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| **Use case name:** Final Path Application is down | | | |
| **Area:** Order processing | | | |
| **Actors:** Biertender, Customer | | | |
| **Stakeholder:** Biertender, Customer | | | |
| **Level:** indigo | | | |
| **Description:** Customer must keep receipts when tracking system is down and log-in later  to upload transaction receipts to get loyalty program tracked | | | |
| **Trigger:** Application for tracking customer ID through email or phone number is down | | | |
| **Trigger Type:** ❑ **External √ Internal** | | | |
| **Input** | | **Output** | |
| **Name** | **Source** | **Name** | **Destination** |
| Customer email  Customer password  Transaction receipt ID | Customer  Customer  Customer | New window after log-in  New window after “receipts upload” button is clicked  Confirmation on whether receipt ID was correct and uploaded | Customer  Customer  Customer |
| **Steps Performed**   1. Customer orders for a product. Biertender tells customer that tracking system is down. Customer is concerned for loyalty program. 2. Biertender tells customer to keep receipt and upload it on the website using the customer’s profile, when the tracking system is up and running again. 3. Customer goes back home and logs into the website when tracking system is back on. 4. Customer clicks on the button to that says “receipts upload’ to upload the transaction receipts. Customer uploads the receipt information. | | **Information for Steps**   1. Biertender takes order and enters it into the system 2. Biertender gives the customer the receipt and product.   3. Email and password needed  4. Receipt ID needed. Customer receives confirmation if the receipt ID is correct and has been uploaded. | |
| **Preconditions:** Customer has an account on the Klaus Brewing website | | | |
| **Postconditions:** Customer will log into the Klaus Brewing website | | | |
| **Assumptions:** Customer has a working browser and will keep the receipts carefully for  uploading later | | | |
| **Success Guarantee:** Customer was able to upload the receipt IDs successfully | | | |
| **Minimum Guarantee:** Customer was able to logon | | | |
| **Objectives Met:** Customer was able to upload receipt IDs so Klaus Brewing can track loyalty  program. | | | |
| **Outstanding Issues:** How long will the application that tracks customer ID be down?  Can this issue be resolved in less than a week? | | | |
| **Priority (optional):** high | | | |
| **Risk (optional):** high | | | |
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