

<b>Use Case Name</b>	Receive Reservation Requests
<b>Primary Actor</b>	Ticketing Officer
<b>Secondary Actors</b>	Registered Customer
<b>Description</b>	This use case describes the process by which a Ticketing Officer receives and processes reservation requests for Circuit Bungalows or Campsites. It includes accepting or declining the request by checking reservation details; payment status, reservation info, etc.
<b>Include Use Cases</b>	Update Reservation Status
<b>Extend Use Cases</b>	Accept, Decline
<b>Preconditions</b>	The Ticketing Officer is logged into the reservation system. There are pending reservation requests to be processed.
<b>Trigger</b>	When a reservation request is received by the Ticketing Officer through the online reservation system.
<b>Main Flow</b>	<p><b>Step 1:</b> The Ticketing Officer receives a reservation request from a customer.</p> <p><b>Step 2:</b> System displays all the reservation details.</p> <p><b>Step 3:</b> Ticketing Officer validates the reservation information by checking the availability.</p> <p><b>Step 4:</b> Ticketing Officer checks the payment status of the reservation (online – already paid, cash – to be paid).</p> <p><b>Step 5:</b> Ticketing Officer accepts the request if all the requirements are satisfied.</p> <p><b>Step 6:</b> System updates the reservation status.</p>
<b>Alternative Courses</b>	Alt-Step 5: If the payment is yet to be made, the ticketing officer notifies the customer.
<b>Conclusion</b>	The use case concludes when the system updates the reservation status.
<b>Postconditions</b>	<p>The reservation request is either accepted or declined. If accepted, the reservation is added to the system and the customer is notified.</p> <p>If declined, the customer is notified and no reservation is made.</p>