

Use Cases Document

Student Name	Student Name_ID
App. Name	Pharmacy App
Date	Oct 18th, 2023
Version	1.3

Use Case ID:	1		
Use Case Name:	Employee profiles		
Created By:	Abdelrahman Walid	Last Updated By:	Abdelrahman Walid
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime: Employee Second: HR Department		
Description:	Employee profile pages provide a comprehensive overview of each employee within an organization. These pages usually contain an employee's personal information, such as name and photo, previous job history, technical and personal skills.		
Trigger:	When the order is successfully Employee profile to the system, this trigger is activated.		
Preconditions:	Enter new phone, new address, new name, Number phone		
Post conditions:	The profiles information is successfully stored in the system.		
Normal Flow:	1- Create a new employee file: 2- Update profile: 3-Performance evaluation and development 4- Save and secure information		
Alternative Flows: [Alternative Flow 1 – Not in Network]	1-Custom employee files for teams or projects 2-Periodic employee file updates. 3-Customize employee pages to customer needs		
Exceptions:	The Employee class was created to represent employee data and was used to create employee files. A function read_employee_profile has been created that reads a file containing employee data and converts this data into Employee objects.		
Includes:			
Frequency of Use:	On demand profiles		
Special Requirements:	Information security, Automatic updates, Customize information, Integration with other systems		
Assumptions:	Updating information: It is assumed that there is the ability to update and modify employee information, whether by the employee himself or by the system administrator		
Notes and Issues:	It is necessary to determine access permissions for employees according to their job levels and work needs.		

Use Case ID:	2		
Use Case Name:	Time of work		
Created By:	Abdelrahman Walid	Last Updated By:	Abdelrahman Walid
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime Employee Second Manager		
Description:	Working hours refer to the periods of time during which employees of a particular company or organization are committed to work. Working times vary from one place to another and depend on the company's policies and the nature of its work.		
Trigger:	When the order is successfully in the system, this trigger is activated		

Preconditions:	Enter new phone, new address, new name, Number phone, Id
Post conditions:	You can go to System application
Normal Flow:	1-Determine standard working hours 2-Recording attendance and departure times 3-Recording extra hours and absences 4-Time management during work 5-Productivity analysis and evaluation
Alternative Flows: [Alternative Flow 1 – Not in Network]	1-Providing unconventional working hours 2-Specific working hours to address crowding 3-Part-time work models
Exceptions:	Some special cases or emergency projects may require additional work to meet work needs. In cases of emergency or unforeseen circumstances, exceptional working hours may apply
Includes:	
Frequency of Use:	Shift work: In industries such as medical services, hotels, or production industries, work is organized in a shift system that includes several periods per day or week
Special Requirements:	The need for a specific tracking system that allows accurate clocking in and out of each employee and recording additional hours if necessary.
Assumptions:	Standard working hours: Employees are assumed to have standard working hours, for example 8 hours a day or 40 hours a week, and this can vary depending on company or country policies.
Notes and Issues:	Follow up on recurring absences or tardiness and analyze their causes to ensure compliance with specified working hours.

Use Case ID:	3		
Use Case Name:	Log in		
Created By:	Abdelrahman Walid	Last Updated By:	Abdelrahman Walid
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime pharmacist, Client		
Description:	It is the process of entering or logging into a specific account through a specific system or platform. Uses		
Trigger:	When the order is successfully log in to the system, this trigger is activated		
Preconditions:	Enter new phone, new address, new name, Number phone, Id		
Post conditions:	You can go to System application		
Normal Flow:	1- Enter your information to log into the system and communicate with the system representative. 2- The user determines the destination. The user chooses the Login		
Alternative Flows: [Alternative Flow 1 – Not in Network]	1-Log in using your face or fingerprint 2- Log in using social accounts 3- Automatic login 4- Multi-step login		

Exceptions:	We have defined a login function that checks the username and password and raises a Value Error exception if they are incorrect.
Includes:	Verify password
Frequency of Use:	Daily: In many cases, daily access is required for users of email, social media, online banking applications, content management systems, and corporate internal systems.
Special Requirements:	Demonstrates a basic flow for multi-factor authentication during login. It validates the username and password and then asks for an OTP (One-Time Password) for an additional security check.
Assumptions:	Connection security: The user's connection is supposed to be secured while entering login information to protect this information from being hacked
Notes and Issues:	Encourage users to use strong passwords and change them regularly to increase security.

Use Case ID:	4		
Use Case Name:	Patient info		
Created By:	Abdelrhman Walid	Last Updated By:	Abdelrhman Walid
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	-Primary Client. , Pharmacist.		
Description:	- This feature enables pharmacists to manage and access comprehensive information about patients and prescriptions within the pharmacy		
Trigger:	- When a pharmacist opens a patient register in a pharmacy to prepare and deliver prescriptions, this trigger is activated		
Preconditions:	- The patient is not already registered in the system.		
Post conditions:	- The patient's information is successfully stored in the system. - Updated patient file and record of prescription details.		
Normal Flow:	-Register patient. -Update Patient Information. -View Patient Information. -Record Medical History. -Schedule Appointments. - Generate Reports.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	-Invalid Information. -Update Patient Information. -View Patient Information. -Record Medical History. -Schedule Appointments. -Generate Reports.		
Exceptions:	Access Error: - If the user lacks the necessary permissions, the system handles this error appropriately.		
Includes:	Not applicable		
Frequency of Use:	-Not applicable		
Special Requirements:	- Compliance with pharmacy laws and patient privacy regulations.		
Assumptions:	- Pharmacists have the necessary knowledge to update information securely.		

Notes and Issues:	- Rely on the accuracy of information to ensure patient safety. Monitor system performance during peak prescription transaction periods.
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Use Case ID:	5		
Use Case Name:	Patient prescription		
Created By:	Abdelrahman Walid	Last Updated By:	Mahmoud Khaled
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime pharmacist , Client Second not applicable		
Description:	A prescription is a medical document that contains details of the treatment that is directed to the patient by the doctor. The prescription includes information about the medications prescribed		
Trigger:	When the order is successfully in the system , this trigger is activated		
Preconditions:	Enter new phone ,new address ,new name ,Number phone ,Id		
Post conditions:	You can go to System application		
Normal Flow:	1-Medical evaluation 2-Writing a prescription 3-Recording information 4- Re-evaluation and follow-up treatment		
Alternative Flows: [Alternative Flow 1 – Not in Network]	1-Providing prescriptions via email or phone 2-Recording medication prescriptions in health applications 3-Use smart or digital recipes		
Exceptions:	Patient prescriptions for children or the elderly may require special modifications to suit their health needs		
Includes:	Not applicable		
Frequency of Use:	Patient conditions: Patients who suffer from chronic health conditions may require regular prescriptions and a periodic frequency of taking medications.		
Special Requirements:	The need for accurate and clear prescriptions that include the name of the medication, dosage, and method of use in a detailed and specific manner		
Assumptions:	Compliance with regulations and laws: The prescription is supposed to comply with local and international laws and regulations related to the authorization of medications and permitted types.		
Notes and Issues:	Note potential interactions between prescribed medications and other medications the patient is taking. These interactions should be documented to avoid any unwanted interactions		

Use Case ID:	6		
Use Case Name:	Minimize the Time of Processing a Request		
Created By:	Mahmoud Arafa	Last Updated By:	Mahmoud Arafa
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	- User (primary) - System administrator (secondary)		

Description:	The use case describes the steps and conditions involved in minimizing the time required for processing a user's request within the system.
Trigger:	The trigger for this use case is a user-initiated request for a specific operation within the system.
Preconditions:	1. The system is operational. 2. Adequate resources are available for request processing.
Post conditions:	1. The requested operation is successfully completed. 2. The response time is minimized.
Normal Flow:	1. User initiates a request. 2. System receives the request. 3. System identifies the type of request. 4. System optimizes processing parameters for the specific request. 5. Request is processed with minimized time. 6. System delivers the result to the user.
Alternative Flows: [Alternative Flow 1 – Not in Network]	If the system identifies a potential delay: 1. Notify the user about the expected delay. 2. Provide options to proceed or cancel the request.
Exceptions:	- If the request is invalid: 1. System notifies the user about the invalid request. 2. Request processing is terminated.
Includes:	
Frequency of Use:	This use case is frequently used during normal system operation whenever a user initiates a request.
Special Requirements:	1. The system must have efficient algorithms for request processing. 2. Regular performance optimization checks should be conducted.
Assumptions:	1. Users have valid and authorized access to initiate requests. 2. The system is properly configured and maintained.
Notes and Issues:	- Continuous monitoring and evaluation of the system's performance are necessary to identify and address potential bottlenecks.

Use Case ID:	7		
Use Case Name:	Support bulk requests		
Created By:	Mahmoud Arafa	Last Updated By:	Mahmoud khaled
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	- User (primary) - System administrator (secondary)		
Description:	This use case outlines the steps and conditions involved in supporting bulk requests within the system.		
Trigger:	The trigger for this use case is a user-initiated request for processing multiple operations simultaneously.		
Preconditions:	1. The system is operational. 2. The user has valid and authorized access to initiate bulk requests.		
Post conditions:	1. The bulk requests are successfully processed.		

	2. The system provides a summary or report of the bulk operation.
Normal Flow:	<ol style="list-style-type: none"> 1. User initiates a request for bulk operations. 2. System receives the bulk request. 3. System validates the bulk request for correctness and authorization. 4. System processes each operation within the bulk request. 5. After processing all operations, the system generates a summary or report. 6. The summary or report is presented to the user.
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ol style="list-style-type: none"> 1. User initiates a request for bulk operations. 2. System receives the bulk request. 3. System validates the bulk request for correctness and authorization. 4. System processes each operation within the bulk request. 5. After processing all operations, the system generates a summary or report. 6. The summary or report is presented to the user.
Exceptions:	<p>- If the user is not authorized to perform bulk operations:</p> <ol style="list-style-type: none"> 1. System denies the bulk request. 2. Notifies the user about the lack of authorization.
Includes:	
Frequency of Use:	This use case is frequently used when users need to perform a large number of similar operations simultaneously.
Special Requirements:	<ol style="list-style-type: none"> 1. The system must efficiently handle and process bulk requests. 2. Proper error handling mechanisms should be in place to manage failed operations within the bulk request.
Assumptions:	<ol style="list-style-type: none"> 1. Users understand the implications of bulk operations. 2. The system resources are sufficient to handle the increased load during bulk operations.
Notes and Issues:	<p>- It's important to provide clear documentation to guide users on the format and structure of bulk requests.</p> <p>- Monitoring and logging mechanisms should be in place to track the progress and success of bulk operations.</p>

Use Case ID:	8		
Use Case Name:	Knowing the Drug Manufacturing Company and Communication		
Created By:	Mahmoud Arafa	Last Updated By:	Mahmoud Arafa
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> - User, Company (primary) - System administrator (secondary) 		
Description:	This use case outlines the steps and conditions involved in a user or organization seeking information about a drug manufacturing company and initiating communication with it.		
Trigger:	The trigger for this use case is a user's need for information about a specific drug manufacturing company.		
Preconditions:	<ol style="list-style-type: none"> 1. The system providing this information is operational. 2. The user has access to the system. 		
Post conditions:	1. The user obtains information about the drug manufacturing company.		

	2. Communication with the drug manufacturing company is initiated.
Normal Flow:	<ol style="list-style-type: none"> 1. User initiates a request for information about a specific drug manufacturing company. 2. System prompts the user to provide details or search criteria. 3. System searches its database for relevant information. 4. System presents the user with information about the drug manufacturing company. 5. User decides to initiate communication with the company. 6. System facilitates the communication process (e.g., providing contact details).
Alternative Flows: [Alternative Flow 1 – Not in Network]	<p>- If the system cannot find information about the requested drug manufacturing company:</p> <ol style="list-style-type: none"> 1. System notifies the user about the unavailability of information. 2. User may refine the search criteria or seek information through alternative means.
Exceptions:	<p>If the user lacks access credentials or is not authenticated:</p> <ol style="list-style-type: none"> 1. System denies access to the information. 2. Prompts the user to log in or register.
Includes:	- Use Case: User Registration/Login (if not already authenticated)
Frequency of Use:	This use case is used as and when users or organizations need to gather information about drug manufacturing companies for various purposes such as collaboration, procurement, or regulatory compliance.
Special Requirements:	<ol style="list-style-type: none"> 1. The system should have up-to-date information about drug manufacturing companies. 2. Secure communication channels should be established for user-company interaction.
Assumptions:	<ol style="list-style-type: none"> 1. Users have a legitimate reason for seeking information about drug manufacturing companies. 2. The information provided by the system is accurate to the best of its knowledge.
Notes and Issues:	<ul style="list-style-type: none"> - Privacy and data protection measures should be in place to ensure the confidentiality of user-company communication. - Regular updates of company information are necessary to keep the system's database current.

