

Use Case name

Withdraw Cash

Description

This use case describes how a Bank Customer uses an ATM to withdraw money from a bank account.

Actors

Customer, Bank System

Pre-Conditions

The Customer must have an account with the bank, a bankcard, and a PIN number. The account number, card number, and PIN number need to be in the bank's database.

Main flow

1. The use case begins when the Customer inserts their bankcard into the card reader on the ATM.
2. The system reads the card information on the card.
3. **<Enter PIN>** The Customer enters their PIN
4. **<Customer Authentication>** The System authenticates the Customer
5. The system displays the service options that are currently available on the machine.
6. The Customer selects Withdraw Cash.
7. **<Amount prompt>** The system prompts for the amount to be withdrawn by displaying the list of standard withdrawal amounts.
8. The Customer selects an amount to be withdrawn.
9. **<Fund assessment>** The system assess the funds available in the Customer's account
10. The system presents an option for generating a receipt for the transaction or not
11. The Customer enters their preference.
12. The system ejects the bankcard.
13. The system dispenses the requested amount of cash. If the option for generating a receipt was selected, the system also prints a receipt.
14. The system records a transaction log for the withdrawal.
15. The Customer takes the bankcard and cash from the machine.
16. The use case ends.

Post-Conditions

The funds in the Customer's account are adjusted by the withdrawal amount

Alternative flows

- A. At <Customer Authentication>, if the Customer entered an incorrect PIN, then
1. The system displays a message saying "The PIN was not correct, please try again".
 2. The system displays the field for entering the PIN
- Return to <Insert PIN>.
- B. At <Customer Authentication>, if the Customer has entered an incorrect PIN for the third time, then
1. The system displays a message saying "You have entered an incorrect PIN three times. For security reasons your card has been withheld, please contact <phone number> to retrieve your card."
 2. The use case ends.
- C. At <Fund Assessment>, if the available funds in the Customer's account are less than the selected amount, then
1. The system displays a message "The amount you entered cannot be withdrawn due to insufficient funds. Please enter a smaller amount."
- Return to <Amount prompt>