**Wilderness Louisville**

**Use Case Specification: <Edit Reservations>**

Version <1.0>

Revision History

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# Edit Reservation

## Brief Description

The purpose of the Edit Reservation use case is to describe how a can edit their information regarding reservations with Wilderness Louisville through their form. This would happen if the user entered the wrong email address, phone number, date or time of reservation when filling out the reservation form.

# Flow of Events

## Basic Flow

### User calls employee

### User explains what field needs to be changed [First Name, Last Name, Email Address, Phone Number, Country, City, Home Address, Zip code, Credit Card Number, Credit Card Date, Credit Card CVC]

### Employee goes to specific reservation record

### Employee locates error

### Employee fixes error

### Employee submits fixed record to the database.

1. User ends phone call

## Alternative Flows

### < User Fixes the Error via Email >

* 1. User drafts an email to an employee
  2. User explains what field(s) are wrong [First Name, Last Name, Email Address, Phone Number, Country, City, Home Address, Zip code, Credit Card Number, Credit Card Date, Credit Card CVC]
  3. User sends email
  4. Employee opens and reads email
  5. Employee locates error
  6. Employee fixes error
  7. Employee submits fixed record to the database.
  8. Employee sends user an email confirming the error is fixed

# Special Requirements

## < Reservation Management System >

RecTrac will allow system administrators access to view and manage reservations. The admins can view the user’s first name, last name, email address, phone number, newsletter selection, billing information.

## < Payment Management System >

RecTrac also acts as a payment management system to validate credit cards. Once the user submits their information the payment management system handles the card verification and transfer of funds.

# Pre-conditions

## < Internet Access >

In order to access the donation form on Wilderness Louisville’s website Internet access is required.

## < Accessing database>

In order to access the reservation record the employee must open Wilderness Louisville’s website

## < Email >

The user must have an email address so that they can communicate with Wilderness Louisville.

## < Phone Number >

The user must have a phone number to enter so that Wilderness Louisville can follow up if there are problems or questions regarding their reservation.

# Post-conditions

## < Database Update >

After a field is edited and submitted the database is updated

# Extension Points

## <Name of Extension Point>