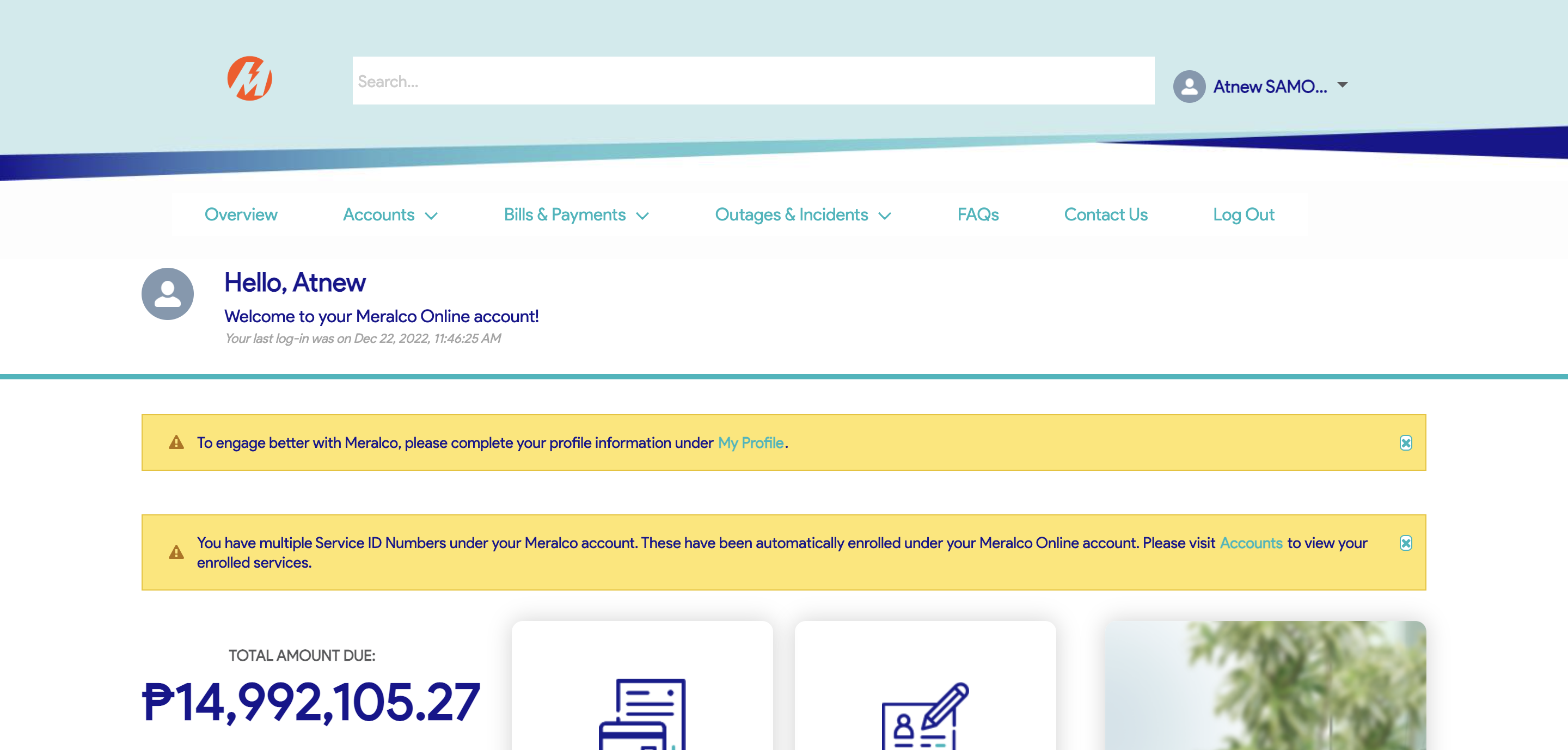
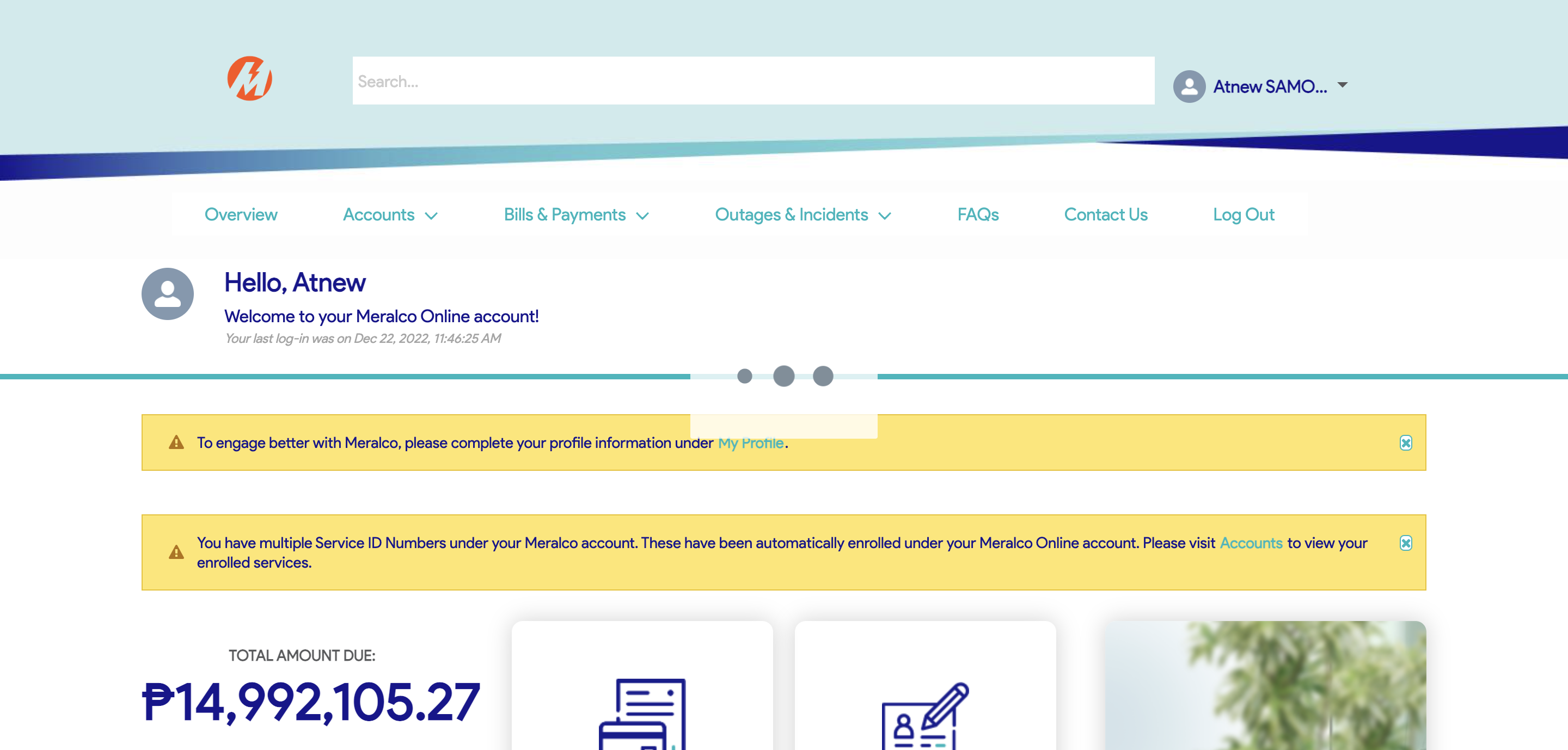
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| TS038 - TC014\_Validation of Service Application Email Notification\_Welcome Message |

