ID	1
Name	**create customer account**
Description	Just Guest can create customer account even he can booking a trips
Actor	Primary : Guest
Events	1.The guest requests "create customer account" service 2. system redirects guest to customer register form 3. guest input his information: • Username • Password • Email • Phone number 4.system validate the information 5. guest information stored in the system 6. system redirect the guest to login page
Alternative	In step no:4 If information invalid: • Input fields invalid • Guest information stored in system The system views error massage and stay in same page
Exception	-
Pre-condition	Guest information not exist in system
Post-condition	Guest information stored in the system Guest will be customer

ID	2
Name	**create company account**
Description	Guest can create a company account after get accepting from system admin, company admin can add trips
Actor	• primary actor: guest • Secondary actor : System admin

Events	1. The guest requests "create company account" service
	
	2. system redirects guest to company admin register
	
	 form
	
	3. guest input his information:
	
	    • Company name
	    • Password
	    • Email
	    • Phone number
	    • address
	
	4.system validates the information
	
	5. system sends the information to the system admin
	
	6. system admin accept the new company account
	
	7. company account information stored in the system
	
	8. system redirect the company admin to company login
	
	 Page
	
	9. end use case.

Alternative	In step no:4
	If information invalid:
	    • Input fields invalid
	    • Guest information stored in system
	The system views error massage and stay in same page
	In step no:6

	If system admin rejected the account: • System send notification to the guest email contain rejected message.
Exception	-
Pre-condition	Company account information not exist in system
Post-condition	Company account information stored in the system guest will be company admin

ID	3
Name	**browse trips**
Description	This service custom to guest or customer, they can browse the available trips
Actor	primary actor : guest , customer
Events	1. the user requests "browse trips" service 2. the system loads all available trips information 3. The system displays trips details: ▪ Company name ▪ The departure ▪ The destination ▪ The cost ▪ Time of departure ▪ The company evaluation 4. End use case
Alternative	
Exception	No trips available, system displays "no trips message"
Pre-condition	-
Post-condition	-

ID	4
Name	**filtering the trips**
Description	Guest or customer can filtering trips to get improving results
Actor	Primary actor : guest , Customer
Events	1. The user selects the way he wants to filter result 2. The system brings results by user request 3. The system displays results 4. End use case
Alternative	-
Exception	No trips or company available: • The system displays " no trips available " message No matching results in the system: • System displays "no results" message
Pre-condition	-
Post-condition	-

ID	5
Name	**Booking seats**
Description	This use case enable the 'customer' to booking trips
Actor	Primary : customer

Events	1. the customer requests booking seats service
	2. the system displays booking form
	3. the customer fills out the form:
	
	     o number of seats
	     o payment way
	
	4. the system send notification that booking is done.

Alternative	In step number 4: • The system send alert that the booking is rejected

Exception	1. Number of seats inputted greater than number of total seats:
	2. payment fail:
	
	     o the system displays error message
	     o stay in same form

Pre-condition	Customer should login into the system
Post-condition	Decrease available seats number

ID	6
Name	**Payment**
Description	This use case enable the 'customer' to chooses the payment way
Actor	Primary : customer
Events	1. The customer chooses the payment way
Alternative	-
Exception	-
Pre-condition	Customer should login into the system and select booking
Post-condition	-

ID	7
Name	**Cash payment**
Description	Customer can payment cash after get accept from company admin
Actor	• primary actor: customer • Secondary actor: System admin
Events	1. The system request phone number of the custome 2. The customer enters the phone number then send 3. system admin reserve the booking information
Alternative	-
Exception	-
Pre-condition	Customer should login into the system and select booking and choose payment by cash
Post-condition	System store the requests

ID	8
Name	**Payment by card**
Description	Customer can payment by virtual card
Actor	- primary actor: customer - Secondary actor: System admin
Events	1. the system requests the card number 2. the customer enters the card number 3. the system validates for the card number 4. the system calculates the amount to be deducted from card 5. the system checks if card has the amount to be deducted 6. the system deducts the amount from the card 7. the system displays success message 8. end use case
Alternative	In step No:3 If card number invalid: - the system displays error message - redirect customer to payment form in step No:5 if card has not the amount required: - the system displays error message - redirect customer to the booking form
Exception	In step No:6 If it happens any problem: the system must return the deducted amount to customer card