Use Case ID:	9		
Use Case Name:	Make an Order for Medicines		
Created By:	Mahmoud Arafa	Last Updated By:	Mahmoud Arafa
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> - Customer (primary) - System administrator (secondary) - Pharmacy Staff (secondary) 		
Description:	This use case outlines the steps and conditions involved when a customer makes an order for medicines through an online platform or pharmacy system.		
Trigger:	The trigger for this use case is a customer's need to purchase medicines.		

Preconditions:	<ol style="list-style-type: none"> 1. The system providing online ordering services is operational. 2. The customer is registered and logged into the system.
Post conditions:	<ol style="list-style-type: none"> 1. The customer's order is successfully placed. 2. The system processes the order and notifies the customer of the order status.
Normal Flow:	<ol style="list-style-type: none"> 1. Customer logs into the online platform. 2. Customer browses the available medicines or searches for specific medications. 3. Customer adds selected medicines to the shopping cart. 4. Customer reviews the items in the shopping cart. 5. Customer proceeds to checkout and provides delivery details. 6. Customer selects a payment method and provides payment information. 7. System confirms the order and notifies the customer.
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> - If the selected medicines are not available: <ol style="list-style-type: none"> 1. System notifies the customer about the unavailability. 2. Customer may choose alternative medicines or remove unavailable items.
Exceptions:	<ul style="list-style-type: none"> - If the customer fails to provide valid payment information: <ol style="list-style-type: none"> 1. System notifies the customer about the payment failure. 2. Customer is prompted to provide valid payment details.
Includes:	<ul style="list-style-type: none"> - Use Case: User Registration/Login (if not already authenticated) - Use Case: View Medicine Details
Frequency of Use:	This use case is used frequently by customers whenever they need to purchase medicines online.
Special Requirements:	<ol style="list-style-type: none"> 1. The system should have up-to-date information on available medicines and their prices. 2. Secure payment processing is essential for customer trust and data protection.
Assumptions:	<ol style="list-style-type: none"> 1. Customers have valid prescriptions for prescription medications. 2. The online platform complies with legal and regulatory requirements for selling medicines.
Notes and Issues:	<ul style="list-style-type: none"> - Clear communication about order status, delivery times, and any potential delays is crucial for customer satisfaction. - Adequate security measures should be in place to protect customer information and payment details.

Use Case ID:	10		
Use Case Name:	Ensure Availability of Required Medications		
Created By:	Mahmoud Arafa	Last Updated By:	Mahmoud Arafa
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> - Pharmacy Manager (secondary) - Inventory System (secondary) - Supplier (secondary) 		
Description:	This use case outlines the steps and conditions involved in ensuring that all required medications are available in the pharmacy's inventory.		

Trigger:	The trigger for this use case is the need to maintain an adequate stock of medications.
Preconditions:	<ol style="list-style-type: none"> 1. The inventory system is operational. 2. The pharmacy manager has access to the inventory system.
Post conditions:	<ol style="list-style-type: none"> 1. The inventory is updated to reflect the availability of required medications. 2. The pharmacy manager is notified of any medications that need to be restocked.
Normal Flow:	<ol style="list-style-type: none"> 1. Pharmacy manager logs into the inventory system. 2. Manager reviews the current inventory levels of medications. 3. Manager checks the list of required medications based on prescriptions and demand. 4. If any medication is below the specified threshold: <ul style="list-style-type: none"> - Manager initiates a request to the supplier for restocking. - Supplier processes the request and delivers the medications. 5. Inventory system updates the stock levels.
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> - If a requested medication is not available from the primary supplier: <ol style="list-style-type: none"> 1. Manager explores alternative suppliers. 2. Manager updates the inventory system with the alternative supplier's information.
Exceptions:	<ul style="list-style-type: none"> - If there are issues with the supplier or delivery process: <ol style="list-style-type: none"> 1. Manager is notified of the delay. 2. Contingency plans are activated to address immediate needs.
Includes:	- Use Case: Supplier Management
Frequency of Use:	This use case is performed regularly as part of the pharmacy's routine inventory management, typically on a scheduled basis or triggered by low stock levels.
Special Requirements:	<ol style="list-style-type: none"> 1. The inventory system should provide real-time updates on stock levels. 2. Effective communication channels with suppliers for timely restocking.
Assumptions:	<ol style="list-style-type: none"> 1. The inventory system accurately reflects the physical stock in the pharmacy. 2. Suppliers can fulfill restocking requests promptly.
Notes and Issues:	<ul style="list-style-type: none"> - Monitoring expiration dates of medications is essential to ensure the quality and safety of the inventory. - The accuracy of the inventory system is critical to prevent stockouts and overstock situations.

Use Case ID:	11		
Use Case Name:	Verify the approval of the ministry of health.		
Created By:	Abdel-Rahman Ragab Mohamed	Last Updated By:	Mahmoud Khaled
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	System Administrator (Secondary actor)		
Description:	Verify the necessary permits to start work without problems.		
Trigger:	When verifying the necessary permits to start work without problems. This Trigger is activated.		

Preconditions:	-The pharmacy owner must be a graduate of the College of Pharmacy to obtain a business license. - Concluding agreements with companies to supply products to the pharmacy.
Post conditions:	-Return and Refund Policy: The extent of acceptance of return of unused medications within a certain period of time is determined by the condition of their good condition and original packaging. -Payment and delivery terms: Clarifying acceptable payment terms and delivery and shipping policy to customers.
Normal Flow:	1- Applying for permits at the Ministry of Health. 2- Verify the validity of the submission. Obtaining permissions to start work.
Alternative Flows: [Alternative Flow 1 – Not in Network]	There is no alternative scenario in this case. The solution is clear, which is to obtain the ministry's approval first and then begin work.
Exceptions:	Nothing .
Includes:	Not applicable
Frequency of Use:	Providing a specific place for the type of product, taking into account the conditions in which it must be stored.
Special Requirements:	Not applicable
Assumptions:	Assuming that the necessary permits have not yet been obtained, work will not begin until the necessary permissions are obtained.
Notes and Issues:	A permit must be obtained allowing the pharmacy to advertise its services and products in accordance with applicable local laws.

Use Case ID:	12		
Use Case Name:	Knowing the effective materials to look for an alternative if there is something wrong within the medicine.		
Created By:	Abdel-Rahman Ragab Mohamed	Last Updated By:	Abdel-Rahman Ragab Mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Pharmacist (Primary actor)		
Description:	One of the pharmacist's tasks is to guide the patient on an alternative to a specific medicine with the same active ingredient.		
Trigger:	When finding an alternative to a specific medicine with the same active ingredient. This is trigger is activated.		
Preconditions:	To identify the active ingredients of medicines and to prescribe their alternatives, they must be determined only by the pharmacist.		
Post conditions:	You can go to Prescription leaflet.		
Normal Flow:	1- Identify the active ingredient in the medicine. 2-Searching for an alternative medicine suitable for the patient's health conditions.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	Nothing.		

Exceptions:	Nothing.
Includes:	In the absence of the required medication.
Frequency of Use:	Providing a specific place for the type of product, taking into account the conditions in which it must be stored.
Special Requirements:	Not applicable.
Assumptions:	Assuming the active ingredient has been identified and there is no alternative to a drug with the same active ingredient, it is ordered from the store.
Notes and Issues:	If there is an error within the medication, the director will be informed to inform the company that manufactured it.

Use Case ID:	13		
Use Case Name:	The purpose of each drug must be known.		
Created By:	Abdel-Rahman Ragab Mohamed	Last Updated By:	Abdel-Rahman Ragab Mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Pharmacist (Primary actor)		
Description:	Knowing the purpose of each medicine to prescribe its use in the correct way.		
Trigger:	When knowing the purpose of each medicine, this trigger is activated		
Preconditions:	Consult a physician or qualified pharmacist for accurate information about the purpose and use of the medication. See the instructions included with the medication and reliable medical sources to understand the purpose and correct use of the medication.		
Post conditions:	The experiences of people who have used the drug can provide details about expected effects and personal experiences after using the drug.		
Normal Flow:	1-See the attached information: Read the medical leaflet that comes with the medication, which contains important information about uses, doses, warnings, and possible side effects. 2-See reliable sources online. 3-Search for clinical studies: Review clinical studies and published medical research to better understand the drug's effectiveness and potential effects.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	If you do not know the purpose of the medicine, the basic alternative solution is to consult a doctor or qualified pharmacist to obtain accurate information and advice about the medicine before using it or giving it to anyone else.		
Exceptions:	nothing		
Includes:	Not applicable		
Frequency of Use:	In order to know the purpose of using any medicine, it must be done through the treating physician or pharmacist.		
Special Requirements:	not applicable		
Assumptions:	Assuming that there is a case of uncertainty about the purpose of a particular medicine, reliable references must be consulted.		
Notes and Issues:	Note:		

	We also know that there are many medications with the same purpose, so the appropriate medication must be prescribed according to the patient's health conditions.
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Use Case ID:	14		
Use Case Name:	Sorting medicines and knowing their production data		
Created By:	Abdel-Rahman Ragab Mohamed	Last Updated By:	Abdel-Rahman Ragab Mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Pharmacist (Primary actor).		
Description:	This use case describes the process by which the pharmacist sorts medicines within the pharmacy inventory and retrieves their production data using the pharmacy's information system.		
Trigger:	The pharmacist initiates the process of sorting medicines and accessing their production data through the pharmacy's information system.		
Preconditions:	The pharmacist is logged into the pharmacy's information system. The pharmacy inventory database is up-to-date and accessible.		
Post conditions:	Medicines are sorted as per the specified criteria. Production data (such as manufacturing date, expiration date, batch numbers) for the sorted medicines is displayed or retrieved.		
Normal Flow:	Pharmacist accesses the system interface to sort medicines based on criteria (e.g., alphabetical order, category, expiration date). System displays the sorted list of medicines. Pharmacist selects a specific medicine from the sorted list. System retrieves and displays the production data associated with the selected medicine.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	If the pharmacist encounters an issue while sorting medicines (e.g., system error, incomplete data), they refer to the system help section or contact technical support.		
Exceptions:	System downtime or technical issues may interrupt the sorting process or data retrieval. Insufficient or missing production data in the system might hinder accessing accurate information.		
Includes:	This use case is frequently used throughout the day, depending on the frequency of inventory updates and the need to retrieve production data.		
Frequency of Use:	Reliable and secure access to the pharmacy's information system. Timely updates of the inventory database to ensure accuracy.		
Special Requirements:	not applicable		
Assumptions:	The pharmacy information system is properly maintained and functional. The pharmacy inventory is regularly updated with accurate production data.		
Notes and Issues:	It's crucial to maintain data integrity and accuracy within the system to ensure reliable information retrieval. Any system upgrades or changes may impact the functionality described in this use case.		

