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**Project: Holipets Pet Care**

**Description: Process analysis for the local pet shop through UML design**

## **Task 1 – First-cut Use Case Diagram**

## Task Description

1. The use case diagram for Holipets Pet Care is, for sake of easier follow-up, set as 3 separate sections (Diagram 1 – 3) depicting use cases based on a) Actor and b) process priorities;
2. The use cases set as first cut for the system:
  - a. **Record Boarding Booking;**
  - b. **Record Home Booking;**
  - c. **Login to Booking Details**
  - d. **Register Customer Details;**
  - e. **Print Confirmation Letter;**
  - f. **Print Appointment Details;**
  - g. **Record Payment;**
  - h. **Record Arrival and Departure of Pets;**
  - i. **Cancel Booking;**
  - j. **Assign Task to Staff;**
  - k. **Print reports;**
  - l. **Maintain system information;**
3. Service bookings (Record Boarding Booking and Record Home Visit Booking) are set as main processes within the system, as per Diagram 1;
4. Service booking supporting processes are considered as secondary processes and depicted in Diagram 2;
5. System maintenance and organizational processes maintenance by management staff is depicted in Diagram 3;
6. Access level assumes that the new system will have Manager actor in the system able to execute all the functionalities assigned to Administrative staff actor;
7. Diagram 1 (Service booking) – at all times service request by Customer contains recording of the customer details so this process is set as separate use case and assigned as <<include>> to the service booking use cases. Due to its mandatory character in the service booking process, it makes sense that customer details recording is set as separate, <<include>> use case so that can be easily re-introduced in any new use case dealing with booking services, in case business requirements require extension to new service types offered by Holipets Pet Care.

Furthermore, the service booking cases require the generation of the service letter to Customer. This is set as <<extend>> relation to the service booking case for number of reasons, a) the service booking use cases can be ended without immediate printout of the letters, b) the print letter use cases can be executed at any time after the conclusion of the service booking use cases and c) new system should surely allow that letters are sent

electronically to the Customer (or Staff in case of Print Appointment Details), so the actual printout of the letter as hard-copy will be an exception, rather than a rule.

8. Diagram 2 (Supporting services to service booking) – each use case starts at user accessing the booking details for the services booked, so similarly to point 7, it makes sense that login to booking details is set as separate, <<include>> use case. It provides flexibility to extend number of supporting use cases in case business needs extend functionalities of the system, each requiring login to booking details.
9. Diagram 3 (System maintenance and organizational processes maintenance) – The diagram assumes that a) reporting is to be printed at this stage and b) that task list printout is part of the available reporting functionality (so being a part of the same use case). At later stages of the system design, the generation of reports and forwarding of tasks to staff can be done electronically (e.g. creation of the new use case Generate Report with Print Reports set as <<extend>>; staff task list sent via email to other staff or alternatively having new Actors in the system who will be able to view their assigned tasks).

