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| **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 message 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 |

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| **ID** | **2** |
| **Name** | **create company account** |
| **Description** | Guest can create a company account after get accepting from system admin |
| **Actor** | * primary actor: guest |
| **Events** | 1. The guest requests "create company account" service 2. system redirects guest to company admin register 3. form 4. guest input his information:  * Company name * Password * Email * Phone number * address  1. system validates the information 2. system stores account information in pending list 3. system sends the information to the system admin 4. system displays waiting message |
| **Alternative** | In step no:5  If information invalid:   * Input fields invalid * Guest information already stored in system   The system displays error message and stay in same page |
| **Exception** | **-** |
| **Pre-condition** | Company account information not exist in system |
| **Post-condition** |  |

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| **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** | **-** |

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| **ID** | **4** |
| **Name** | **Filter 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 results 2. The system brings results by user request 3. The system displays results |
| **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** | **-** |

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| **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:    * number of seats    * 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:    * the system displays error message    * stay in same form |
| **Pre-condition** | Customer should login into the system |
| **Post-condition** | * Decrease available seats number * Adjusting the value of the amount in the customer’s account |

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| **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** | **-** |

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| **ID** | **7** |
| **Name** | **Cash payment** |
| **Description** | Customer can payment cash after get accept from company admin |
| **Actor** | * primary actor: customer * secondary actor: company admin |
| **Events** | 1. The system request phone number of the customer 2. The customer enters the phone number then sends it 3. system sends notification to company admin content customer information 4. company admin accepts this customer 5. end use case |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | Customer should login into the system and select booking and choose payment by cash |
| **Post-condition** | System store the requests |

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| **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 checks if card has the amount to be deducted 5. the system deducts the amount from the card 6. the system displays success message 7. 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 |

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| **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 |

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| **ID** | **10** |
| **Name** | **Cancel follow company** |
| **Description** | **-** |
| **Actor** | primary actor : customer |
| **Event** | 1. The customer clicks on “unfollow” URL 2. 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 |

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| **ID** | **11** |
| **Name** | **Edit profile info:** |
| **Description** | **-** |
| **Actor** | primary actor:   * customer * company admin * System Admin |
| **Event** | if he wants to edit his account:   1. System Request the old password 2. User input the old password. 3. the user input his new information 4. the system validates new information 5. system update the information. 6. the system displays success message   if he wants to delete his account:   1. The user requests delete account service 2. The system displays confirmation alert to the user 3. The user clicks on agree link 4. The system mark user information as deleted 5. Redirect user to main guest page |
| **Alternative** | In step no: 2 if the user input error password or  In step no: 4 if the information invalid   1. The system print error message 2. stay in same page |
| **Exception** | - |
| **Pre-condition** | user should login into the system |
| **Post-condition** | User information will be updated |

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| **12** | **ID** |
| **block account** | **Name** |
| **Primary:** system admin | **actor** |
| Just system admin can block account (customer/company) | **Description** |
| 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 | **Events** |
| 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 | **Alternative** |
| - | **Exceptions** |
| The account must not be blocks  In default way The system not displays any blocked account in main accounts list | **Precondition** |
| 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 | **post condition** |

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| **13** | **ID** |
| **unblock account** | **Name** |
| Just Super admin can unblock account (customer/company) | **Description** |
| Primary: system admin | **actor** |
| From admin control panel:   1. admin clicks on blocks (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 | **Events** |
| - | **Alternative** |
| - | **Exceptions** |
| The account must be blocks  The system displays only blocked account in blocked accounts list | **Precondition** |
| The account selected will be marked as unblock in the system | **post condition** |

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| **14** | **ID** |
| **Browse company accounts** | **Name** |
| Browse list of company accounts With the possibility of modification and delete any account | **Description** |
| Primary: company admin | **actor** |
| From admin control panel:   1. admin clicks on company accounts link 2. the system shows all available company accounts 3. end use case | **Events** |
| - | **Alternative** |
| No company accounts available:  System shows message: "no company accounts available | **Exceptions** |
| - | **Precondition** |
| - | **post condition** |

