

Use Case Name	Receive Reservation Requests
Primary Actor	Ticketing Officer
Secondary Actors	Registered Customer
Description	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.
Include Use Cases	Update Reservation Status
Extend Use Cases	Accept, Decline
Preconditions	The Ticketing Officer is logged into the reservation system. There are pending reservation requests to be processed.
Trigger	When a reservation request is received by the Ticketing Officer through the online reservation system.
Main Flow	<p>Step 1: The Ticketing Officer receives a reservation request from a customer.</p> <p>Step 2: System displays all the reservation details.</p> <p>Step 3: Ticketing Officer validates the reservation information by checking the availability.</p> <p>Step 4: Ticketing Officer checks the payment status of the reservation (online – already paid, cash – to be paid).</p> <p>Step 5: Ticketing Officer accepts the request if all the requirements are satisfied.</p> <p>Step 6: System updates the reservation status.</p>
Alternative Courses	<p>Alt-Step 3: If the bungalow is unavailable, the customer is notified through the system.</p> <p>Alt-Step 5: If the payment is yet to be made, the ticketing officer notifies the customer.</p>
Conclusion	The use case concludes when the system updates the reservation status.
Postconditions	<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>