	Feel free to adapt this template according to your specific needs or details related to your system and process for sorting medicines and retrieving production data in the pharmacy setting.
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Use Case ID:	15		
Use Case Name:	Keeping medicines in the place where the temperature is suitable.		
Created By:	Abdel-Rahman Ragab Mohamed	Last Updated By:	Abdel-Rahman Ragab Mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Pharmacist (Primary actor). Employee (Primary actor).		
Description:	This use case describes the process of ensuring medicines are stored in a suitable temperature-controlled environment within the pharmacy premises.		
Trigger:	The need to maintain the appropriate temperature for storing medicines is initiated by the introduction or storage of new medicines or periodic checks.		
Preconditions:	The pharmacy premises are equipped with a temperature-controlled storage facility. The temperature control system is operational and set to the required standards. New medicines are introduced into the storage area or periodic checks are scheduled.		
Post conditions:	Medicines remain stored in the suitable temperature range according to their requirements. Temperature logs or records are updated to reflect the storage conditions.		
Normal Flow:	Pharmacy staff identifies the need to store or check the temperature of medicines. They access the temperature control system or storage area. The temperature control system or thermometer displays the current temperature status. Pharmacy staff ensures that the temperature falls within the acceptable range. If the temperature is not within the acceptable range, corrective measures are taken (e.g., adjusting settings, relocating medicines). Once the temperature is within the suitable range, medicines are stored or retained in the appropriate conditions.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	If the temperature control system malfunctions, manual temperature checks are conducted using a reliable thermometer. If the temperature remains outside the acceptable range despite adjustments, a designated person is notified for further action.		
Exceptions:	Sudden environmental changes (e.g., power outage, HVAC system failure) may affect the storage conditions and require immediate corrective action. Inaccurate temperature monitoring or failures in recording temperature logs could result in compromised storage conditions.		
Includes:	This use case occurs regularly, particularly when new medicines are introduced or as part of routine checks, potentially several times a day or as needed.		
Frequency of Use:	Reliable and accurate temperature monitoring equipment. Regular calibration and maintenance of temperature control systems.		

	Staff training on temperature monitoring and handling procedures.
Special Requirements:	not applicable
Assumptions:	The temperature control system is properly configured and functional. Pharmacy staff are trained to identify temperature-related issues and take necessary corrective actions.
Notes and Issues:	Regular audits or inspections should be conducted to ensure compliance with temperature control standards and regulations. Continuous monitoring and prompt action are vital to maintaining medicine quality and efficacy.

Use Case ID:	16		
Use Case Name:	Divide the medicines inside the pharmacy into departments.		
Created By:	alaa essam eldin anwer	Last Updated By:	alaa essam eldin anwer
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	employee (primary actor) pharmacist (secondry actor)		
Description:	the employee sort the medicines into departments with the guideness of the pharmacist to sort it and sort it in the department with alphabet sorting to make it easier for the pharmacist to find the medicines		
Trigger:	The need for better organization and accessibility within the pharmacy's medicine inventory has been identified. An increase in the variety and quantity of medicines in stock prompts the pharmacy to optimize its organization.		
Preconditions:	The pharmacy must have an inventory management system in place. Medicines should be properly labeled with relevant information.		
Post conditions:	Medicines are efficiently organized into departments within the pharmacy. Customers can easily locate and access the medicines they need.		
Normal Flow:	<p>1-Define Departments: Establish distinct departments based on the identified criteria. Examples of departments may include but are not limited to: Prescription Medicines Over-the-Counter Medicines Pediatric Medicines First Aid Supplies</p> <p>2-Labeling and Organization: Clearly label shelves, aisles, or sections for each department. Physically organize medicines within each department according to the established criteria.</p> <p>3-Update Inventory System: Integrate the departmentalization information into the pharmacy's inventory management system. Ensure that the system reflects the new organizational structure for easy tracking and retrieval.</p>		
Alternative Flows: [Alternative Flow 1 – Not in Network]	nothing		

Exceptions:	In case of new arrivals, pharmacy staff will assess and assign the medicines to the appropriate departments promptly. Regular audits will be conducted to ensure ongoing accuracy and efficiency in the departmentalization process.
Includes:	Staff Training Inventory Update
Frequency of Use:	1-Routine Organizational Optimization 2-Seasonal Changes 3-Expanding Product Range 4-Quality Assurance Audits
Special Requirements:	1-Inventory Management System 2-Labeling and Signage Materials
Assumptions:	1-Stable inventory information. 2-Supportive staff cooperation. 3-Availability of necessary resources. 4-Customer adaptation to the new organizational structure.
Notes and Issues:	1-The success of the departmentalization process relies on effective communication and cooperation among pharmacy staff. 2-Continuous monitoring and adjustments may be necessary to ensure the sustained effectiveness of the organizational changes.

Use Case ID:	17		
Use Case Name:	Not to dispense any of the prohibited medicines without the permission of the specialist doctor.		
Created By:	alaa essam eldin anwer	Last Updated By:	alaa essam eldin anwer
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	pharmacist (primary actor) patient (secondry actor)		
Description:	This use case involves ensuring that prohibited medicines are not dispensed by pharmacy staff without obtaining explicit permission from a specialist doctor.		
Trigger:	Prescription of a medicine categorized as prohibited in the pharmacy's policy.		
Preconditions:	The pharmacy has a list of prohibited medicines. Specialist doctors are identified and have provided their contact information.		
Post conditions:	1-Prohibited medicines are dispensed only with explicit permission from the specialist doctor. 2-Compliance with pharmaceutical regulations and the pharmacy's policy.		
Normal Flow:	1-Prescription Verification: Pharmacy staff receive a prescription for a medicine categorized as prohibited. Verify the prescription against the list of prohibited medicines. 2-Specialist Doctor Consultation: Contact the specialist doctor associated with the prescription. Request explicit permission to dispense the prohibited medicine. 3-Doctor's Permission Received: If permission is granted, proceed with dispensing the medicine according to standard procedures. 4-Dispensing Process:		

	Follow the standard dispensing process for approved prescriptions.
Alternative Flows: [Alternative Flow 1 – Not in Network]	No Doctor's Permission: If the specialist doctor denies permission, inform the customer and provide alternative recommendations.
Exceptions:	1-If the prescription is unclear or incomplete, seek clarification from the prescribing doctor before contacting the specialist. 2-In the absence of a specialist doctor, follow an established escalation process or consult with a senior medical professional.
Includes:	Specialist Doctor Consultation
Frequency of Use:	The frequency of using this use case would depend on the occurrence of prescriptions for prohibited medicines.
Special Requirements:	1-Access to a list of prohibited medicines. Contact information for specialist doctors. 2-Communication channels for prompt specialist doctor consultation.
Assumptions:	1-Specialist doctors are available for consultation. Pharmacy staff are trained to recognize and verify prohibited medicines. 2-Effective communication channels exist between the pharmacy and specialist doctors.
Notes and Issues:	1-The success of this use case relies on timely and effective communication with specialist doctors. 2-Regular updates to the list of prohibited medicines are necessary to ensure accuracy.

Use Case ID:	18		
Use Case Name:	Know your medical history		
Created By:	alaa essam eldin anwer	Last Updated By:	alaa essam eldin anwer
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	employee (primary actor) Patient (secondry actor)		
Description:	This use case involves the healthcare provider acquiring and maintaining a comprehensive understanding of the patient's medical history for effective and personalized healthcare management.		
Trigger:	Patient seeks medical consultation or treatment.		
Preconditions:	Patient has a scheduled or unscheduled medical appointment. Patient has provided consent for the healthcare provider to access and review their medical history.		
Post conditions:	The healthcare provider is informed about the patient's medical history. Patient receives personalized and effective healthcare based on their medical background.		
Normal Flow:	1-patient Identification: Healthcare provider identifies the patient through a unique identifier, such as a medical record number or personal information. 2-Medical History Request:		

	<p>Request the patient to provide a detailed medical history, including past illnesses, surgeries, medications, allergies, and family medical history.</p> <p>3-Record Update: Update the patient's medical record with the provided information.</p> <p>Verify the accuracy of existing medical history records.</p> <p>4-Discussion and Clarification: Engage in a discussion with the patient to clarify any ambiguous or incomplete information.</p> <p>Ensure the patient understands the importance of accurate medical history for effective healthcare</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	<p>No Access to Medical History: If the patient does not have a documented medical history, initiate the creation of a new medical record.</p>
Exceptions:	<p>In cases of emergencies where immediate medical attention is required, the healthcare provider may proceed with treatment without a comprehensive medical history.</p> <p>If the patient refuses to provide or update their medical history, the healthcare provider may proceed with the available information or document the refusal</p>
Includes:	Patient Identification
Frequency of Use:	This use case is applied during each interaction between the healthcare provider and the patient, whether it's a routine check-up, consultation, or treatment.
Special Requirements:	<p>A secure and accessible electronic medical records system.</p> <p>Patient consent for accessing and updating their medical history.</p> <p>Adequate time for the healthcare provider to review and discuss the medical history with the patient.</p>
Assumptions:	<p>Patients are willing to share accurate and complete information about their medical history.</p> <p>The healthcare provider is trained to interpret and utilize the patient's medical history for effective care.</p>
Notes and Issues:	<p>Privacy and confidentiality of patient information must be maintained throughout the process.</p> <p>Effective communication between the healthcare provider and the patient is crucial for obtaining accurate medical history.</p>

Use Case ID:	19		
Use Case Name:	Guiding client on the correct treatment methods.		
Created By:	alaa essam eldin anwer	Last Updated By:	alaa essam eldin anwer
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	employee (primary actor) patient (secondry actor)		
Description:	This use case involves healthcare professionals guiding clients on the appropriate and effective methods of treatment based on their health condition.		
Trigger:	Client seeks advice on treatment options for a specific health concern.		

Preconditions:	Client has scheduled a consultation with a healthcare professional. Relevant medical information and history of the client are available.
Post conditions:	The client is informed about suitable treatment methods. A treatment plan is communicated to the client.
Normal Flow:	<p>1-Client Consultation: The client schedules a consultation with a healthcare professional.</p> <p>2-Health Assessment: The healthcare professional conducts a health assessment, considering the client's symptoms, medical history, and any diagnostic tests.</p> <p>3-Treatment Options Discussion: Based on the assessment, the healthcare professional discusses suitable treatment options with the client. Explain the benefits, risks, and expected outcomes of each treatment method.</p> <p>4-Client Input and Decision: Encourage the client to ask questions and provide input on their preferences. Collaboratively decide on a treatment plan that aligns with the client's health goals.</p> <p>5-Documentation: Document the discussed treatment options, the chosen plan, and any specific instructions or considerations.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	Client Uncertainty: If the client is uncertain about the suggested treatment options, provide additional information or offer a second opinion.
Exceptions:	in urgent or emergency situations, immediate treatment decisions may be necessary without a detailed consultation. If the client refuses to discuss or follow the recommended treatment plan, document the refusal and explore alternative approaches.
Includes:	Health Assessment
Frequency of Use:	This use case is applied during each consultation or interaction where a client seeks guidance on treatment methods.
Special Requirements:	Effective communication skills on the part of the healthcare professional. Access to relevant and up-to-date medical information and research. A collaborative and patient-centered approach to decision-making.
Assumptions:	Clients are open to discussing and considering different treatment options. The healthcare professional has the necessary expertise to provide guidance on a variety of treatment methods.
Notes and Issues:	Client preferences and values should be considered when proposing treatment options. Ongoing communication is essential for monitoring the effectiveness of the chosen treatment plan and making adjustments as needed.

Use Case Name:	warn client about the side effects of the drug.		
Created By:	alaa essam eldin anwer	Last Updated By:	alaa essam eldin anwer
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	pharmacist (primary actor) patient (secondry actor)		
Description:	This use case involves the pharmacist or healthcare professional providing comprehensive information to the client regarding potential side effects associated with a prescribed drug.		
Trigger:	Client is prescribed a medication.		
Preconditions:	The client has received a prescription for a medication. The pharmacist or healthcare professional has access to detailed information about the prescribed drug.		
Post conditions:	The client is informed about potential side effects. The client acknowledges the risks and benefits of the prescribed medication.		
Normal Flow:	1-Prescription Review: The pharmacist or healthcare professional reviews the client's prescription and identifies the prescribed medication. 2-Side Effects Discussion: Inform the client about potential side effects associated with the prescribed drug. Provide details on the likelihood, severity, and commonality of side effects. 3-Client Education: Educate the client on how to recognize and manage common side effects. Emphasize the importance of reporting any unusual or severe reactions promptly. 4-Informed Consent: Obtain informed consent from the client, confirming their understanding of the potential side effects and their willingness to proceed with the prescribed medication. 5-Documentation: Document the side effects discussion and the client's consent in the client's health record.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	Client Concerns: If the client expresses concerns or fears about potential side effects, address their concerns and, if necessary, consult with the prescribing healthcare provider for alternative options.		
Exceptions:	1- In urgent or emergency situations, the pharmacist or healthcare professional may need to provide abbreviated information and obtain consent promptly. 2-If the client refuses to acknowledge or discuss potential side effects, document the refusal and consult with the prescribing healthcare provider for further guidance.		
Includes:	Prescription Review		
Frequency of Use:	This use case is applied for each new prescription or medication that is dispensed to a client.		
Special Requirements:	1-Access to comprehensive information about the prescribed drug's side effects. 2-Effective communication skills to convey information clearly and address client concerns.		