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| **15** | **ID** |
| **Browse customer accounts** | **Name** |
| Browse list of customer accounts With the possibility of modification and delete any account | **Description** |
| From admin control panel:   1. admin clicks on customer accounts link 2. the system shows all available customer accounts 3. end use case | **Events** |
| - | **Alternative** |
| No customer accounts available:  System shows message: "no customer accounts available | **Exceptions** |
| - | **Precondition** |
| - | **post condition** |

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| **ID** | **16** |
| **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** | **-** |

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| **ID** | **17** |
| **Name** | **add trip** |
| **Description** | **-** |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests add trip service 2. The system show form 3. 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  1. the system validates trip info 2. The system stores this details 3. The system search of the customers who follow this company   then notify them   1. The system shows successful message   And redirect to trips page   1. End use case |
| **Alternative** | In step 4: if information invalid error message will appear and stay in same page |
| **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 |

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| **ID** | **18** |
| **Name** | **edit trip** |
| **Description** | **-** |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests "edit trip" service 2. The system show form 3. The company admin enters new trip details:  * Number of seats available  1. The system validates info 2. The system updates and save this details 3. The system redirects company admin to trips page 4. End use case |
| **Alternative** | **In step 4: if information invalid, error message**  **will appear and he will Stay at the same page** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system and enter in( browse my trips )page |
| **Post-condition** | **-** |

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| **ID** | **19** |
| **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 wants   to delete it.   1. The system displays confirmation message 2. The company admin confirms the deletion 3. The system updates (delete) this trip 4. The system shows successful message   and redirect to trips page |
| **Alternative** | **In step 4: If the company admin rejects**  **the deletion, He will Stay at the same page** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system |
| **Post-condition** | **-** |

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| **ID** | **20** |
| **Name** | **Browse requests from users** |
| **Description** | Company admin can browse the requests from user for payment by cash |
| **Actor** | primary actor : company admin |
| **Events** | 1. The company admin requests "Browse requests from 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** | **-** |

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| **ID** | **21** |
| **Name** | **Browse company trips** |
| **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 |
| **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** | **-** |

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| **ID** | **22** |
| **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 customer 3. The system requests the reason 4. The company admin enters the reason 5. The system stores previous information 6. The system show message (Reporting finished) 7. End use case |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | company admin should login into the system and open browse customer page |
| **Post-condition** |  |

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| **ID** | **23** |
| **Name** | **Accept payment** |
| **Description** | **Company admin can Accept payment by cash** |
| **Actor** | primary actor : company admin |
| **Event** | 1. The company admin clicks accept this request 2. The system marks the request as accepted 3. The system updates the request page |
| **Alternative** | **-** |
| **Exception** | **-** |
| **Pre-condition** | **company admin should login into the system and open statistics about trips** |
| **Post-condition** |  |

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| **ID** | **24** |
| **Name** | **Create system admin account** |
| **Description** | **System admin can create new admin accounts** |
| **Actor** | primary actor : system admin |
| **Event** | From admin panel:   1. Admin clicks on create new admin account url 2. The system displays create account form 3. Admin inputs new account information 4. System validates account information 5. System stores new account information 6. System displays success message |
| **Alternative** | In step no 4:  If account information already stored in the system:   1. The system Shows error message 2. Stay in same page |
| **Exception** | **-** |
| **Pre-condition** | **-** |
| **Post-condition** | **-** |

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| **ID** | **25** |
| **Name** | **Accept company account** |
| **Description** | **System admin accept or reject new company accounts** |
| **Actor** | primary actor : system admin |
| **Event** | From admin panel:   1. Admin clicks on pending accounts url 2. The system displays pending accounts 3. Admin selects account he want 4. Admin clicks on accept new account 5. System stores new account 6. Send accept message to the account email 7. Delete account information from pending accounts   list |
| **Alternative** | In step no 4:  If admin reject account:   * Send accept message to the account email |
| **Exception** | **-** |
| **Pre-condition** | **-** |
| **Post-condition** | **-** |