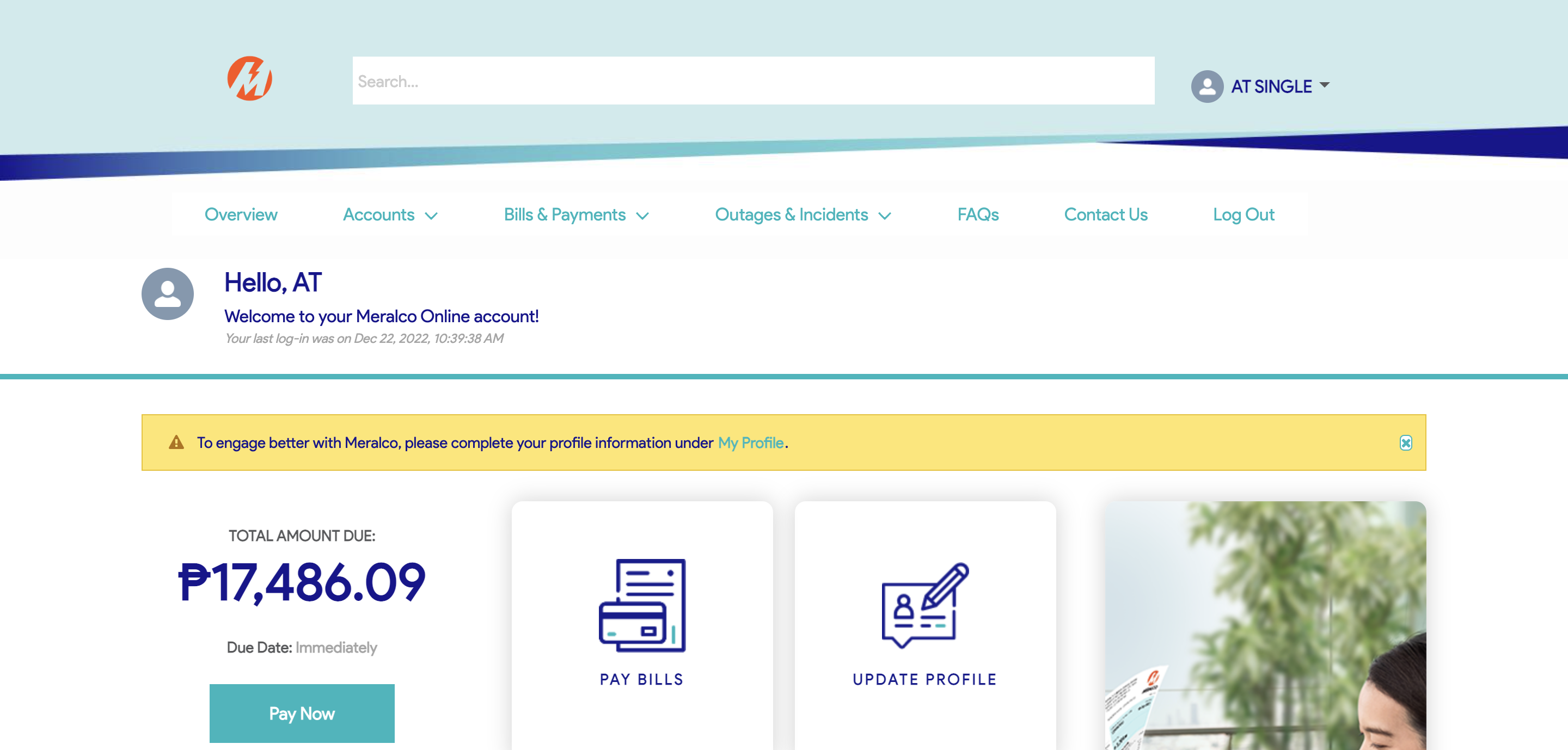
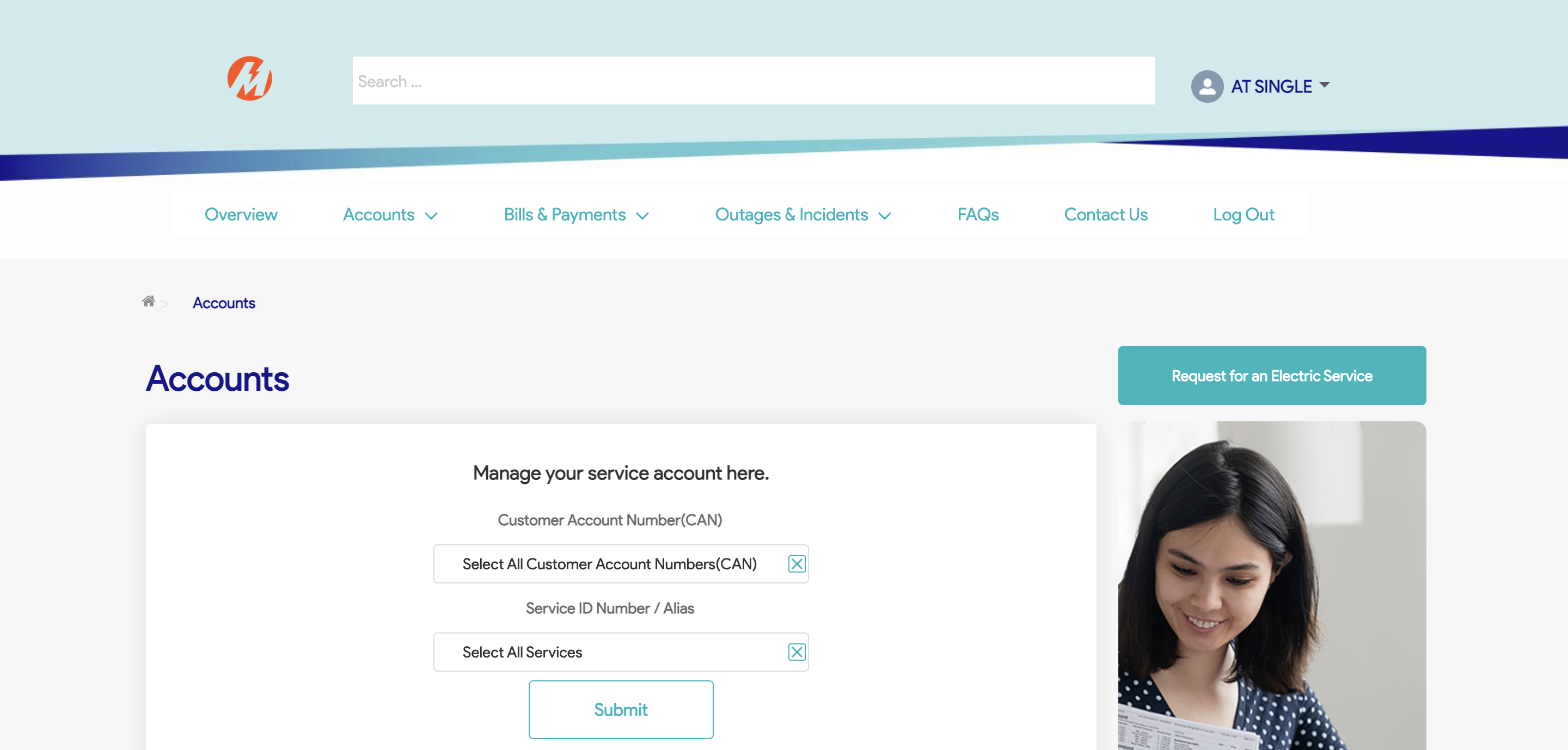
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| TS036 - TC014\_Validation of Service Application Email Notification\_Welcome Message |

