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| ID: TM01 | **Use case:** Login |
| **Brief description:**  The primary actor User will enter their Username and Password they have been previously given to login and access the rest of the system. | |
| **Primary actors:**  User | |
| **Secondary actors:**  Database | |
| **Preconditions:**   1. The System is active. 2. The primary actor has a registered username. 3. The primary actor has a registered password. | |
| **Flow of events:**   1. The primary actor inputs the Login Credentials 2. System checks the Login Credentials against account database. 3. System validates the Login Attempt 4. The primary actor is granted access to the ATS | |
| **Postconditions:**   1. The primary actor has access to the rest of the system | |
| **Alternative flow:**  Invalid Login Credentials | |

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| Alternative flow: Invalid Login Credentials |
| ID: TM01.1 |
| **Brief description:**  The system invalidates the given Login Credentials as they do not match up with the account database and further access to the system is blocked. |
| **Primary actors:**  User |
| **Secondary actors:**  Database |
| **Preconditions:**   * 1. The primary actor has entered their Login Credentials |
| **Alternative flow:**   * 1. A prompt appears on the primary actor’s screen telling the User their Login Credentials are invalid.   2. Username and Password Text boxes are cleared of the previous attempt   3. The primary actor can re-enter their Login Credentials up to three times before the system is disabled. |
| **Postconditions:**  None |

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| ID: TM02 | **Use case:** Logout |
| **Brief description:**  The primary actor presses a button on the GUI which will revoke their access to the system until they re-enter their Login Credentials. | |
| **Primary actors:**  User | |
| **Secondary actors:**  Database | |
| **Preconditions:**   1. The System is active. 2. The primary actor is logged into the system. | |
| **Flow of events:**   1. The primary user clicks the Logout Button. 2. The system returns to the Login Menu and is revoked access to system features. | |
| **Postconditions:**  1. The primary actor is returned to the Login Menu | |
| **Alternative flow:**  None | |

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| ID: TM03 | **Use case:** Create Blanks |
| **Brief description:**  The office manager requests flight coupons from the airline and uses them to create blanks which are then added to existing stock sorted by flight codes. | |
| **Primary actors:**  User  Office Manager  Advisor | |
| **Secondary actors:**  Database  Airline  Travel Agent | |
| **Preconditions:**   1. The system is active. 2. The user must be logged in. | |
| **Flow of events:**   1. The primary actor user requests a type of “blanks” from the secondary actor Airline. 2. The Airline provides the requested blanks with the appropriate type code. 3. The blank is also given 6 to 8 further digits to make a blank number consisting of 11 digits. 4. The system adds the newly provided blanks to the already existing stock and is arranged by blank type. 5. The officer manager allocates blanks to each travel advisor to sell to customers. 6. The travel agent’s database is updated according to new blanks added. | |
| **Postconditions:**   1. New blank requests are completed, and blanks are added to the existing stock. 2. Travel agent’s database is updated with details about the new blanks. | |
| **Alternative flow:**  Re-Assign Blank  Return Blank | |

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| Alternative flow: Re-Assign Blanks |
| ID: TM03.1 |
| **Brief description:**  A blank provided from an office manager is re-assigned from one advisor to another advisor |
| **Primary actors:**  User  Advisor  Office Manager |
| **Secondary actors:**  Travel Agent  Database |
| **Preconditions:**   1. The system is active. 2. The user is logged in. |
| **Alternative flow:**   * 1. Office manager takes a blank from one advisor.   2. Office manager gives blank to a different advisor.   3. Blank’s details are updated in the database.   4. The flow is returned to main flow 5. |
| **Postconditions:**  The blank’s details are re-assigned and updated in the database. |

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| Alternative flow: Return Blank |
| ID: TM03.2 |
| **Brief description:**  A blank is returned to the airline if it is unused or unassigned within the Travel Agent. |
| **Primary actors:**  User  Advisor  Office Manager |
| **Secondary actors:**  Travel Agent  Database  Airline |
| **Preconditions:**   1. The system is active. 2. The user is logged in. 3. There are unused blanks in the system’s stock |
| **Alternative flow:**   * 1. Office Manager checks system stock for unused blanks.   2. Office Manager reports to the airline about unused blanks.   3. Unused blanks are returned to the airline.   4. A record on when and what blanks have been returned is kept in the Travel Agent’s Log File. |
| **Postconditions:**  Travel Agent’s Log File is updated according to what blanks are returned. |

