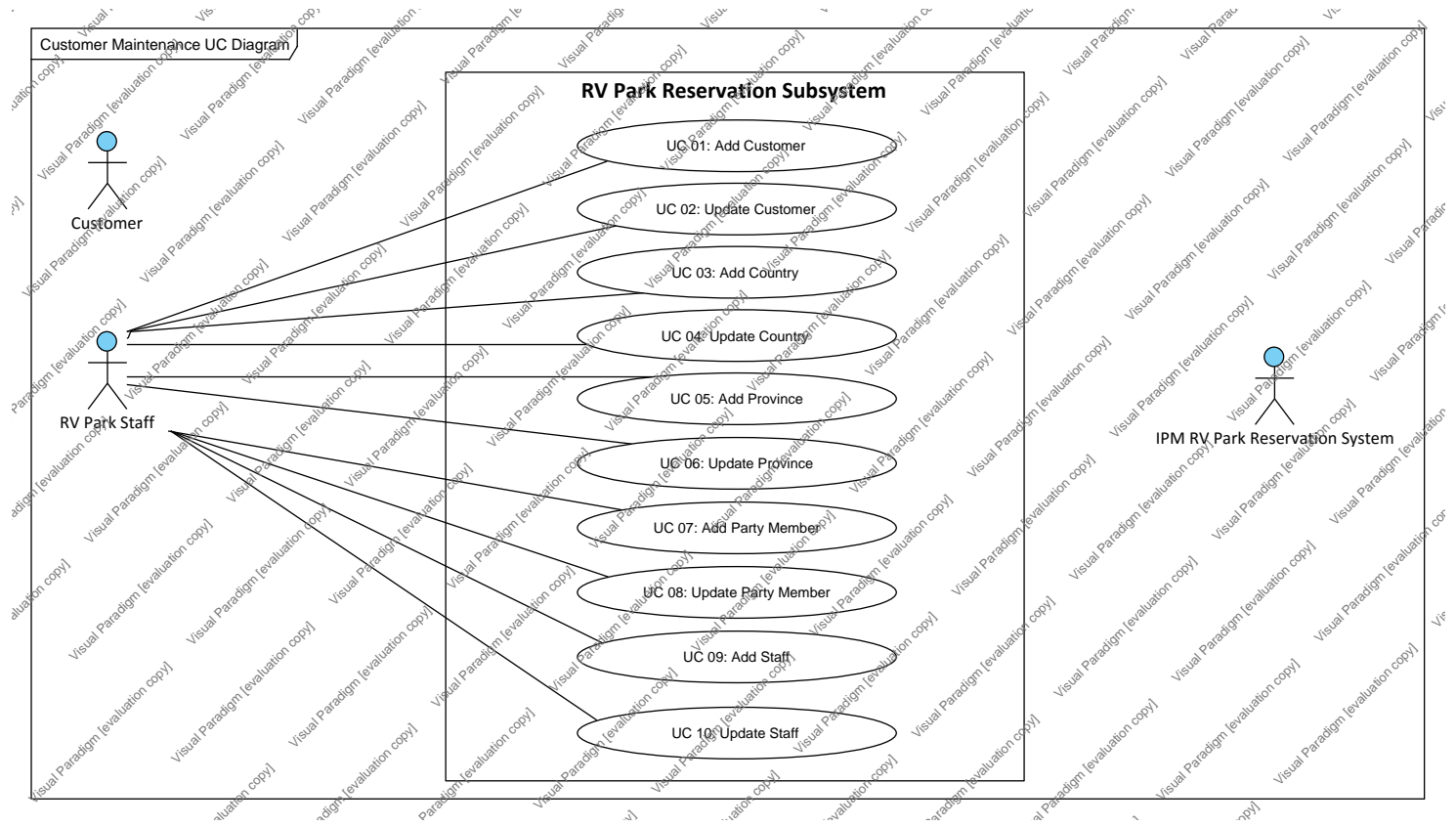


Customer Maintenance UC Diagram



Map Digitization UC Diagram

IPM RV Park Map Digitization Subsystem

RV Park Staff

System Timer

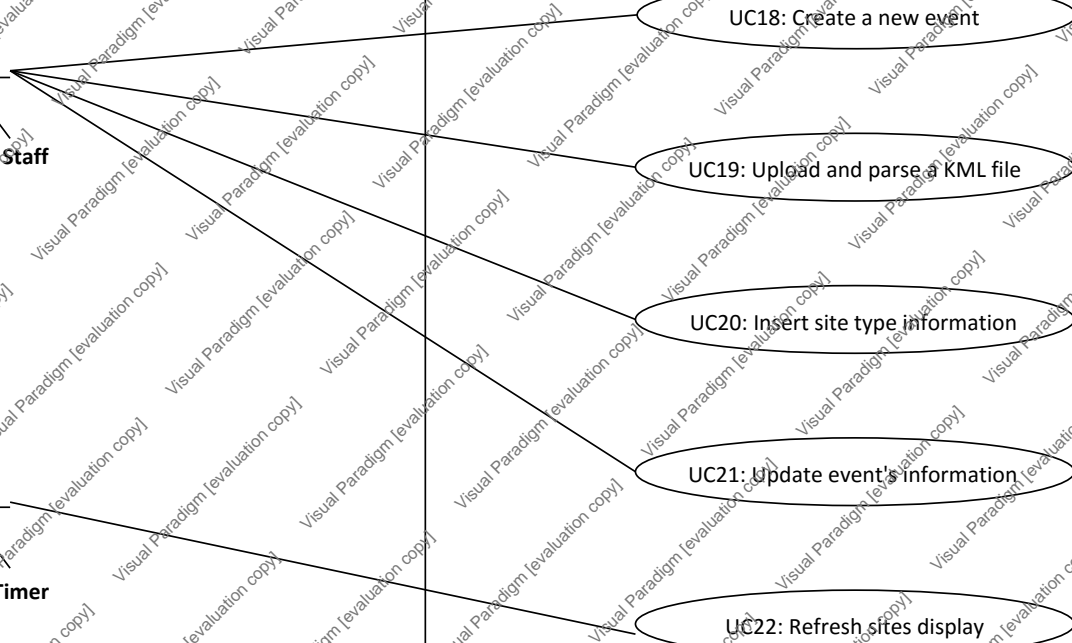
UC18: Create a new event

UC19: Upload and parse a KML file

UC20: Insert site type information

UC21: Update event's information

UC22: Refresh sites display



RV Park Reservation UC Diagram

RV Park Reservation Subsystem

UC11: Reserve site

UC12: Update reserve information

UC13: Add cancel reserve information

UC14: Add check-in information