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| TC022\_Modification of Service\_Transfer of Service |

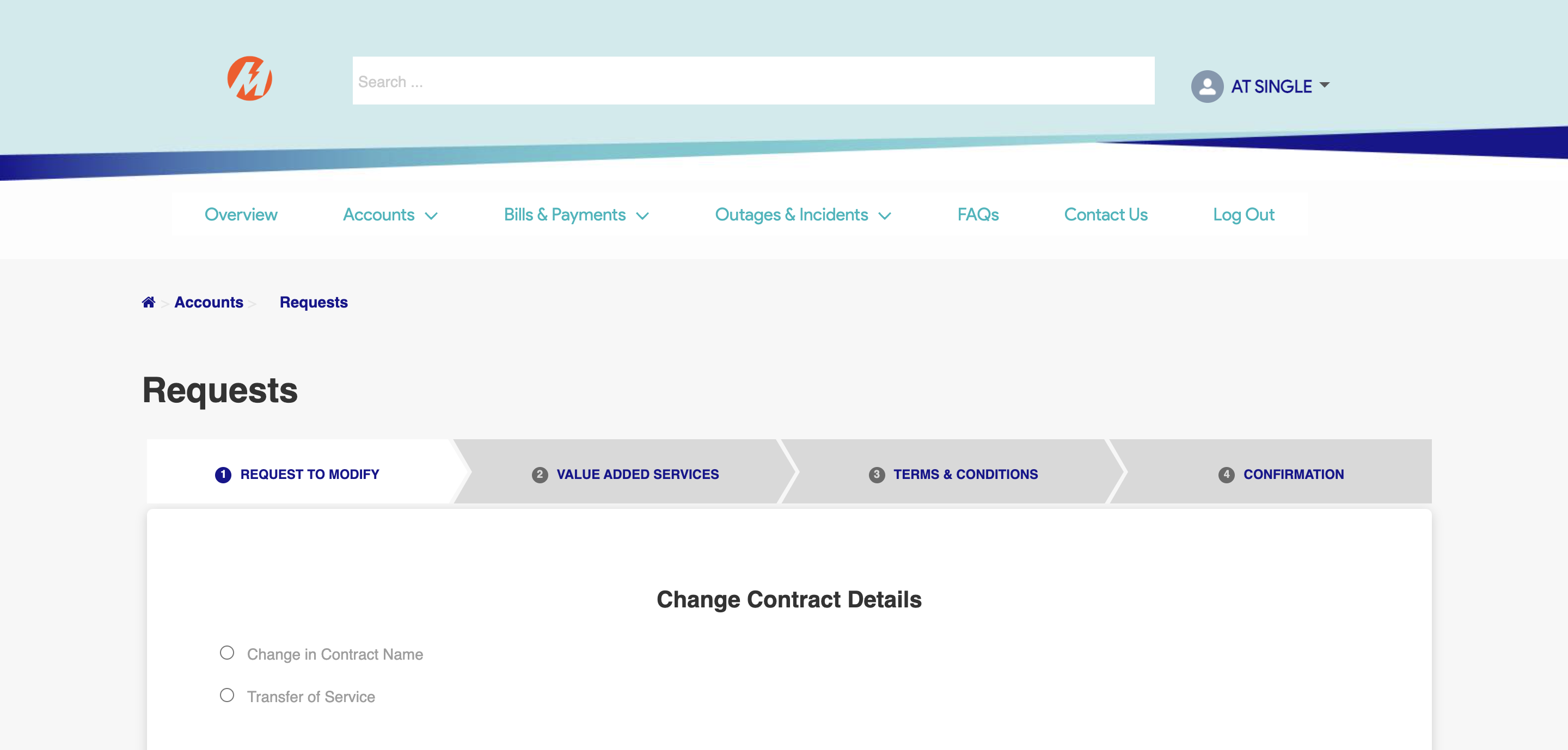
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| Step 1 - Login to Meralco Online |
| User should be logged in to Meralco Online |