**Diagram 1**

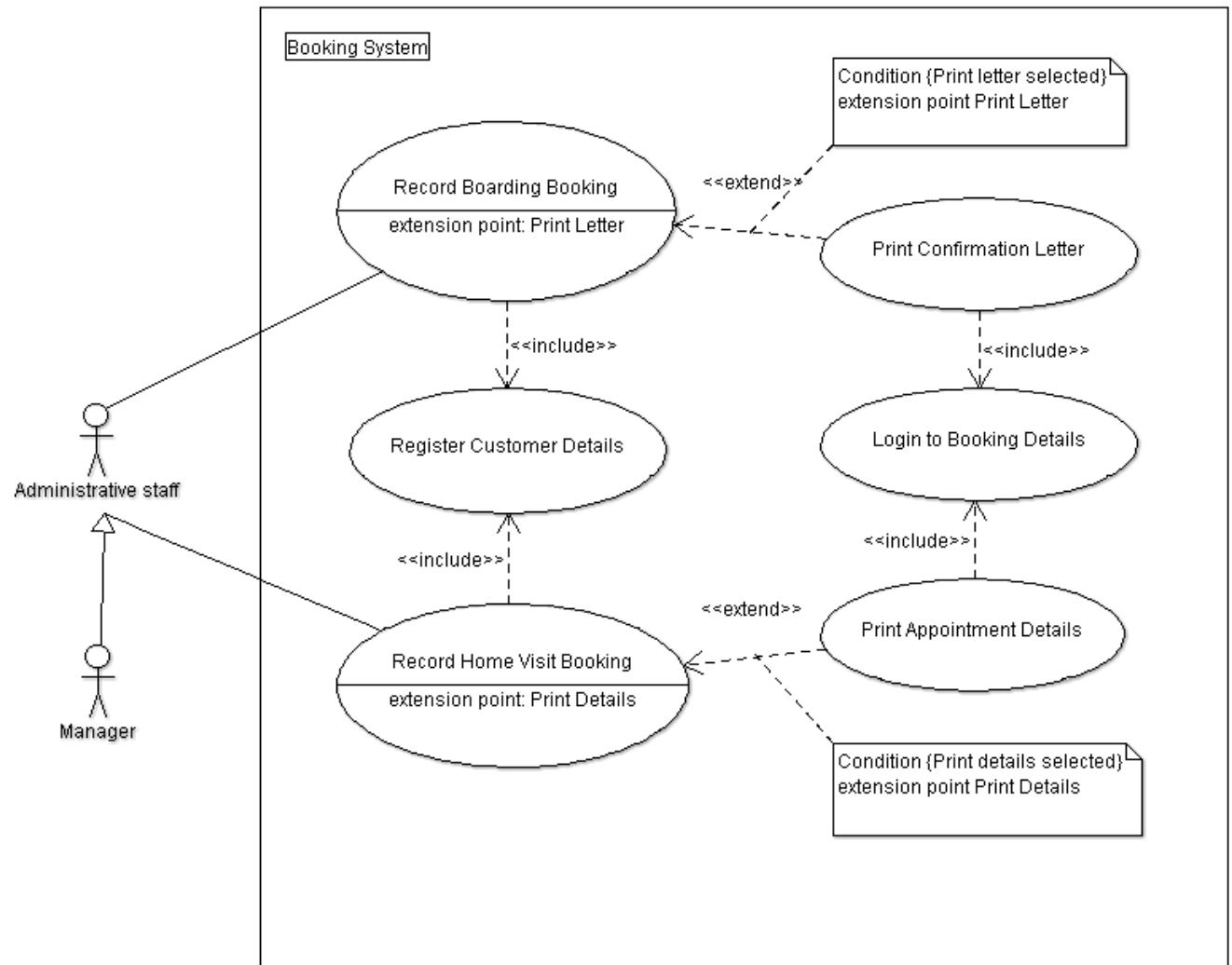
