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| **Use Case Name** | Handle Late Credit Card Payment | |
| **Scenario** | Customer wants to pay for late credit card payment | |
| **Triggering Event** | Customer visits customer service to pay for late credit card payment | |
| **Brief Description** | Customer’s credit card is charged by 12% of the credit card loan if the customer is late to pay for their credit card.  If customer fails to pay the charge within 21 days, then the credit card will be blocked. | |
| **Actors** | Customer service | |
| **Related Use Cases** | * Verify customer legitimacy * Update account balance | |
| **Stakeholders** | Customer, Manager, Finance Team. | |
| **Precondition** | Customer must have credit card.  Customer must have late payment | |
| **Postcondition** | Customer’s credit card charge is paid  Customer’s credit card is blocked | |
| **Flow of Events** | **Customer Service** | **System** |
| 1. Input customer data  2. Input account number  3. Press “Pay” button | 2.1. Fetch total charges and customer's debit account balance from database  2.2. Show total charges and customer's debit account balance  3.1. Reduce customer's account balance  3.2. Show payment successful message |
| **Exception Condition** | 1. Customer does not exist, try again  2. Account number does not exist, try again  2. Account number does not belong to customer, try again  2. Account is blocked, try again  3. Customer has insufficient balance, try again | |