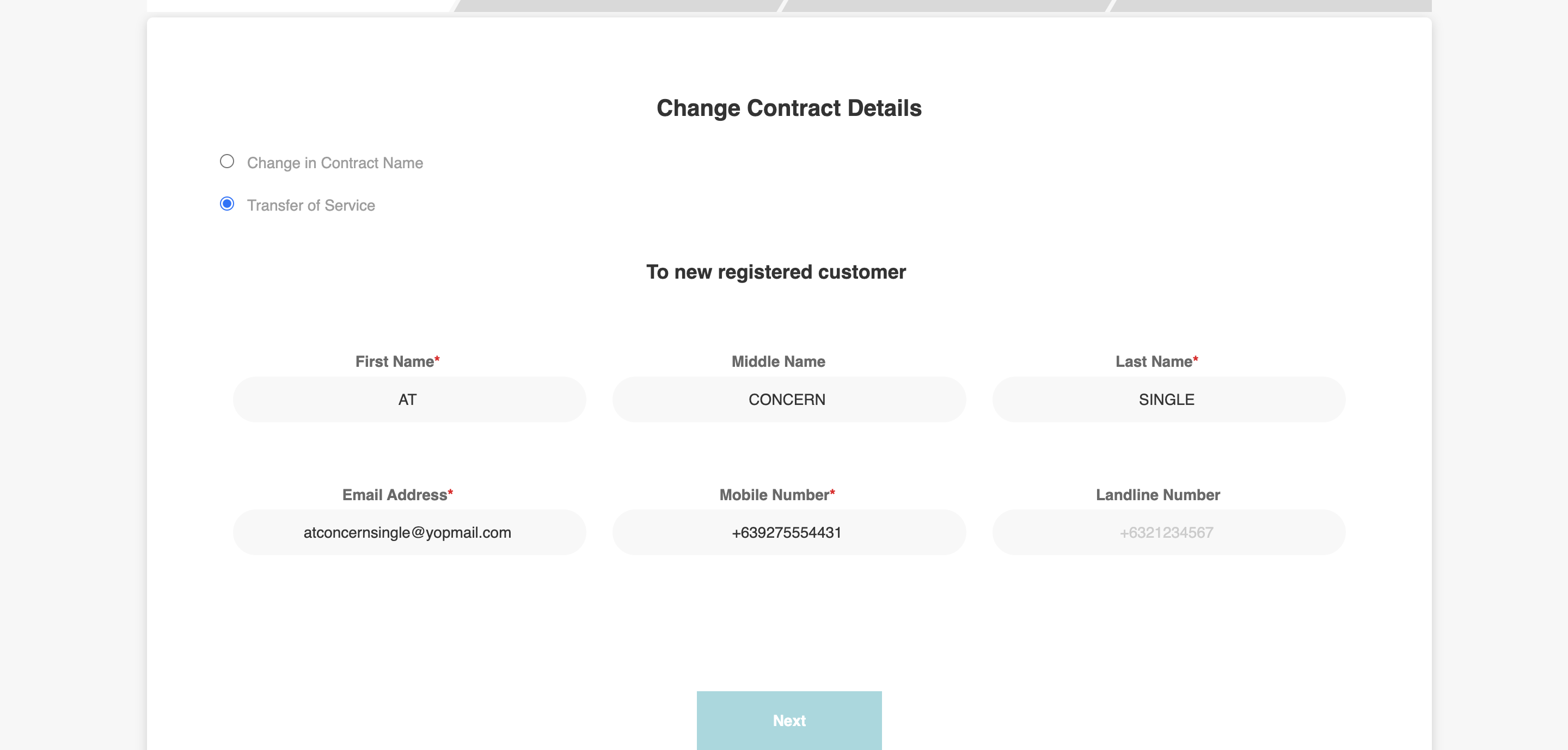
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| Step 2 - Go to Accounts> Manage Accounts |
| Accounts page should be displayed |