	3-A systematic documentation process to record the side effects discussion and client consent.
Assumptions:	1-Clients are willing to engage in discussions about potential side effects. 2-Healthcare professionals have up-to-date and accurate information about the side effects of prescribed medications.
Notes and Issues:	1-Continuous monitoring and communication are essential to address any emerging side effects during the course of medication use. 2-Encourage clients to report any unexpected reactions promptly to ensure timely intervention.

Use Case ID:	21		
Use Case Name:	who will use application or website they first should check about what they needed and order it		
Created By:	Amr Ashraf	Last Updated By:	Amr Ashraf
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> Pharmacist (primary) Client (primary) 		
Description:	This feature enables users to examine available products and verify their availability before placing an order.		
Trigger:	The user accesses the search and order page.		
Preconditions:	The user accesses the search and order page.		
Post conditions:	Selected products are added to the shopping cart.		
Normal Flow:	1.The user enters search keywords. 2.A list of relevant products is displayed. 3.The user selects the desired product and adds it to the shopping cart. 4.The user can review the shopping cart and proceed to the checkout process.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	If the user does not find the desired product, they can update the search criteria. If certain products are unavailable, alternatives can be displayed, or the user can be alerted.		
Exceptions:	If there is an error in adding the product to the shopping cart, an error message is displayed.		
Includes:	Not applicable		
Frequency of Use:	Used frequently according to user needs.		
Special Requirements:	Internet connection for searching and updating product information.		
Assumptions:	Assumes that the displayed products are the latest and most up-to-date.		
Notes and Issues:	It is recommended to provide a user-friendly interface to ensure an excellent browsing and ordering experience.		

Use Case ID:	22		
Use Case Name:	The presence of all devices that help in treating a patient as devices that measure blood pressure and sugar.		
Created By:	Amr Ashraf	Last Updated By:	Amr Ashraf
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> Manager (secondary) 		

Description:	This feature involves the integration of medical devices, such as blood pressure and blood sugar measuring devices, into the healthcare system to assist in patient treatment.
Trigger:	The healthcare provider initiates the use of medical devices during patient care.
Preconditions:	<ul style="list-style-type: none"> •The medical devices are present and connected to the healthcare system. •The healthcare provider has the necessary permissions to access and use the integrated devices.
Post conditions:	Patient data from the integrated devices is securely recorded in the healthcare system.
Normal Flow:	<ol style="list-style-type: none"> 1.The healthcare provider verifies the availability of the required medical devices. 2.The medical devices are connected to the healthcare system. 3.The healthcare provider uses the devices to measure blood pressure and blood sugar. 4.The recorded data is automatically stored in the patient's electronic health record.
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ol style="list-style-type: none"> 1.If a medical device is not available, the healthcare provider may manually enter the data or use an alternative device. 2.In case of connectivity issues, there should be a backup mechanism for data storage.
Exceptions:	If there is a malfunction in the medical device, the system should provide an alert or allow the provider to enter data manually.
Includes:	Not applicable
Frequency of Use:	Used regularly during patient examinations and treatments.
Special Requirements:	<ul style="list-style-type: none"> •Secure and reliable connectivity between medical devices and the healthcare system. •Compliance with medical data privacy and security regulations.
Assumptions:	Assumes that the medical devices are calibrated and functioning properly.
Notes and Issues:	Regular maintenance and calibration of the integrated medical devices are crucial for accurate data recording.

Use Case ID:	23		
Use Case Name:	The presence of doctors who are aware of first aid 24 hours a day for any emergency.		
Created By:	Amr Ashraf	Last Updated By:	Amr Ashraf
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	• Manager (secondary)		
Description:	This feature ensures the availability of doctors with first aid knowledge 24 hours a day to respond to any emergency medical situations.		
Trigger:	Activation occurs when an emergency situation is reported or detected.		
Preconditions:	<ul style="list-style-type: none"> •Medical professionals with first aid training are on standby. •Emergency communication channels are functional. 		
Post conditions:	Immediate medical assistance is provided, and relevant information is documented.		
Normal Flow:	<ol style="list-style-type: none"> 1.An emergency situation is reported or detected. 2.The system identifies the nearest available medical professional with first aid training. 		

	3.The medical professional is notified and responds to the emergency. 4.First aid is administered, and additional medical assistance is coordinated if needed.
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> •If the initially identified medical professional is unavailable, the system notifies the next nearest available professional. •In case of communication issues, alternative channels are utilized.
Exceptions:	If no qualified medical professional is available, emergency services are contacted, and the user is informed.
Includes:	Not applicable
Frequency of Use:	Infrequently, but critical during emergency situations.
Special Requirements:	<ul style="list-style-type: none"> •Robust and reliable communication infrastructure. •Regular training and updates for medical professionals on the system.
Assumptions:	Assumes that medical professionals are trained and available as per their schedules.
Notes and Issues:	<ul style="list-style-type: none"> •Timely and accurate communication is crucial for the success of this feature. Regular drills and system checks should be conducted to ensure readiness.

Use Case ID:	24		
Use Case Name:	Durable medical equipment management		
Created By:	Amr Ashraf	Last Updated By:	Amr Ashraf
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	• Manager (secondary)		
Description:	This feature enables efficient management and maintenance of durable medical equipment to ensure their long-term effectiveness and functionality.		
Trigger:	Initiated when registering new equipment or updating the maintenance schedule.		
Preconditions:	<ul style="list-style-type: none"> •A list of all durable medical equipment and details of their maintenance. •Comprehensive information about purchase dates and warranties. 		
Post conditions:	Updated information about the status and maintenance of the equipment.		
Normal Flow:	1.Register the new equipment in the management system. 2.Update the periodic maintenance schedule for each piece of equipment. 3.Perform routine maintenance and repairs as needed. 4.Record each maintenance action in the equipment log.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> •If no maintenance staff is available, an alternative appointment should be scheduled. •In case of equipment failure, an emergency repair request is logged. 		
Exceptions:	If equipment is replaced, the management record is updated.		
Includes:	Not applicable		
Frequency of Use:	Regular use to ensure sustainable performance of the equipment.		
Special Requirements:	<ul style="list-style-type: none"> •An integrated system for managing equipment information. •Establishing periodic maintenance schedules according to manufacturer recommendations. 		
Assumptions:	Assumes that all equipment undergoes regular maintenance as per defined schedules.		

Notes and Issues:	•Regular updates to management records are essential to maintain accuracy regarding the status and maintenance of the equipment.
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Use Case ID:	25		
Use Case Name:	Then when the client receives the order, he chooses between paying online system (PayPal, Fawry, digital wallets), paying cash or visa.		
Created By:	Amr Ashraf	Last Updated By:	Amr Ashraf
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> • Accountant (primary) • Pharmacist Administrator (secondary) Client (primary) 		
Description:	•This feature provides clients with multiple payment options, allowing them to choose between online payment methods (PayPal, Fawry, digital wallets), cash on delivery, or Visa payment upon order receipt.		
Trigger:	Activated when the client completes the order and proceeds to the payment stage.		
Preconditions:	<ul style="list-style-type: none"> •The client has successfully completed the order details. •The selected items are ready for delivery. 		
Post conditions:	The payment is successfully processed, and the order status is updated accordingly.		
Normal Flow:	<ol style="list-style-type: none"> 1.The client proceeds to the payment section after confirming the order. 2.The system displays available payment options: online payment (PayPal, Fawry, digital wallets), cash on delivery, or Visa. 3.The client selects the preferred payment method. 4.For online payment, the client is redirected to the chosen payment gateway to complete the transaction. 5.For cash on delivery, the order is confirmed, and the client will pay in cash upon delivery. 6.For Visa payment, the client enters the required card details for processing. 		
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> •If the client encounters issues with online payment, alternative payment methods are presented. •If the client decides to change the payment method after initial selection, the system allows modification before final confirmation. 		
Exceptions:	<ul style="list-style-type: none"> •If an error occurs during online payment processing, the system provides appropriate error messages and guidance. •If the client cannot be reached for cash on delivery, the order status is updated accordingly. 		
Includes:	<ul style="list-style-type: none"> • Pay online Pay Offline 		
Frequency of Use:	Used for every order placement.		
Special Requirements:	<ul style="list-style-type: none"> •Secure and reliable integration with payment gateways. •A clear and user-friendly interface for clients to choose and complete payment. 		
Assumptions:	Assumes that the selected payment gateways are properly configured and integrated.		
Notes and Issues:	Regular monitoring and updates to payment gateways and systems are essential to ensure smooth and secure transactions.		

Use Case ID:	26
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Use Case Name:	Facilitating the daily inventory process		
Created By:	Mahmoud ALSayed Ahmed	Last Updated By:	Mahmoud ALSayed Ahmed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	-Inventory Clerk -System Administrator		
Description:	The use case describes the daily inventory process in which the Inventory Clerk records the count of products and the System Administrator ensures the system's integrity and functionality.		
Trigger:	Daily inventory cycle is initiated.		
Preconditions:	-The inventory system is operational. -The Inventory Clerk and System Administrator have the necessary permissions and credentials.		
Post conditions:	-The daily inventory record is updated and saved in the system.		
Normal Flow:	-Inventory Clerk records the count of products using a physical count sheet or an electronic scanner. -Inventory Clerk inputs the daily inventory count into the inventory system. -System Administrator reviews the inventory system for integrity and functionality.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	-If any inconsistencies or errors are found, the System Administrator investigates and corrects them.		
Exceptions:	Inventory System Down: The inventory system is currently unavailable due to technical issues. The Inventory Clerk will attempt to re-input the count at a later time. 8.2 Inventory System Glitch: The inventory system encounters an unexpected error, which affects the daily inventory process. The System Administrator will troubleshoot and resolve the issue.		
Includes:			
Frequency of Use:	-This use case is performed daily as part of the inventory management process.		
Special Requirements:	-Access to the inventory system is required. -A stable internet connection is recommended for electronic scanning and input.		
Assumptions:	-The Inventory Clerk and System Administrator have a working knowledge of the inventory system. -The daily inventory cycle follows a specific timeframe.		

