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| **Use Case ID** | UC 5 |
| **Use Case Name** | Bill Customer Automatically/Manually |
| **Author Name** | Anshul Kumar |
| **Primary Actor** | Customer |
| **Actor’s Goal** | The actor continues their subscription by being billed automatically. |
| **Business Value** | NICE |

## Description

The system should automatically bill the customer monthly. With each month, the actor should be notified via text and/or email (depending on preference). If the actor wishes to manually bill, then they may switch the setting.

## Main Success Scenario

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| **Step** | **Actor Action** | **System Response** |
| **1** | Actor reaches next month of billing cycle. | System finds current subscription plan. |
| **2** |  | System finds current payment information. |
| **3** |  | System automatically bills actor. |
| **4** |  | System sends email and/or text depending on preference settings. |
| **5** | Actor receives email and/or text |  |

## Alternative Success Scenario 1: Opting for Manual Billing

**Trigger Condition**: Actor clicks opt for manual billing within the preference settings.

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| **Step** | **Actor Action** | **System Response** |
| **1** | Actor clicks preference settings. | System brings up account preference settings for actor. |
| **2** | Actor clicks opt for manual billing. | System brings up screen to confirm that actor wants manual billing. |
| **3** | Actor clicks yes. | System displays success screen. |
| **4** |  | System notifies actor two days prior to pay for subscription |

## Alternative Failure Scenario 2: Customer does not Have Payment Information Stored

**Trigger Condition**: Attempts to automatically bill actor with no payment information stored.

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| **Step** | **Actor Action** | **System Response** |
| **1** | Actor reaches next month of billing cycle. | System finds current subscription plan. |
| **2** |  | System finds current payment information. |
| **3** |  | System receives error from payment system. |
|  |  | System notifies actor that the automatic billing was unsuccessful. |

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| **Trigger Event** | Next month for billing. |
| **Precondition** | * User has an active subscription plan. * User wants to continue plan. |
| **Frequency of Execution** | Depends on popularity of service. Assume 100 times/day |
| **Success Criteria (optional)** | The system automatically or manually bills the customer successfully. |
| **Development Cost** | EASY |

## Discussion

Automatic billing is a relatively easy system to implement. Not much work should be needed for this, and the use case is extremely simple.

## UML Activity Diagrams

Diagram

Description automatically generated