

Overview

This chapter contains tests for creating and managing new messages.

✓ Test 2: SENDING MESSAGES

The Send Message function lets you compose a request for technical support or information.

1. Click **Send Message** in the Left Navigation bar. Two prompts for information appear.
2. Under "Please Choose an Account Number," click the drop-down arrow and choose an account from the list.
3. MAINFRAME USERS ONLY: Use the WTAR transaction on the mainframe to verify that the client account list is correct.
4. Under "Choose an Inquiry type," **click the option that appears next in the sequence of test cases beginning on page 25.**
5. Click **Continue**.

Global Messaging
System



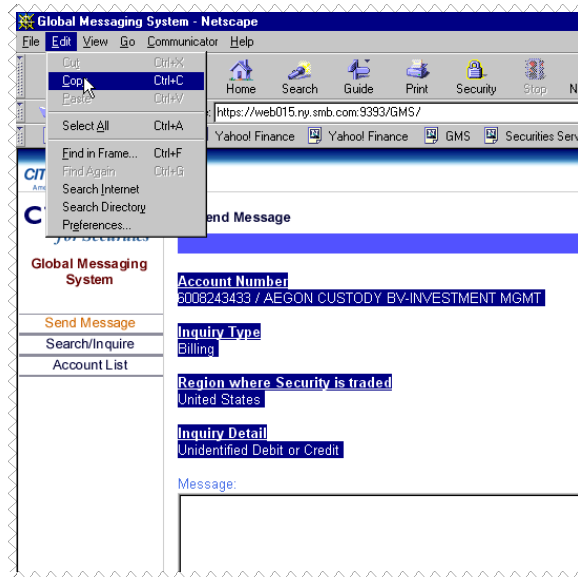
Depending on which selections you made, additional prompts may appear:

6. If you're prompted to "Please choose Region Security is traded," select the option in the Region column for the current test case (from the list of test cases beginning on page 25).
7. If you're prompted to "Please choose Inquiry detail," select the option in the Inquiry Detail column for the current test case (from the list of test cases beginning on page 25).

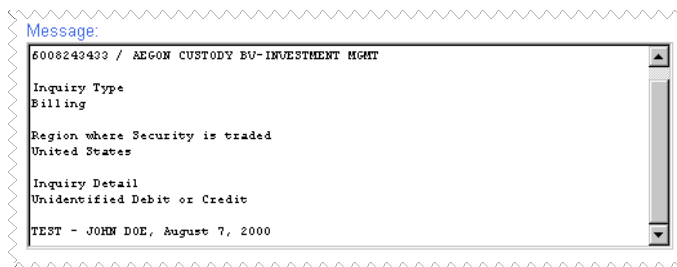
The Message box appears.

Message:

8. Use your mouse to highlight your previous selections and choose **Edit | Copy** from your browser's menu bar. See the following example:



9. Place your cursor inside the message box and choose **Edit | Paste**. Then, type "TEST" followed by your full name and today's date. See the following example:



10. Click **Send Message** to submit your message to a Client Service Representative.

A confirmation message containing a Ref # appears. Write this number in the "Ref #" column of the "Testing Worksheet" on page 25.

It's very important to record the Ref # of every new message you send.

11. **MAINFRAME USERS ONLY:** Use the WTSU transaction on the mainframe to verify the region and destination code. (Use Appendix C as your guide.) Also verify that the PCA (Preferred Citi Accounts) indicator associated with your message is active.
12. Repeat steps 1 through 11 for all of the remaining test cases in the "Testing Worksheet."



Results: Test 2 (Sending)

Were you able to perform this task? Y / N

Comments: