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| **Use Case Name** | Create Credit Card Request | |
| **Scenario** | Customer wants to create a credit card | |
| **Triggering Event** | Customer contacts customer service to create a credit card | |
| **Brief Description** | Customer must submit document such as identity card copy, family card copy, and choose a credit card company.  After that, customer service will forward the credit card request to finance team and the chosen credit card company.  Finance team will receive a notification and can either reject or approve the credit card request.  If both finance team and the credit card company approves the credit card request, then the credit card request’s status is updated to “Approved”, else “Rejected”. | |
| **Actors** | Customer Service | |
| **Related Use Cases** | * Manage credit card request * Verify customer legitimacy * Collect documents * Collect family card copy * Collect identity card copy * Record customer’s credit card company preference | * Add documents * View documents * Update documents * Submit documents * Forward credit card request to Finance Team * Forward credit card request to Credit Card Company |
| **Stakeholders** | Customer, Manager, Finance Team | |
| **Precondition** | Customer must queue first  Customer must contact customer service  Customer must have an account in the bank  Customer must bring identity card copy  Customer must bring family card copy | |
| **Postcondition** | Customer credit card request is approved.  Customer credit card request is rejected.  Customer credit card is activated. | |
| **Flow of Events** | **Customer Service** | **System** |
| 1. Input documents  2. Choose credit card company  3.a. Forward customer's credit card request to the corresponding credit card company  3.b. Forward customer's credit card request to finance team | 2.1. Save documents  2.2. Save credit card company preference  3.b.1. Add expense  3.b.2. Add expense request to finance team's notification |
| **Exception Condition** | 1. Inputted document is invalid, input again.  3.a. Credit card company rejects the credit card request | |