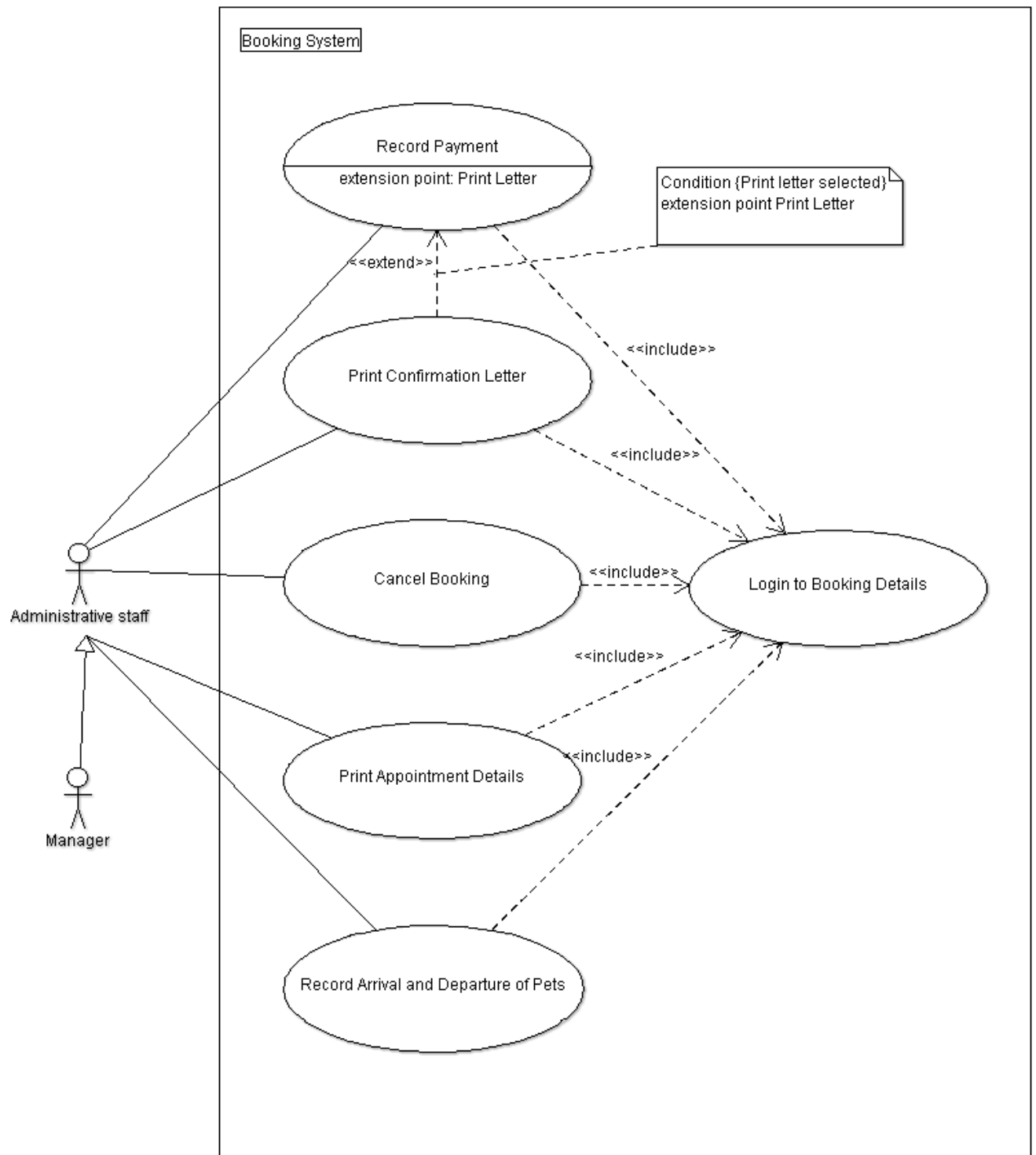
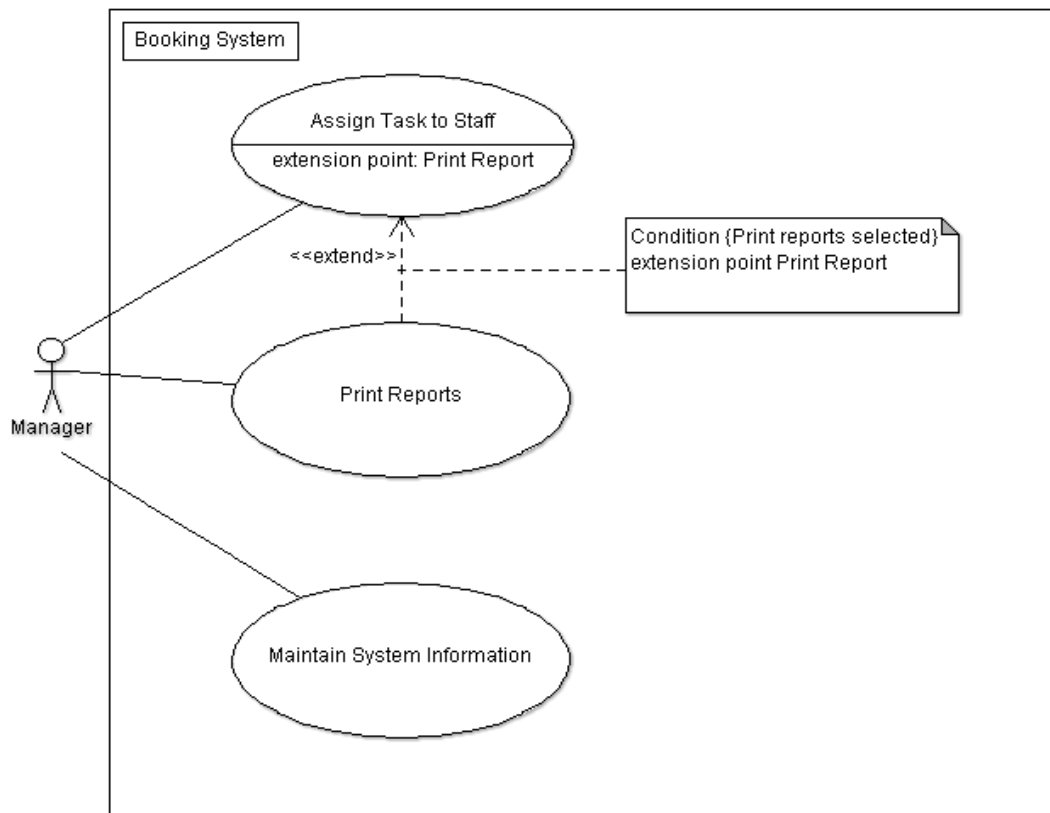