Notes and Issues:	<ul style="list-style-type: none"> - To ensure accurate daily inventory counts, it is recommended that the Inventory Clerk physically inspect the inventory storage area before counting products. - It is also recommended that the System Administrator periodically reviews the inventory system for potential security threats and areas for improvement.
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Use Case ID:	27		
Use Case Name:	Facilitating the annual inventory process		
Created By:	Mahmoud ALSayed Ahmed	Last Updated By:	Mahmoud ALSayed Ahmed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Actor 1: (Briefly describe the actor's role in the use case) Actor 2: (Briefly describe the actor's role in the use case)		
Description:	Provide a brief overview of the use case		
Trigger:	What initiates the use case? This can be an external event or a decision by an actor		
Preconditions:	List any conditions that must be met before the use case can be started		
Post conditions:	Describe the state the system will be in once the use case has been successfully completed		
Normal Flow:	Outline the main steps taken to accomplish the goal of the use case		
Alternative Flows: [Alternative Flow 1 – Not in Network]	List any alternative paths that may occur during the use case		
Exceptions:	List any potential exceptions or errors that may occur during the use case		
Includes:			
Frequency of Use:	How often is this use case likely to be executed		
Special Requirements:	List any special hardware, software, or network requirements		
Assumptions:	List any assumptions made during the development of the use case		
Notes and Issues:	List any additional notes or known issues with the use case		

Use Case ID:	28		
Use Case Name:	When we receive it, we will already have contracted with the delivery company.		
Created By:	Mahmoud ALSayed Ahmed	Last Updated By:	Mahmoud ALSayed Ahmed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Delivery Agent (DA) Customer (CU) Delivery Company (DC)		
Description:	The use case describes the process of receiving a parcel from the delivery company. The DA will be responsible for delivering the parcel		

	to the CU, and the CU will be responsible for confirming receipt of the parcel.
Trigger:	<div>-When the delivery company indicates that a parcel is ready for pickup.</div> <div>-When the delivery agent has confirmed that the parcel is at the destination.</div>
Preconditions:	<div>The delivery company must have already contracted with the CU for the delivery of the parcel.</div> <div>The CU must have a valid shipping address where the parcel will be delivered.</div>
Post conditions:	<div>- The CU has successfully received the parcel.</div> <div>- The DC has fulfilled its obligation to deliver the parcel to the CU.</div>
Normal Flow:	<div>-DC notifies CU that the parcel is ready for pickup.</div> <div>-CU confirms the receipt of the parcel with the DC.</div> <div>-DC assigns a DA to deliver the parcel to the CU.</div> <div>-DA delivers the parcel to the CU's shipping address.</div> <div>-CU confirms receipt of the parcel.</div>
Alternative Flows: [Alternative Flow 1 – Not in Network]	The assigned DA cannot deliver the parcel. 3.2. The DC assigns a new DA to deliver the parcel to the CU.
Exceptions:	DA encounters a problem delivering the parcel (e.g., the CU's shipping address is incorrect, or the DA is unable to access the location). 4.2. DA notifies the DC of the problem. 4.3. The DC decides whether to resolve the issue with the CU and reschedule delivery, or to cancel the delivery.
Includes:	
Frequency of Use:	This use case occurs when a parcel is to be delivered to a CU.
Special Requirements:	<div>-The DA must have access to a delivery vehicle or transportation means.</div> <div>-The CU must have a valid shipping address and be available to confirm receipt of the parcel.</div>
Assumptions:	<div>-The DA is knowledgeable about the DC's policies and procedures.</div> <div>-The CU has the ability to confirm receipt of the parcel.</div>
Notes and Issues:	<div>- This use case does not cover the return of a parcel, which would be covered by a separate use case.</div> <div>-This use case does not cover any issues related to customs or border control.</div>

Use Case ID:	29		
Use Case Name:	make them come to our nearest branch and got order.		
Created By:	Mahmoud ALSayed Ahmed	Last Updated By:	Mahmoud ALSayed Ahmed

Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	List the actors and their roles.		
Description:	A brief description of the use case.		
Trigger:	A brief description of the use case.		
Preconditions:	Any conditions that must be met before the use case can be started.		
Post conditions:	The state the system will be in when the use case is successfully completed		
Normal Flow:	Describe the flow of the use case, step by step. <ul style="list-style-type: none"> Step 1: User interacts with the system by [trigger]. Step 2: [Insert a detailed description of step 2, including any alternate flows or exception handling] Step 3: [Insert a detailed description of step 3, including any alternate flows or exception handling] 		
Alternative Flows: [Alternative Flow 1 – Not in Network]	List any alternative flows or exception handling paths. <ul style="list-style-type: none"> A1: [Describe an alternative flow or exception handling path. Provide details about what happens and why this flow is followed instead of the normal flow] A2: [Describe another alternative flow or exception handling path] 		
Exceptions:	List any expected exceptions or error conditions that may occur during the use case. <ul style="list-style-type: none"> E1: [Describe an expected exception or error condition. Provide details about what happens and why this exception occurs] E2: [Describe another expected exception or error condition] 		
Includes:			
Frequency of Use:	Indicate the frequency at which the use case is expected to be performed.		
Special Requirements:	List any special hardware, software, or system requirements that are necessary to support the use case.		
Assumptions:	List any assumptions made during the development of the use case.		
Notes and Issues:	Include any additional notes or known issues related to the use case		

Use Case ID:	30		
Use Case Name:	We must make advertisements in all forms (various social media - advertisement banners in the streets and tv, etc.).		
Created By:	Mahmoud ALSayed Ahmed	Last Updated By:	Mahmoud ALSayed Ahmed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Advertising Manager, Marketing Analyst, Design Team, Advertising Agency, Marketing Manager, and other team members involved in advertising campaigns.		

Description:	This use case outlines the process of creating, designing, and distributing advertisements for different social media platforms and mediums.
Trigger:	The need to create a new advertising campaign.
Preconditions:	The Marketing Manager or Advertising Manager initiates the use case and provides necessary details, such as target audience, product, or service being advertised, and advertising objectives.
Post conditions:	Advertisements are created, designed, and distributed across various social media platforms and mediums, such as TV, radio, newspapers, magazines, outdoor billboards, and online advertising banners.
Normal Flow:	<p>a. Advertising Manager or Marketing Manager identifies the advertising campaign's target audience, product, or service, and advertising objectives.</p> <p>b. Advertising Manager or Marketing Manager provides necessary information to the Advertising Agency and Design Team.</p> <p>c. Advertising Agency or Design Team develops a comprehensive advertising strategy, including the desired advertising format and design.</p> <p>d. Advertising Agency or Design Team presents the advertising campaign's draft to the Advertising Manager and Marketing Manager for review and approval. e. Once approved, the Advertising Agency and Design Team begin the process of designing the advertisements for each selected medium and platform.</p> <p>f. Advertising Agency and Design Team complete the designing and development process, delivering the finalized advertisements to the Advertising Manager.</p> <p>g. Advertising Manager reviews the finalized advertisements and provides feedback if necessary.</p> <p>h. Advertising Manager coordinates the advertising campaign's launch across all selected social media platforms and mediums.</p> <p>i. Marketing Analyst tracks the performance of the advertising campaign, evaluating its effectiveness and efficiency in achieving advertising objectives.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	
Exceptions:	<p>a. Insufficient budget for the advertising campaign.</p> <p>b. Changes in the target audience, product, or service, rendering the existing advertising campaign ineffective or obsolete.</p> <p>c. Issues with the advertising design, content, or medium that may compromise the campaign's success.</p>
Includes:	

Frequency of Use:	This use case can be used for different advertising campaigns throughout the company's operations.
Special Requirements:	<p>a. Advertising Agency with experience in designing and developing advertisements for various social media platforms and mediums.</p> <p>b. Design Team skilled in creating visually appealing and engaging advertisements.</p> <p>c. Advertising Manager with experience in managing and launching advertising campaigns.</p> <p>d. Marketing Manager or Advertising Manager who can provide the necessary information for the Advertising Agency and Design Team.</p> <p>e. Marketing Analyst skilled in tracking and evaluating the performance of advertising campaigns.</p>
Assumptions:	<p>a. The Marketing Manager and Advertising Manager have the necessary skills and expertise to coordinate and manage the advertising campaign.</p> <p>b. The Advertising Agency and Design Team can successfully design and develop advertisements for various social media platforms and mediums.</p> <p>c. The company has a sufficient budget for the advertising campaign.</p>
Notes and Issues:	<p>a. It is crucial to ensure that the advertising campaign's target audience is effectively reached, engaging them with the advertised product or service.</p> <p>b. Continuous tracking and evaluation of the advertising campaign's performance are essential to make data-driven adjustments and improvements.</p> <p>c. Collaboration and effective communication among the Advertising Manager, Marketing Manager, Advertising Agency, Design Team, and Marketing Analyst are vital for the successful implementation of the advertising campaign.</p>

Use Case ID:	31		
Use Case Name:	•Allow patients and clients to send feedback about the system.		
Created By:	Mohamed Elsayed	Last Updated By:	Mohamed Elsayed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	-Patient/Client -System		
Description:	This use case enables Patients/Clients to send feedback about the system to the administrators.		
Trigger:	The trigger for this use case is Patient or Client Clicks on the 'Send Feedback' button on the application.		

Preconditions:	Patient/Client has logged in to the application.
Post conditions:	The system stores the feedback.
Normal Flow:	1- Patient/Client Selects the category of feedback. 2- Patient/Client Writes the feedback in the text box. 3- Patient/Client Action: Clicks on the 'Submit' button. 4- System Stores the feedback. 5-System Displays a success message to the Patient/Client.
Alternative Flows: [Alternative Flow 1 – Not in Network]	1- Patient/Client Clicks on the 'Submit' button without writing any feedback. 2-System Displays an error message asking the Patient/Client to provide feedback. 3-Patient/Client Provides the feedback and clicks on the 'Submit' button again. 3- Patient/Client Action: Clicks on the 'Submit' button. 4- System Stores the feedback. 5-System Displays a success message to the Patient/Client.
Exceptions:	If the system fails to store the feedback, the System should display an error message.
Includes:	
Frequency of Use:	The frequency of use can vary based on the system's features and user interactions.
Special Requirements:	Internet connectivity.
Assumptions:	The system is equipped with an error-handling mechanism.
Notes and Issues:	Consider incorporating a mechanism to anonymize the feedback to maintain patient/client privacy.

Use Case ID:	32		
Use Case Name:	•Ask patients for any suggestion that help to improve the system.		
Created By:	Mohamed Elsayed	Last Updated By:	Mohamed Elsayed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Patient, Healthcare Professional		
Description:	The purpose of this use case is to collect suggestions from patients about ways to improve the system. The healthcare professional then takes appropriate action based on the feedback.		
Trigger:	The trigger for this use case is Patient interacts with the system or Healthcare Professional asks for suggestions.		
Preconditions:	The system and its functionalities are available for use.		
Post conditions:	Feedback from patients is recorded and used for system improvement.		
Normal Flow:	1- Healthcare Professional asks for suggestions from patients. 2- Patient provides a suggestion. 3- Healthcare Professional reviews the suggestion. 4- Healthcare Professional decides on an appropriate action to improve the system based on the suggestion.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	None.		

Exceptions:	1- The patient is unable to provide a suggestion due to lack of understanding of the system or the specific situation. 2-The Healthcare Professional is unable to decide on an appropriate action to improve the system.
Includes:	
Frequency of Use:	This use case can be executed at any point during the patient's interaction with the system or at regular intervals.
Special Requirements:	Patient input is crucial for system improvement. The healthcare professional must have the necessary knowledge and resources to address patient suggestions.
Assumptions:	Patients provide honest and constructive feedback. The healthcare professional takes patient feedback seriously and responds accordingly.
Notes and Issues:	1- To improve the system, the healthcare professional should maintain an open mind and consider patient feedback as a potential improvement. 2- Patient satisfaction is essential for the overall functioning of the system. Encouraging positive feedback from patients can lead to better system performance.

Use Case ID:	33		
Use Case Name:	•Store medicines		
Created By:	Mohamed Elsayed	Last Updated By:	Mohamed Elsayed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	1-Patient: Person in need of medical assistance 2-Pharmacist: Professional who prepares and dispenses medications 3-Manager: Oversees operations of the pharmacy		
Description:	The purpose of this use case is to define how a patient and pharmacist interact with the system to store medicines in the pharmacy.		
Trigger:	Patient requests to pick up their medication at the pharmacy		
Preconditions:	- Patient has a valid prescription - Prescription information has been added to the system		
Post conditions:	Medication is stored securely and tracked		
Normal Flow:	1-Patient presents valid prescription to the pharmacist 2-Pharmacist scans the prescription into the system 3-System verifies that the prescription has been filled and is ready for pick-up 4-Pharmacist confirms medication is available to the patient 5-Patient retrieves their medication from the secure storage area		
Alternative Flows: [Alternative Flow 1 – Not in Network]	If the prescription has not been filled or is not ready for pick-up, the pharmacist will contact the prescribing doctor for clarification		
Exceptions:	- If the patient's information does not match the prescription information, the pharmacist may request additional identification from the patient - If the system is down or unavailable, the pharmacist will handle the situation manually by checking the pharmacy's records		
Includes:			

Frequency of Use:	-This use case occurs whenever a patient needs to pick up their medication at the pharmacy
Special Requirements:	<ul style="list-style-type: none"> - A secure and controlled environment for storing medications - The pharmacy must be licensed and adhere to local and national regulations
Assumptions:	<ul style="list-style-type: none"> - The system has been accurately set up and configured - The pharmacy staff is knowledgeable about the system and its functionality
Notes and Issues:	<ul style="list-style-type: none"> - This use case may be influenced by external factors such as government regulations and changes in the system - Potential future enhancements to this use case may include implementing additional security measures, automating medication tracking, and offering online prescription refill services

