**User Story: Loyalty Program Enrollment**

As the owner of the retail "pop-up" store, I want to implement a loyalty program to incentivize customer loyalty and increase repeat purchases.

Acceptance Criteria:

1. Customer provides necessary information (name, email, phone) for enrollment.
2. Clear presentation and explicit agreement to terms and conditions.
3. Generation and storage of unique loyalty program ID upon successful enrollment.

**Use Case Description 1:**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name | Enroll in Loyalty Program | | |
| Triggering Event | Customer wishes to enroll in the loyalty program. | | |
| Brief Description | Allows a customer to enroll in the retail "pop-up" store's loyalty program. | | |
| Actors | Customer | | |
| Related Use Cases |  | | |
| Preconditions | Customer has accessed the loyalty program enrollment section of the application. | | |
| Post Conditions | Customer is successfully enrolled and can be queried if required. | | |
| Flow of activities | Actor | | System |
|  | 1. | Requests to enroll in the loyalty program. | Prompts the customer to provide necessary information - full name, email address, and phone number |
|  | 2. | Enters full name, email address and Phone Number. | Verifies full name, email address and Phone Number have been entered. Presents the terms and conditions of the loyalty program to the customer and prompts to agree. |
|  | 3. | Reads and agrees to the terms and conditions. | Verifies if Agree Radio Button was checked.  Generates a unique loyalty program ID.  Prompts to save and exit. |
|  | 4. | Chooses to exit and save | Saves the data.  Displays confirmation of successful enrollment.  Returns to the main menu. |
| Exception Conditions | * Customer declines to provide required information. * Customer declines to agree to the terms and conditions of the loyalty program. | | |

**Use Case Description 2:**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case Name | Query Loyalty Program Enrollment | | |
| Triggering Event | Owner wishes to view enrolled customers in the loyalty program. | | |
| Brief Description | Allows the business owner to query and view enrolled customers in the loyalty program. | | |
| Actors | Owner | | |
| Related Use Cases |  | | |
| Preconditions | Owner has opened the Main Menu. | | |
| Post Conditions | All customers enrolled in the loyalty program get displayed. | | |
| Flow of activities | Actor | | System |
|  | 1. | Requests to query enrolled customers in the loyalty program. | Displays a list of enrolled customers, including their names, contact information, and loyalty program IDs. |
|  | 2. | Chooses to cancel. | Returns to the main menu. |
| Exception Conditions | * Owner chooses to cancel querying loyalty program customers. | | |