Diagram 2



**Diagram 3**



## **Task 2 – Use Case Description**



## Task Description

1. The use case descriptions provide details for use cases depicted in Diagram 1 (Service Booking) as core processes in the system and Diagram 2 (Supporting services to service booking) as supporting processes to the service booking.
2. The use case descriptions set for the use cases as first cut for the system:
  - a. Service Booking processes
    - i. **Record Boarding Booking;**
    - ii. **Record Home Booking;**
    - iii. **Register Customer Details;**
  - b. Supporting services to service booking
    - i. **Login to Booking Details;**
    - ii. **Print Confirmation Letter;**
    - iii. **Print Appointment Details;**
    - iv. **Record Payment;**
    - v. **Record Arrival and Departure of Pets;**
    - vi. **Cancel Booking;**

# Use Case Specification – Record Boarding Booking

## Brief Description

Administrative staff handles the customer's request for boarding services. The pet type, start and end date of the accommodation, service details and owner's details are inserted in the system; system confirms the availability for boarding for specified dates. The total bill is calculated by system based on service costs and number of days requested for boarding. The system generates the confirmation letter.

## Actors

1. Administrative staff / Primary

## Flow of events

### ***1. Basic Flow***

#### **1.1. START NEW SERVICE REQUEST**

The use case begins when customer requests service and the Administrative staff is signed in and ready to process the request. The Administrative staff indicates the start of the new service request and system starts the new session and awaits input of details.

#### **1.2. CONFIRM ACCOMODATION AVAILABILITY**

The Administrative staff confirms the availability of the accommodation by inserting the pet type (if cat or dog) and period when accommodation service is requested (start and end date).

#### **1.3. DISPLAY ACCOMODATION AVAILABILITY**

The system finds the pet's type availability for accommodation for specified period and displays the availability to the Administrative staff.

#### **1.4. INSERT SERVICE REQUEST DETAILS**

The Administrative staff inserts the service request information (any specific requirement, transport of pet to/from the accommodation).

#### 1.5. CALCULATE PRICE

The system finds the service types and price for the accommodation for single day, computes it with the number of days that are calculated from start and end date of the accommodation service, and records the total service cost.

#### 1.6. DISPLAY THE TOTAL COST

The system displays the total service cost to the Administrative staff and temporarily locks the accommodation place for days between start and end day of the service.

#### 1.7. CONFIRM BOOKING COST

Administrative staff informs the customer of the total cost of the booking. Customer confirms the costs as acceptable and Administrative staff marks the booking as confirmed.

#### 1.8. ACCOMMODATE MORE PETS

If customer has more pets, the use case instance repeats from step CONFIRM ACCOMODATION AVAILABILITY.

#### 1.9. CONFIRM TOTAL BOOKING COST

Administrative staff informs the customer of the total cost of the services. Customer confirms the costs as acceptable and Administrative staff marks the service booking as confirmed.