Use Case ID:	34		
Use Case Name:	•Inform about any lack in medicines.		
Created By:	Mohamed Elsayed	Last Updated By:	Mohamed Elsayed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> - Hospital Administrator (HA) - Pharmacist (PH) - Healthcare Worker (HCW) 		
Description:	This system checks if any medicines are lacking in the hospital. It includes actors from different professions and departments, making it more reliable.		
Trigger:	<ul style="list-style-type: none"> - HCW notices that a specific medicine is lacking or low in quantity. - A report of medicines shortage is received. 		
Preconditions:	<ul style="list-style-type: none"> - The hospital must have a comprehensive database of medicines and their quantities. - The system must have the authority to access this database. 		
Post conditions:	<ul style="list-style-type: none"> - If a medicine shortage is detected, an alert will be sent to the hospital staff, pharmacist, and administrator. - If the issue is resolved, a notification will be sent to all parties involved. 		
Normal Flow:	<ol style="list-style-type: none"> 1- HCW detects a medicine shortage. 2- HCW sends a notification to the system. 3-The system verifies the shortage. 4- If confirmed, an alert is sent to the hospital staff, pharmacist, and administrator. 5- The system checks for any upcoming expiry dates. 6- The pharmacist places an order for the medicine if it's not yet ordered. 7- Once the medicine arrives, the pharmacist updates the quantity in the database. 8- A notification is sent to all parties involved that the issue is resolved. 		
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> - (2) The shortage might not be genuine, resulting in an investigation by the hospital administration. 		
Exceptions:	<ul style="list-style-type: none"> - The system cannot access the database due to connectivity issues or lack of authority. - The database contains inaccurate or outdated information. 		
Includes:			

Frequency of Use:	-This system can be used whenever there is a report of medicine shortage or a HCW directly detects it.
Special Requirements:	- Access to the hospital's medicine database. - Connectivity to send alerts and notifications.
Assumptions:	-The system is aware of all medicines available in the hospital. -The database contains accurate information about the medicine quantities.
Notes and Issues:	- Ensure privacy and security for sensitive information, such as the database credentials. - Implement an automatic detection system for low-quantity medicines to avoid human errors. - Regularly review and update the medicine database to maintain its accuracy and completeness. - Establish a clear protocol for addressing medicine shortages and resolving the issues.

Use Case ID:	35		
Use Case Name:	• Knowing the kind of existing medicines.		
Created By:	Mohamed Elsayed	Last Updated By:	Mohamed Elsayed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<ul style="list-style-type: none"> - Patient: A person who requires medication. - Medical Expert: A professional in the field of medicine who is familiar with various medicines. 		
Description:	This use case allows a system to identify the kind of existing medicines based on user inputs.		
Trigger:	The user requests assistance in identifying the kind of medicine.		
Preconditions:	The user must have the name or details of the medicine they need help identifying.		
Post conditions:	The system provides a list of matching medicines, including their common uses, side effects, and contraindications.		
Normal Flow:	1-The Patient inputs the name or details of the medicine they need help identifying. 2-The system displays a list of matching medicines, including their common uses, side 3-effects, and contraindications. 4-The Patient selects the most relevant medicine from the list. 5-The system provides detailed information about the selected medicine.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	If the system cannot find any matching medicines, it provides an appropriate message to the Patient.		
Exceptions:	The system fails to retrieve information about medicines due to system malfunction.		
Includes:			
Frequency of Use:	The frequency of use varies based on the need for assistance in identifying medicines.		
Special Requirements:	Access to a reliable database containing information about various medicines.		
Assumptions:	The user provides accurate and complete information about the medicine they need help identifying.		

Notes and Issues:	- This use case does not consider potential side effects of medicines, contraindications, or drug interactions. - The use case assumes that the user inputs the correct information, without errors or omissions.
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Use Case ID:	36		
Use Case Name:	Ease the process of delivering medicines to homes		
Created By:	Ahmed Ayman	Last Updated By:	Ahmed Ayman
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime : Customer Second : Delivery Personne , Pharmacy Staff		
Description:	This feature streamlines the delivery process of medications from the pharmacy to customers' homes, ensuring timely and accurate delivery while maintaining the integrity of the medications.		
Trigger:	Initiation of a request for home delivery by a customer or healthcare professional.		
Preconditions:	<ul style="list-style-type: none"> The pharmacy has the requested medications in stock. Customer's address and contact details are available and accurate. Delivery personnel and vehicles are available for dispatch.		
Post conditions:	<ul style="list-style-type: none"> Medications are successfully delivered to the customer's specified location within the stipulated timeframe. Confirmation of delivery is recorded in the system.		
Normal Flow:	<ol style="list-style-type: none"> Order Verification and Packaging: <ul style="list-style-type: none"> Pharmacy staff receive the order for home delivery. Verify the prescription and availability of medications. Package the medications securely for delivery. Delivery Schedule and Assignment: <ul style="list-style-type: none"> Assign delivery personnel based on location and availability. Schedule the delivery based on customer preferences or urgency. Dispatch and Transit: <ul style="list-style-type: none"> Delivery personnel receive the packaged medications. Depart for the customer's address using the most efficient route. Maintain communication with the customer if necessary (e.g., ETA updates). Delivery Confirmation: <ul style="list-style-type: none"> Delivery personnel reach the customer's location. Hand over the medications, ensuring receipt by the customer or an authorized person. Confirm delivery completion in the system and collect any necessary signatures or confirmations. 		
Alternative Flows: [Alternative Flow 1 – Not in Network]	Customer Unavailability: If the customer is not available to receive the delivery, instructions for redelivery or collection can be provided.		
Exceptions:	Incorrect Address or Contact Information: Inaccurate details may lead to failed deliveries, requiring communication with the customer for correction or clarification.		
Includes:	Not app		

Frequency of Use:	The feature is utilized for every request for home delivery, frequency depending on customer demand and prescription volumes.
Special Requirements:	<ul style="list-style-type: none"> • GPS or route optimization tools for delivery personnel. • Verification procedures to confirm the identity of the recipient for controlled medications.
Assumptions:	<ul style="list-style-type: none"> • Adequate staffing and vehicles available for timely deliveries. Customers are available at the provided address during the scheduled delivery time.
Notes and Issues:	<ul style="list-style-type: none"> • Weather conditions or external factors may impact delivery timelines and need to be accounted for. <p>System updates and real-time communication between pharmacy, delivery personnel, and customers are crucial for efficient delivery operations.</p>

Use Case ID:	37		
Use Case Name:	Decrease the pressure from the pharmacy.		
Created By:	Ahmed Ayman	Last Updated By:	Ahmed Ayman
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime : Pharmacy Staff Second : Management/Administration		
Description:	This feature aims to alleviate the workload and stress faced by pharmacy staff by implementing streamlined processes, automation, or supportive measures.		
Trigger:	Identification of high stress levels or workload challenges within the pharmacy environment affecting staff efficiency.		
Preconditions:	<ul style="list-style-type: none"> • Identification of stressors or bottlenecks impacting staff productivity. • Availability of resources or systems to implement changes. Support from management for implementing changes.		
Post conditions:	<ul style="list-style-type: none"> • Improved staff morale and productivity. • Enhanced efficiency in pharmacy operations. Reduced burnout and stress-related issues among pharmacy staff.		
Normal Flow:	<ol style="list-style-type: none"> Assessment of Workload: <ul style="list-style-type: none"> • Analyze current workload, identify bottlenecks, and stress-inducing factors. • Gather feedback from staff regarding workload challenges. Process Optimization or Automation: <ul style="list-style-type: none"> • Identify processes prone to inefficiencies or high manual efforts. • Implement automation tools or streamline processes to reduce manual workload. Resource Allocation or Staff Support: <ul style="list-style-type: none"> • Allocate additional resources or staff to alleviate workload spikes. • Provide training or support systems to assist staff in managing tasks efficiently. Regular Feedback and Monitoring: <ul style="list-style-type: none"> • Establish feedback mechanisms to continuously assess staff workload and stress levels. 		

	Monitor the impact of implemented changes on staff productivity and stress levels.
Alternative Flows: [Alternative Flow 1 – Not in Network]	Resource Constraints: If immediate allocation of additional resources is not feasible, prioritize process optimization or seek interim solutions.
Exceptions:	Resistance to Change: Staff members may resist new processes or automation, requiring effective change management strategies and training.
Includes:	
Frequency of Use:	The feature is continually utilized to monitor and address workload pressures, adapting to evolving operational needs.
Special Requirements:	<ul style="list-style-type: none"> Employee feedback mechanisms or surveys to gauge stress levels and workflow challenges. Training programs or resources to facilitate staff adaptation to new processes or technologies.
Assumptions:	<ul style="list-style-type: none"> Management supports and prioritizes staff well-being and operational efficiency. Availability of resources (financial, technological) to implement changes.
Notes and Issues:	<ul style="list-style-type: none"> Changes should be implemented incrementally to manage potential resistance and ensure smooth transitions. Regular assessments and adjustments are crucial to sustain improved staff conditions and operational efficiency.

Use Case ID:	38		
Use Case Name:	Save time for clients.		
Created By:	Ahmed Ayman	Last Updated By:	Ahmed Ayman
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime : Clients Second : Pharmacy Staff		
Description:	This feature is designed to optimize processes and services within the pharmacy to reduce wait times and expedite services for clients, enhancing their overall experience.		
Trigger:	Identification of prolonged wait times or inefficiencies in client-facing processes within the pharmacy.		
Preconditions:	<ul style="list-style-type: none"> Recognition of processes or areas causing delays for clients. Availability of resources or systems to implement changes. Staff readiness and willingness to adapt to process modifications.		
Post conditions:	<ul style="list-style-type: none"> Reduction in client wait times. Increased client satisfaction. Enhanced efficiency in service delivery.		
Normal Flow:	<ol style="list-style-type: none"> Process Analysis: <ul style="list-style-type: none"> Identify bottleneck areas causing delays in client service. Analyze prescription processing, consultation, and checkout procedures. Process Optimization: <ul style="list-style-type: none"> Streamline prescription processing workflows to reduce manual handling and processing time. Optimize checkout procedures to expedite payment and medication pickup. 		

	<p>3. Staff Training or Support:</p> <ul style="list-style-type: none"> Provide training or resources to staff for efficient utilization of updated processes or technologies. Encourage staff to prioritize client service speed without compromising quality. <p>4. Regular Evaluation and Feedback:</p> <ul style="list-style-type: none"> Establish feedback channels to collect client input on service improvements. <p>Continuously monitor process efficiency and client wait times for further optimizations.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	Resource Constraints: If immediate implementation of new systems or technologies is not feasible, focus on staff training or process adjustments.
Exceptions:	Unexpected Volume Surges: Sudden increases in client volume may lead to temporary delays despite optimized processes, necessitating temporary measures or additional support.
Includes:	Not app
Frequency of Use:	Continuous implementation and evaluation of improvements to maintain efficient service and adapt to changing client needs.
Special Requirements:	<ul style="list-style-type: none"> Utilization of technology for prescription processing or digitalized systems for checkout. <p>Staff training programs focused on service speed and quality.</p>
Assumptions:	<ul style="list-style-type: none"> Willingness of staff to adapt to new processes or technologies. <p>Availability of resources (financial, technological) to implement optimizations.</p>
Notes and Issues:	<ul style="list-style-type: none"> Incremental changes and continuous monitoring are essential to sustain and further enhance client service efficiency. <p>Client feedback should be actively solicited and considered for ongoing improvements.</p>

Use Case ID:	39		
Use Case Name:	Ease the process of inventory.		
Created By:	Ahmed Ayman	Last Updated By:	Ahmed Ayman
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime : Pharmacy Staff Second : Inventory Managers		
Description:	This feature focuses on optimizing and streamlining inventory management processes within the pharmacy, aiming to enhance accuracy, efficiency, and control over stock levels.		
Trigger:	Identification of inventory discrepancies, inefficiencies, or difficulties in managing stock levels.		
Preconditions:	<ul style="list-style-type: none"> Recognition of manual or inefficient inventory management processes. Availability of resources or systems for implementing changes. <p>Staff readiness to adapt to new inventory management methods or technologies.</p>		
Post conditions:	<ul style="list-style-type: none"> Improved accuracy in stock levels and inventory records. Enhanced efficiency in inventory handling and replenishment. <p>Reduction in instances of stockouts or overstock situations.</p>		
Normal Flow:	<p>1. Inventory Assessment:</p> <ul style="list-style-type: none"> Conduct a comprehensive assessment of current inventory management practices. 		

