

**ADD\_CUSTOMER**

1. Go to “Customers → Add”.
2. System displays “Add Customer” menu.
3. Ask & enter Customers’ full details.  
(Name, Address, Phone number, age, gender, DoB, etc…)
4. Select “Save Customer”.
5. System generates a unique Member\_ID and attempts to save information to database.
  - 5a. If attempt successful, system displays “Success” message.
  - 5b.If attempt unsuccessful, system displays “failure” message.
6. MAKE\_PAYMENT.

**LOOKUP\_CUSTOMER**

1. Operator goes to “Customers → Search”.
2. System displays “Lookup” screen.
3. Operator inputs “Customer ID” or “Member\_ID” other customer details as criteria.
4. System attempts to display a list of customers matching the description criteria.
  - 4a. If successful, System will display the list.
  - 4b If unsuccessful, System will display “Failure” message.

**LOOKUP\_JOURNEY**

1. The Operator will selects “Events → Search”.
2. The System will display the “SearchEvents” window.
3. The Operator will input the search criteria.
4. The System will display a list of events matching the search criteria.

**MAKE\_BOOKING (MEMBER) (via “Bookings” menu)**

1. Operator goes to “Bookings → Add” .
2. Systems displays the “Add Booking” window.
3. Operator selects “Existing member” option.
3. Operator asks for and enters the customers Member\_ID, number of seats required and date of journey.
4. System searches for Journey matching criteria.
  - 4a. If journey is available, Operator asks customer if they want to make the booking.
  - 4b. If Journey is not available, System displays “Not found” window and the Operator informs the customer of their poor life choices.
5. If Customer confirms, System displays “Booking confirmation window.
6. The Operator selects “Confirm Booking”.
7. The System, saves the information to the database.
8. The System displays “Success” message.
9. The System displays the MAKE\_PAYMENT screen.

**MAKE\_BOOKING (MEMBER) (via LOOKUP\_CUSTOMER)**

1. Operator uses the LOOKUP\_CUSTOMER to find the customer and then select the “Add Booking” option from the “Lookup” options window.
2. Systems displays “Add Booking” window. (existing member option pre-selected).
3. Operator asks for and enters the number of seats required and date of journey.
4. System searches for Journey matching criteria.
  - 4a. If journey is available, Operator asks customer if they want to make the booking.
  - 4b. If Journey is not available, System displays “Not found” window and the Operator informs the customer of their poor life choices.
5. If Customer confirms, System displays “Booking confirmation” window then Operator saves booking onto system.
  - 5a. If customer declines, EXIT.
6. System displays the MAKE\_PAYMENT screen.

**VERIFY\_BOOKING**

1. The User selects “Bookings → Verify”
2. The System displays the “BookingVerify” window.
- 3.The User asks for and enters the customers’ reference number.
4. The System verifies the customers reference number.
5. The System displays the “Success” or “Failure” message respectively.

**ADD\_SERVICE**

1. The User selects “ Events → Add”.
2. The System will display the “AddEvent” window.
3. The User inputs the required Event data.
4. The User selects “Save”.
5. The System attempts to save the data to the database.
6. The System displays the “Success” or “Failure” message respectively

**AMEND\_SERVICE**

1. The User selects “Events → Modify”.
2. LOOKUP\_JOURNEY.
- 3.The System will display a list of events matching the search criteria.
4. The User will select the Event that needs to be modified and select “Modify”
5. The System will display the “ModifyEvent” window..
6. The User will then change the Event data.
7. The User will select “Save”.
8. The System will then attempt to save the data to the database.
9. The System displays the “Success” or “Failure” message respectively.

**CANCEL\_BOOKING**

- 1.The Operator asks for the customers Member\_ID.
2. LOOKUP\_CUSTOMER with the provided Member\_ID.
3. The system will display the correct Customer.
4. The Operator selects the customer and then presses the “View Bookings” button.
5. The System displays all of the bookings relating to that customer.
6. The Operator selects the booking to be cancelled and presses the “Cancel Booking” button.
7. The System will display the “Confirmation” window.
8. The Operator will select the “Confirm” or “Cancel” button respectively.
9. The System will attempt to delete the booking from the system.
10. The System will display the “Success” or “Failure” message dependant on the outcome of the previous operation.

**MAKE\_BOOKING**

1. Operator asks the Customer if they are an existing member or not.
2. If they are an existing customer, Operator asks for their Member\_ID.  
MAKE\_BOOKING(MEMBER)(via LOOKUP\_CUSTOMER).  
Or  
MAKE\_BOOKING (MEMBER) (via “Bookings” menu).
3. If they are not an existing customer, Operator asks if they would like to become a member.
  - 3a. If customer agrees, ADD\_CUSTOMER.  
MAKE\_BOOKING(NON-MEMBER).

**MAKE\_BOOKING (NON-MEMBER)**

1. System displays “Add booking” window.
2. Operator selects “non-existing member” option.
3. Operator asks for and enters the number of seats required and date of journey.
4. System searches for Journey matching criteria.
  - 4a. If journey is available, Operator asks customer if they want to make the booking.
  - 4b. If Journey is not available, System displays “Not found” window and the Operator informs the customer of their poor life choices.
5. If Customer confirms, System displays “Booking confirmation” window.
6. The Operator selects “Confirm Booking”.
7. The System generates a unique customer ID and saves information to database.
8. System displays “Success Message”
8. System displays the MAKE\_PAYMENT screen.

**CHANGE\_BOOKING**

- 1.The Operator asks for the customers Member\_ID.
2. LOOKUP\_CUSTOMER with the provided Member\_ID.
3. The system will display the correct Customer.
4. The Operator selects the customer and then presses the “View Bookings” button.
5. The System displays all of the bookings relating to that customer.
6. The Operator selects the booking to be cancelled and presses the “Modify Booking” button.
7. The System displays the relevant booking information.
8. The Operator modifies the information as requested.
9. The Operator will select “Save”.
10. The System will attempt to save the information to the database.
11. The System will display the “Success” or “Failure” message respectively.

**Make Payment**

1. The System displays the “Payment” window.
2. The Operator asks for and enters the customers payment information.
- 3.The System connects to the remote banking service.
4. The remote banking service Accepts or declines the payment.
5. The System Displays the “Success” or “Failure” message respectively.