Using Redbox

This problem realm involves using a Redbox machine. While using a Redbox machine, the user (renter) can rent one or more movies and/or video games. The movies can be either DVD or blur-ray format. The rental is for one day, but the renter can keep the rental for more than one day, and their form of payment will be charged for every subsequent day. Renters can also set up a rental online and set up a location to reserve the rental for pick-up. The Redbox dispenses the rental(s) after the transaction is processed. When the renter returns the movie, it is inserted into the machine.

Use Case Briefs

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| **Actor** | **Goal** | **Brief** |
| Renter | Rent Movie | The renter chooses “rent a movie” option from the home screen. He/she then chooses the desired movie to rent and proceeds to check-out. If the renter wants, he/she can enter a promo code, which correlates to a specific discount. If the entered promo code is invalid or used, an error message is displayed and the system returns to the check-out screen. The renter makes a payment, and the Redbox dispenses the chosen movie. If the payment is declined, the system returns to the check-out screen, and the renter can enter a second form of payment or can cancel the transaction. |
| Renter | Rent Game | The renter chooses “rent a game” option from the home screen. He/she then chooses the desired game to rent and proceeds to check-out. If the renter wants, he/she can enter a promo code, which correlates to a specific discount. If the entered promo code is invalid or used, an error message is displayed and the system returns to the check-out screen. The renter makes a payment, and the Redbox dispenses the chosen game. If the payment is declined, the system returns to the check-out screen, and the renter can enter a second form of payment or cancel the transaction. |
| Renter | Make Payment | After clicking the payment button, the system requests the renter to swipe his/her debit/credit card. The renter swipes the card. If the payment is declined, an error message is displayed and the system returns to the check-out screen. |
| Renter | Pick-up Reservation | The renter chooses the “pick-up reservation” option from the home screen. The system prompts the renter to swipe his/her debit/credit card. The renter swipes the card. Since the renter has already entered the payment information when the reservation was made, the payment cannot be declined. |
| Renter | Return Rental | The renter chooses the “return” option from the home screen. The system prompts the renter to insert the rental into the Redbox. The system displays a confirmation message, and then returns to the home screen. |

Use Case Specifications

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| **LABEL** | UC\_RNTMOV |
| **TITLE** | Rent Movie |
| **ACTOR** | Renter |
| **SECONDARY ACTOR** | Redbox machine (Redbox) |
| **GOAL** | Renter receives chosen movie |
| **STAKEHOLDERS** | Renter: desires movie  Redbox: desires customers |
| **PRECONDITION** | Redbox is on and functioning properly |
| **TRIGGER** | Renter activates “Rent a Movie” option |
| **MAIN SUCCESS SCENARIO** | 1. Redbox displays available movie options for rent 2. Renter selects desired movie from the list of options 3. Redbox adds movie to cart 4. Renter activates “view cart” 5. Redbox displays cart with rental(s) and total payment needed. 6. Renter activates “check-out” 7. Renter makes payment 8. Redbox requests an email address 9. Renter enters email address 10. Redbox displays confirmation message 11. Redbox vends DVD. |
| **EXTENSIONS** | 3a. If the movie is rated “R”, the Redbox will warn of the rating and request Renter to verify age  3b. Renter can choose to add another movie to the cart and the Scenario is restarted.  3c. Renter can choose to add a game to cart (UC\_RNTGAME)  7a. Renter can enter a promo code before using the check-out  10a. Renter can choose to not enter an email address |
| **INCLUSIONS** | 8a. Processing the payment includes: UC\_PAYMENT |
| **ISSUES** | Redbox is out of order |
| **KNOWLEDGE SOURCE** | Personal experience |

