Request Service Use case

Use Case:	Request Service
Trigger:	The customer wants to request a service for his/her car.
Preconditions:	The customer has a vehicle that requires to be serviced.
Actors:	Clerk, mechanic, and Customer
Main Scenario:	
1.	The customer contacts the garage to request a service for his/her car.
2.	The customer presents his/her details along with the vehicle details.
3.	The customer tells the clerk that she/he wants to request a service for the vehicle along with the date and time to be completed.
4.	The clerk collects the vehicle details and customer details.
5.	The clerk assesses the customer's needs and talks to the mechanic and determines what needs to be provided to the customer.
6.	The clerk provides an estimate of the cost of service.
7.	The customer agrees to the cost and permits the clerk to go ahead with the service.
8.	The clerk informs the customer of the day of completion and arranges an appointment.
9.	The mechanic performs the service and the clerk informs the customer when it is ready for collection.
10.	The clerk creates the invoice for the service including the tax, any discounts, and total cost.
11.	The clerk provides the invoice to the customer.
12.	The customer specifies the type of payment.

13.	The customer pays the required amount.
14.	The payment system processes the payment.
15.	The transaction is completed and the customer receives his/her car.
Exceptions:	
3a	1. The wanted service is not available at this garage 2. The service can't be completed on the specified time and date. 3. The use case ends and service is not performed.
7a	1. The customer does not agree on the cost and declines the offer. 2. The use case ends and service is not performed.
7a	1. Mechanic does not complete the service on the specified time and date 2. The use case ends and service is not completed on time.
12a	1. The clerk does not accept the specified type of payment. 2. The customer can only pay with cash and the garage does not take any cash. 3. The use case ends and service is not performed.