#### 1.10. REGISTER CUSTOMER DETAILS

[Include: Register Customer Details]

#### 1.11. FINISH SERVICE REQUEST

The Administrative staff notifies the system that service request is finished. The system records the total service fee, changes the temporarily locked accommodation status for the accommodation unit to permanent status, and displays the booking confirmation to Administrative staff. System sends automatic booking confirmation email to customer.

#### 1.12. END

[Extension Point: Print Letter] The use case instance terminates.

## 2. *Alternative flows*

### 2.1. NO AVAILABILITY FOR SPECIFIED DATES

At basic flow DISPLAY ACCOMODATION AVAILABILITY, system confirms that there is no availability for accommodation for specified period and displays the information to Administrative staff. The use case resumes at basic flow CONFIRM ACCOMODATION AVAILABILITY.

### 2.2. NO AVAILABILITY FOR SERVICES

At basic flow INSERT SERVICE REQUEST DETAILS, the system prompts the Administrative staff that requested services cannot be provided (e.g. not available for the period specified by start and end date, pet transport service not covering the address of the customer, etc.). Customer advises new service details and Administrative staff amends as per customer new request. The use case resumes at basic flow CALCULATE PRICE.

### 2.3. NO AVAILABILITY FOR SERVICES, NON-AMENDABLE

At alternative flow NO AVAILABILITY FOR SERVICES, customer cannot amend the services details. The Administrative staff cancels the services details. The use case resumes at basic flow CONFIRM ACCOMODATION AVAILABILITY.

### 2.4. REFUSE BOOKING COST

At basic flow CONFIRM BOOKING COST, customer refuses the total cost for the booking. Administrative staff cancels the booking process and the use case resumes at CONFIRM ACCOMODATION AVAILABILITY.

### 2.5. REFUSE TOTAL BOOKING COST

At basic flow CONFIRM TOTAL BOOKING COST, customer refuses the total cost for the services. Administrative staff cancels the booking process and the use case instance terminates.

### 2.6. QUIT

The system allows the Administrative staff to quit at any time during the use case. The Administrative staff chooses not to save the information inserted in the service request. The use case instance terminates.

### 2.7. QUIT AND SAVE

The system allows the Administrative staff at any point to quit the session and save data inputted. The system saves the session and all data inserted. The use case instance terminates.

## 2.8. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case instance resumes at basic flow START NEW SERVICE REQUEST.

### Notes

- a) The Administrative staff must be logged in to the system for use case to commence.

### Version history

N/A.

## Brief Description

Administrative staff handles the customer's request for home visit services. The pet type, start and end date of the accommodation, service details and owner's details are inserted in the system. The total bill is calculated by system based on service costs and number of days requested for service. Administrative staff agrees the appointment date with customer to review the location and pet, and system logs appointment date. The system generates the appointment letter with details for Visiting staff.

## Actors

1. Administrative staff / Primary

## Flow of events

### ***1. Basic Flow***

#### **1.1. START NEW SERVICE REQUEST**

The use case begins when customer requests home visit service and the Administrative staff is signed in and ready to process the request. The Administrative staff indicates the start of the new service request and system starts the new session and awaits input of details.

#### **1.2. INSERT SERVICE REQUEST DETAILS**

The Administrative staff inserts the service request information (any specific requirement, transport of pet to/from the accommodation).

#### **1.3. CALCULATE PRICE**

The system finds the service types and price for the visiting services for single day, computes it with the number of days that are calculated from start and end date of the visiting service, and records the total service cost.

#### **1.4. DISPLAY THE TOTAL COST**

The system displays the total service cost to the Administrative staff and temporarily locks the accommodation place for days between start and end day of the service.

#### **1.5. CONFIRM BOOKING COST**

Administrative staff informs the customer of the total cost of the booking. Customer confirms the costs as acceptable and Administrative staff marks the booking as confirmed.

#### 1.6. ACCOMMODATE MORE PETS

If customer has more pets, the use case instance repeats from step INSERT SERVICE REQUEST DETAILS.