	• cancellation the booking process
Pre-condition	Customer should 1. login into the system 2. select booking and choose payment by card 3. customer must complete his profile settings (that related in create card payment) 4. customer has the amount required
Post-condition	• Decrease the card balance • Decrease number of seats • notification the company of booking process

ID	9
Name	**Follow company**
Description	The customer can follow companies in the system
Actor	primary actor : customer
Event	1. The customer clicks on "follow" URL 2. The system stores the id of this company in customer data
Alternative	-
Exception	-
Pre-condition	Customer should • login into the system • open company page • the company is currently not following
Post-condition	The system stores the id of this company

ID	10
Name	**unfollow company**
Description	-
Actor	primary actor : customer
Event	3. The customer clicks on "unfollow" URL 4. The system removes the id of this company in customer data
Alternative	-
Exception	-
Pre-condition	Customer should • login into the system • open company page • the company is currently following
Post-condition	The system removes the id of this company

ID	11
Name	**Edit profile info:**
Description	-
Actor	primary actor: • customer • company admin
Event	1. from user profile the user request edit profile serv 2. the system gets user information and displays it 3. the user input his new information 4. the user clicks on edit URL 5. the system validates new information 6. the system displays success message
Alternative	In step no: 5 if the information invalid 1. The system print error massage 2. stay in same page
Exception	In step No:5 If it happens any problem: • The system return to old user information
Pre-condition	user should login into the system
Post-condition	User information will be updated

ID	12
Name	**delete account**
Description	All users in the system can delete them accounts
Actor	primary actor: • customer • system admin • company admin
Events	1. The user requests delete account service 2. The system displays confirmation alert to the use 3. The user clicks on agree link 4. The system mark user information as deleted 5. Redirect user to main guest page 6. End use case
Alternative	-
Exception	-
Pre-condition	user should login into the system
Post-condition	User information mark as deleted

ID	13
Name	**Create system account**
Description	Super admin can create new system admin account

Events	From admin control panel:
	1. Click on create system account link
	2. Input account information
	    • Username
	    • Password
	    • Email
	3. Click on add account link
	4. System check this information if exist
	5. System show success message: "new account added"
	6. System redirect admin to his control panel
	7. End use case

Alternative	In step No: 4 If information inputted is exist: 1. Show alert message: "account info is exist please input another info" 2. Redirect to create admin account form
Exceptions	-
Precondition	The information entered by admin must be not exist in the system
post condition	New account information will be add to the system

ID	14
Name	**block account**
Description	Just Super admin can block account (customer/company)
Events	From admin control panel: 1. System shows list in customers and company admins 2. each account shown has a block link 3. admin clicks on block link for any account 4. system mark this account as blocked 5. system reload accounts list 6. system send block message to the account 7. end use case

Alternative	In step No: 3
	 • If was company account and has any trips:
	   - The system waits for all trips to finish and then blocks it directly
	 • If was customer account or company account and has not any trips:
	   - the system blocks it directly

Exceptions	-
Precondition	The account must not be blocks In default way The system not displays any blocked account in main accounts list
post condition	The account selected will be marked as blocked in the system After apply this use case for any account If this account wants to login to the system System shows error message: "SORRY this account is blocked you cannot login to the system

ID	15
Name	**unblock account**
Description	Just Super admin can unblock account (customer/company)
Events	From admin control panel: 1. admin clicks on block (customers'/company admins) link 2. the system shows all blocks accounts 3. admin clicks on unblock link for any account 4. system mark this account as unblocked 5. system reload accounts list 6. system send unblock message to the account 7. end use case
Alternative	-
Exceptions	-
Precondition	The account must be blocks The system displays only blocked account in blocked accounts list
post condition	The account selected will be marked as unblock in the system