UC15: Update check-in information

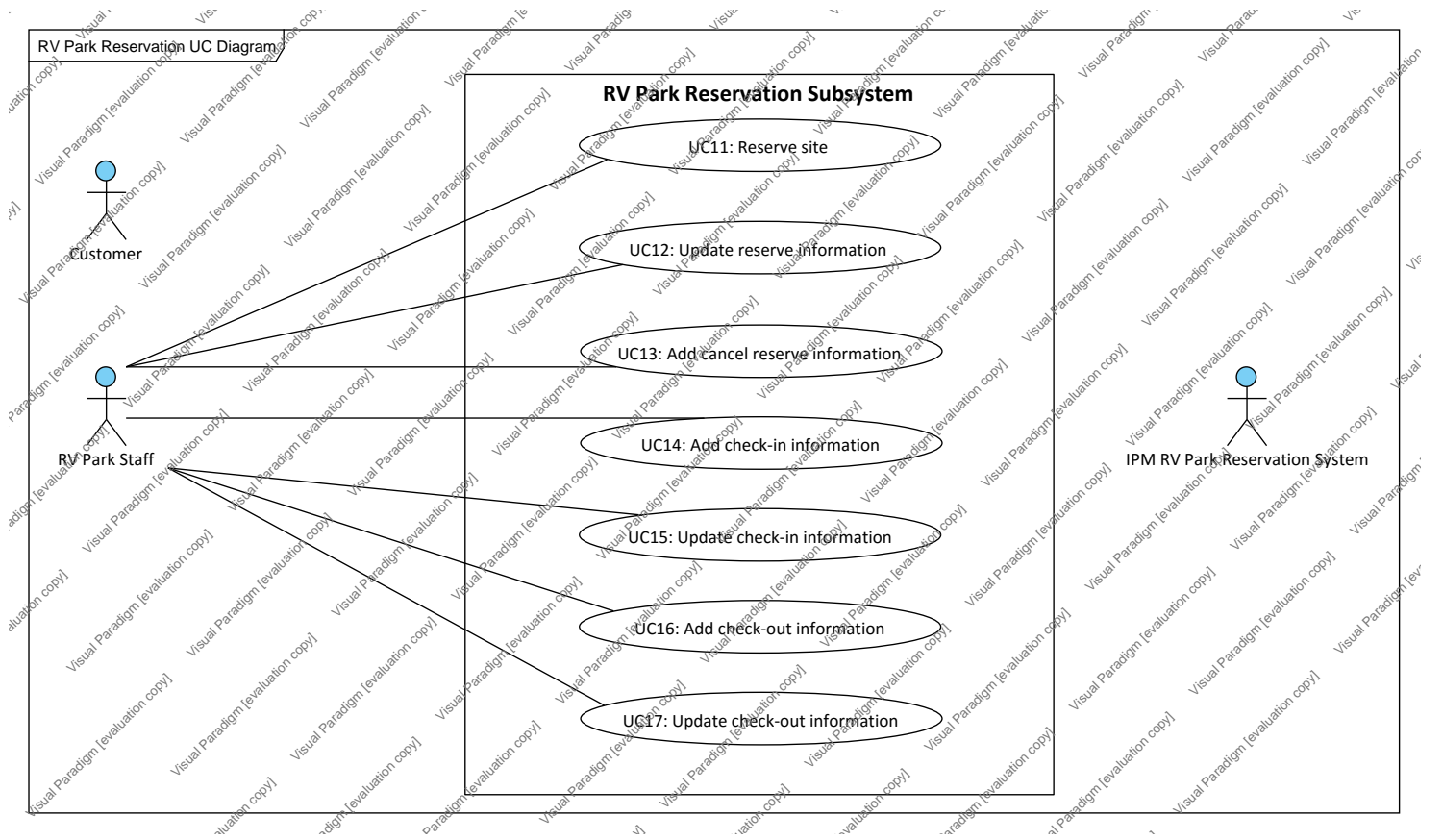
UC16: Add check-out information

UC17: Update check-out information

IPM RV Park Reservation System

Customer

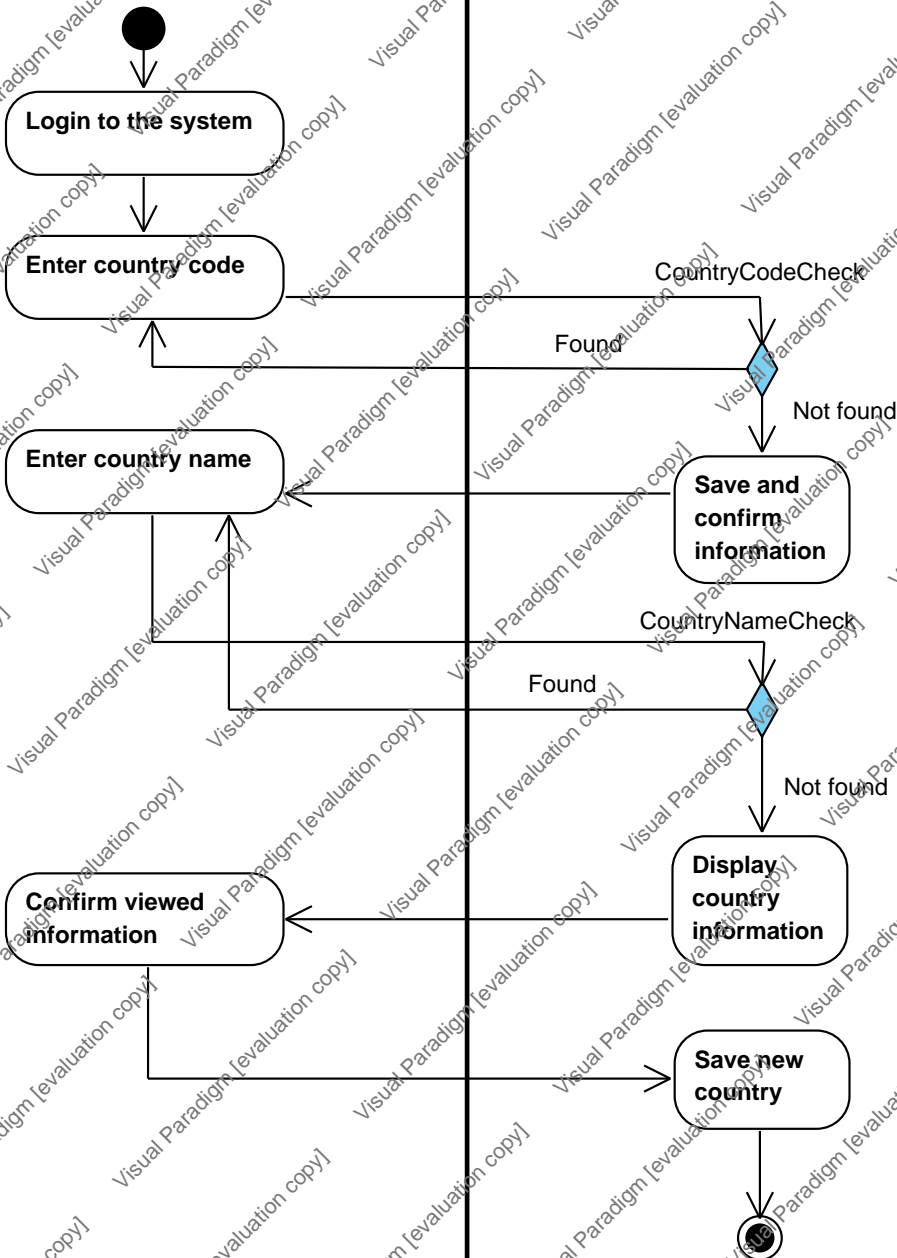
RV Park Staff



ADD COUNTRY

RV Park Staff

IBM RV Park Reservation System



ADD CUSTOMER

RV Park Staff

IPM RV Park Reservation System

Login to the system

Enter registrationDate, lastName and firstName

Enter cellPhone, homePhone and email address

Enter faxNumber, streetNo, name, city, provinceCode, countryCode, postalCode and comments

