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Uber Test Case

Uber is a global ride-hailing platform connecting riders with drivers through a mobile app. One of its core business processes is ride scheduling and cancellation, which directly impacts user satisfaction, driver efficiency, and revenue. This process involves complex workflows, including real-time geolocation tracking, dynamic pricing, driver-rider matching algorithms, and payment gateways.

Software Quality Assurance (SQA) plays a critical role in ensuring these processes function reliably under diverse scenarios. For instance, Uber must handle:
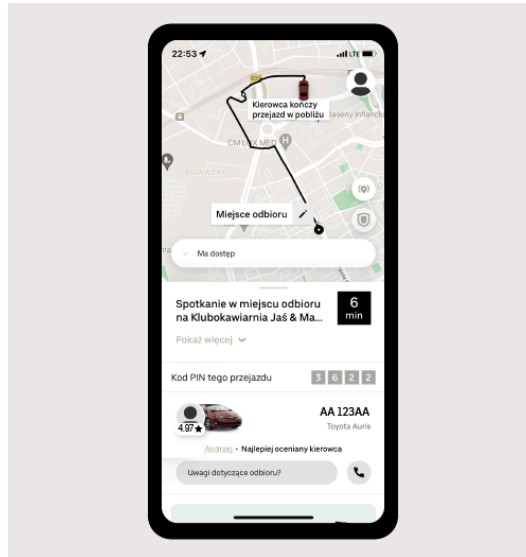
- Positive Scenarios: Seamless ride bookings.
- Negative Scenarios: Enforcing cancellation fees when users cancel after driver acceptance.

Testing these workflows validates system robustness, policy compliance, and user experience. Below are two test cases designed to evaluate Uber's ride scheduling and cancellation process.

TEST CASE 1 : POSITIVE TEST CASE

○ **Successful Ride Scheduling**

Test Case ID: TC-UBER-01

- *Objective :* Verify that a user can successfully schedule a ride using the Uber app.

Preconditions :

- ○ User has the latest version of the Uber app installed.
- ○ A valid payment method is linked to the account.
- ○ The scheduling feature is available in the user's region.
- ○ The ride scheduling feature is available in the user's region.
- ○ User is logged in.

Test Steps :

- a. Launch the Uber app and log in.
- b. Enter a valid pickup location (e.g., "123 Main Street") and destination (e.g., "Havelock Mall").
- c. Tap the clock icon to schedule the ride for 1 hour later.
- d. Select UberX as the vehicle type and confirm the booking.
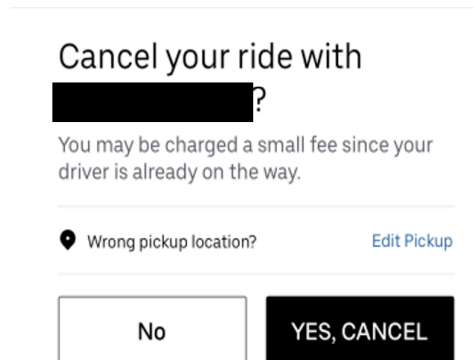- e. Navigate to Upcoming Trips.

Expected Results :

- ○ The ride is successfully scheduled.
- ○ The ride appears in the "Upcoming Trips" section.
- ○ A confirmation notification is shown: "*Your ride has been scheduled successfully.*"

Postconditions :

- ○ Scheduled ride remains listed in Upcoming Trips until pickup time or cancellation.

TEST CASE 2 : NEGATIVE TEST CASE

- ## Late Cancellation Fee Enforcement

Test Case ID: TC-UBER-02

- *Objective :* Verify that a user can schedule a ride and cancel it without charges before driver matching.

Preconditions :

- A ride is scheduled and matched with a driver.
- The driver has accepted the request.

Test Steps :

a. Schedule a ride for 30 minutes later.
b. Wait for the app to notify "Driver En Route" (simulate driver acceptance via test environment).
c. Navigate to Upcoming Trips and select Cancel Ride.

Expected Results :

- Cancellation fee (e.g., LKR 200) is deducted from the user's account.
- Notification: "*A LKR 200 cancellation fee has been charged because your driver was already on the way.*"

Postconditions :

- The fee appears in the user's trip history.
- The driver receives compensation for the cancellation.