#### 1.7. CONFIRM TOTAL BOOKING COST

Administrative staff informs the customer of the total cost of the services. Customer confirms the costs as acceptable and Administrative staff marks the service booking as confirmed.

#### 1.8. REGISTER CUSTOMER DETAILS

[Include: Register Customer Details]

#### 1.9. FINISH SERVICE REQUEST

The Administrative staff notifies the system that service request is finished. The system records the total service fee, and displays the booking confirmation to Administrative staff. System sends automatic booking confirmation email to customer.

#### 1.10. END

[Extension Point: Print Details] The use case instance terminates.

## 2. *Alternative flows*

#### 2.1. NO AVAILABILITY FOR SERVICES

At basic flow INSERT SERVICE REQUEST DETAILS, the system prompts the Administrative staff that requested services cannot be provided (e.g. not available for the period specified by start and end date). Customer advises new service details and Administrative staff amends as per customer new request. The use case resumes at basic flow CALCULATE PRICE.

#### 2.2. NO AVAILABILITY FOR SERVICES, NON-AMENDABLE

At alternative flow NO AVAILABILITY FOR SERVICES, customer cannot amend the services details. The Administrative staff cancels the services details. The use case resumes at basic flow CONFIRM ACCOMODATION AVAILABILITY.

#### 2.3. REFUSE BOOKING COST

At basic flow CONFIRM BOOKING COST, customer refuses the total cost for the booking. Administrative staff cancels the booking process and the use case resumes at INSERT SERVICE REQUEST DETAILS.

#### 2.4. REFUSE TOTAL BOOKING COST

At basic flow CONFIRM TOTAL BOOKING COST, customer refuses the total cost for the services. Administrative staff cancels the booking process and the use case instance terminates.

#### 2.5. QUIT

The system allows the Administrative staff to quit at any time during the use case. The Administrative staff chooses not to save the information inserted in the service request. The use case instance terminates.

#### 2.6. QUIT AND SAVE

The system allows the Administrative staff at any point to quit the session and save data inputted. The system saves the session and all data inserted. The use case instance terminates.

#### 2.7. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case instance resumes at basic flow START NEW SERVICE REQUEST.

### Notes

- a) The Administrative staff must be logged in to the system for use case to commence.

### Version history

N/A.

## Use Case Specification – Register Customer Details



## Brief Description

Administrative staff records the details of the customer and the system saves the details.

## Actors

1. Administrative Staff / Primary

## Flow of events

### **1. Basic Flow**

#### **1.1. START CUSTOMER DETAILS LOGIN**

The use case starts when customer confirms all the services needed and Administrative staff inserts them in the system. The Administrative staff saves the service request and system prompts the user to start new customer details login.

#### **1.2. REGISTER CUSTOMER DETAILS**

The Administrative staff records the customer details. The Administrative staff saves the customer details and system confirms successful process of saving a new customer. The use case instance ends.

### **2. Alternative flows**

#### **2.1. EXISTING CUSTOMER**

At basic flow REGISTER CUSTOMER DETAILS, system confirms that the basic inserted customer details are identical to existing customer in the system. The system prompts the Administrative staff that customer already is in the system and requests confirmation. Administrative staff confirms the prompt action and system populates the customer details with existing information in the system. Administrative staff double-checks the existing information with the customer and saves the details in the system. The use case instance terminates.

#### **2.2. NEW CUSTOMER**

At alternative flow EXISTING CUSTOMER, Administrative staff declines the prompt action by system and system does not populate the customer details with existing information. The use case resumes at basic flow REGISTER CUSTOMER DETAILS.

### 2.3. QUIT

The system allows the Administrative staff to quit at any time during the use case. The use case instance terminates.

### 2.4. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case instance resumes at basic flow START CUSTOMER DETAILS LOGIN.

## Notes

- a) System compares the basic inserted data for the customer (name and surname, address) with existing customer data in the system. Identical data triggers prompt action by the system (alternative flow EXISTING CUSTOMER).

## Version history

N/A.

# Use Case Specification – Print Confirmation Letter

## Brief Description

Administration staff accesses the system and requests the confirmation letter for the existing booking. The system displays the confirmation letter based on booking number inserted in the system. The Administrative staff selects the print option. System sends the print request to external system (printer). The Administrative staff marks the booking confirmation as sent.

