**Customer Requests Bike Maintenance**

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| **Title** | As a Customer I want to Request Maintenance on my personal bike so that I may ensure specific maintenance is completed. |
| **Primary Actor** | Customer |
| **Stakeholders & Interest** | Customer wants to request specific maintenance and drop off time on personal bike.  Manager wishes to control costs and drive maintenance revenue, while also controlling amount of bike maintenance in shop at one time. |
| **Preconditions** | Customer accesses the store's online bike maintenance system and has a credit card. |
| **Postconditions** | Customer receives maintenance confirmation. |
| **Main Success Scenario** | 1. Customer selects bike specific maintenance.  2. Customer selects drop off time.  3. Customer reserves drop off time with credit card. |
| **Extensions** | 1.1 Customer abandons maintenance request.  2.1 Customer abandons maintenance request.  3.1 Customer abandons maintenance request. |
| **Special Requirements** | None. |
| **Technology & Variation List** | How will the system capture payment details via a card reader?  How can the Customer request maintenance when the system is offline? |
| **Frequency** | Unknown; must clarify with the bike shop. |
| **Open Issues** | Will offline reservations be accepted? If so, do these need to be tracked by the system?  How will charges for maintenance be determined?  What happens if a Customers bike is damaged during maintenance? |