	<ul style="list-style-type: none"> Identify areas prone to errors, inefficiencies, or manual handling. <p>2. System Implementation or Upgrade:</p> <ul style="list-style-type: none"> Introduce or upgrade inventory management systems (e.g., software) to automate stock tracking, orders, and alerts. Implement barcode scanning or RFID technology for accurate stock tracking. <p>3. Staff Training and Integration:</p> <ul style="list-style-type: none"> Provide training to staff on utilizing the new inventory management systems or technologies. Integrate the new system with existing pharmacy processes for seamless operation. <p>4. Regular Monitoring and Adjustments:</p> <ul style="list-style-type: none"> Monitor stock levels, orders, and discrepancies through the new system. <p>Make adjustments based on data insights to optimize stock levels and ordering processes.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	Gradual Implementation: If a complete system overhaul is challenging, introduce changes incrementally, focusing on critical areas first.
Exceptions:	Technology Integration Issues: Challenges in integrating new systems with existing infrastructure may lead to temporary disruptions or delays.
Includes:	Not app
Frequency of Use:	Continuous utilization to manage and maintain inventory efficiently, adapting to evolving stock levels and demands.
Special Requirements:	<ul style="list-style-type: none"> Inventory management software or technological systems for automated tracking. Ongoing staff training programs to ensure proficiency in utilizing new inventory systems.
Assumptions:	<ul style="list-style-type: none"> Staff willingness and readiness to adapt to new inventory management methods. <p>Availability of resources (financial, technological) to invest in system upgrades or implementations.</p>
Notes and Issues:	<ul style="list-style-type: none"> Continuous monitoring and adjustments are crucial for sustained improvement in inventory management. <p>Staff feedback and suggestions should be considered for further optimizations and improvements.</p>

Use Case ID:	40		
Use Case Name:	Knowing the info of the drug.		
Created By:	Ahmed Ayman	Last Updated By:	Ahmed Ayman
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Prime : Pharmacy Staff , client Second : System administrator		
Description:	This feature enables pharmacy staff to provide comprehensive and accurate information about drugs or medications to customers, ensuring they have a clear understanding of usage, dosage, side effects, and any relevant precautions.		
Trigger:	Customer inquiry about a particular drug or medication.		

Preconditions:	<ul style="list-style-type: none"> Availability of comprehensive drug information resources. Staff training or knowledge about various medications and their properties. <p>Accessible information sources for both staff and customers.</p>
Post conditions:	<ul style="list-style-type: none"> Customers have clear and accurate information about the requested drug. <p>Increased customer satisfaction and trust in pharmacy services.</p>
Normal Flow:	<ol style="list-style-type: none"> Customer Inquiry: <ul style="list-style-type: none"> Customer asks about a specific drug, its usage, or any related information. Information Retrieval: <ul style="list-style-type: none"> Pharmacy staff access reliable information sources (database, reference materials) to gather accurate details about the drug. Information Dissemination: <ul style="list-style-type: none"> Staff provide the customer with comprehensive information about the drug, including usage instructions, dosage, potential side effects, and precautions. Clarification and Consultation: <ul style="list-style-type: none"> Answer any additional queries the customer may have regarding the drug. <p>Offer consultation or further guidance if necessary.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	Unavailability of Information: In cases where detailed information is not immediately accessible, offer to follow up with the customer or refer to alternative trusted sources for the required data.
Exceptions:	Complex Inquiries: Some inquiries may involve specialized or complex information that may require additional research or consultation with a healthcare professional.
Includes:	Not app
Frequency of Use:	Frequent utilization, as customers often seek information about medications they are prescribed or considering.
Special Requirements:	<ul style="list-style-type: none"> Access to reliable and up-to-date drug information databases or resources. <p>Ongoing staff training programs to ensure knowledge of new medications and updated information.</p>
Assumptions:	<ul style="list-style-type: none"> Pharmacy staff have access to comprehensive and accurate drug information sources. <p>Customers expect accurate and detailed information about medications from the pharmacy.</p>
Notes and Issues:	<ul style="list-style-type: none"> Continuous updates and verifications of information sources are necessary to ensure accuracy. <p>Maintaining a balance between providing sufficient information and avoiding overwhelming customers with technical details is essential for effective communication.</p>

Use Case ID:	41		
Use Case Name:	knowing the info of drugs		
Created By:	taison	Last Updated By:	taison
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Pharmacist (primary) client (primary)		
Description:	knowing all information about drugs as negative impact		

Trigger:	
Preconditions:	LOGIN Request info from company which manufacture drugs
Post conditions:	know all info about drugs as expire date and usage ,why used ,positive impact
Normal Flow:	request info from company received response and send to client or read response read A prescription store the date in database
Alternative Flows: [Alternative Flow 1 – Not in Network]	the manufacture company can search in website request
Exceptions:	if information is wrong return process from begin again
Includes:	Not applicable
Frequency of Use:	all time Pharmacist need info about drugs
Special Requirements:	have email of manufacture company
Assumptions:	Pharmacist know how send and received email
Notes and Issues:	Not applicable

Use Case ID:	42		
Use Case Name:	EASE TO RETURN PROCESS		
Created By:	Taison	Last Updated By:	Taison
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	client ,Pharmacist , IT developer ,system manger		
Description:	make use to make anthon process or return and modify about process		
Trigger:	make use to make anthon process or return and modify about process		
Preconditions:	login make process		
Post conditions:	make new process ease		
Normal Flow:	login make process modify or make new process store process		
Alternative Flows: [Alternative Flow 1 – Not in Network]	try to comunicated with customers service client try to communicate with IT developer and system administrator		
Exceptions:	try to comunicated with customers service client try to communicate with IT developer and system administrator		
Includes:	Not applicable		
Frequency of Use:	all time make process can modify or make new process		
Special Requirements:	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

Use Case ID:	43		
Use Case Name:	knowing the info of product		
Created By:	Taison	Last Updated By:	Taison
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Pharmacist (primary) client (primary)		
Description:	knowing all information about product as negative impact		
Trigger:	knowing all information about product as negative impact		
Preconditions:	LOGIN Request info from company which manufacture drugs		
Post conditions:	know all info about product as expire date and usage ,why used ,postive impact		
Normal Flow:	request info from company recived response and send to client or read response read A prescription store the date in database		
Alternative Flows: [Alternative Flow 1 – Not in Network]	can search in website the manufacture company		
Exceptions:	if information is worng return process from begin again		
Includes:	Not applicable		
Frequency of Use:	all time Pharmacist need info about product		
Special Requirements:	have email of manufacture company		
Assumptions:	Pharmacist know how send and recived email		
Notes and Issues:	Not applicable		

Use Case ID:	44		
Use Case Name:	manage the inventory		
Created By:	Taison	Last Updated By:	Taison
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	accountant , manager		
Description:	responsible for ordering and tracking stock as it arrives at the warehouse and pharmacy		
Trigger:	responsible for ordering and tracking stock as it arrives at the warehouse and pharmacy		
Preconditions:	<ul style="list-style-type: none"> • Accurate record-keeping. • Adequate storage facilities. • Clear inventory policies and procedures. • Reliable inventory management system. Trained personnel.		
Post conditions:	<ul style="list-style-type: none"> • Optimal inventory levels. • Improved order fulfillment. • Reduced carrying costs. • Minimized stockouts and obsolescence. • Accurate financial reporting. • Efficient replenishment and procurement. Enhanced customer satisfaction		

Normal Flow:	<ul style="list-style-type: none"> • Procurement: Acquiring inventory from suppliers or manufacturers. • Receiving: Checking and recording incoming inventory. • Storage: Properly storing inventory in designated locations. • Tracking: Monitoring inventory levels and movements. <p>Order fulfillment: Picking, packing, and shipping inventory for customer orders.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> • Return or exchange: Handling returned or exchanged inventory. • Rework or repair: Addressing damaged or defective inventory. • Disposal or liquidation: Managing obsolete or unsellable inventory. <p>Stock transfer: Moving inventory between different locations or warehouses.</p>
Exceptions:	If there is no match between the books and the number, the employer and the competent authorities will be notified
Includes:	Not applicable
Frequency of Use:	all year once
Special Requirements:	There is an observer
Assumptions:	Not applicable
Notes and Issues:	Not applicable

Use Case ID:	45		
Use Case Name:	knowing pricing and discounting		
Created By:	taison	Last Updated By:	taison
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	A pharmacist ,A pharmacist		
Description:	Know all the details about the discount price, the discount percentage if there is a discount, the conditions for obtaining it, and the price after the discount		
Trigger:	Know all the details about the discount price, the discount percentage if there is a discount, the conditions for obtaining it, and the price after the discount		
Preconditions:	<p>Product or Service Knowledge</p> <ul style="list-style-type: none"> • Market Research • Cost Analysis • Pricing Objectives and Strategy • Competitive Landscape • Target Customer Analysis • Legal and Regulatory Considerations <p>Profitability Analysis</p>		
Post conditions:	the ability to effectively set prices, implement discount strategies, and make informed decisions that align with business goals and customer expectations.		
Normal Flow:	<ul style="list-style-type: none"> • • Gather product or service knowledge. • Conduct market research to understand the target market and competitors. • Analyze costs associated with production and delivery. • Define pricing objectives and develop a pricing strategy. • Evaluate the competitive landscape and position pricing accordingly. 		

	<ul style="list-style-type: none"> Analyze target customer characteristics and preferences. Consider legal and regulatory constraints on pricing and discounting. <p>Conduct profitability analysis to assess the impact of pricing decisions.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> If market research reveals a need to adjust pricing, go back to step 2. <p>If customer feedback suggests the need for revised pricing or discounts, go back to step 6.</p>
Exceptions:	<p>Sudden changes in market conditions may require immediate adjustments to pricing and discounting strategies.</p> <p>Legal or regulatory changes may impact pricing decisions.</p>
Includes:	not applicable
Frequency of Use:	The process of knowing pricing and discounting is used regularly, as businesses often review and adjust pricing strategies based on market dynamics and customer demand.
Special Requirements:	Access to market research data, cost analysis tools, and legal resources may be needed to ensure accurate pricing and compliance with regulations
Assumptions:	<p>The pricing and discounting process assumes a competitive market environment.</p> <p>It assumes that businesses have access to relevant market information and resources necessary for analysis and decision-making.</p>
Notes and Issues:	no notes

Use Case ID:	46		
Use Case Name:	Tax Calculation		
Created By:	Mahmoud mohamed	Last Updated By:	Mahmoud mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<p>Taxpayer: Individual or entity subject to taxation.</p> <p>Tax Consultant/Advisor: Professional providing tax advice or assistance.</p> <p>Tax Authority: Entity responsible for setting tax regulations and collecting taxes.</p>		
Description:	This use case outlines the process of calculating taxes owed by a taxpayer based on relevant financial information and tax regulations.		
Trigger:	The trigger occurs when it's time to determine the tax liabilities for a specific period, typically at the end of a fiscal year or upon a significant financial event		
Preconditions:	<p>Availability of financial records and relevant documentation.</p> <p>Knowledge of applicable tax laws and regulations.</p> <p>Access to a tax calculation system or software.</p>		
Post conditions:	<p>Calculation of tax liabilities for the specified period.</p> <p>Submission of tax returns (if applicable) to the tax authority.</p> <p>Payment or provision for the owed taxes.</p>		

Normal Flow:	Gather Financial Information:
	<ul style="list-style-type: none"> Taxpayer collects necessary financial records, receipts, and statements.
	Consultation (Optional):
	<ul style="list-style-type: none"> Taxpayer may seek advice from a tax consultant for clarification or optimization of tax liabilities.
	Input Data:
	<ul style="list-style-type: none"> Taxpayer or tax professional inputs financial data into the tax calculation system.
	Apply Tax Regulations:
Alternative Flows: [Alternative Flow 1 – Not in Network]	<ul style="list-style-type: none"> Tax calculation system processes the data according to relevant tax laws and regulations.
	Calculate Taxes:
	<ul style="list-style-type: none"> System generates the tax liabilities based on the processed financial information.
	Tax Planning: Prior to the end of the fiscal year, taxpayers might engage in tax planning strategies to minimize their tax liabilities.
	Amendment of Returns: If errors are discovered after filing, a process exists to amend tax returns with corrected information.
Exceptions:	If there are changes in tax laws or regulations after the initial calculation, adjustments to the tax calculation might be necessary. In cases of complex financial transactions, additional steps or specialized expertise may be required for accurate tax calculation.
Includes:	not applicable
Frequency of Use:	Tax calculation occurs periodically, typically at the end of a fiscal year or when significant financial events take place.
Special Requirements:	Up-to-date knowledge of tax laws and regulations. Reliable tax calculation software or tools.
Assumptions:	Taxpayer has access to all necessary financial information and documentation required for accurate tax calculation. Timely filing and payment of taxes are assumed for compliance purposes.
Notes and Issues:	Tax laws and regulations may vary across jurisdictions, so compliance with specific regional laws is essential. The accuracy of tax calculations is crucial to avoid penalties or audits by tax authorities. This template provides a structured framework for the tax calculation process, considering the roles of various actors and the steps involved in determining tax liabilities for a taxpayer. Adjustments can be made based on specific tax scenarios or legal requirements within different jurisdictions.