## Actors

1. Administrative staff / Primary

## Flow of events

### **1. Basic Flow**

#### **1.1. LOGIN BOOKING DETAILS**

[Include: Login to Booking Details]

#### **1.2. SELECT CONFIRMATION LETTER PRINTOUT**

Administrative staff indicates the confirmation letter printout in the system.

#### **1.3. DISPLAY CONFIRMATION LETTER**

The system finds the confirmation letter for the booking number and displays it to the Administrative staff. The letter details will include customer name and surname, address, booking dates, transport requirements if listed, costs of services and the required deposit of 20%.

#### **1.4. PRINT CONFIRMATION LETTER**

The Administrative staff selects the print option in the system. The system sends the confirmation letter for printout to the external system (printer).

#### **1.5. SELECT CONFIRMATION LETTER AS SENT**

The system confirms to the user that print job was successfully sent to external system (printer). The system prompts the user to mark the status for the confirmation letter as

sent. The Administrative staff marks the confirmation letter for the booking as sent. System saves the status and use case instance ends.

## **2. *Alternative flows***

### **2.1. ONGOING BOOKING SESSION**

At basic flow LOGIN BOOKING DETAILS, the Administrative staff is still logged in the booking (the use case Record Booking). The system generates the booking number from the booking that the Administrative staff is currently logged in. The use case resumes at basic flow SELECT CONFIRMATION LETTER PRINTOUT.

### **2.2. DISPLAY CONFIRMATION LETTER FOR HOME VISIT**

At basic flow DISPLAY CONFIRMATION LETTER, for home visit bookings the letter details will include customer name and surname, address, booking dates, costs of services and the required balance payment of remaining 80%.

### **2.3. PRINT PROCESS FAILS**

At basic flow PRINT CONFIRMATION LETTER, the system fails to establish contact with external system (printer). The system prompts the user that connection failed and that print job was not sent. The use case resumes at basic flow DISPLAY CONFIRMATION LETTER.

### **2.4. SELECT CONFIRMATION LETTER AS NOT SENT**

The system prompts the user to mark the status for the confirmation letter as sent. The Administrative staff marks the confirmation letter for the booking as not sent. System saves the status and use case instance terminates.

### **2.5. QUIT**

The system allows the Administrative staff to quit at any time during the use case. The use case ends.

### **2.6. SYSTEM DATA UNAVAILABLE**

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case resumes at basic flow LOGIN BOOKING DETAILS.

N/A.

## Version history

N/A.

## Brief Description

Administrative staff accesses the booking details for the service requested by the customer.

## Actors

1. Administrative staff / Primary

## Flow of events

### **1. Basic Flow**

#### **1.1. LOGIN BOOKING DETAILS**

The use case starts when Administrative staff enters the booking number in the system and prompts the system to find the booking.

#### **1.2. DISPLAY BOOKING DETAILS**

The system finds the booking details for the booking number and displays it to the user.  
The use case instance ends.

### **2. Alternative flows**

#### **2.1. FAILED BOOKING DETAILS**

At basic flow LOGIN BOOKING DETAILS, the Administrative staff inserts the booking details that do not exist in the system. System prompts the user that booking details are not found. The use case resumes at basic flow LOGIN BOOKING DETAILS.

#### **2.2. BOOKING NUMBER NOT KNOWN**

At basic flow LOGIN BOOKING DETAILS, Administrative staff does not know the booking number and inserts the surname of the customer. System returns the customers that match the data in the system. The Administrative staff selects the customer and system displays the booking numbers linked to the customer. The Administrative staff selects the single booking number and prompts the system to find the booking. The use case resumes at basic flow DISPLAY BOOKING DETAILS.

#### **2.3. BOOKING NUMBER AND CUSTOMER SURNAME NOT KNOWN**

At basic flow LOGIN BOOKING DETAILS, Administrative staff does not know the booking number and surname of the customer so enters the address of the customer.