Confirm viewed information

CustomerNameCheck

Found

Not found

Save and confirm information

PhoneEmailCheck

Not valid

Valid

Save and confirm information

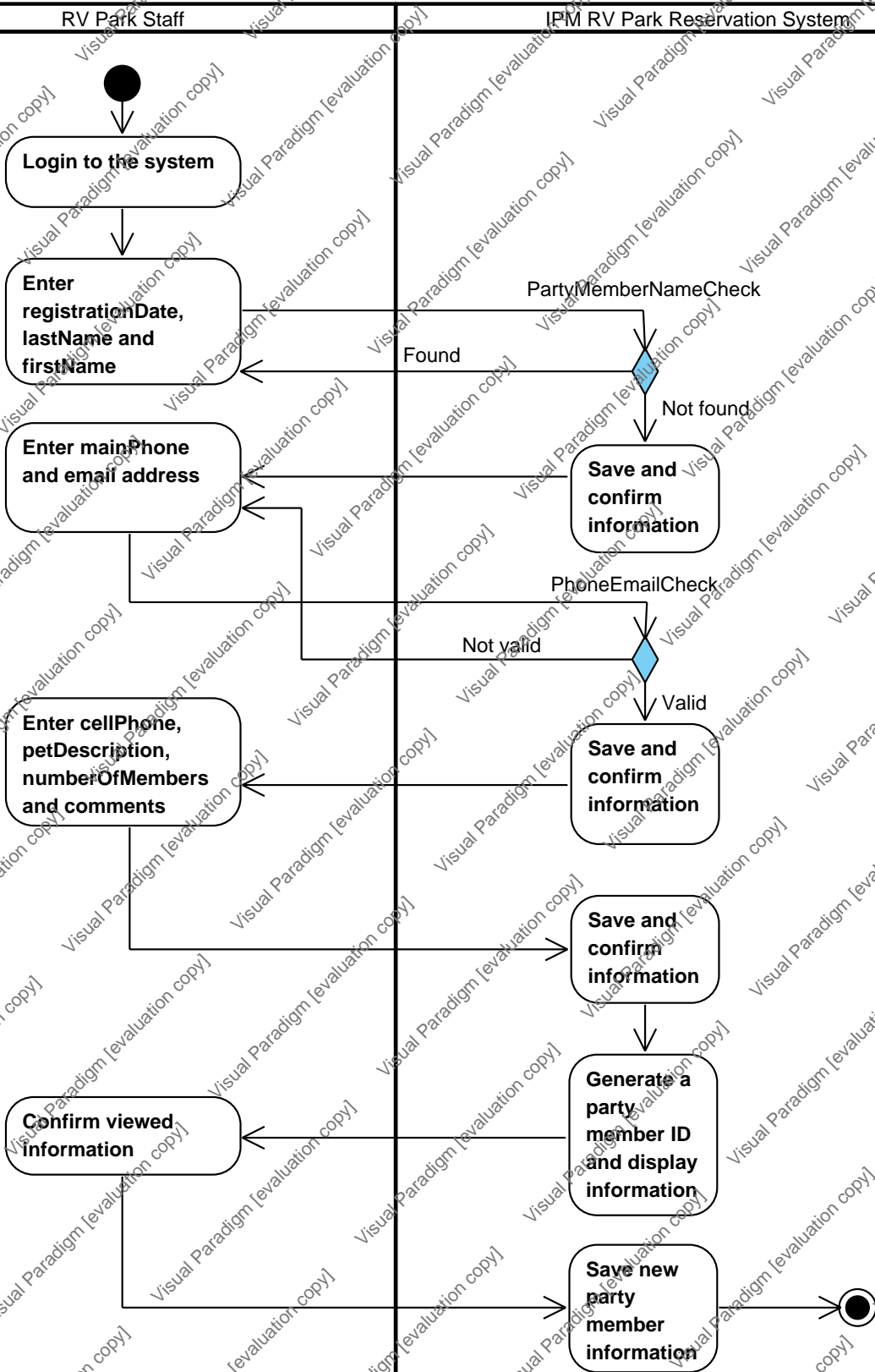
Save and confirm information

Generate a customer ID and display information

Save new customer information



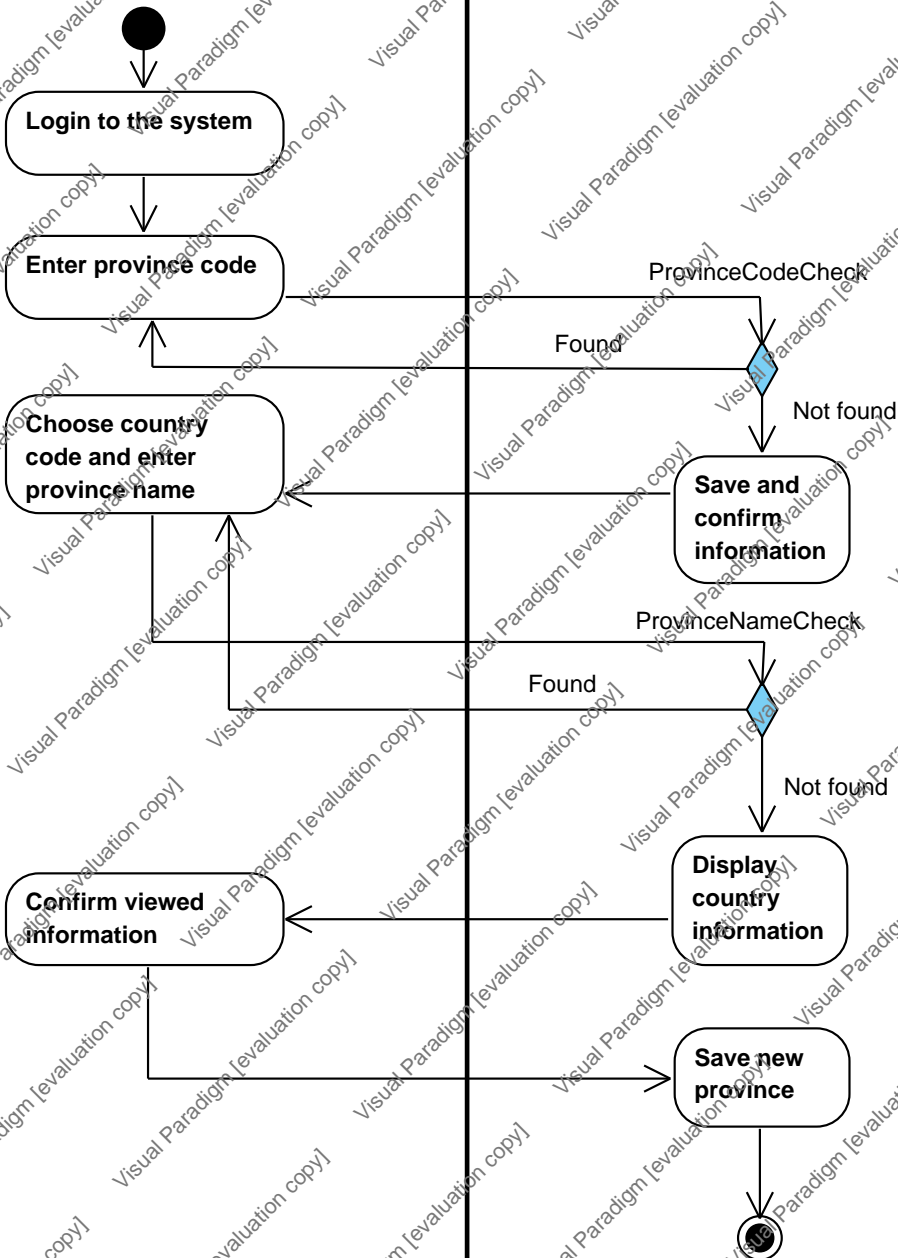
ADD PARTY_MEMBER



ADD PROVINCE

RV Park Staff

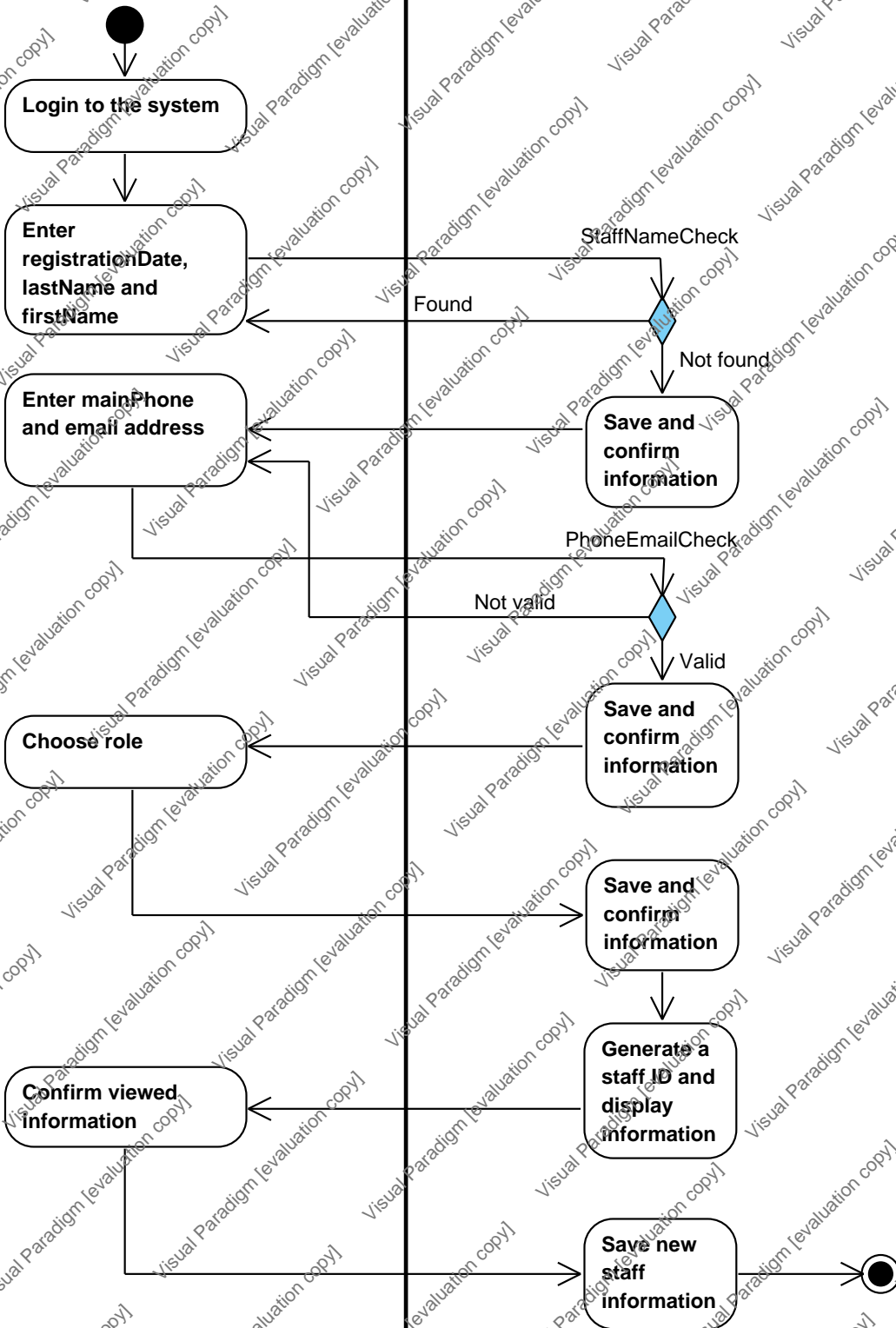
IBM RV Park Reservation System

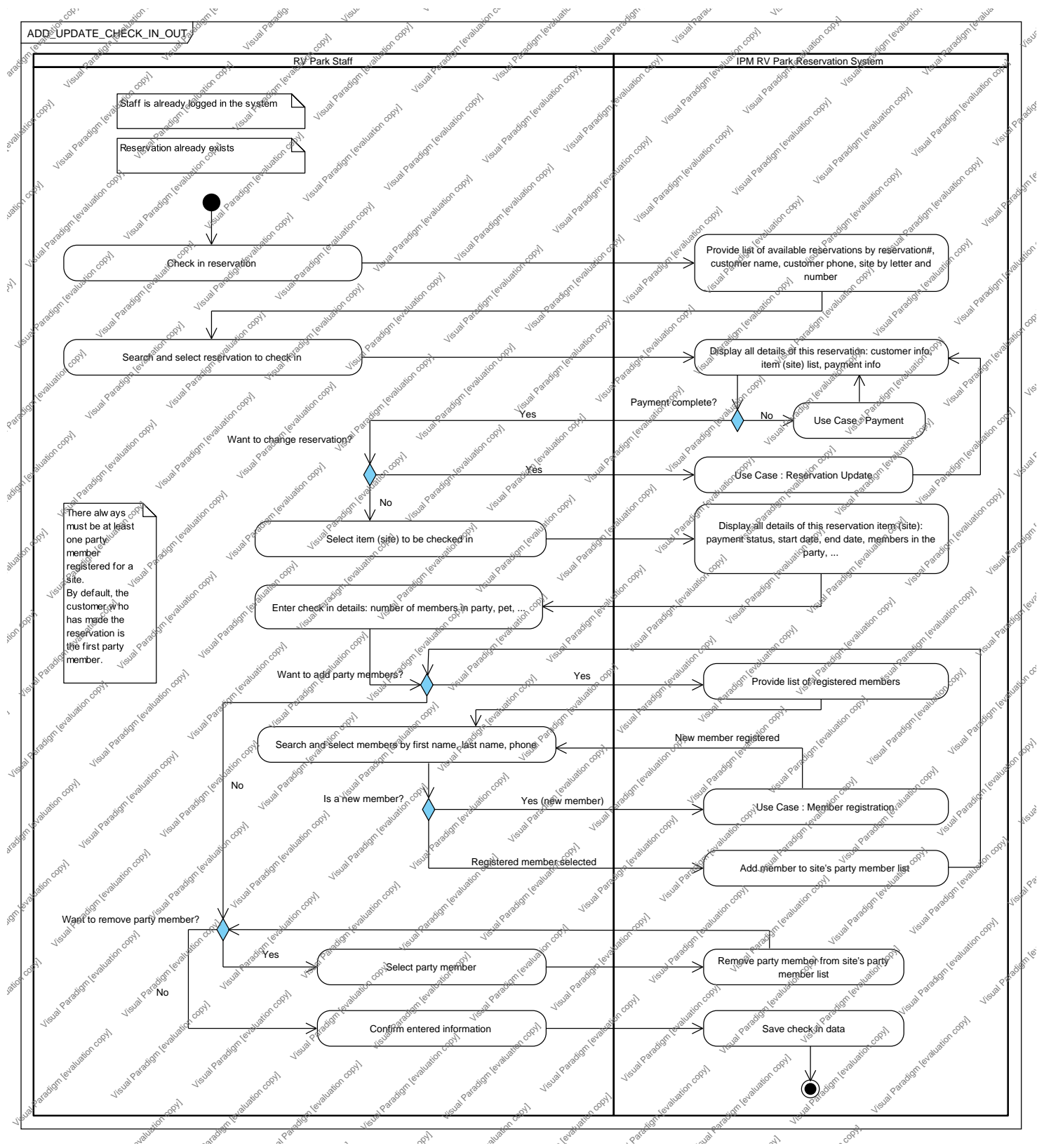


ADD STAFF

RV Park Staff

IPM RV Park Reservation System





CREATE_EVENT

RV Park Staff

