



TERP Lite — Ticketing Module Testing Guide

Version 5.23.0 · QA Checklist for travel agency module

This guide is a structured set of test cases. Run **in order** because later tests depend on data created in earlier tests.

How to Use This Guide

- **Each test = single test case.** Read the steps, execute, check  or  in the result column.
 - **Mark FAIL immediately** if any sub-step fails. Note the error message.
 - **Don't skip "Verify in DB"** sections — UI may show success while data is wrong.
 - **Reset between major test sets** if needed by deleting test data via SQL.
-

Pre-Test Setup

Test Environment

- Use TEST tenant, not production
- Database backed up before testing
- SQL Server access to verify table contents
- Test users created:
 - `test_booking` (BookingStaff role)
 - `test_ticket` (TicketingStaff role)
 - `test_acct` (Accountant role)
 - `test_mgr` (Manager role)
 - `test_party` (Party role, linked to a test customer)

Required Master Data

Create before testing:

- 2 Countries (Sri Lanka, UAE)
 - 2 Cities (Colombo, Dubai)
 - 2 Airports (CMB-Colombo, DXB-Dubai)
 - 1 Route (CMB-DXB-CMB)
 - 2 Airlines (EK Emirates, UL SriLankan)
 - 4 Payment Methods (CASH, CHEQUE, CARD-VISA, BANK)
 - 2 Customers (PartyType=CUSTOMER)
 - 2 Suppliers (PartyType=SUPPLIER) — "IATA BSP", "EK Direct"
-

TEST SET 1 — Master Data

TC-1.1 Country CRUD

| Step | Action | Expected | Result |
|------|---------------------------------------|--------------------------|--------|
| 1 | Open Ticketing → Countries | Form opens, list visible | |
| 2 | Click New, enter LK / Sri Lanka / LKR | Saved, appears in list | |
| 3 | Edit LK, change currency to USD | Saved, USD shows | |
| 4 | Restore to LKR | Saved | |
| 5 | Try delete LK (used by airport) | Error: in use | |

TC-1.2 Airline CRUD

| Step | Action | Expected | Result |
|------|--|--------------|--------|
| 1 | Open Airlines, add EK / Emirates / 7% commission | Saved | |
| 2 | Edit EK, set commission to 9% | Saved | |
| 3 | Verify in DB: <code>SELECT * FROM tbl_Airline WHERE</code> | Commission=9 | |

| | | | |
|--|------------|--|--|
| | Code= 'EK' | | |
|--|------------|--|--|

TC-1.3 Route Definition

| Step | Action | Expected | Result |
|------|-------------------------|----------|--------|
| 1 | Add Route "CMB-DXB-CMB" | Saved | |
| 2 | Reload, verify it shows | Visible | |

TC-1.4 Master Data Permissions

| Step | Action | Expected | Result |
|------|---|------------------------------|--------|
| 1 | Login as test_booking (no master perms) | Login OK | |
| 2 | Try open Countries menu | Access Denied OR menu hidden | |

TEST SET 2 — Single Ticket Invoice (Happy Path)

TC-2.1 Create Draft Invoice

| Step | Action | Expected | Result |
|------|---|----------------------------------|--------|
| 1 | Login as test_ticket | OK | |
| 2 | Open Ticket Invoice → New | Blank form with auto Document No | |
| 3 | Select Customer "Test Customer 1" | Populated | |
| 4 | Currency = LKR, FX = 1 | Defaults correct | |
| 5 | Click Add Line | Sub-form opens | |
| 6 | StockType = TICKET, PaxName = "TEST/PASSENGER MR" | Entered | |
| 7 | Sector = CMB-DXB-CMB, Airline = EK | Entered | |
| | | | |

| | | | |
|----|--|----------------------|--|
| 8 | Issue Date = today, Travel Date = today+7 | Entered | |
| 9 | TicketNo = "176-1234567890" | Entered | |
| 10 | Supplier Party = "IATA BSP" | Selected | |
| 11 | Published Fare = 50000, Tax = 8000 | Entered | |
| 12 | STDCommission = 9% (auto from airline) | Auto-fills 4500 | |
| 13 | Service Fee = 500, Extra Earning = 1500 | Entered | |
| 14 | Verify auto-calc: Supplier Amt = 53500 (50000-4500+8000) | Shown | |
| 15 | Verify Selling Price = 55500 (53500 + 500 + 1500) | Shown | |
| 16 | Verify Profit = 2000 (55500 - 53500) | Shown | |
| 17 | Save Line | Line appears in grid | |
| 18 | Save Invoice (still DRAFT) | Status = DRAFT | |