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| TC023\_Termination of Service Application |

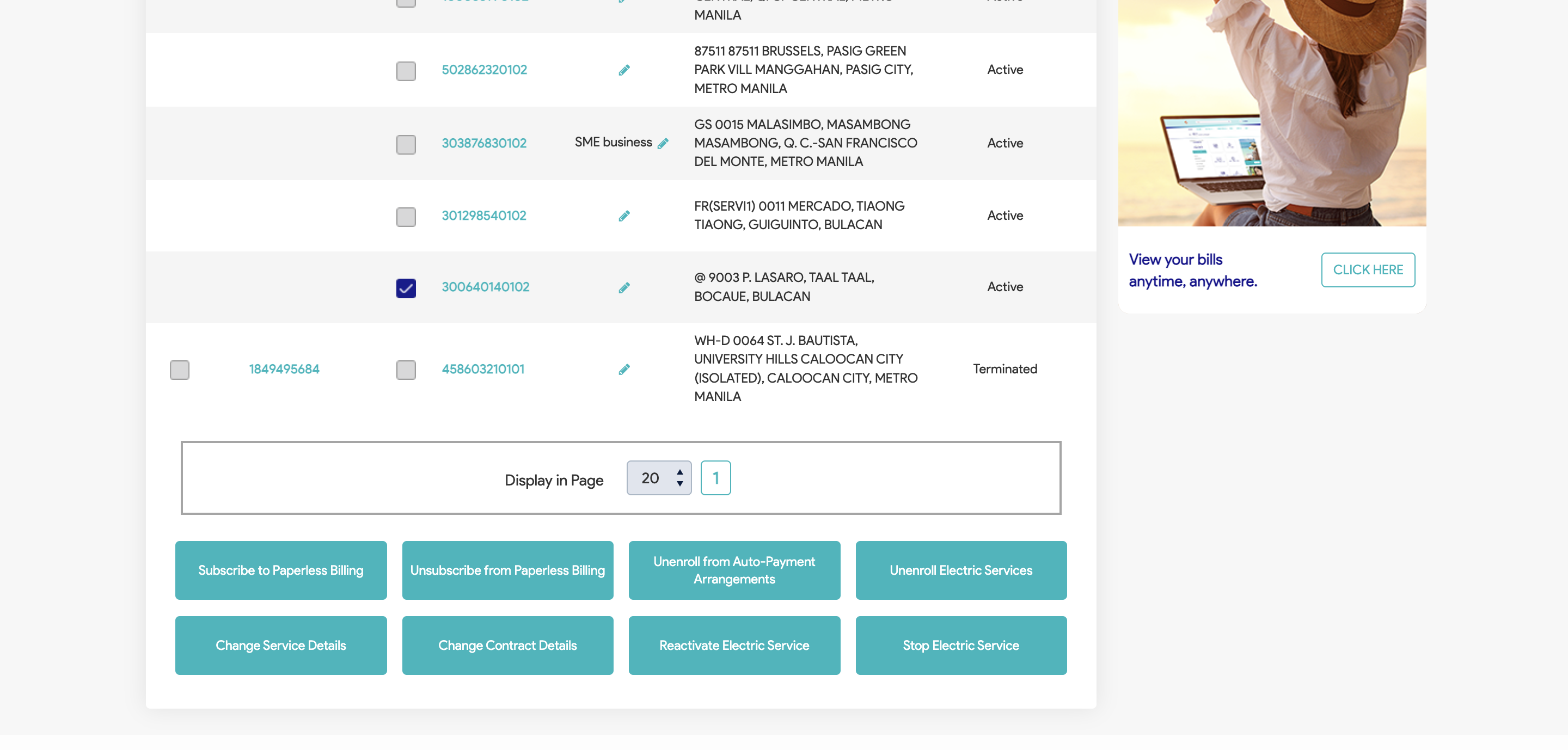
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| Step 1 - Login to Meralco Online |
| User should be logged in to Meralco Online |



