

Online Hotel Management System

(Billing and Payment Function)

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| | Student Registration Number | Student Name |
|---|-----------------------------|--------------------|
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Use case Diagram for Billing and Payment Function



Use Case Scenario for Billing and Payment Function

Use Case: Billing and Payment

Main Actors:

- Member 1: Worker on the company side.
- Guest: Non-registered guest who availed hotel services.

Description: This use case represents the process of generating a bill, reviewing charges, and processing payment for the Guest in the Online Hotel Management System, with Member 1 being involved in assisting the Guest.

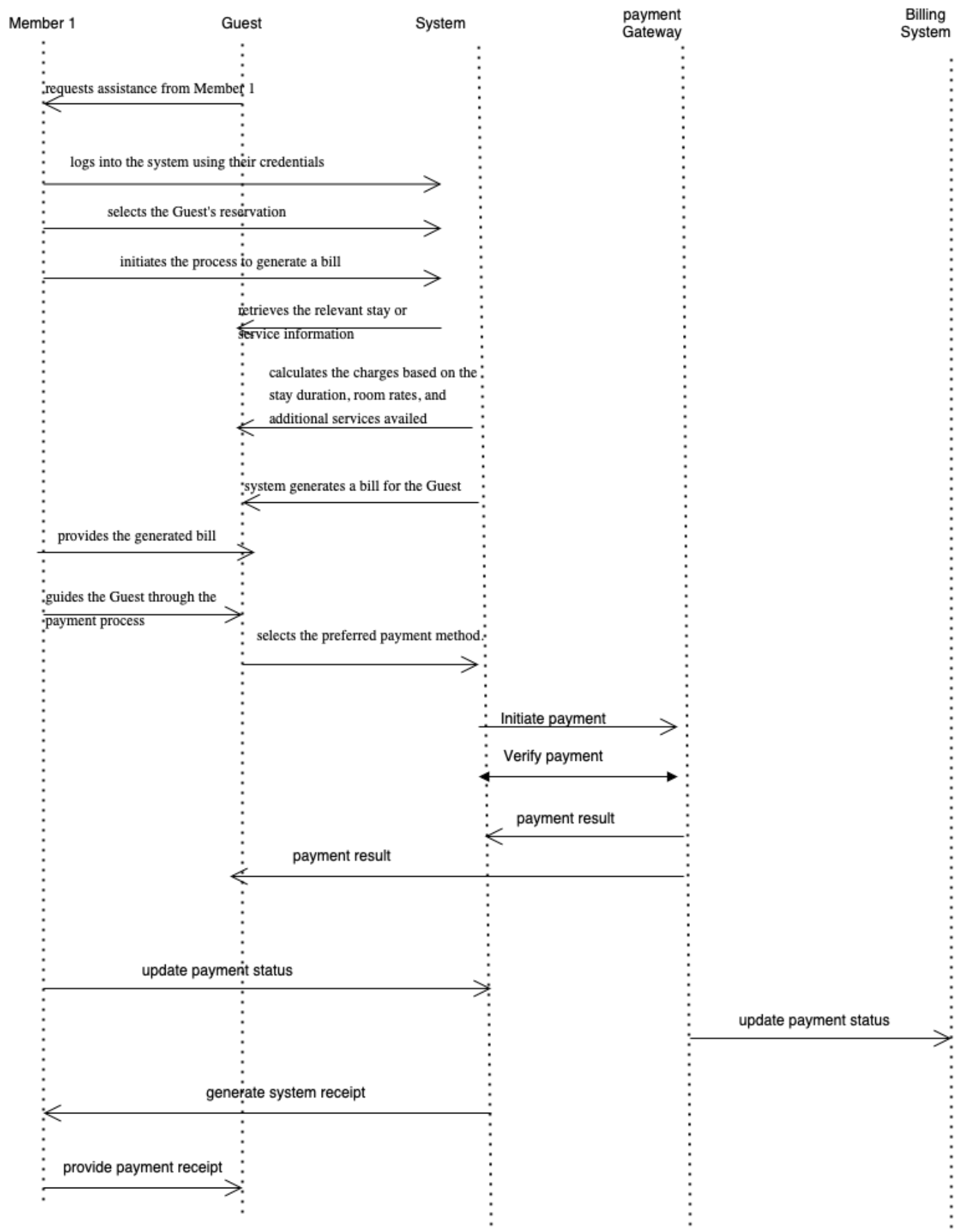
Preconditions:

- Guest has completed their stay or utilized hotel services.

Basic Flow:

1. Guest requests assistance from Member 1 regarding billing and payment.
2. Member 1 logs into the system using their credentials.
3. Member 1 selects the Guest's reservation or service record.
4. Member 1 initiates the process to generate a bill for the Guest.
5. The system retrieves the relevant stay or service information for the Guest.
6. The system calculates the charges based on the stay duration, room rates, and additional services availed.
7. The system generates a bill for the Guest, including a breakdown of charges.
8. Member 1 provides the generated bill to the Guest.
9. Guest reviews the charges on the bill to ensure accuracy.
10. If there are any discrepancies or questions regarding the charges, Member 1 assists the Guest in contacting the hotel staff for clarification.
11. Once Guest is satisfied with the charges, they proceed to make the payment.
12. Member 1 guides the Guest through the payment process, explaining available payment methods (e.g., credit card, cash).
13. Guest selects the preferred payment method.
14. Member 1 enters the payment details on behalf of the Guest, if required.
15. The system processes the payment transaction.
16. The system updates the payment status for the Guest's bill.
17. Member 1 receives a payment receipt from the system on behalf of the Guest, confirming the successful payment.
18. Member 1 provides the payment receipt to the Guest.
19. The billing and payment process is completed.

Sequence Diagram for Billing and Payment Function



Communication diagram for Billing and Payment Function