Verify in DB:

```

SELECT InvoiceID, DocumentNo, Status, TotalSelling
  FROM tbl_TicketInvoice WHERE DocumentNo LIKE 'TKT%' ORDER BY InvoiceID DESC;
-- Expect: Status='DRAFT', TotalSelling=55500

SELECT * FROM tbl_TicketItem WHERE InvoiceID=<above>;
-- Expect: PublishedFare=50000, Profit=2000, Status='SOLD'

```

TC-2.2 Commit Invoice

| Step | Action | Expected | Result |
|------|--|-----------------------------------|--------|
| 1 | Open invoice from TC-2.1, click Commit | Confirmation prompt | |
| 2 | Confirm | Status → COMMITTED, button greyed | |
| 3 | Try edit line | Error: cannot edit committed | |

Verify in DB:

```
SELECT Status FROM tbl_TicketInvoice WHERE InvoiceID=?;  -- 'COMMITTED'

SELECT * FROM tbl_JournalEntry WHERE RefType='TICKET' AND RefID=?;
-- Expect 4 entries (DR Receivable, CR Sales, DR Cost, CR Supplier Payable)
-- Total Debits = Total Credits
```

TC-2.3 Single Payment Settlement

| Step | Action | Expected | Result |
|------|--|-------------------------------|--------|
| 1 | Open Ticket List, find invoice from TC-2.2 | Listed with status COMMITTED | |
| 2 | Open Settlement | Form opens with balance 55500 | |
| 3 | Add line: CASH, amount 55500 | Entered | |
| 4 | Save | "Settled in full" | |

Verify:

```
SELECT * FROM tbl_TicketSettlement WHERE InvoiceID=?;  -- 1 row, Amount=55500

SELECT * FROM tbl_JournalEntry WHERE RefType='SETTLEMENT' AND RefID=?;
-- DR Cash 55500, CR Receivable 55500
```

TC-2.4 Customer Balance Updated

| Step | Action | Expected | Result |
|------|--|--------------------------------------|--------|
| 1 | Open Party → Test Customer 1 → Statement | Balance = 0 | |
| 2 | Run Customer Aging Report | Customer NOT listed (no outstanding) | |

TEST SET 3 — Split Payment Settlement

TC-3.1 Multi-Method Settlement

| Step | Action | Expected | Result |
|------|--|----------------------------------|--------|
| 1 | Create new ticket invoice, Selling=100,000, Commit | OK | |
| 2 | Open Settlement | Balance 100,000 | |
| 3 | Add line: CASH 40,000 | Entered | |
| 4 | Add line: CARD-VISA, ref AUTH123, 30,000 | Entered | |
| 5 | Add line: BANK, ref TXN789, 30,000 | Entered | |
| 6 | Save | Total settled 100,000, balance 0 | |

Verify:

```
SELECT COUNT(*), SUM(Amount) FROM tbl_TicketSettlement WHERE InvoiceID=?;  
-- 3 rows, Sum = 100000
```

TEST SET 4 — Multi-Pax Group Booking

TC-4.1 Family of 4

| Step | Action | Expected | Result |
|------|---|----------|--------|
| 1 | New invoice, Customer = "Family Test" | OK | |
| 2 | Add line 1: AHMED/FATHER MR, fare 50000 | OK | |
| 3 | Add line 2: AHMED/MOTHER MRS, fare 50000 | OK | |
| 4 | Add line 3: AHMED/SON CHD, ticket type=CHILD, fare 37500 | OK | |
| 5 | Add line 4: AHMED/BABY INF, ticket type=INFANT, fare 5000 | OK | |
| 6 | Verify total selling = sum of 4 lines | Correct | |
| 7 | Commit | OK | |

| | | | |
|---|-----------------------------------|----|--|
| 8 | All 4 lines appear in Ticket List | OK | |
|---|-----------------------------------|----|--|