IPM RV Park Reservation System

Open a New Event Page

Retrieve Last Event ID from Event Table

Create Empty Event Object with Last Event ID + 1

Input information about new Event

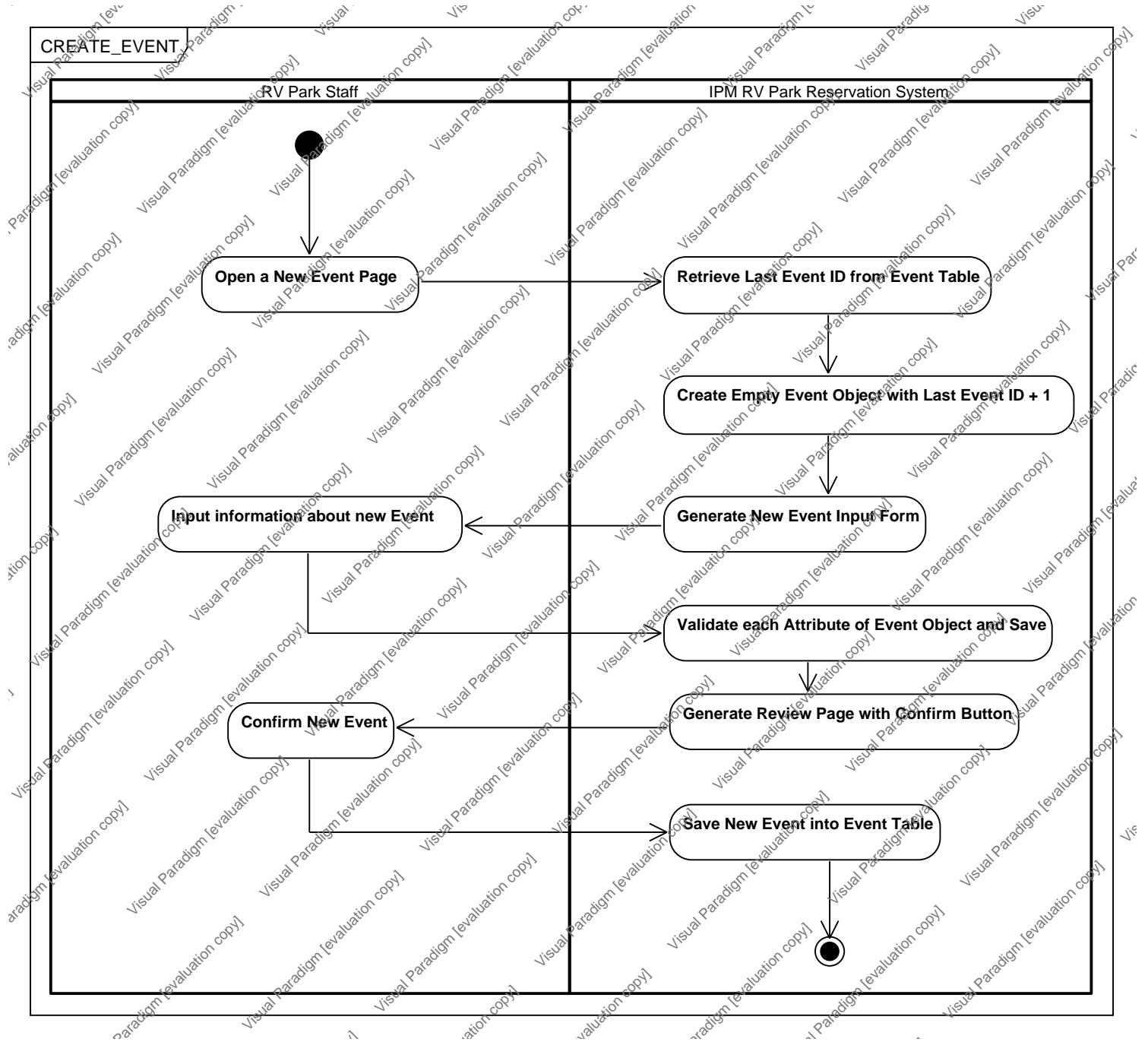
Generate New Event Input Form

Validate each Attribute of Event Object and Save

Confirm New Event

Generate Review Page with Confirm Button

Save New Event into Event Table



INSERT_SITE_TYPE_INFO

RV Park Staff

IPM RV Park Reservation System

Open an Event Update Page with Event ID

Retrieve the Event Information from Event Table

Request SiteType Input Page

Generate Event Specification Page

Input SiteType Related to StyleURL
including Site Rate, Site Size, Power
Supply

Generate SiteType Input Page

Retrieve StyleURL data from
StyleURL Table

Generate StyleURL Objects

Generate SiteType Input Page
using StyleURL List

Verify Relation between SiteType and SiteURL

Confirm SiteType Input

Generate SiteType Review Page with Confirm

Save SiteType Information into Database



PAYMENT_REFUND

RV Park Staff

IPM RV Park Reservation System

No:
This is option is to handle exceptions, register a payment or refund not related to creation or cancellation of reservation order or items.

