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| **Name** | **Ticket Cancellation** |
| **Short Description** | A customer wishes to cancel a reservation. |
| **Precondition** | 1. A reservation has already been made. 2. Actor has successfully navigated to the main options screen. |
| **Post-condition** | 1. User should be logged in. 2. The selected reservation has been cancelled. 3. The selected reservation has NOT been cancelled. |
| **Priority** | Medium |
| **Actors** | Customer |
| **Trigger** | Selects the "Cancel Reservation" option |
| **Standard Process** | 1. User login: System verifies him from database. 2. User select cancel option: System will give him a warning message. 3. User cancel the reservation: System updates the database and shows a massage. |
| **Alternative Processes** | 1. In case of database connectivity error, system should show an error. 2. In case of log out the customer should be log in again and then perform again each step. |

Table 14 Description of "Ticket Cancellation" Use Case

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| **Name** | **Refund Money** |
| **Short Description** | This use case describes how the user will request a refund on Ticket cancellation. |
| **Precondition** | 1. User should be registered. 2. A reservation has already been made. 3. User requests ticket cancellation. 4. The selected reservation should have NOT been cancelled before. |
| **Post-condition** | 1. The user will receive full refund. 2. The user will receive partial refund. 3. The user will receive no refund. |
| **Priority** | High |
| **Actors** | User |
| **Trigger** | 1. User requests Ticket cancellation. 2. Ticket cancellation is approved by the Admin. |
| **Standard Process** | 1. User login: System verifies him from database. 2. User select ticket cancel option: System will give him a warning message. 3. User cancel the reservation: System updates the database and shows a message. 4. User selects Refund money option. 5. Admin looks at the case and based upon the criteria for refund, he approves or denies a refund. |
| **Alternative Processes** | 1. In case of database connectivity error, system should show an error. 2. In case of logout the customer should be log in again and then perform again each step. 3. In case the user writes a request after the deadline. |

Table 15 Description of "Refund Money" Use Case

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| **Name** | **Manage Flight Schedule** |
| **Short Description** | This use case describes how the administrator of the system can add and delete flight details from the portal. |
| **Precondition** | 1. The portal is pre-loaded with details such as text and images. 2. The administrator is logged into the system. |
| **Post-condition** | The Admin successfully manages the details. |
| **Priority** | High |
| **Actors** | Administrator |
| **Trigger** | 1. Administrator wants to add/modify flight information. 2. User wants updated flight information. |
| **Standard Process** | Admin selects the “Manage Flights” option, the system prompts the user to select one of the following two options:   1. Add new flight details 2. Modify existing information, i.e., update or remove. |
| **Alternative Processes** | Incomplete Flight Information: If the Admin fails to enter any of the mandatory flight information like flight Name, Availability and Price then the system displays an appropriate error message to the Admin. |

Table 16 Description of "Manage Flight Schedule" Use Case

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| **Name** | **Cancel Booking** |
| **Short Description** | The Administrator has to remove the reservation from the back end when the customer wishes to cancel the reservation. |
| **Precondition** | 1. User should be registered. 2. A reservation has already been made. 3. User requests ticket cancellation. 4. The selected reservation should have NOT been cancelled before. |
| **Post-condition** | 1. Ticket is cancelled. 2. Money is refunded. |
| **Priority** | Medium |
| **Actors** | Administrator |
| **Trigger** | A customer wishes to cancel a reservation. |
| **Standard Process** | 1. The Admin logs in. 2. The application authenticates the administrator and then displays the page where the administrator looks up the id of the customer who has requested cancellation of reservation. 3. After canceling the reservation, the administrator then sends a confirmation e-mail to the customer. |
| **Alternative Processes** | 1. The Admin fails to Log in. 2. User decides not to cancel the reservation. |

Table 17 Description of "Cancel Booking" Use Case