

## Use Cases Document for "VAT Protocols Acknowledgement Tracker" (VATPAT)

### 1. Use Case: User Management

- Actor: User
- Sub Use Cases:
  - **Use Case: Login (there are only two user accounts, 'business' and 'power user')**
    - Preconditions: User has valid login credentials.
    - Basic Flow: User provides username and password, system validates credentials, and grants access to the application.
    - Postconditions: User is logged into the VATPAT application.
  - **Use Case: Logout**
    - Preconditions: User is logged into the VATPAT application.
    - Basic Flow: User chooses to logout, and the system logs out the user.
    - Postconditions: User is logged out from the VATPAT application.

### 2. Use Case: Credit Note Management

- Actor: System
- Sub Use Cases:
  - **Use Case: Collect List of Credit Notes**
    - Preconditions: Database has up-to-date credit note information from the past month.
    - Basic Flow: System retrieves all credit notes issued to Dealers in the past month from the existing database.
    - Postconditions: System has a record of all credit notes issued to Dealers in the past month.

### 2. Use Case: VAT Protocol Acknowledgement Tracking

- Actor: System
- Sub Use Cases:
  - **Use Case: Generate Credit Notes Resume table for each dealer.**
    - Preconditions: Credit notes have been issued to a Dealer and are available on the database.
    - Basic Flow: System generates Credit Notes Resume table for each dealer.
    - Postconditions: Credit Notes Resume table for each dealer is generated.
  - **Use Case: Send Credit Notes Resume**
    - Preconditions: Credit Notes Resume table for each dealer is generated.
    - Basic Flow: System sends Credit Notes Resume email containing the Credit Notes Resume table to the Dealer.
    - Postconditions: Dealer has received the Credit Notes Resume table.
  - **Use Case: Track Credit Notes Resume**
    - Preconditions: Credit Notes Resume table is sent to the Dealer.
    - Basic Flow: System tracks daily whether the dealer has responded to the Credit Notes Resume email in the correct way.

- Postconditions: Status of Credit Notes Resume acknowledgements is tracked.
- **Use Case: Send Reminder for Acknowledgement**
  - Preconditions: Dealer hasn't replied to the Credit Notes Resume email with acknowledgement after 7 days.
  - Basic Flow: System sends an automated reminder to the Dealer.
  - Postconditions: Reminder to acknowledge the credit notes from the past month is sent to the Dealer.

### 3. Use Case: Record Keeping and Compliance

- Actor: System
- Sub Use Cases:
  - **Use Case: Record Dealers' Responses (acknowledgements)**
    - Preconditions: Dealers have responded (acknowledged) to the monthly Credit Notes Resume email in the correct way.
    - Basic Flow: System records and stores replies (acknowledgements) from Dealers in a secure file storage system for a period of 10 years.
    - Postconditions: Dealers' responses (acknowledgements) are recorded and stored in a secure file storage system for a period of 10 years.

### 4. Use Case: Dashboard

- Actor: User
- Sub Use Cases:
  - **Use Case: View Overview of Acknowledgements**
    - Preconditions: User is logged into the VATPAT application.
    - Basic Flow: User navigates to the Dashboard in the application, and the system provides a real-time overview of all acknowledgements.
    - Postconditions: User views real-time status of all acknowledgements.
  - **Use Case: View Dealer Communication History**
    - Preconditions: User is logged into the VATPAT application, and there is prior communication with Dealers.
    - Basic Flow: User selects a specific Dealer, and the system retrieves and displays the communication history with the Dealer, how many reminds have been sent and some KPIs to track dealer performance.
    - Postconditions: User views the communication history with the Dealer, how many reminds have been sent and some KPIs to track dealer performance.
  - **Use Case: View Stored Acknowledgement Sheets / e-mail reply from dealer with acknowledgement.**
    - Preconditions: User is logged into the VATPAT application, and there are stored acknowledgements / e-mail reply with acknowledgement from dealers.
    - Basic Flow: User navigates to the stored acknowledgement sheets section, and the system retrieves and displays the

stored acknowledgement sheets / e-mail reply with acknowledgement per dealer.

- Postconditions: User views the stored acknowledgement sheets / e-mail reply with acknowledgement per dealer.

## 5. Use Case: Power User Control

- Actor: Power User
- Sub Use Cases:
  - **Use Case: Override Automated System**
  - Preconditions: The power user has logged into the system with elevated privileges.
  - Basic Flow: The system allows the power user to override the automated process in case there was an error made by the automated system. The power user takes necessary actions or decisions to address the error.
  - Postconditions: The power user has overwritten the automated system.