Yes:
This use case is usually called from other uses case: create reservation, change reservation, cancel reservation.

Called from another use case?

Yes

No
Select register payment or refund

Provide list of registered customers

Search and select customer by first name, last name, phone

New customer registered

Is a new customer?

Yes (new customer)

Use Case : Customer registration

Registered customer selected

Retrieve and display customer account balance

Enter reason and amount for payment or refund

Update and display customer account balance

Customer balance and reason for payment or refund is defined in previous use case

Select payment or refund method : credit card, cash, check...

Display customer balance, reasoning for payment or refund

Enter payment or refund information

Validate and display payment or refund information

Confirm payment or refund information

Execute payment transaction: the transaction is done by staff only (manually). In future versions, it is to be done online.

Confirm execution payment transaction

Update and display customer account balance

Receive and print payment or refund #

Display payment or refund confirmation #

No

Yes

Send payment confirmation to use case who called

Called from another use case?

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

Yes

REFRESH_SITE_DISPLAY

RV Park Staff

IPM RV Park Reservation System

Open Site Display Page

Display Sites

Retrieve All SiteType from Database

Retrieve All RV Sites from Database

Display All RV Sites and Type Definition

[System Timer every n Sec]

Refresh Sites

Retrieve new Book Information from database

Retrieve newly Booked Site Information from database

Refresh RV Sites

Close Site Display Page

RESERVE_SITE

RV Park Staff

IPM RV Park Reservation System

Staff is already logged in the system

Available sites are constantly displayed in the large screen

Add new reservation order

Create new reservation order (for a group of sites)

Create reservation item (for one site)

Search and select a site, start and end dates

Provide list of available sites with filter by letter number, type, start and end dates

No

Confirm selection ?

Yes

Calculate and display total amount for item and order

Want to reserve (add) another item (site)

No

Provide list of registered customers

Yes

Search and select customer by first name, last name, phone

New customer registered

Is a new customer?

Yes (new customer)

Use Case : Customer registration

Registered customer selected

Update and display customer account balance

Confirm to proceed to payment

Display reservation order items and total amount

Use Case : Payment

Payment is confirmed

Receive and print confirmation #

Update status for all items (sites) in reservation order:
reserved
Confirm reservation and send email confirmation #

UPDATE_CANCEL_RESERVATION

RV Park Staff

IPM RV Park Reservation System

Staff is already logged in the system
Reservation already exists

Update reservation order

Search and select reservation to update

Select cancel reservation

Confirm cancel entire reservation

Remove item(s) from order

Select items (sites) to be removed from order

Confirm items (sites) removal from order

Change reservation period

Select items (sites) to be changed

Enter new start and end dates for selected items (sites)

Confirm reservation start and end dates for selected items (sites)

Receive and print receipt #

Add item (site) to order

Search and select available site, start and end dates

Confirm selection ?

Yes

No

Want to reserve (add) another item (site)

Confirm to proceed to payment

Receive and print confirmation #

Provide list of available reservations by reservation#, customer name, customer phone, site by letter and number

Display all details of this reservation: customer info, item (site) list, payment info

Calculate and display refund amount

Update and display reservation canceled

Update status for all items (sites) in reservation order: available

Calculate and display refund amount

Update status for all selected items (sites) in reservation order: available

Calculate and display amount

Update start and end dates for selected items (sites) in reservation order.

Update and display customer account balance

Use Case : Payment

Payment or refund is confirmed

Confirm change details and email receipt #

Create reservation item (for one site)

Provide list of available sites with filter by letter, number, type, start and end dates

Calculate and display total amount for item and order

Add item (site), period and price to reservation order
Update item (site) status : in shopping cart

Calculate and display total amount for the items addition

Update and display customer account balance

Use Case : Payment

Payment is confirmed

Update status for all items (sites) in reservation order: reserved
Confirm reservation and send email confirmation #

