ATM process flow of money withdrawal

Startup

Welcome Screen

1. Insert the card into the blinking card reader 🡪 The card reader stops blinking
2. Reading the card
   * 1. Unreadable card
        1. The system captures a 10-second video of the customer
        2. Creation of an event log
        3. Informs the client of the problem
        4. Ejects the customer’s card
           1. The card is not taken 🡪 The system beeps to alert the customer
           2. The card is taken from the slot
     2. Card jammed
        1. Emergency eject card
           1. Successful 🡪 start from 1
           2. Disaster
        2. Emergency confiscation
           1. Captures a 10-second video of the customer
           2. Creation of the event log
           3. Sends the event log to the Bank System and the Service Administrator
           4. Informs the client of the problem
           5. Cannot be confiscated
        3. Card jammed
           1. Captures a 10-second video of the customer
           2. Creation of the event log
           3. Sends the event log to the Bank System and the Service Administrator
           4. Informs the client of the technical error
           5. Service shutdown
     3. Card not jammed 🡪 next step
3. The system allocates an ATM session identifier
4. Validation of the card (Authentication of the user)
   1. No communication with the bank system
      1. Creation of an event log
      2. Informs the client of the problem
      3. Ejects the card
   2. Inactive card or account
      1. Creation of the event log
      2. Informs the client of the problem
      3. Confiscates or ejects the card
   3. Stolen bank credit (the system reports that the card has been stolen)
      1. Confiscation of the card
      2. Captures a 10-second video of the customer
      3. Creation of an event log
      4. Sends the event log to the Security Administrator, the Bank System and the Service Administrator
      5. Continues to film the customer
      6. Indicates that the system is busy for 5 minutes
      7. Informs the client of the problem
      8. Stops filming
      9. Creates another event log
   4. Invalid bank card information
      1. Captures a 10-second video of the customer
      2. Creation of an event log
      3. Sends the event log to the Security Administrator, the Bank System and the Service Administrator
      4. Informs the client of the problem
      5. Confiscates or ejects the card
   5. Next step if valid
5. Validation of the password
   1. the first attempt of password entry 🡪 processing the request
      1. right 🡪 processing the request 🡪 next step 6
      2. wrong
      3. Informs the client of another attempt
   2. the second attempt of password entry 🡪 processing the request
      1. right 🡪 processing the request 🡪 next step 6
      2. wrong
      3. Informs the client of another attempt
   3. the third attempt of password entry 🡪 processing the request
      1. right 🡪 processing the request 🡪 next step 6
      2. wrong
      3. Confiscation of the card
      4. Capture a 10-second video of the customer
      5. Creation of the event log
      6. Sends the event log to the the Bank System and the Service Administrator
      7. Informs the client of the problem
   4. Next step if valid
6. Choosing the language 🡪 processing the request
7. Main menu
   1. No withdrawal option
      1. The system removes Withdraw Cash from the list of available service options.
      2. The system creates an event log entry to record the fact that the ATM has run out of cash.
      3. The system sends the event log entry to the Service Administrator and the Bank System to inform
      4. Ejects the card
   2. Withdrawal option 🡪 processing the request
8. Select amount options
   1. choosing standard withdrawal amount 🡪 processing the request
   2. non-standard withdrawal amount 🡪 processing the request
      1. the sum is below the ATM’s withdrawal limit
         1. The system informs the client
         2. ejects the card
      2. There are no banknotes of appropriate denomination
         1. The system informs the client
         2. ejects the card
      3. entry of the sum 🡪 processing the request
9. Receipt printing
   1. The receipt is not requested
      1. The ATM is out of paper or it’s jammed
         1. The system informs the customer of the problem
         2. Resuming
      2. The ATM is not out of paper 🡪 processing the request
   2. The receipt is requested
      1. The ATM is out of paper or it’s jammed
         1. The system creates an event log of the issue
         2. Sends the event log to the the Bank System and the Service Administrator
         3. Informs the client of the problem
         4. Displays receipt information for two minutes or until it is acknowledged by the Customer
10. Dispensing cash
    1. The amount cannot be dispensed (notes might be rejected by, or get stuck in, the counting and dispensing device)
       1. The system creates an event log entry to record the fact that there has been a dispensing error
       2. The system sends the event log entry to the Service Administrator and the Bank System to inform them that the ATM is no longer able to dispense cash.
       3. The system disables the withdraw-cash service option.
       4. The system records a transaction log entry for the transaction including both the amount that should have been dispensed and the amount that was actually dispensed.
       5. Ejects the card
    2. The money are left behind by the customer
       1. The system beeps to alert the Customer.
       2. If the cash has still not been removed within a minute of the alert being sounded, then the system
          1. Retrieves the cash checking the amount that has been left behind.
          2. Creates an event log entry to record the fact that cash has been left uncollected. The event log entry includes the bank card information (excluding the PIN), the amount of cash retrieved and the amount of cash dispensed.
          3. Records a transaction log entry for the transaction including both the amount that should have been taken and the amount that was actually taken.
          4. Ejects the card
11. Taking the card out of the slot
    1. The card is left behind (not removed from the ATM within 30 seconds) The system beeps to alert the customer 🡪 The card is still not been removed within a minute of the alert being sounded then the system
       1. Retrieves the card and adds it to the confiscated cards.
       2. If there are still funds to be dispensed then the system performs Subflow Handle Transaction Adjustments to put the money back into the account because it will not now be dispensed.
       3. The system creates an event log entry to record the fact that the card was left behind in the ATM. The event log entry includes the bank card information (excluding the PIN).
       4. The system sends the event log entry to the Bank System and the Service Administrator to inform them that the card has been left in the ATM.
       5. The system turns off the alert.
    2. The card is taken from the slot
12. Happy END