TEST SET 5 — Supplier Payment

TC-5.1 Single Supplier Settlement

Prerequisites: At least 3 committed tickets to "IATA BSP" supplier

| Step | Action | Expected | Result |
|------|---|------------------------------------|--------|
| 1 | Open Ticketing → Pay Supplier (Tickets) | Form opens | |
| 2 | Select Supplier "IATA BSP" | Lists unpaid tickets | |
| 3 | Tick first 2 tickets | Total updates | |
| 4 | Payment Method = BANK, ref BSP-WK21, date today | Entered | |
| 5 | Save | Confirmation, payment ID generated | |
| 6 | Reopen form, select same supplier | Only 1 ticket remains unpaid | |

Verify:

```
SELECT TicketItemID, SupplierPaymentStatus, SupplierPaidAmount
FROM tbl_TicketItem WHERE SupplierPartyID=?;
-- 2 should be PAID, 1 should be UNPAID
```

```
SELECT * FROM tbl_SupplierTicketPayment ORDER BY PaymentID DESC;
-- Latest row should match what was paid
```

TC-5.2 GL for Supplier Payment

```
SELECT * FROM tbl_JournalEntry WHERE RefType='SUPP_PAY' ORDER BY EntryID DESC LIM
-- DR Supplier Payable, CR Bank
```

TEST SET 6 — ADM / ACM Register

TC-6.1 Record an ADM

| Step | Action | Expected | Result |
|------|---|---------------|--------|
| 1 | Open ADM / ACM Register → New | Form opens | |
| 2 | ADMTYPE = ADM, RefNumber = "ADM-2026-001" | Entered | |
| 3 | Date, Airline = EK, Supplier = "IATA BSP" | Entered | |
| 4 | TicketItemID = link to a ticket from TC-2 | Linked | |
| 5 | Amount = 5000, Reason = "Name change penalty" | Entered | |
| 6 | Save | Status = OPEN | |

TC-6.2 Pay an ADM

| Step | Action | Expected | Result |
|------|---------------------------------------|----------------|--------|
| 1 | Open Pay ADM Penalties | Lists OPEN ADM | |
| 2 | Select ADM from TC-6.1 | Total = 5000 | |
| 3 | Payment Method = CASH, ref ADMPAY-001 | Entered | |
| 4 | Save | Status → PAID | |

Verify:

```
SELECT Status, PaidAmount, PaidDate FROM tbl_TicketADM WHERE ADMID=?;  
-- Status='PAID', PaidAmount=5000, PaidDate=today
```

```
SELECT * FROM tbl_JournalEntry WHERE RefType='ADM' AND RefID=?;  
-- DR ADM Expense 5000, CR Cash 5000
```

TC-6.3 ACM (Credit Memo)

| Step | Action | Expected | Result |
|------|------------------------|----------|--------|
| 1 | New ADM, ADMType = ACM | OK | |

| | | | |
|---|--|----------|--|
| 2 | RefNumber = ACM-2026-001, Amount = 2000 | OK | |
| 3 | Reason = "Refund of penalty" | OK | |
| 4 | Save | Saved | |
| 5 | Verify ACM does NOT appear in Pay ADM list | Excluded | |

TEST SET 7 — Refund / Void

TC-7.1 Full Refund (Cash Back)

| Step | Action | Expected | Result |
|------|---|-----------------|--------|
| 1 | Open Refund / Void | Form opens | |
| 2 | Search invoice from TC-2 by ticket number | Found | |
| 3 | Select line item | Highlighted | |
| 4 | Refund Amount = full selling price | Entered | |
| 5 | Reason = "Customer cancelled" | Entered | |
| 6 | Payment Method = CASH, ref REF-001 | Entered | |
| 7 | Choose "Issue Refund (Cash)" | Selected | |
| 8 | Confirm | Success message | |

Verify:

```
SELECT Status, RefundedAmount FROM tbl_TicketInvoice WHERE InvoiceID=?;
-- Status='REFUNDED' or 'PARTIALLY_REFUNDED', RefundedAmount>0
```

```
SELECT Status FROM tbl_TicketItem WHERE ItemID=?;
-- Status='REFUNDED'
```

```
-- GL reversal
```

```
SELECT * FROM tbl_JournalEntry WHERE RefType='REFUND' AND RefID=?;
-- DR Sales (reversing), CR Cash
```

