



F E D E R A L  
S T U D E N T A I D

*We Help Put America Through School*

**Federal Student Aid (FSA)  
Financial Management System (FMS)**  
*FFEL Lender Reporting System Redesign*

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**Lender's Application Process (LAP)**  
*User Acceptance Test Script*  
**SERVICER**

## LAP User Acceptance Test Script - SERVICER

No	Category/Screen	Control Name	Test Content	Expected Result	Test Result	Issues
1.	<b>Welcome</b>	Exit	Click on "Exit" button	<ul style="list-style-type: none"> <li>- This button will be used by the User to exit the LAP Welcome screen. Clicking on the button will close the form, and exit the application.</li> </ul>		
2.	<b>Welcome</b>	Lender/Servicer ID	Enter "Servicer ID"	<ul style="list-style-type: none"> <li>- Field is mandatory</li> <li>- User must be able to enter the test six digit Servicer Identification Number</li> <li>- Servicer number cannot be greater than or less than six digits.</li> </ul>		
3.	<b>Welcome</b>	Federal Tax ID	Enter "Federal Tax ID"	<ul style="list-style-type: none"> <li>- Field is mandatory</li> <li>- User must be able to enter the test Federal Tax ID</li> <li>- Tax ID must not be greater than or less than nine digits.</li> </ul>		
4.	<b>Welcome</b>	Log In Button	Click on "Log-In" Button	<ul style="list-style-type: none"> <li>- If the Servicer ID and Federal Tax ID are correct, clicking the "Log In" button will direct the user to the "Lender/Servicer/Trustee Application Process Screen".</li> <li>- If Servicer ID or Federal Tax ID is incorrect, then the user must not be allowed to proceed until he/she rectifies the problem.</li> </ul>		
5.	<b>Application Process</b>	Selection (Lender; Servicer; or Lender/Trustee)	View "Servicer" Selection	<ul style="list-style-type: none"> <li>- The Servicer option is enabled:                             <ul style="list-style-type: none"> <li>o Servicer ID (read-only)</li> <li>o Federal Tax ID (read-only)</li> <li>o Servicer Name (editable)</li> </ul> </li> </ul>		

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6.	<b>Application Process</b>	Servicer ID	View "Servicer ID"	<ul style="list-style-type: none"> <li>- Check to see if field is Read-Only. User should not be able to modify this value.</li> <li>- Must display the Servicer ID entered in the "Welcome" Screen.</li> <li>- Field is mandatory</li> </ul>		
7.	<b>Application Process</b>	Federal Tax ID	View "Federal Tax ID"	<ul style="list-style-type: none"> <li>- Check to see if field is Read-Only. User should not be able to modify this value.</li> <li>- Must display the Tax ID entered in the "Welcome" Screen.</li> <li>- Field is mandatory</li> </ul>		
8.	<b>Application Process</b>	Servicer Name	View/Enter "Servicer Name"	<ul style="list-style-type: none"> <li>- User must be able to enter or update the Servicer Name</li> <li>- Must display the Servicer Name associated with the ID entered in the "Welcome" Screen.</li> <li>- User must enter Servicer Name if no name defaults</li> <li>- Field is mandatory</li> </ul>		
9.	<b>Application Process</b>	Continue Button	Click on "Continue" Button	<ul style="list-style-type: none"> <li>- User must click "Continue" after entering all data on Application Process screen.</li> <li>- If all required fields are completed, clicking the "Continue" button will bring the user to the "Contact Information" screen.</li> <li>- If one or ore required fields are blank or invalid, the user will not be allowed to proceed until he/she rectifies the problem.</li> </ul>		
10.	<b>Contact Information</b>	First Name	Enter "First Name"	<ul style="list-style-type: none"> <li>- User must enter First name</li> <li>- Field is mandatory</li> </ul>		

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11.	<b>Contact Information</b>	Middle Initial	Enter "Middle Initial"	<ul style="list-style-type: none"> <li>- User can enter Middle Initial, if it is applicable.</li> <li>- Field is not mandatory</li> </ul>		
12.	<b>Contact Information</b>	Last Name	Enter "Last Name"	<ul style="list-style-type: none"> <li>- User must enter a last name.</li> <li>- Field is mandatory</li> </ul>		
13.	<b>Contact Information</b>	Email	Enter "Email"	<ul style="list-style-type: none"> <li>- User must be able to enter his/her email address.</li> <li>- Field is mandatory</li> </ul>		
14.	<b>Contact Information</b>	Phone Number	Enter "Phone Number"	<ul style="list-style-type: none"> <li>- If phone number does not include an area code, the user will not be able to move to the next field.</li> <li>- Field is mandatory</li> </ul>		
15.	<b>Contact Information</b>	Fax Number	Enter "Fax Number"	<ul style="list-style-type: none"> <li>- If fax number does not include an area code, the user will not be able to move to the next field.</li> <li>- Field is not mandatory.</li> </ul>		
16.	<b>Contact Information</b>	Address	Enter "Address" in fields (only use fields needed):  <ul style="list-style-type: none"> <li>- Address Line 1</li> <li>- Address Line 2</li> <li>- Address Line 3</li> <li>- Address Line 4</li> </ul>	<ul style="list-style-type: none"> <li>- Must be able to distribute address over 4 lines if needed.</li> <li>- Address line 1 is mandatory</li> </ul>		
17.	<b>Contact Information</b>	City	Enter "City"	<ul style="list-style-type: none"> <li>- Must be able to enter a city name and tab to the next field.</li> <li>- Field is mandatory.</li> </ul>		
18.	<b>Contact Information</b>	State	Select "State"	<ul style="list-style-type: none"> <li>- Must be able to select from a list of states</li> <li>- Field is mandatory</li> </ul>		

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19.	<b>Contact Information</b>	ZIP Code	Enter "ZIP Code"	<p>User must be able to enter ZIP code in</p> <ul style="list-style-type: none"> <li>- Must be able to enter ZIP code in XXXXX or XXXXX – XXXX format, tab and move on to the next field.</li> <li>- Field is mandatory.</li> </ul>		
20.	<b>Lender Information</b>	LID	View "LID"	<ul style="list-style-type: none"> <li>- Read-Only, should not be editable.</li> </ul>		
21.	<b>Lender Information</b>	Name	View "Name"	<ul style="list-style-type: none"> <li>- Read-Only, should not be editable.</li> </ul>		
22.	<b>Lender Information</b>	Function	View "Function"	<ul style="list-style-type: none"> <li>- Read-Only, should not be editable.</li> </ul>		
23.	<b>Lender Information</b>	Continue Button	Click "Continue" button	<p>If the user has completed the mandatory section</p> <ul style="list-style-type: none"> <li>- Contact Information the "Continue" button will be enabled. If any one field out of the Contact Information section is incomplete then the "Continue" button will display an error message.</li> </ul>		
24.	<b>Disclaimer</b>	Disclaimer Text	View "Disclaimer Text"	<ul style="list-style-type: none"> <li>- Disclaimer text should be visible, and compliant with Department of Education requirements.</li> <li>- Disclaimer text should be read-only</li> <li>- Disclaimer text should be visible, compliant with Department of Education requirements.</li> </ul>		

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25.	Disclaimer	Submit	Click "Submit" button	<ul style="list-style-type: none"><li>- Clicking on the "Submit" button will successfully submit the LAP application.</li><li>- A "LAP was successfully submitted" confirmation message should appear.</li><li>- User should be directed back to the "Welcome" screen.</li><li>- Status should change to "submitted"</li><li>- The submit button should be visible and enabled.</li></ul>		