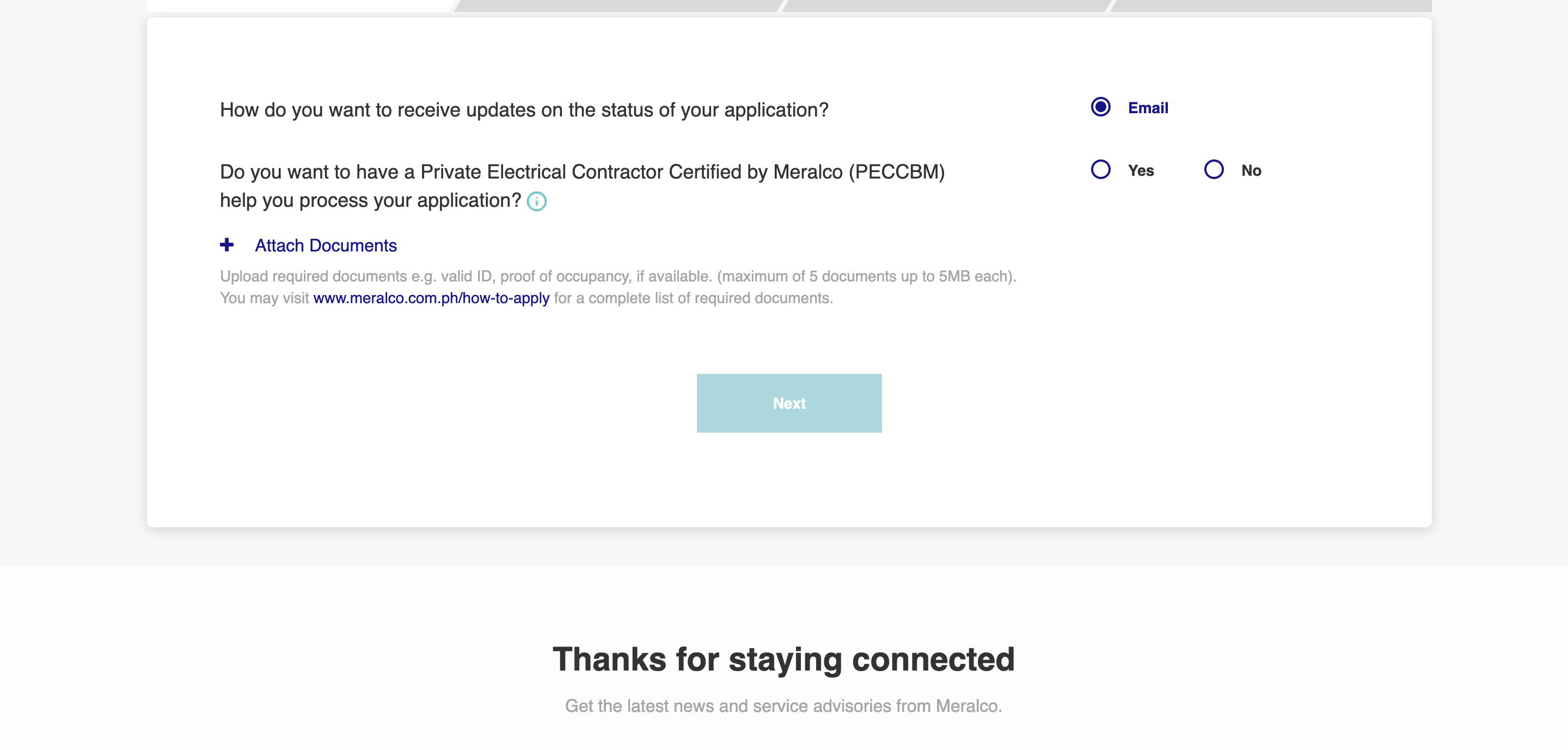
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| Step 3 - Search then Select Account > Click Change Contract Details button |
| Request page for Change Contract Details should be displayed |