ID	16
Name	**Browse company accounts**
Description	Browse list of company accounts With the possibility of modification and delete any account
Events	From admin control panel: 1. admin clicks on company accounts link 2. the system shows all available company accounts 3. end use case
Alternative	-
Exceptions	No company accounts available: System shows message: "no company accounts available
Precondition	-
post condition	-

ID	17
Name	**Browse customer accounts**
Description	Browse list of customer accounts With the possibility of modification and delete any account
Events	From admin control panel: 1. admin clicks on customer accounts link 2. the system shows all available customer accounts 3. end use case
Alternative	-
Exceptions	No customer accounts available: System shows message: "no customer accounts available
Precondition	-
post condition	-

ID	18
Name	**Browse reports**
Description	
Actor	primary actor : system admin
Event	1. the system loads the reports sent by company admin. 2. The system displays all the details of the reports.
Alternative	-
Exception	-
Pre-condition	system admin should login into the system
Post-condition	-

ID	19
Name	**add trip**
Description	-
Actor	primary actor : company admin

Events	1. The company admin requests add trip service
	2. The company admin enters trip details:
	
	    • Starting station
	    • stop station
	    • stations in between
	    • Departure date
	    • Number of seats available
	    • Ticket price for one seat
	    • pictures
	
	3. the system validates trip info
	4. The system stores this details
	5. The system search of the customers who follow company
	then notify them
	
	6. The system redirect to trips page
	7. End use case

Alternative	-
Exception	-
Pre-condition	company admin should login into the system
Post-condition	• Trip information added to the system • The system send notification to each customer follow this company

ID	20
Name	**edit trip**
Description	-
Actor	primary actor : company admin
Events	1. The company admin requests "edit trip" service 2. The company select a trip he wants to edit 3. The company admin enters new trip details: • Number of seats available 4. The system updates and save this details 5. The system redirects company admin to trips pag 6. End use case
Alternative	-
Exception	-
Pre-condition	company admin should login into the system
Post-condition	-

ID	21
Name	**delete trip**
Description	-
Actor	primary actor : company admin
Events	1. The company admin requests "delete trip" service 2. The company admin chooses the trip which he want to delete it. 3. The system displays confirmation message 4. The company admin clicks on delete link 5. The system updates and save this details 6. The system redirect to trips page
Alternative	-
Exception	-
Pre-condition	company admin should login into the system
Post-condition	-

ID	22
Name	**Browse requests from users**
Description	Company admin can browse the requests from user for payment by cache
Actor	primary actor : company admin
Events	1. The company admin requests " Browse requests users " service 2. the system loads the requests from users 3. The system displays the details (phone numbers of this requests.
Alternative	-
Exception	In step No:2 if no request from users: the system displays : "no requests message"
Pre-condition	company admin should login into the system
Post-condition	-

ID	23
Name	**Browse statistics about trips**
Description	This use case enable company admin to view statistics about the trips
Actor	primary actor : company admin

Events	1. The company admin requests this service
	2. the system does statistics about trips:
	
	    • best trips
	    • famous customer
	    • best followers
	
	3. The system displays this details.
	4. End use case

Alternative	-
Exception	-
Pre-condition	company admin should login into the system
Post-condition	-

ID	24
Name	**Browse trips for company admin**
Description	Company admin can browse his trips
Actor	primary actor : company admin
Events	1. The company admin requests this service 2. the system loads only the company admin trips 3. The system displays the details of each trip 4. End use case
Alternative	-
Exception	In step No:2 If no trips available: The system displays " no trips available" message
Pre-condition	company admin should login into the system
Post-condition	-

ID	25
Name	**Report a customer**
Description	Company admin can report any user for specific reasons
Actor	primary actor : company admin
Event	1. The company admin selects a customer 2. The company admin Chooses report this custom 3. The system requests the reason 4. The company admin enters the reason 5. The system stores previous information 6. The system update company admin page 7. End use case
Alternative	-
Exception	-
Pre-condition	company admin should login into the system and open browse customer page
Post-condition	