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

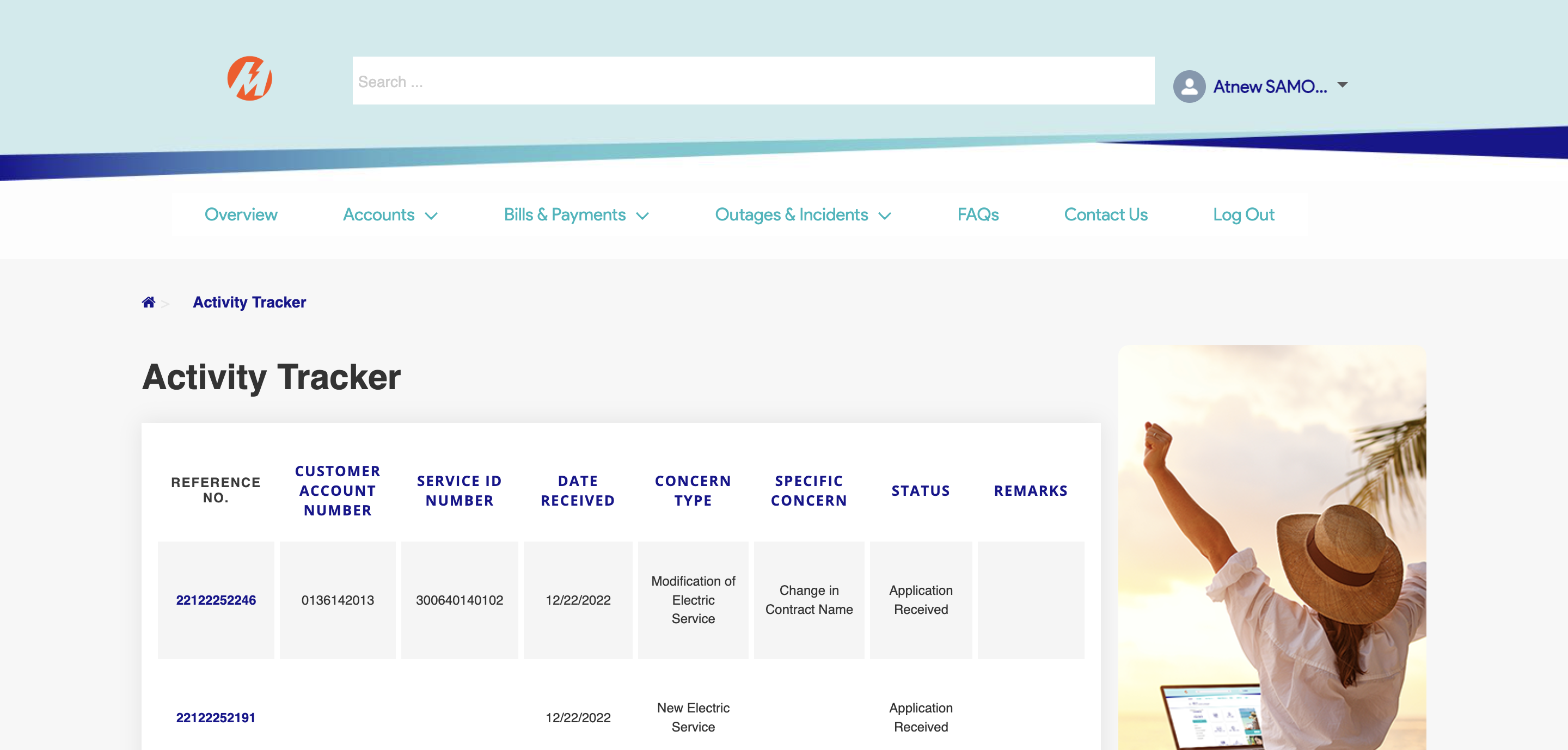


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| Step 3 - Search then Select Account > Click Stop Electric Service button |
| Request page for Stop Electric Service should be displayed |