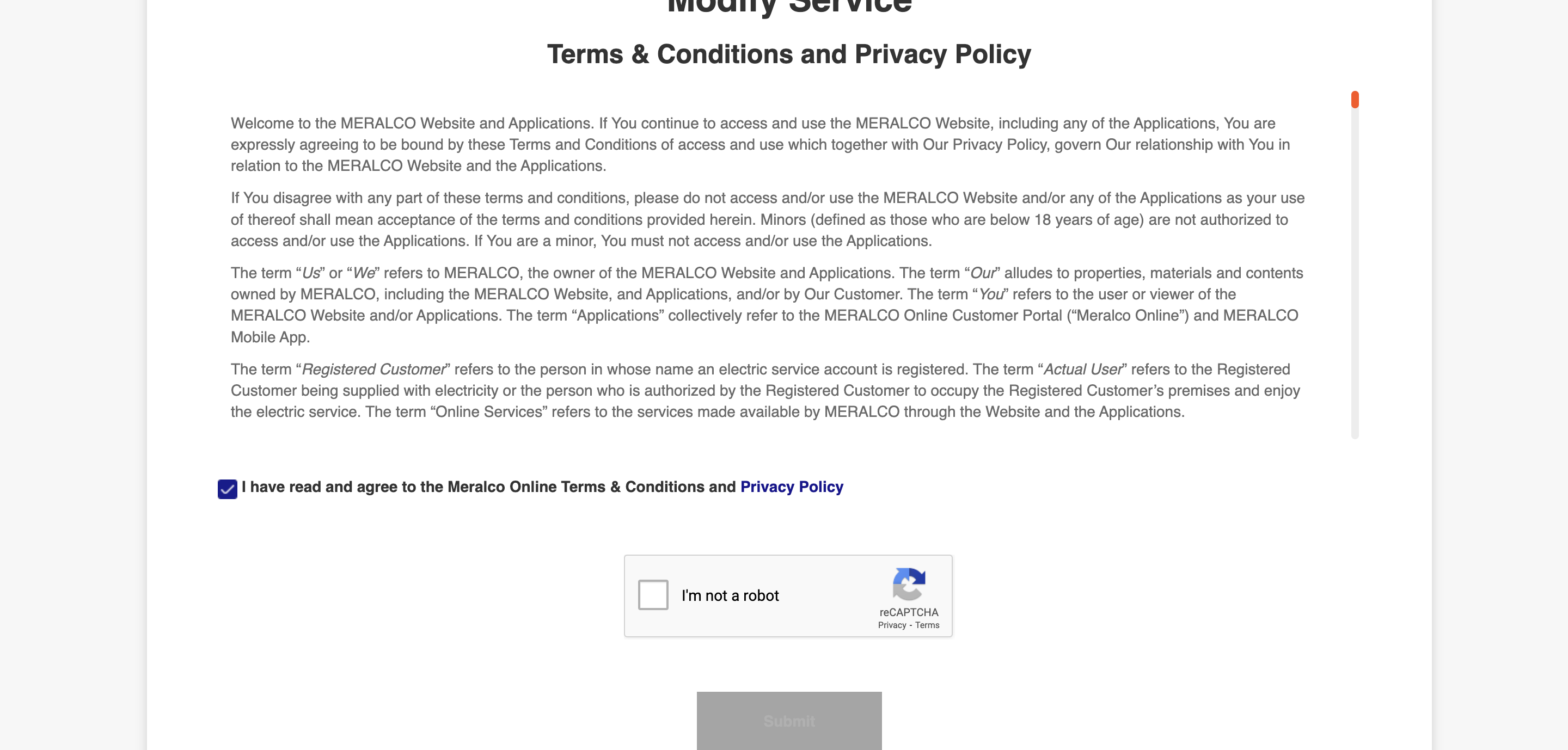
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| Step 4 - Select Transfer of Service then populate the following fields: - Email - First Name - Middle Name (Optional) - Last Name - Email Address - Mobile Number - Telephone Number (Optional) Click Next |
| Value Added Services tab should be displayed |



