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Use Cases and their variations for Customer - ATM process

Use Case 1: Check if card is valid

Step	User's action	System's response
1	Inputs Card	
2		Check if bank id on card is valid for specific ATM and if card is not expired
3		Initiate **Check if valid Password**

Variation:
1.1 Start at step 2
1.2 If bank id is not valid for this ATM OR if card is expired
1.3 Display error message and return card to the customer
1.4 End process

Use Case 2: Check if valid password

Step	User's action	System's response
1		Request Customer to enter their password
2	Customer enters their password	
3		Verify password with bank
4		Initiate **Withdraw**

Variation:
1.1 Start at step 3
1.2 Bank returns rejection
1.3 The relevant error message is displayed and card is returned to the customer
1.4 End process

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Use Case 3: Withdraw

Step	User's action	System's response
1		Prompt customer to enter amount they would like to withdraw
2	Enters in amount	
3		Check if amount is within predefined transaction limit
4		Starts the transaction by sending request to the bank
5		Bank checks if the corresponding bank account has enough money for the transaction
6		the amount is reduced from the bank account, the transaction is logged against the card number at the bank, a success message is sent to the ATM, and the customer can get money dispensed from the ATM
7	Take dispensed money from ATM	

Variation 1:
1.1 Start at step 3
1.2 Amount is not within predefined transaction limit
1.3 Display an error message asking the customer to redo the transaction
1.4 Continue with step 2

Variation 2:
1.1 Start at step 4
1.2 Bank account has insufficient funds for transaction
1.3 Insufficient funds error message displayed
1.4 continue with step 2