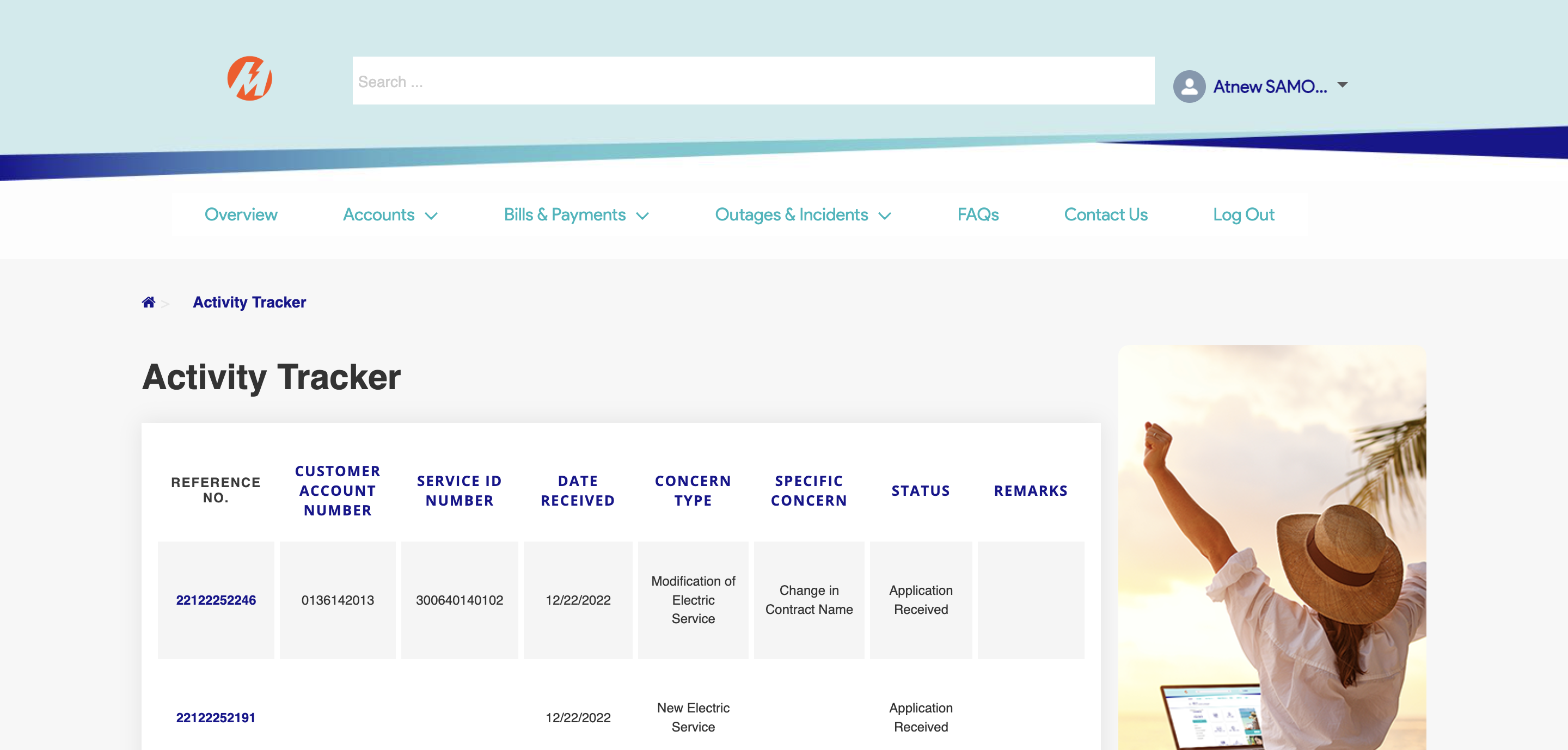


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| TC013\_Validation of created case in Activity Tracker page |

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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 |