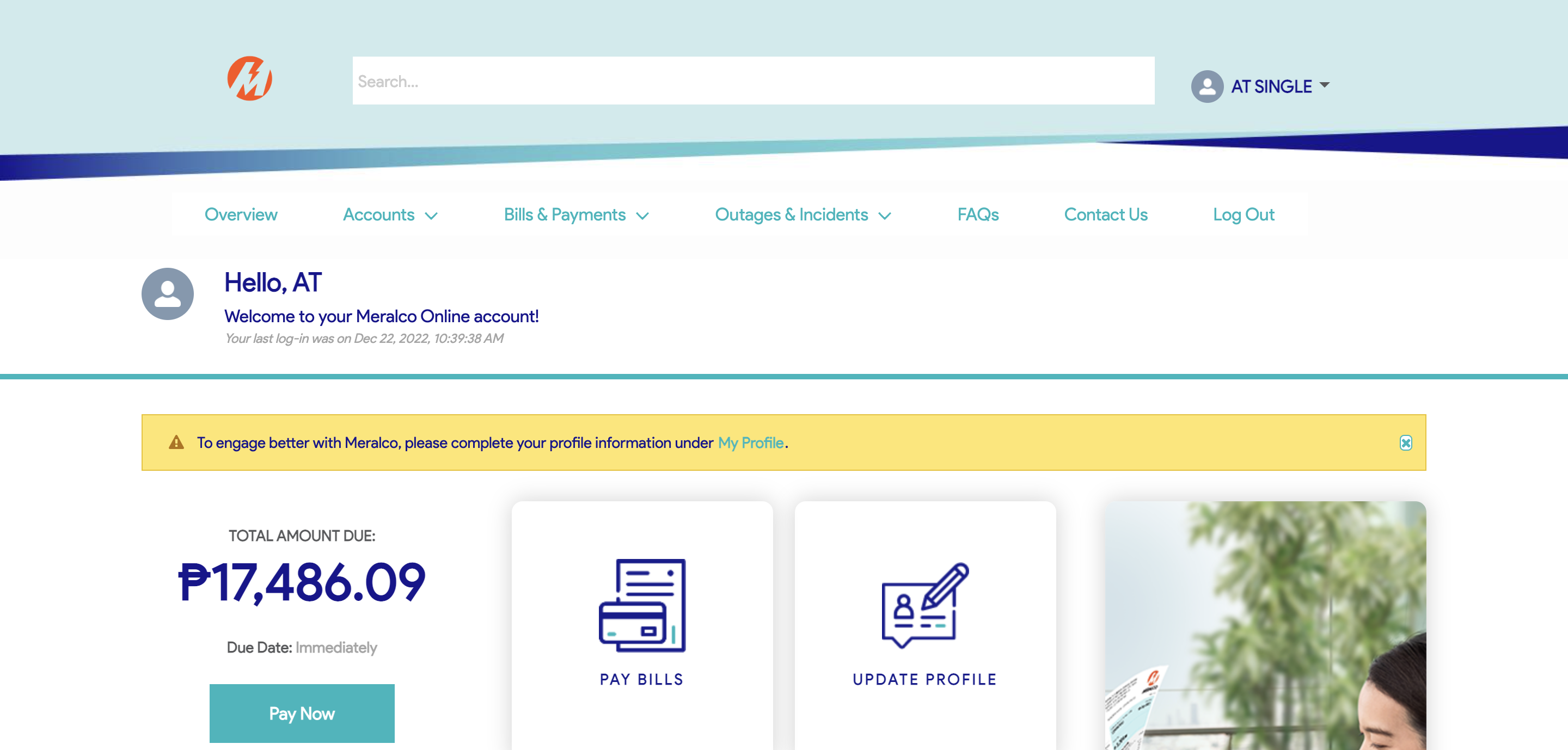
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| Step 5 - Populate the following: Notification indicator AMC indicator > Attach documents > Click Next |
| Fields should be populated; Terms and Conditions tab should be displayed |



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| Step 6 - Tick on I have read and agree to the Meralco Online Terms & Conditions and consent to the processing of my personal data in accordance with the Privacy Policy |
| Submit button should be enabled |

