

Revision History

<u>Version</u>	<u>Date</u>	<u>Changes</u>
0.1	3rd Apr 2023	a. Initial draft

Test Case Scenarios IGM 1.0 MVP

1. Test case scenarios

a. **Flow 1** - Complaint raised on an item/ fulfillment

- i. Buyer selects an item/ fulfillment for raising an issue, buyer app creates an issue & seller app marks the issue as processing
- ii. Buyer app asks for an update on the issue and seller provides a resolution to the issue to the buyer app (providing their GRO information) (can be an unsolicited call)
- iii. Buyer closes the complaint and provides a rating to the resolution

b. **For Cascaded orders**

i. **Flow 2** - Complaint raised on a fulfillment (retail seller app cascades the resolution provided by logistics provider as received)

1. Buyer selects a fulfillment for raising an issue, buyer app creates an issue & seller app marks the issue as processing
2. Seller cascades the issue to the logistics provider & logistics provider marks it as processing
3. Buyer app asks for an update on the issue to the seller app and seller app asks for an update on the issue
4. Logistics provider provides a resolution to the issue (providing their GRO information) (can be an unsolicited call) & seller app cascades the resolution to the issue to the buyer app (providing their GRO information as well)
5. Buyer closes the complaint and provides a rating to the resolution

ii. **Flow 3** - Complaint raised on a fulfillment (retail seller app changes the resolution provided by logistics provider as received)

1. Buyer selects a fulfillment for raising an issue, buyer app creates an issue & seller app marks the issue as processing
2. Seller cascades the issue to the logistics provider & logistics provider marks it as processing
3. Buyer app asks for an update on the issue to the seller app and seller app asks for an update on the issue
4. Logistics provider provides a resolution to the issue (providing their GRO information) (can be an unsolicited call)
5. Seller app shares a resolution to the issue to the buyer app (providing their GRO information as well), informing the resolution provided to the logistics provider as well
6. Buyer closes the complaint and provides a rating to the resolution

2. Logs



- a. Logs should be extracted for each of the flows above in this sequence: /issue (create complaint); /on_issue (processing); /issue_status (query for update on status); /on_issue_status (resolution); /issue (closing of complaint)

3. Log submission

- a. Logs need to be submitted in the same folder as the domain transaction API logs in a separate folder for IGM (instructions on the GitHub page)
- b. Verify the logs using the log verification utility before submitting the logs. Utility available [here](#)

Test Case Scenarios RSF

1. Test case scenarios

a. **Flow 1** - Successful fund movement

- i. Collector (retail buyer apps, logistics buyer apps, retail MSN seller apps) shall initiate the settlement instructions and get the settlement reference number
- ii. Collector shall send the information about reconciliation for the orders to the receiver
- iii. Receiver responds with successful settlement status (not required for retail MSN seller apps settling for their sellers)

b. **Flow 2** - Correction flow initiation

- i. Collector (retail buyer apps, logistics buyer apps, retail MSN seller apps) shall initiate the settlement instructions and get the settlement reference number
- ii. Collector shall send the information about reconciliation for the orders to the receiver
- iii. Receiver responds with correction required settlement status with underpaid or overpaid status as required (not required for retail MSN seller apps settling for their sellers)

2. Logs

- a. Logs should be extracted for each of the flows above in this sequence:
/receiver_recon; /on_receiver_recon; optional - /settle; /on_settle

3. Log submission

Logs need to be submitted in the same folder as the domain transaction API logs in a separate folder for RSF (instructions on the GitHub page)