TC-7.2 Partial Refund with Penalty

| Step | Action | Expected | Result |
|------|---|----------|--------|
| 1 | New invoice 100,000, commit | OK | |
| 2 | Refund with amount 80,000 (20,000 penalty kept) | Allowed | |
| 3 | Save | Success | |
| 4 | Verify invoice status = PARTIALLY_REFUNDED | Correct | |

TC-7.3 Refund as Credit Note

| Step | Action | Expected | Result |
|------|---|-------------------------|--------|
| 1 | New invoice, commit, settle | OK | |
| 2 | Refund → choose "Issue Credit Note" instead of cash | OK | |
| 3 | Save | Credit note created | |
| 4 | Open Credit Notes menu | New credit note visible | |

Verify:

```
SELECT * FROM tbl_CreditNote ORDER BY CreditNoteID DESC LIMIT 1;
-- PartyID matches customer, Amount matches refund, Status='OPEN'
```

TC-7.4 Cannot Refund Twice

| Step | Action | Expected | Result |
|------|--|-------------------------|--------|
| 1 | Try to refund the already-refunded TC-7.1 ticket | Error: already refunded | |

TEST SET 8 — Credit Note Apply

TC-8.1 Apply Credit Note to New Invoice

| Step | Action | Expected | Result |
|------|---|-------------------------|--------|
| 1 | Open new invoice for same party as TC-7.3 | OK | |
| 2 | Add line, total selling = 30,000 | OK | |
| 3 | Click "Apply Credit Note" | Lists available credits | |
| 4 | Select credit (from TC-7.3) | Applied | |
| 5 | Balance reduces by credit amount | Correct | |
| 6 | Commit | OK | |

Verify:

```
SELECT * FROM tbl_CreditNoteUsage WHERE CreditNoteID=?;  
-- 1 row, AppliedAmount matches
```

```
SELECT Status FROM tbl_CreditNote WHERE CreditNoteID=?;  
-- Status='APPLIED' or 'PARTIALLY_USED'
```

TEST SET 9 — Multi-Currency

TC-9.1 USD Invoice

| Step | Action | Expected | Result |
|------|--|----------|--------|
| 1 | New invoice, Currency = USD | OK | |
| 2 | FX Rate = 320 (or current rate) | OK | |
| 3 | Add ticket in USD: PublishedFare=200, Tax=30 | OK | |
| 4 | Selling Price shows in USD | Correct | |
| 5 | Commit | OK | |

Verify:

```

SELECT CurrencyCode, FXRate, TotalSelling FROM tbl_TicketInvoice WHERE InvoiceID=
-- CurrencyCode='USD', FXRate=320

-- GL should be posted in LKR (base currency)
SELECT * FROM tbl_JournalEntry WHERE RefType='TICKET' AND RefID=?;
-- Debit/Credit amounts in LKR (TotalSelling * FXRate)

```

TEST SET 10 — Hotel & Tour Line Items

TC-10.1 Hotel Line

| Step | Action | Expected | Result |
|------|---|--------------------|--------|
| 1 | New invoice → Add Line → StockType=HOTEL | Hotel fields shown | |
| 2 | Hotel Name, Check-in, Check-out, Nights=3 | OK | |
| 3 | Supplier rate 50/night, Selling 70/night | OK | |
| 4 | Total auto-calcs: Supplier=150, Selling=210 | Correct | |
| 5 | Save line | Appears in grid | |

TC-10.2 Tour Package

| Step | Action | Expected | Result |
|------|---|----------------------|--------|
| 1 | New invoice → Add Line → StockType=TOUR | Tour fields shown | |
| 2 | Destination "Umrah Package", TourPaxCount=2 | OK | |
| 3 | Tour Start/End dates | OK | |
| 4 | Save | Saved with TOUR type | |

TEST SET 11 — Bulk Import

TC-11.1 Valid Bulk Import

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

| Step | Action | Expected | Result |
|------|--------------------------------------|--------------------------------|--------|
| 1 | Open Bulk Import → Download Template | Excel file downloads | |
| 2 | Fill 5 valid ticket rows | Done | |
| 3 | Upload file | Preview shows 5 rows, 0 errors | |
| 4 | Click Import | 5 invoices created in DRAFT | |