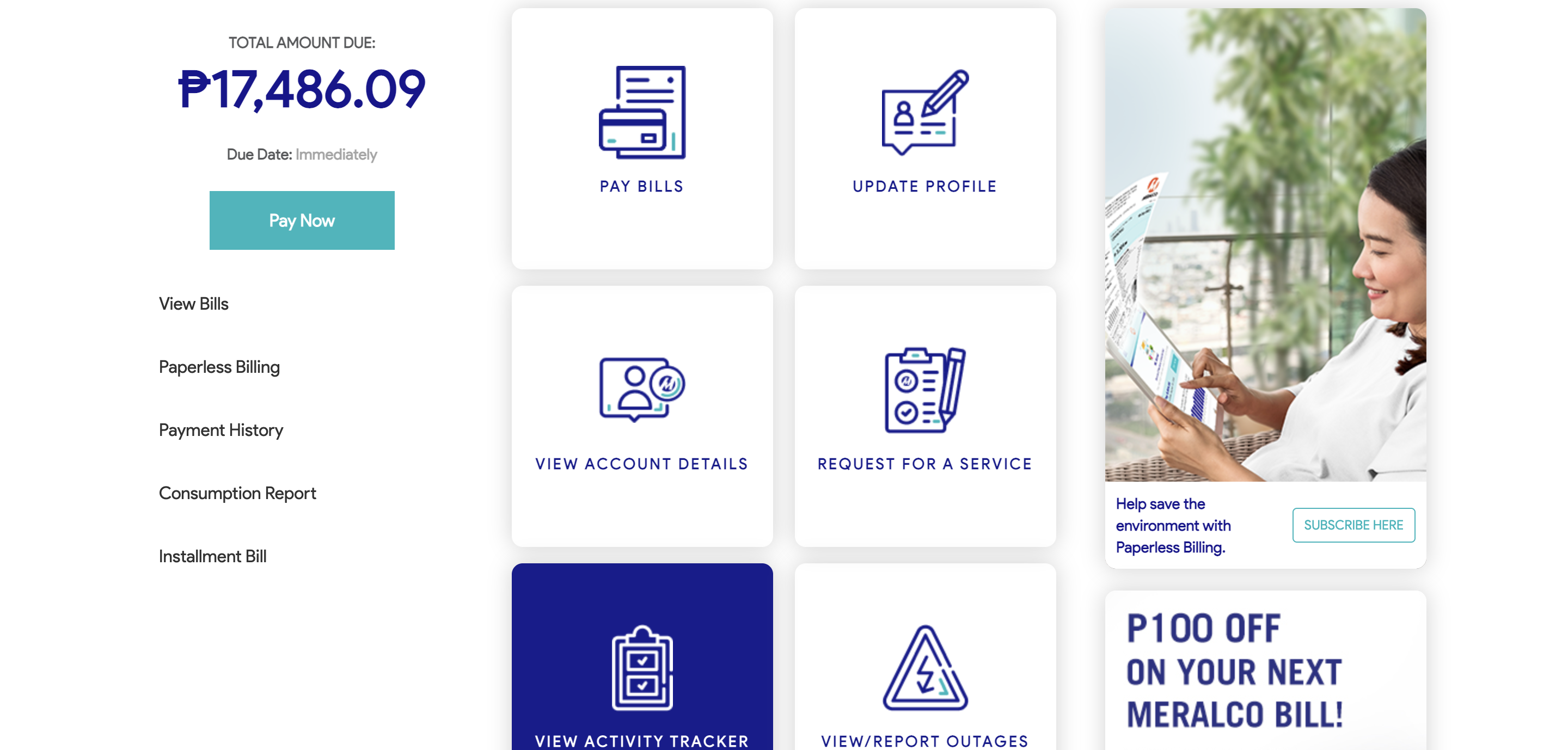


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| Step 7 - Click Submit |
| Confirmation tab should be displayed. Case # should be generated. |

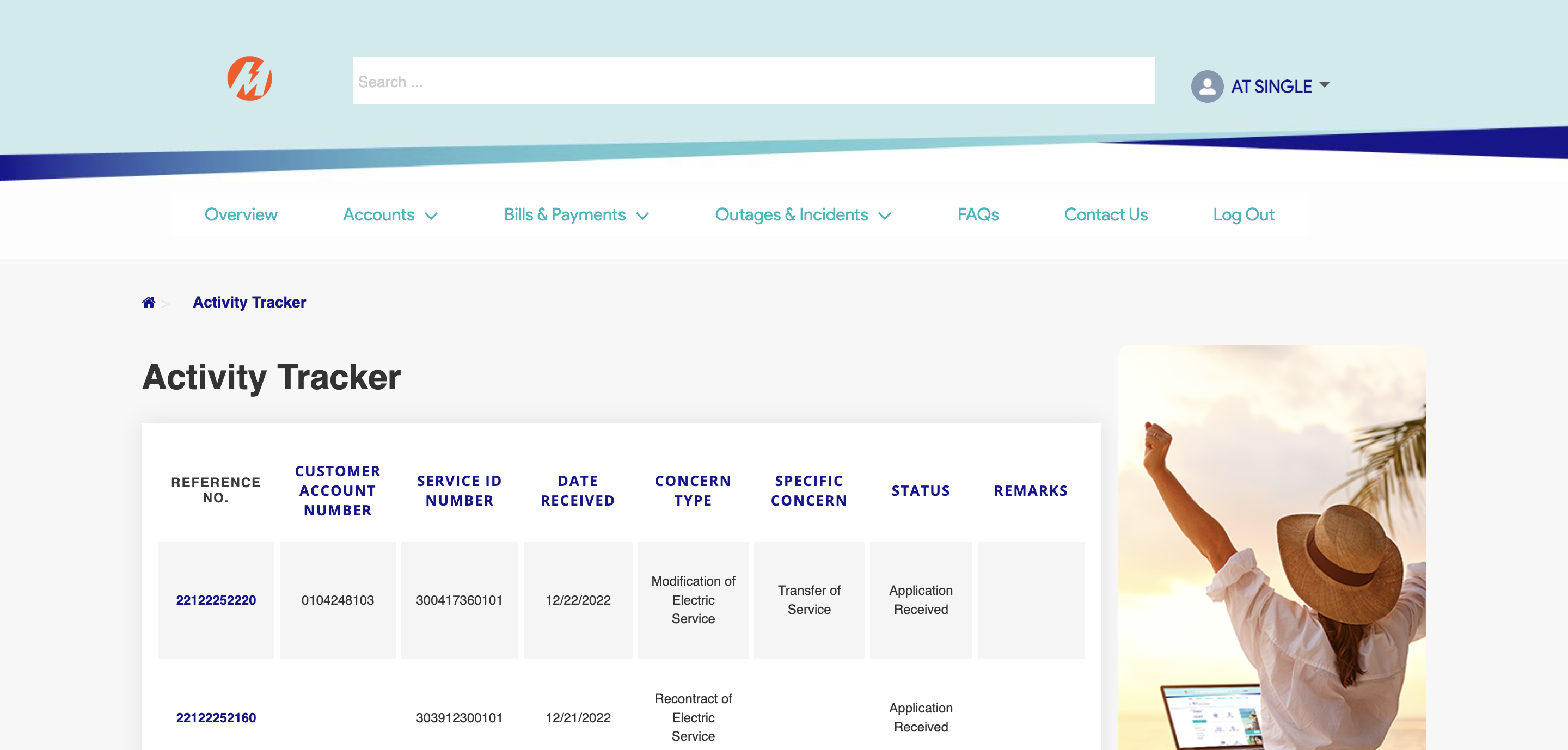


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| TC013\_Validation of created case in Activity Tracker page |