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| ID: TM04 | **Use case:** Create Tickets |
| **Brief description:**  Blanks are used to create valid tickets with journey itinerary and dates. | |
| **Primary actors:**  User  Advisor | |
| **Secondary actors:**  Airline  Travel Agent | |
| **Preconditions:**   1. The System is active. 2. The primary actor is logged into the system. 3. There are valid blanks in stock. | |
| **Flow of events:**   1. The primary actor places the itinerary of the journey on the blank. 2. The issued date is placed on the blank. 3. Add details of use of blank to the report for the Airline. | |
| **Postconditions:**   1. The blank is now a ticket with an assigned journey itinerary. | |
| **Alternative flow:** | |

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| ID: TM05 | **Use case:** Report Ticket Sales |
| **Brief description:**  Every ticket sold by an Advisor is to be registered and recorded in an Air Ticket Sales Report | |
| **Primary actors:**  User  Advisor | |
| **Secondary actors:**  Travel Agent  Customer | |
| **Preconditions:**   1. The system is active and operational. 2. The User is logged in. | |
| **Flow of events:**   1. The advisor has sold a ticket to the customer. 2. The primary actor creates a new entry in the Air Ticket Sales Report. 3. The primary actor selects the sale type (either domestic or interlines) 4. The primary actor records the ticket details (itinerary and date issued). 5. The primary actor selects the chosen payment method. (cash, card or payment plan) 6. The primary actor inputs the price of the ticket fare. 7. The primary actor selects the appropriate commission rate (recorded in %). 8. The primary actor can manually add any discounts to the ticket. 9. The grand total for the ticket fair is then calculated. 10. Payment is taken from the customer using the specified payment type from step 4. 11. The ticket is then given to the customer. | |
| **Postconditions:**   1. The entry is added to the Air Ticket Sales Report Document. 2. Payment is received from the customer or is set due for a later date. 3. The customer has access to the ticket they purchased. | |
| **Alternative flow:**  Report Interline Sale  Extend Payment Plan | |

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| Alternative flow: Record Interline Sale |
| ID: TM05.1 |
| **Brief description:**  The Ticket type is set to “Interline” and a local currency is be recorded in the sale for later use in the main flow. |
| **Primary actors:**  User  Advisor |
| **Secondary actors:**  Travel Agent  Customer  National Bank |
| **Preconditions:**   1. The ticket sale type must be set to interline. 2. The payment type is cash. 3. The customer wishes to pay in local currency |
| **Alternative flow:**   * 1. The Advisor fills in the itinerary of the journey that includes an international destination.   2. The Advisor checks the National Bank for the local currency’s exchange rate.   3. The Advisor records the current exchange rate specified by the IATA for the day on the ticket details.   4. The flow is returned to main flow 6. |
| **Postconditions:**  Interline Itinerary for the journey is set and a local currency exchange rate is recorded in the sales report. |

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| Alternative flow: Record Payment Plan |
| ID: TM05.1 |
| **Brief description:**  The advisor records the specifics of the payment plan for the customer at checkout including information on when the payment is due. |
| **Primary actors:**  User  Advisor |
| **Secondary actors:**  Travel Agent  Customer |
| **Preconditions:**   1. The Payment type recorded on the ticket sale must be “Payment Plan”. |
| **Alternative flow:**   * 1. The primary actor (advisor) chooses how long the extension of the payment due date (maximum extension is 30 days).   2. The advisor doesn’t receive payment for the ticket processed into the sales report.   3. The flow is returned to main flow 11. |
| **Postconditions:**  The duration of the payment plan is successfully recorded in the Air Ticket Sales Report entry for that ticket. |

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| ID: TM06 | **Use case:** Add Commission |
| **Brief description:**  The admin adds the agreed upon commission rates to the database for use in recording sales. | |
| **Primary actors:**  Admin  Travel Agent  Airline | |
| **Secondary actors:**  Database | |
| **Preconditions:**   1. The System is active. 2. The primary user is logged in. 3. The database is functional and active. | |
| **Flow of events:**   1. The travel agent and airline come to agreement on the percentage of commission for each ticket type sold. 2. The primary actor (admin) inputs the varying commissions into the system for later selection during ticket sales. 3. The commission rates are then saved to the database by the admin. | |
| **Postconditions:**  The commission rates are successfully added to the database. | |
| **Alternative flow:**  None | |