TC-11.2 Invalid Bulk Import

| Step | Action | Expected | Result |
|------|--|----------------------|--------|
| 1 | Fill template with: bad airline code, missing PAX, negative fare | OK | |
| 2 | Upload | Errors shown per row | |
| 3 | None imported | Correct | |

TEST SET 12 — Reports

TC-12.1 P&L Report

| Step | Action | Expected | Result |
|------|--------------------------|---------------------------------|--------|
| 1 | Open Ticket P&L Report | OK | |
| 2 | Date range = last 7 days | Set | |
| 3 | Generate | Shows test invoices with profit | |
| 4 | Filter by Airline = EK | Only EK tickets | |
| 5 | Export to Excel | Excel opens with data | |

TC-12.2 Customer Aging

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

| Step | Action | Expected | Result |
|------|---|--------------------------------|--------|
| 1 | Create invoice, commit, DO NOT settle | OK | |
| 2 | Open Customer Aging Report | Invoice shows in "0-30" bucket | |
| 3 | Update test invoice date to 45 days ago | OK | |
| 4 | Re-run report | Now in "31-60" bucket | |

TC-12.3 Supplier Aging

| Step | Action | Expected | Result |
|------|-----------------------------------|------------------------------|--------|
| 1 | Commit ticket, don't pay supplier | OK | |
| 2 | Open Supplier Aging Report | Supplier listed with balance | |

TEST SET 13 — Dashboard

TC-13.1 Ticketing Dashboard KPIs

| Step | Action | Expected | Result |
|------|---|----------|--------|
| 1 | Open Ticketing Dashboard | OK | |
| 2 | Tickets Today count = matches tests above | Correct | |
| 3 | Sales LKR = sum of today's TotalSelling | Correct | |
| 4 | Profit LKR matches | Correct | |
| 5 | Refresh button works | Reloads | |

TC-13.2 Party Dashboard

| Step | Action | Expected | Result |
|------|---|----------|--------|
| 1 | Open Party → Test Customer 1 → Ticket Dashboard | OK | |
| | | | |

| | | | |
|---|--|---------|--|
| 2 | Total tickets matches what was created | Correct | |
| 3 | Outstanding balance matches | Correct | |

TEST SET 14 — Party Portal

TC-14.1 Party Self-Service

| Step | Action | Expected | Result |
|------|-------------------------------------|------------------------------|--------|
| 1 | Login as test_party | OK | |
| 2 | Open My Tickets | Sees only own tickets | |
| 3 | Cannot see other customers' tickets | Confirmed | |
| 4 | Open My Dashboard | Shows own balance | |
| 5 | Try Customer Aging Report | Access Denied OR menu hidden | |

TEST SET 15 — Permissions

TC-15.1 Booking Staff Limits

| Step | Action | Expected | Result |
|------|-----------------------------------|-------------------------|--------|
| 1 | Login as test_booking | OK | |
| 2 | Open Ticket Invoice, create draft | OK | |
| 3 | Try Commit | Access Denied | |
| 4 | Try Refund menu | Hidden or Access Denied | |
| 5 | Try Supplier Payment | Hidden | |

TC-15.2 Accountant Cannot Create

| Step | Action | Expected | Result |
|------|--------|----------|--------|
| | | | |

| | | | |
|---|------------------------|------------------------------|--|
| 1 | Login as test_acct | OK | |
| 2 | Try New Ticket Invoice | Access Denied (or read-only) | |
| 3 | Can settle | OK | |
| 4 | Can pay supplier | OK | |

TC-15.3 Manager Override

| Step | Action | Expected | Result |
|------|-------------------|----------------------|--------|
| 1 | Login as test_mgr | OK | |
| 2 | Can do everything | All menus accessible | |

TEST SET 16 — Edge Cases & Errors

TC-16.1 Zero Selling Price

| Step | Action | Expected | Result |
|------|--|-------------------------|--------|
| 1 | New invoice, add line with all amounts 0 | Save blocked or warning | |

TC-16.2 Negative Discount

| Step | Action | Expected | Result |
|------|----------------------|------------------|--------|
| 1 | Try Discount = -1000 | Validation error | |

