**Employee Edits Customers Reservation**

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| **Title** | As an Employee I want to Edit Customer Reservations so I can change the details when relevant and keep my job. |
| **Primary Actor** | Employee. |
| **Stakeholders & Interest** | Customer wants to change or cancel a reservation. Employee wants to change a customers reservation. The store wants to extend the ability to the customer to be able to change reservations. |
| **Preconditions** | Customer reservation needs to be in the system. |
| **Postconditions** | Employee is prompted with save changes screen to inevitably change the customer’s reservation or details on the reservation. |
| **Main Success Scenario** | 1. Employee views customer details 2. Employee edits the requested field for the customer or cancels the reservation 3. Employee specifies new details 4. Employee saves changes |
| **Extensions** | 1.1 Employee uses kiosk or computer.  2.1 Employee puts bikes from canceled reservation back into circulation.  3.1 Employee edits time of reservation.  3.2 Employee edits type of bikes.  3.3 Employee edits quantity of bikes.  3.4 Employee changes payment information with permission. |
| **Special Requirements** | Employee must be logged in. |
| **Technology & Variation List** | How will the employee edit record if the system is offline?  How will an employee change payment details of a credit card swiped at the kiosk?  How will the system account for inventory if details of a reservation are changed? |
| **Frequency** | As often as customers request changes in their reservations. |
| **Open Issues** | Does the bike get put back into circulation when the reservation is canceled?  If a card is swiped in the kiosk can the employee change the payment details?  How does an employee re-enter a reservation if they accidentally delete it?  How long should the employee wait to cancel the reservation if the customer doesn’t show up?  If a credit card is declined how does the employee deal with editing the details? |