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| Step 1 - Go to Activity Tracker page |
| Activity Tracker page should be displayed; Activity Tracker columns should be as follows: Reference No. Customer Account Number Service ID Number Date Received Concern Type Specific Concern Status Remarks |

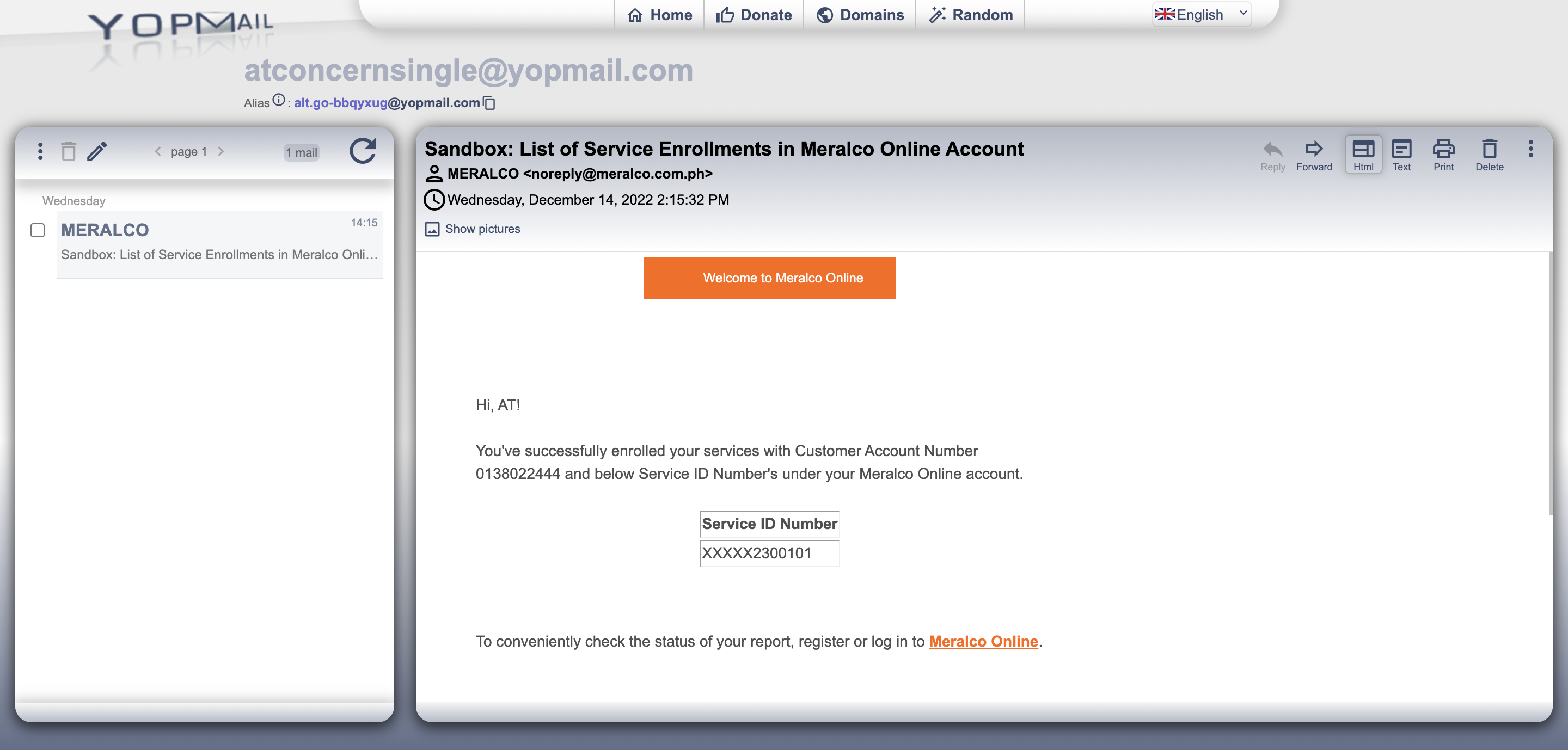


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| Step 2 - Check if created case is included in activity tracker page |
| Created concern should be in Activity Tracker page; CAN should added to the Activity Tracker details and SIN should be displayed if CAN has multiple associated SIN |



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| TC014\_Validation of Service Application Email Notification\_Welcome Message |

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| Step 1 - Validate email notification |
| Welcome Message for Service Application should be received |



Passed