

Pre-Testing Checklist

1. John Q. Public account record exists.
2. The following file exists on the tester's c drive:
C:\Siebel\Server\files\Americorp Forbearance_S_LIT_1-LGD_1-4.doc
3. A case with the following values already exists:
Original Issue Category = Balance Dispute
Original Issue Sub-Category = None
4. A record for Discharge Denied exists in the Encyclopedia (does not have to have information on this topic).
5. Americorp Forbearance is listed in the Literature Tab.
6. Deferment Applied is listed in the Results Tab.
7. Verify Chris Joy does not have 25 Open cases.