TC-16.3 Future Travel Date Past

| Step | Action | Expected | Result |
|------|-------------------------|--|--------|
| 1 | Travel Date in the past | Warning or allowed (depends on config) | |

TC-16.4 Duplicate Ticket Number

| Step | Action | Expected | Result |
|------|--------|----------|--------|
| | | | |

| | | | |
|---|-------------------------------------|--------------------------------|--|
| 1 | Issue ticket "176-1234567890" twice | Second one errors (uniqueness) | |
|---|-------------------------------------|--------------------------------|--|

TC-16.5 Currency Mismatch

| Step | Action | Expected | Result |
|------|---|------------------------------|--------|
| 1 | Invoice currency = USD, customer settles in LKR | Should record both & convert | |

TC-16.6 Cancel Mid-Settlement

| Step | Action | Expected | Result |
|------|--|-----------------|--------|
| 1 | Open settlement, enter partial, close without save | No partial save | |

TEST SET 17 — Performance

TC-17.1 List Load Speed

| Step | Action | Expected | Result |
|------|---------------------------|-------------------|--------|
| 1 | Generate 500 test tickets | OK | |
| 2 | Open Ticket List | Loads in <5 sec | |
| 3 | Filter by date | Applies in <2 sec | |

TC-17.2 Report Speed

| Step | Action | Expected | Result |
|------|------------------------|-----------------|--------|
| 1 | P&L for 1 year of data | Runs in <30 sec | |

TEST SET 18 — GL Reconciliation

TC-18.1 Daily Balance Check

After all tests:

```
-- Total debits should equal total credits
SELECT
    SUM(CASE WHEN EntryType='DR' THEN Amount ELSE 0 END) AS TotalDebits,
    SUM(CASE WHEN EntryType='CR' THEN Amount ELSE 0 END) AS TotalCredits
FROM tbl_JournalEntry
WHERE RefType IN ('TICKET','SETTLEMENT','SUPP_PAY','ADM','REFUND')
    AND CreatedDate >= CAST(GETDATE() AS DATE);
-- Difference MUST = 0
```

| Result | OK if Debits = Credits | Result |
|--------|------------------------|--------|
|--------|------------------------|--------|

TEST SET 19 — Cleanup

After testing, clean up:

```
-- Delete test transactions (DEV ONLY)
DELETE FROM tbl_TicketSettlement WHERE InvoiceID IN (SELECT InvoiceID FROM tbl_Ti
DELETE FROM tbl_TicketItem WHERE InvoiceID IN (SELECT InvoiceID FROM tbl_TicketIn
DELETE FROM tbl_TicketInvoice WHERE TenantID=<test>;
DELETE FROM tbl_TicketADM WHERE TenantID=<test>;
DELETE FROM tbl_CreditNote WHERE TenantID=<test>;
DELETE FROM tbl_JournalEntry WHERE TenantID=<test> AND RefType IN ('TICKET','SETT
```

Or simply use a fresh test tenant for each major test pass.

Sign-Off

| Test Set | Total Tests | Pass | Fail | Tester | Date | Notes |
|-------------------|-------------|------|------|--------|------|-------|
| 1. Master Data | 4 | | | | | |
| 2. Single Invoice | 4 | | | | | |
| 3. Split Payment | 1 | | | | | |
| 4. Multi-Pax | 1 | | | | | |
| 5. Supplier Pay | 2 | | | | | |

| | | | | | | |
|-------------------|---|--|--|--|--|--|
| 6. ADM/ACM | 3 | | | | | |
| 7. Refund/Void | 4 | | | | | |
| 8. Credit Note | 1 | | | | | |
| 9. Multi-Currency | 1 | | | | | |
| 10. Hotel/Tour | 2 | | | | | |
| 11. Bulk Import | 2 | | | | | |
| 12. Reports | 3 | | | | | |
| 13. Dashboards | 2 | | | | | |
| 14. Portal | 1 | | | | | |
| 15. Permissions | 3 | | | | | |
| 16. Edge Cases | 6 | | | | | |
| 17. Performance | 2 | | | | | |
| 18. GL Recon | 1 | | | | | |

Overall Status: ☐ PASS ☐ FAIL ☐ CONDITIONAL

Approved for Production by: _____

Date: _____

End of Testing Guide Version 5.23.0 · Run this before every major release