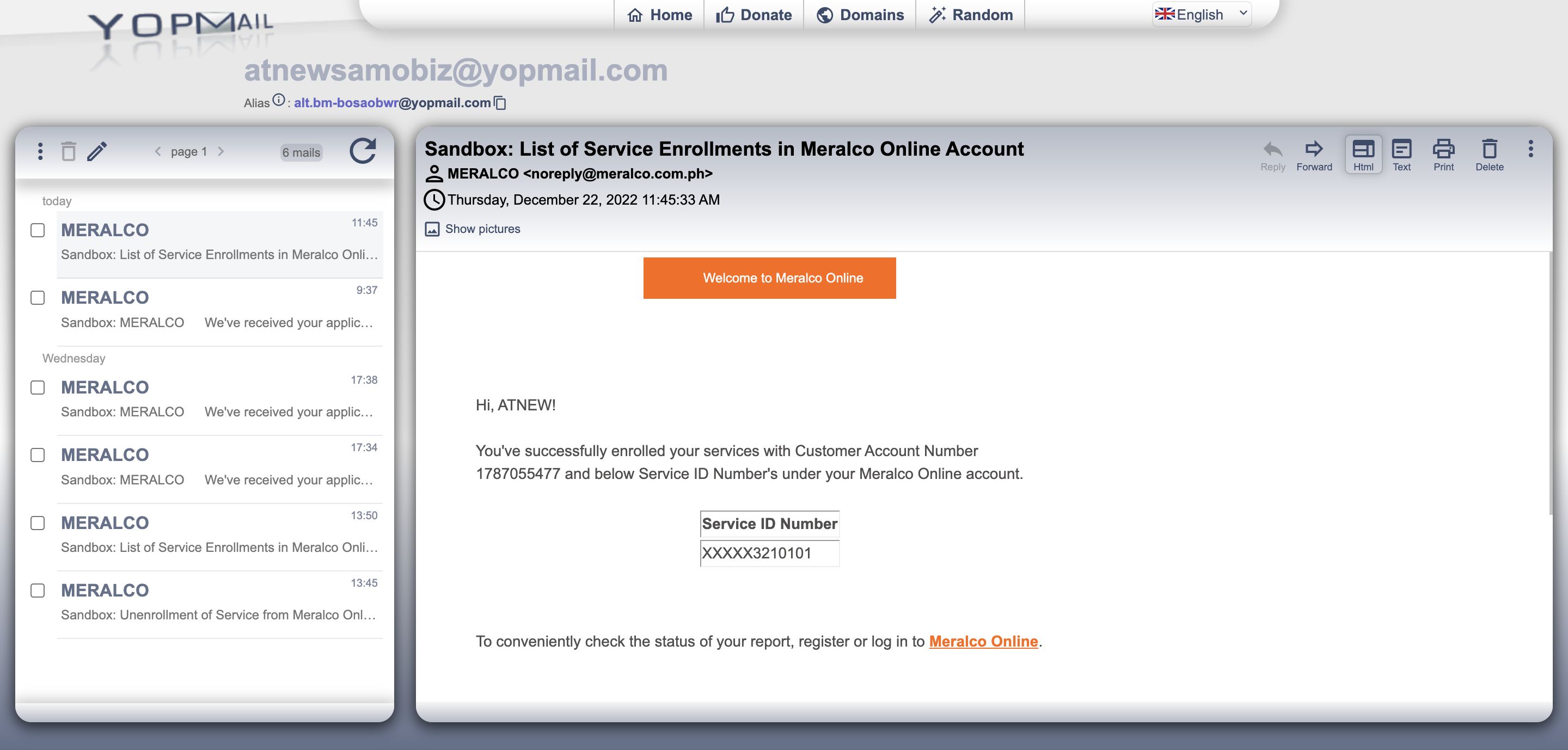


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| Step 2 - Check if created case is included in activity tracker page |
| Created concern should be in Activity Tracker page; CAN should added to the Activity Tracker details and SIN should be displayed if CAN has multiple associated SIN |



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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