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| ID: TM07 | **Use case:** Edit Commission |
| **Brief description:**  The admin edits the existing commission rates for the flight codes. | |
| **Primary actors:**  Admin  Travel Agent  Airline | |
| **Secondary actors:**  Database | |
| **Preconditions:**   1. The System is active. 2. The primary user is logged in. 3. The database is functional and active. 4. There are existing commission rates in the system. | |
| **Flow of events:**   1. The primary actor (admin) selects an existing commission rate to edit from the database. 2. The primary actor (admin) inputs the new agreed upon commission rate, replacing the old rate. 3. The primary actor (admin) then saves the changes which are pushed to the database. | |
| **Postconditions:**  The edited commission rates are updated to the database successfully. | |
| **Alternative flow:**  None | |

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| ID: TM08 | **Use case:** Delete Commission |
| **Brief description:**  The admin deletes an existing commission rate from the database. | |
| **Primary actors:**  Admin | |
| **Secondary actors:**  Database  Travel Agent  Airline | |
| **Preconditions:**   1. The System is active. 2. The primary user is logged in. 3. The database is functional and active. 4. There are existing commission rates in the system. | |
| **Flow of events:**   1. The primary actor (admin) selects an existing commission rate to delete from the database. 2. The primary actor (admin) confirms the deletion from the database table. 3. The primary actor (admin) then saves the changes which are pushed to the database. | |
| **Postconditions:**  The deleted commission rates are removed from the database successfully. | |
| **Alternative flow:**  None | |

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| ID: TM09 | **Use case:** Record Ticket Refund |
| **Brief description:**  A record is made of a cancelled ticket, detailing the ticket returned and the amount refunded to the customer | |
| **Primary actors:**  Advisor  Customer | |
| **Secondary actors:**  Travel Agent  Airline | |
| **Preconditions:**   1. The system is active. 2. The primary actor (admin) is logged in. 3. There must tickets sold within a year recorded on the system. | |
| **Flow of events:**   1. The customer cancels a purchased ticket. 2. The system makes a record of the ticket details in a set of files. 3. The system makes a refund to the customer. 4. The system recalls the commission used when the ticket was purchased. 5. The Travel Agent returns the commission gained from the ticket sale back to the Airline. | |
| **Postconditions:**  The ticket is successfully refunded.  The customer receives the full amount they paid for the ticket back to the original payment method.  The Airline receives their commission back from the Travel Agent | |
| **Alternative flow:**  None | |

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| ID: TM09 | **Use case:** Create Report |
| **Brief description:**  The Office Manager generates a report of a specific type pertaining to its use. | |
| **Primary actors:**  Office Manager | |
| **Secondary actors:**  Travel Agent  Database | |
| **Preconditions:**   1. The system is active. 2. The primary actor (office manager) is logged in. | |
| **Flow of events:**   1. The primary actor presses the Create Report button. 2. The primary actor selects what type of report they want to generate. 3. The report requested is then generated by the system. 4. The report file is then compiled by the system depending on the type. 5. The report is displayed on the screen to the primary actor. | |
| **Postconditions:**  The requested report is successfully generated by the primary actor. | |
| **Alternative flow:**  None | |

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| ID: TM09 | **Use case:** Create Report |
| **Brief description:**  The Office Manager views a report of a specific type pertaining to its use. | |
| **Primary actors:**  Office Manager | |
| **Secondary actors:**  Travel Agent  Database | |
| **Preconditions:**   1. The system is active. 2. The primary actor (office manager) is logged in. | |
| **Flow of events:**   1. The primary actor presses the View Report Button. 2. The primary actor then chooses what type of report they want to see (either domestic or global). 3. The report is opened for the primary actor on an external application such as Microsoft Word or Excel displaying the report they requested. 4. The primary actor is then returned to the View Report Screen on the software. | |
| **Postconditions:**  The requested report is successfully viewed by the primary actor. | |
| **Alternative flow:**  None | |