & prompt accept charges. | **P** |
| 39. Accept charges Y/N: **Y** | 40. Prompt enter credit card details | **P** |
| 41. Enter credit card details: **V** | 42. Prompt enter card number | **P** |
| 43. Enter card number: **1** | 44. Prompt enter CCV | **P** |
| 45. Enter CCV: **1** | 46. Display Visa card details & prompt enter to continue... | **P** |
| 47. Enter to continue: **<Enter>** | 48. Prompt hotel management system selection | **P** |
| 49. Enter selection: **R** | 50. Prompt enter room ID | **P** |
| 51. Enter room ID: **101** | 52. Prompt enter service type |  |
| 53. Enter service type: **B** | 54. Prompt enter cost | **P** |
| 55. Enter Cost: **10.00** | 56. Display error message that room must be checked in to record charges  **Bug found: checked out room should not incur charges, however room charged $10.00 when guest checked out.** | **F** |

### Test Execution

|  |  |
| --- | --- |
| Tester | Status |
| Luke Johnson | Failed |