# // Mohammad moein Hazari

**//109830182**

**// Stanley Ukah**

# Casual Use Case Specification: UCn

**Brief Description: This use case enables the Customer Service Manager to Maintain Payments.**

# Section 1: Business Rule(s):

BR 23: Each invoice must have unique invoice number

BR 24: Each invoice must have date

BR 25: Each invoice must have customer name and id along with phone number and address

BR 26: The total amount must be match with customer’s liability list

BR 27: The service and materials that used must be mention briefly

BR 28: Payment must be in cash, cheque or credit card

BR 29: Credit card must be valid

BR 30: Credit card must be authorized first

# Section 2: Scenarios (HD):

**Scenario 1: Create Monthly Invoice**

# Preconditions

At the moment when the use case begins, the system is displaying the Customer Menu and Customer Service Manager must log in to the system.

| **Step#** | **Actor (Customer Service Manager , Invoice Reciever , Cashier )** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Request to issue an invoice | displays a list of current customers as well as an option for their liability list and invoice. | List of Customers  Phone Number  Customer name and id  liability list |
| 2 | Choose to issue an invoice | Displays an invoice entry screen with:  Date, invoice number, customer name and id, address, phone number, and work phone number, kind of service, materials handling and other charges and total amount. | List of Customers  Phone Number  Customer name and id  liability list |
| 3 | enters the date, invoice number, customer name and id, address, phone number, service which is done, the materials that used, include all charges and handling and total amount | Validate Data:  customer name and id has been entered  at least one phone number has been filled in.  Data is valid  The system will ask for submission and printing. | List of Customers  Phone Number  Customer name and id  liability list |
| 4 | Chooses to exit | Displays the Main menu. |  |

**Successful Post-Conditions:** invoice issued.

**Scenario 2: Receive Payment**

# Preconditions At the moment when the use case begins, the system is displaying the Customer Menu and Customer Service Manager must log in to the system

| **Step#** | **Actor ( )** | **System** | **Data Used** |
| --- | --- | --- | --- |
|  | Request to submit the received payment | displays a list of current customers as well as an option for their payment. | List of Customers  Phone Number  Customer name and id  Liability list |
|  | Select the customer that made payment | Displays the payment input screen with the customer ID along with name filled in, type of payment, amount and date. | List of Customers  Phone Number  Customer name and id  Liability list |
|  | Enters the type of payment, amount and the date. | Validates that the customer id is unique and the customer name has been entered. Changes the customer liability record in the database and displays the updated account. | List of Customers  Phone Number  Customer name and id  Liability list |
|  | Chooses to exit |  |  |

**Successful Post-Conditions:** Customer made payment and his account is updated.