UPDATE_COUNTRY

RV Park Staff

IPM RV Park Reservation System

Login to the system

Search country data to
preview full information

Enter update Information

Confirmed viewed information

Query information

Not found

Found

Retrieve country information

Check information

Not valid

Valid

Save and display information

Save existing country's
information



UPDATE_CUSTOMER

RV Park Staff

IPM RV Park Reservation System

Login to the system

Search customer data to
preview full information

Enter update Information

Confirm viewed information

Query information

Not found

Found

Retrieve customer information

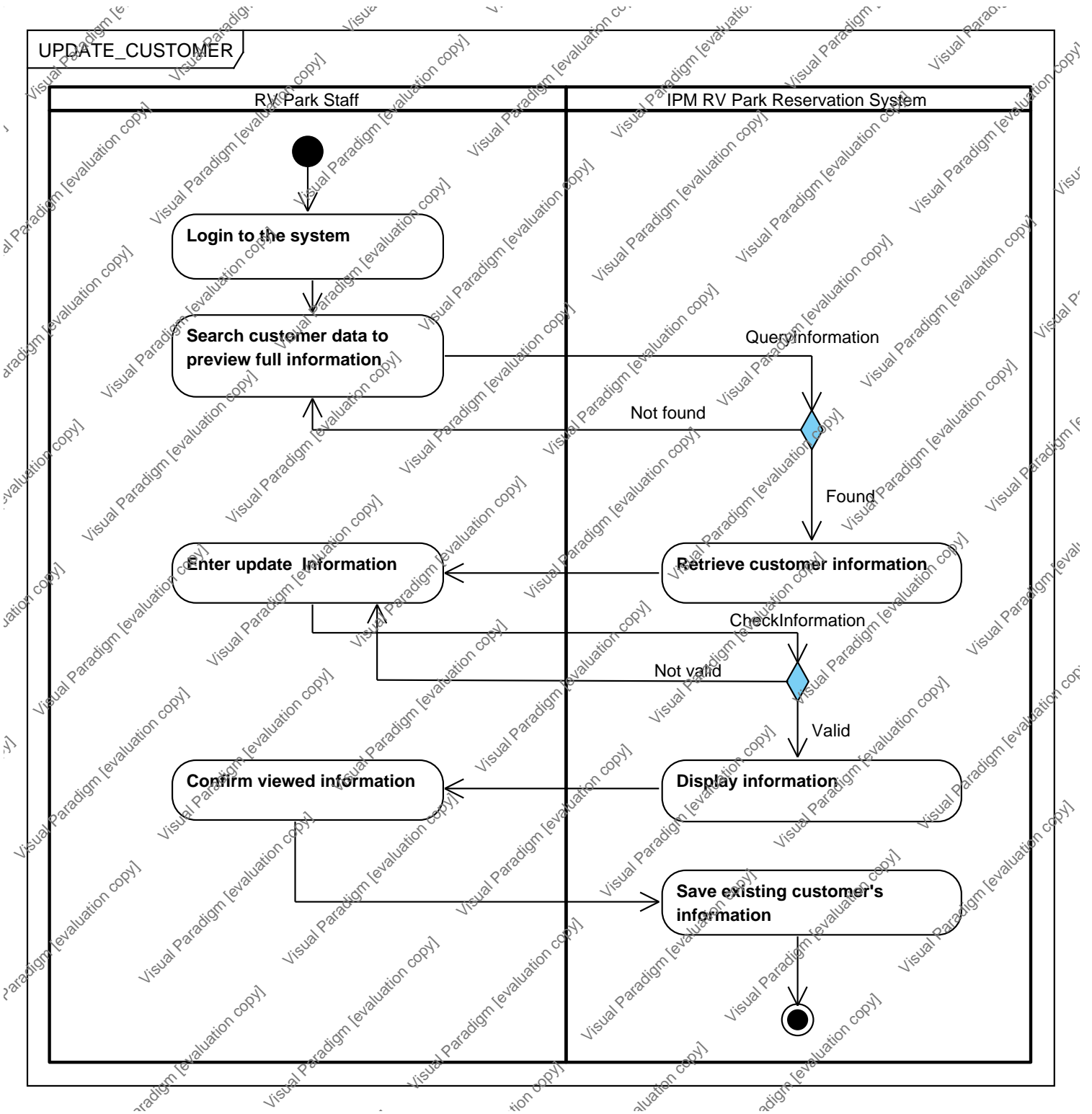
Check information

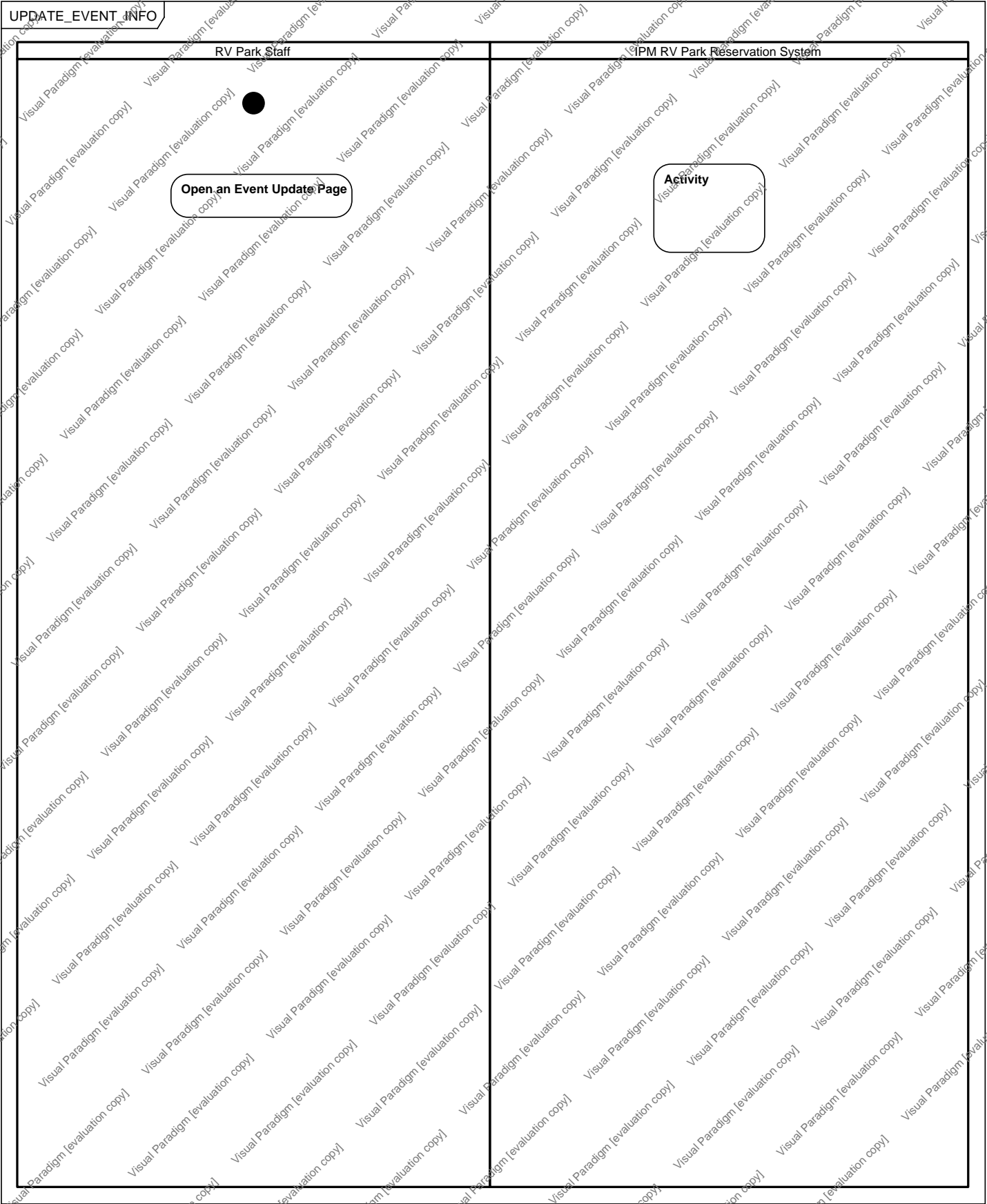
Not valid

Valid

Display information

Save existing customer's
information





UPDATE_PARTY_MEMBER

RV Park Staff

IPM RV Park Reservation System

Login to the system

Search party member data to
preview full information

Enter update Information

Confirm viewed information

Query information

Not found

Found

Retrieve member's information

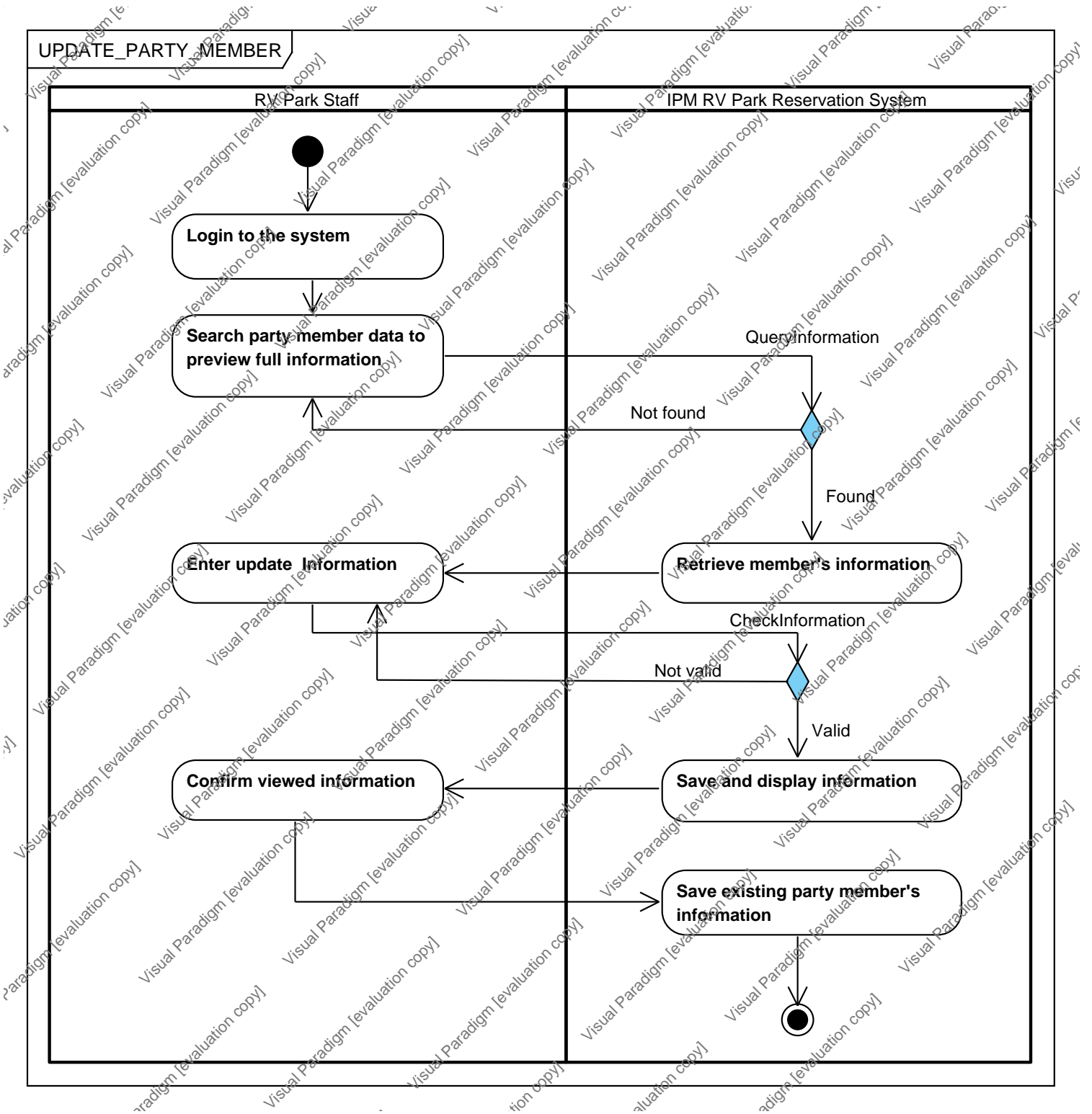
Check information

Not valid

Valid

Save and display information

Save existing party member's
information



UPDATE_PROVINCE

RV Park Staff