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| **LABEL** | UC\_RNTGAME |
| **TITLE** | Rent Game |
| **ACTOR** | Renter |
| **SECONDARY ACTOR** | Redbox machine (Redbox) |
| **GOAL** | Renter receives chosen game |
| **STAKEHOLDERS** | Renter: desires game  Redbox: desires customers |
| **PRECONDITION** | Redbox machine is on and functioning properly |
| **TRIGGER** | Renter activates “Rent a Game” option |
| **MAIN SUCCESS SCENARIO** | 1. Redbox displays available game options for rent 2. Renter selects desired game from the list of options 3. Redbox adds game to cart 4. Renter activates “view cart” 5. Redbox displays cart with rental(s) and total payment needed. 6. Renter activates “check-out” 7. Renter makes payment 8. Redbox requests an email address 9. Renter enters email address 10. Redbox displays confirmation message 11. Redbox vends game. |
| **EXTENSIONS** | 3a. If the game is rated “M”, the Redbox will warn of the rating and request Renter to verify age  3b. Renter can choose to add another game to the cart and the Scenario is restarted.  3c. Renter can choose to add a movie to cart (UC\_MOV)  7a. Renter can enter a promo code before using the check-out  10a. Renter can choose to not enter an email address |
| **INCLUSIONS** | 8a. Processing the payment includes: UC\_PAYMENT |
| **ISSUES** | Redbox machine is out of order |
| **KNOWLEDGE SOURCE** | Personal experience |

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| **LABEL** | UC\_PAYMENT |
| **TITLE** | Makes Payment |
| **ACTOR** | Renter |
| **SECONDARY ACTOR** | Redbox machine (Redbox) |
| **GOAL** | Renter complete successful payment |
| **STAKEHOLDERS** | Renter: desires movie, desires secure way of payment  Redbox: desires customers, desires security with account information |
| **PRECONDITION** | Redbox is on and functioning properly |
| **TRIGGER** | Renter activates “check-out” option |
| **MAIN SUCCESS SCENARIO** | 1. Redbox requests the renter to slide the payment card 2. Renter slides payment card 3. Redbox displays keypad for zip code 4. Renter enters the zip code associated with the payment card 5. Redbox displays processing payment message |
| **EXTENSIONS** | 1a. If Renter does not have a payment card, Renter activates “cancel” option, and Redbox returns to cart  2a. If the payment is declined, Redbox displays error message and returns to cart |
| **INCLUSIONS** | N/A |
| **ISSUES** | Redbox machine is out of order |
| **KNOWLEDGE SOURCE** | Personal experience |

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| **LABEL** | UC\_RESERVE |
| **TITLE** | Pick-up Reservation |
| **ACTOR** | Renter |
| **SECONDARY ACTOR** | Redbox machine (Redbox) |
| **STAKEHOLDERS** | Renter: desires reserved rental  Redbox: desires customers, desires rental pick-up within time limit |
| **PRECONDITION** | Renter reserves a rental online  Renter is at the Redbox machine that he/she reserved the rental from  Redbox machine is up and running |
| **TRIGGER** | Renter activates “Pick-up Reservation” |
| **MAIN SUCCESS SCENARIO** | 1. Renter makes payment with payment card used to make reservation 2. Redbox vends rental(s) |
| **EXTENSIONS** | 1a. If the renter does not use the correct payment card Redbox displays error message |
| **INCLUSIONS** | 1a. Processing the payment includes: UC\_PAYMENT |
| **ISSUES** | It is past the time limit for pick-up  Redbox machine is out of order |
| **KNOWLEDGE SOURCE** | Personal experience |

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| **LABEL** | UC\_RETURN |
| **TITLE** | Return Rental |
| **ACTOR** | Renter |
| **SECONDARY ACTOR** | Redbox machine (Redbox) |
| **STAKEHOLDERS** | Renter: desires safe return of movie  Redbox: desires safe return of movie |
| **PRECONDITION** | Renter has a movie to return  Redbox is on and functioning properly |
| **TRIGGER** | Renter activates “return” option |
| **MAIN SUCCESS SCENARIO** | 1. Redbox displays how to properly return a rental 2. Renter inserts rental into machine 3. Redbox displays confirmation message |
| **EXTENSIONS** | 2a. If Renter inserts the rental improperly, Redbox displays error message and steps to fix it and the scenario is restarted at step 2 |
| **INCLUSIONS** | N/A |
| **ISSUES** | Redbox machine is out of order |
| **KNOWLEDGE SOURCE** | Personal experience |