Testing Requirement: [submitted as test\_cases.doc]  
Min of 10 !

1. **Search for a Product**  
   The customer will be able to search for a product a number of different ways. First example is the customer that is browsing can hover over the word Shop on our navigation bar. The customer will then click on products which will take them to another page that shows products and provides a side navigation. The customer then is able to browse all of the categories. The second example is the customer can simply use the search bar to find a specific item.
2. **Customer Return Case**  
   If a customer needs to return an item they have 45 days to do so and require the receipt.To return the item the customer will give Alastair’s 1-800 number a call in order to return or exchange their item. The representative will then assist the customer by sending them a shipping label to their email for them to return the item. The customer will then take their item to either UPS or USPS. This return may take about 14 days for Alastair’s to receive it. When received the customer will get an email notifying them of this. If any other actions are required an Alastair’s representative will give the customer a call and always leave a voicemail.
3. **Customer Purchase Case**When the customer finds the item that they would like to purchase they will click the add to cart button underneath the item. That button will then add the item to the customer’s cart, the customer then has the option to continue shopping or to check out. If the customer decides to check out they will then go to their cart. The cart will show the customer the item they are buying, the quantity, the price of the item including shipping and taxes. The customer then has another chance to choose to check out or to update their cart with more items.   
   Once the customer clicks checkout they are taken to the page where they fill out all of their personal information, including credit card and shipping address. Once the customer has submitted this information they will be emailed with a receipt and confirmation number.
4. **Product Fulfillment Case**Once the user has finished their portion of the checkout process, then it’s up to our company to finish the deal. When Alastair’s receives a notice that an item has been put into a cart we keep track of that. Next we will get a notice saying that a user has bought the item and that the payment process has been confirmed. After this Alastair’s then gets a message of where the product is going. Alastair’s prints out an invoice to attach to the item along with instructions on how to get in touch with us, how to return or even exchange an item.
5. **Customer Navigation Case**The navigation was designed to not use too much brain power to get around the site. The customer will have a few options on how to get places. Using our navigation bar the customer can click home and it takes you back to the home page. When the customer is shopping they will just hover over our shop button and click the category that they would like to buy from. If they have any questions or want to know about us they just simply go to our contact page. If anything can’t be found for whatever reason the customer can always use the search bar to find the information to meet their needs.
6. **Contacting Business Case**To contact the business the customer can do this one of two ways. One simply click the contact button which takes you to our about/contact page. The customer has the option to give us a call or fill out the form which emails their questions or comments to us. The customer can also use the site map at the bottom of the page which does the same thing as our navigation bar.
7. **New Product Addition to Catalog**For Alastair’s to add an item to our catalog our team members must log into our admin portion of the site. The member must then add the item’s information that they want to be in the catalogue to our database. They will need to make sure that a SKU number is created, a product number is created, the item has an image, price, category and description. Once that information is filled out the member can update the database and the item will be ready to purchase.
8. **User Signup and Log In**At the top of our page we have a button labeled Login. Once this button is clicked the customer is given the option of logging in or signing up to be a member of our site. If the customer already has an account they can simply type in their email and password that they have created. If the customer does not have an account they can fill out their name, address and create a password. After, the customer will be able to signup for an account which will allow them to save credit card information or see order history.
9. **Customer Q&A Case**The customer has a question about policies, privacy, general questions. What the customer will do is use our site map at the bottom of the page to navigate to those pages. Within those pages they will have a side navigation that displays other sections that may have the answer to their question. Our site even have a FAQ section for questions that we get emailed the most. Again the customer can also use the search bar to find answers.
10. **Customer Service Case**If the customer needs help with anything and does not want to deal with anything online they have the option to call us. Though this support is not 24 hours yet we are open most of the day. If we are not open the customer can simply email us and they will get a response within 24 - 48 hours.