IPM RV Park Reservation System

Login to the system

Search province data to
preview full information

Enter update Information

Confirm viewed information

Query information

Not found

Found

Retrieve province information

Check information

Not valid

Valid

Save and display information

Save existing province's
information



UPDATE_STAFF

RV Park Staff

IPM RV Park Reservation System

Login to the system

Search staff data to preview
full information

Enter update Information

Confirm viewed information

Query information

Not found

Found

Retrieve staff's information

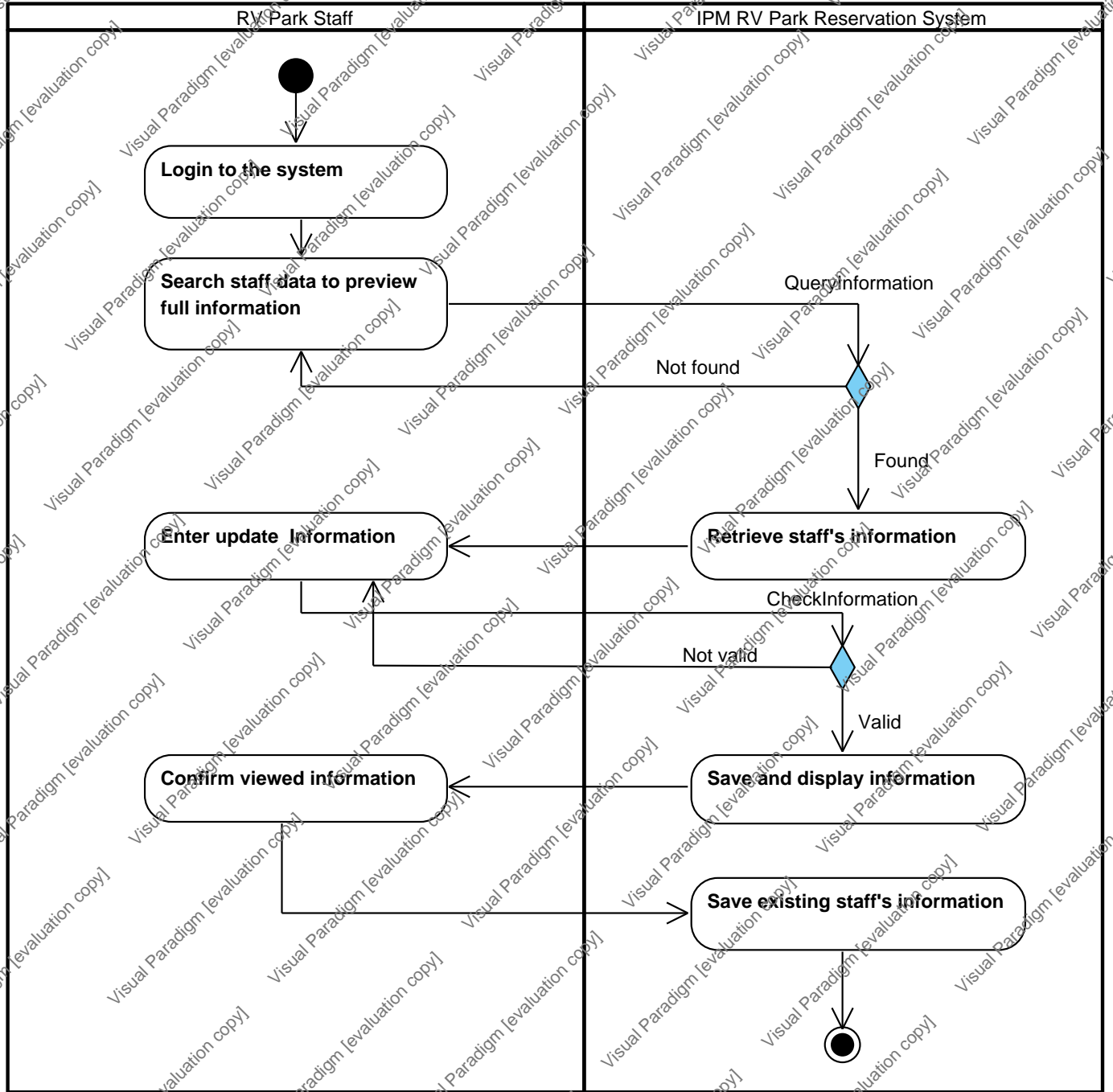
Check information

Not valid

Valid

Save and display information

Save existing staff's information



UPLOAD_PARSE_KML_FILE

RV Park Staff

IPM RV Park Reservation System

Open an Event Update Page with Event ID

Retrieve the Event Information from Event Table

Request KML Upload Page

Generate Event Specification Page

Select a KML file and Upload

Generate KML Upload Page

Parse KML

Generate StyleURL Objects

Generate RVSite Objects

Verify Relations between RVSite and StyleURL

Confirm RV Sites and StyleURLs

Generate RVSite and StyleURL Review Page with Confirm Button

Save RVSite and StyleURL into Database