Use Case ID:	47		
Use Case Name:	Tax Exemptions		
Created By:	Mahmoud Mohamed	Last Updated By:	Mahmoud mohamed

Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Taxpayer: Individual or entity subject to taxation. Tax Consultant/Advisor: Professional providing tax advice or assistance. Tax Authority: Entity responsible for setting tax regulations and collecting taxes.		
Description:	This use case outlines the process of calculating taxes owed by a taxpayer based on relevant financial information and tax regulations.		
Trigger:	The trigger occurs when it's time to determine the tax liabilities for a specific period, typically at the end of a fiscal year or upon a significant financial event.		
Preconditions:	Availability of financial records and relevant documentation. Knowledge of applicable tax laws and regulations. Access to a tax calculation system or software.		
Post conditions:	Calculation of tax liabilities for the specified period. Submission of tax returns (if applicable) to the tax authority. Payment or provision for the owed taxes.		
Normal Flow:	Gather Financial Information: Taxpayer collects necessary financial records, receipts, and statements. Consultation (Optional): Taxpayer may seek advice from a tax consultant for clarification or optimization of tax liabilities. Input Data: Taxpayer or tax professional inputs financial data into the tax calculation system. Apply Tax Regulations: Tax calculation system processes the data according to relevant tax laws and regulations. Calculate Taxes: System generates the tax liabilities based on the processed financial information.		
Alternative Flows: [Alternative Flow 1 – Not in Network]	Tax Planning: Prior to the end of the fiscal year, taxpayers might engage in tax planning strategies to minimize their tax liabilities. Amendment of Returns: If errors are discovered after filing, a process exists to amend tax returns with corrected information.		
Exceptions:	If there are changes in tax laws or regulations after the initial calculation, adjustments to the tax calculation might be necessary. In cases of complex financial transactions, additional steps or specialized expertise may be required for accurate tax calculation.		
Includes:	not applicable		
Frequency of Use:	Tax calculation occurs periodically, typically at the end of a fiscal year or when significant financial events take place.		
Special Requirements:	Up-to-date knowledge of tax laws and regulations. Reliable tax calculation software or tools.		

Assumptions:	Taxpayer has access to all necessary financial information and documentation required for accurate tax calculation. Timely filing and payment of taxes are assumed for compliance purposes.
Notes and Issues:	Tax laws and regulations may vary across jurisdictions, so compliance with specific regional laws is essential. The accuracy of tax calculations is crucial to avoid penalties or audits by tax authorities.

Use Case ID:	48		
Use Case Name:	Tax Rates and Rules		
Created By:	Mahmoud mohamed	Last Updated By:	Mahmoud mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	Tax Authority: Entity responsible for establishing and modifying tax rates and regulations. Taxpayer: Individual or entity subject to taxation and affected by changes in tax rates and rules.		
Description:	This use case outlines the process of establishing, updating, and communicating tax rates and rules by the tax authority, which impacts the taxation obligations of taxpayers.		
Trigger:	The trigger occurs when there is a need to modify existing tax rates or rules due to changes in legislation, economic conditions, or policy decisions.		
Preconditions:	Understanding of current tax rates and rules. Authority or mandate for the tax authority to modify tax rates and rules. Analysis of the potential impact of changes on taxpayers and the economy.		
Post conditions:	Implementation of updated tax rates and rules by the tax authority. Communication of changes to taxpayers and relevant stakeholders.		
Normal Flow:	<p>Analysis and Proposal: Tax authority conducts an analysis of economic conditions, legislative changes, or policy objectives that may warrant alterations in tax rates or rules. Proposals for modifications are formulated based on the analysis.</p> <p>Internal Review and Approval: Proposed changes are internally reviewed and evaluated by experts within the tax authority. Approval is sought from relevant stakeholders or governing bodies.</p> <p>Implementation Planning: Implementation strategies are developed to apply the approved changes effectively. Communication plans for informing taxpayers and other stakeholders about the impending changes are devised.</p> <p>Modification of Tax Rates and Rules:</p>		

	<p>Tax authority formally updates the tax rates and rules based on the approved changes.</p> <p>Changes are reflected in the official documentation or systems.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	<p>Emergency Changes: In urgent situations (e.g., economic crises), expedited processes might be followed to implement immediate alterations in tax rates or rules.</p> <p>Public Consultation: Some tax authorities involve public consultations to gather feedback before finalizing changes.</p>
Exceptions:	<p>In some cases, unforeseen legal or procedural hurdles might delay the implementation of proposed changes.</p> <p>Discrepancies or errors in the modification process could lead to incorrect tax rates or rules being communicated.</p>
Includes:	not applicable
Frequency of Use:	The frequency of updating tax rates and rules may vary, ranging from annual adjustments to periodic modifications based on economic or legislative changes.
Special Requirements:	<p>Robust analysis tools and economic forecasting models for decision-making.</p> <p>Clear communication channels to disseminate information to taxpayers and stakeholders effectively.</p>
Assumptions:	<p>The tax authority follows established procedures and legal frameworks when modifying tax rates and rules.</p> <p>Taxpayers will comply with the new tax rates and rules after proper communication.</p>
Notes and Issues:	<p>Transparent communication regarding changes is crucial to ensure taxpayers understand and comply with the updated tax rates and rules.</p> <p>Regular monitoring and assessment of the impact of changes are necessary to fine-tune tax policies.</p>

Use Case ID:	49		
Use Case Name:	Multi-jurisdiction support		
Created By:	Mahmoud mohamed	Last Updated By:	Mahmoud mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<p>Tax Authority: Entity responsible for establishing and modifying tax rates and regulations.</p> <p>Taxpayer: Individual or entity subject to taxation and affected by changes in tax rates and rules.</p>		
Description:	This use case outlines the process of establishing, updating, and communicating tax rates and rules by the tax authority, which impacts the taxation obligations of taxpayers.		

Trigger:	The trigger occurs when there is a need to modify existing tax rates or rules due to changes in legislation, economic conditions, or policy decisions.
Preconditions:	<p>Understanding of current tax rates and rules.</p> <p>Authority or mandate for the tax authority to modify tax rates and rules.</p> <p>Analysis of the potential impact of changes on taxpayers and the economy.</p>
Post conditions:	<p>Implementation of updated tax rates and rules by the tax authority.</p> <p>Communication of changes to taxpayers and relevant stakeholders.</p>
Normal Flow:	<p>Analysis and Proposal:</p> <p>Tax authority conducts an analysis of economic conditions, legislative changes, or policy objectives that may warrant alterations in tax rates or rules.</p> <p>Proposals for modifications are formulated based on the analysis.</p> <p>Internal Review and Approval:</p> <p>Proposed changes are internally reviewed and evaluated by experts within the tax authority.</p> <p>Approval is sought from relevant stakeholders or governing bodies.</p> <p>Implementation Planning:</p> <p>Implementation strategies are developed to apply the approved changes effectively.</p> <p>Communication plans for informing taxpayers and other stakeholders about the impending changes are devised.</p> <p>Modification of Tax Rates and Rules:</p> <p>Tax authority formally updates the tax rates and rules based on the approved changes.</p> <p>Changes are reflected in the official documentation or systems.</p>
Alternative Flows: [Alternative Flow 1 – Not in Network]	<p>Emergency Changes: In urgent situations (e.g., economic crises), expedited processes might be followed to implement immediate alterations in tax rates or rules.</p> <p>Public Consultation: Some tax authorities involve public consultations to gather feedback before finalizing changes.</p>
Exceptions:	<p>In some cases, unforeseen legal or procedural hurdles might delay the implementation of proposed changes.</p> <p>Discrepancies or errors in the modification process could lead to incorrect tax rates or rules being communicated.</p>
Includes:	not applicable
Frequency of Use:	The frequency of updating tax rates and rules may vary, ranging from annual adjustments to periodic modifications based on economic or legislative changes.
Special Requirements:	<p>Robust analysis tools and economic forecasting models for decision-making.</p> <p>Clear communication channels to disseminate information to taxpayers and stakeholders effectively.</p>
Assumptions:	The tax authority follows established procedures and legal frameworks when modifying tax rates and rules.

	Taxpayers will comply with the new tax rates and rules after proper communication.
Notes and Issues:	<p>Transparent communication regarding changes is crucial to ensure taxpayers understand and comply with the updated tax rates and rules.</p> <p>Regular monitoring and assessment of the impact of changes are necessary to fine-tune tax policies.</p>

Use Case ID:	50		
Use Case Name:	Receipt and invoices		
Created By:	Mahmoud mohamed	Last Updated By:	Mahmoud mohamed
Date Created:	Oct 18 th , 2023	Last Revision Date:	Oct 19 th , 2023
Actors:	<p>Customer: Individual or entity purchasing goods or services.</p> <p>Seller/Business: Individual or entity providing goods or services and generating invoices.</p> <p>Accounting Department: Responsible for handling financial transactions and records</p>		
Description:	This use case outlines the process of creating and managing receipts and invoices for the sale or purchase of goods or services.		
Trigger:	The trigger occurs when a transaction for the purchase or sale of goods/services takes place between a customer and a seller.		
Preconditions:	<p>Existence of a sale or purchase transaction.</p> <p>Availability of details regarding the transaction (e.g., items purchased, prices, quantities).</p>		
Post conditions:	<p>Generation and distribution of receipts and/or invoices for the completed transaction.</p> <p>Recording of the transaction in financial records.</p>		
Normal Flow:	<p>Initiation of Transaction: Customer selects goods/services and initiates the purchase from the seller.</p> <p>Transaction Details Capture: Seller records details of the transaction, including items sold, prices, quantities, and any applicable taxes or discounts.</p> <p>Receipt or Invoice Generation: Seller generates a receipt for immediate transactions or an invoice for later payment transactions.</p> <p>Transmission to Customer: Seller provides the receipt or sends the invoice to the customer through preferred channels (e.g., email, in-person handover).</p>		
Alternative Flows: [Alternative Flow 1 – Not in Network]	Multiple Payment Options: In some cases, customers might have multiple payment options, leading to variations in payment and acknowledgment processes.		

	Adjustments or Refunds: If there are discrepancies or the need for adjustments/refunds, an alternative flow for handling these scenarios exists.
Exceptions:	<p>Failure in Delivery or Quality Issues: In instances where there are issues with delivered goods or services, the process might involve dispute resolution or refunds.</p> <p>Late Payments: Handling late payments might require additional communications or follow-up procedures.</p>
Includes:	not applicable
Frequency of Use:	The frequency varies based on the number of transactions conducted by the business and the volume of sales or services provided.
Special Requirements:	<p>Efficient and accurate record-keeping systems to manage receipts and invoices.</p> <p>Clear communication channels between sellers and customers for the transmission of receipts and invoices.</p>
Assumptions:	<p>Customers will review and acknowledge receipts or pay invoices within the specified timeframes.</p> <p>The recording and management of receipts and invoices follow standardized procedures.</p>
Notes and Issues:	<p>Accurate and timely generation and transmission of receipts and invoices are essential for financial transparency and compliance.</p> <p>Communication and clarity regarding payment terms and details are critical to avoid disputes or delays.</p>