System returns the customer that matches the data in the system and displays the booking numbers linked to the customer. The Administrative staff selects the single booking number and prompts the system to find the booking. The use case resumes at basic flow DISPLAY BOOKING DETAILS.

#### 2.4. CUSTOMER SURNAME NOT FOUND

At alternative flow BOOKING NUMBER NOT KNOWN, system cannot find any customer that matches the search data and prompts the user that no match was found. The use case resumes at basic flow LOGIN BOOKING DETAILS.

#### 2.5. CUSTOMER ADDRESS NOT FOUND

At alternative flow BOOKING NUMBER AND CUSTOMER SURNAME NOT KNOWN, system cannot find any customer that matches the search data and prompts the user that no match was found. The use case resumes at basic flow LOGIN BOOKING DETAILS.

#### 2.6. QUIT

The system allows the Administrative staff to quit at any time during the use case. The use case ends.

#### 2.7. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case resumes at basic flow LOGIN BOOKING DETAILS.

### Notes

N/A.

### Version history

N/A.

## Use Case Specification – Print Appointment Details

### Brief Description

The Administrative staff selects print option for the appointment details for home visit booking. System sends the print request to external system (printer).

## Actors

1. Administrative staff / Primary

## Flow of events

### **1. Basic Flow**

#### **1.1. LOGIN BOOKING DETAILS**

[Include: Login to Booking Details]

#### **1.2. SELECT APPOINTMENT DETAILS PRINTOUT**

Administrative staff indicates the appointment details printout in the system.

#### **1.3. DISPLAY APPOINTMENT DETAILS**

The system finds the appointment details for the booking number and displays it to the Administrative staff. The details will include customer name and surname, address, booking dates, costs of visits and the required deposit of 20%.

#### **1.4. PRINT APPOINTMENT DETAILS**

The Administrative staff selects the print option in the system. The system sends the appointment details for printout to the external system (printer).

#### **1.5. CONFIRM PRINT JOB**

The system prompts the user that print job was successfully sent to external system (printer). The use case instance ends.

### **2. Alternative flows**

#### **2.1. ONGOING BOOKING SESSION**

At basic flow LOGIN BOOKING DETAILS, the Administrative staff is still logged in the booking (the use case Record Booking). The system generates the booking number from the booking that the Administrative staff is currently logged in. The use case resumes at basic flow SELECT APPOINTMENT DETAILS PRINTOUT.

#### **2.2. PRINT PROCESS FAILS**



At basic flow PRINT APPOINTMENT DETAILS, the system fails to establish contact with external system (printer). The system prompts the user that connection failed and that print job was not sent. The use case resumes at basic flow DISPLAY APPOINTMENT DETAILS.

### 2.3. QUIT

The system allows the Administrative staff to quit at any time during the use case. The use case ends.

### 2.4. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case resumes at basic flow SELECT APPOINTMENT DETAILS PRINTOUT.

## Notes

N/A.

## Version history

N/A.

# Use Case Specification – Record Payment

## Brief Description

The Administrative staff receives the payment for the booking services and records the details in the system.

## Actors

1. Administrative staff / Primary

## Flow of events

### **1. Basic Flow**

#### 1.1. LOGIN BOOKING DETAILS

[Include: Login to Booking Details]

#### 1.2. SELECT TO RECORD PAYMENT

Administrative staff selects option in the system to record the received payment from customer. System displays the amount pending for the booking and option for Administrative staff to insert received amount.

#### 1.3. INSERT PAYMENT AMOUNT

Administrative staff inserts the amount received from the customer and selects to save the transaction in the system.

#### 1.4. CONFIRM PAYMENT AMOUNT

System prompts the user to confirm once again that amount inserted is the correct one.  
The Administrative staff confirms that amount is correct.

#### 1.5. DISPLAY PAYMENT AMOUNT

System displays the amount paid and confirms that transaction is saved in the system.

#### 1.6. END

[Extension point: Print Letter] The use case instance ends.

## 2. *Alternative flows*

### 2.1. REJECT PAYMENT AMOUNT

At basic flow CONFIRM PAYMENT AMOUNT, Administrative staff declines the confirmation of the amount due to incorrect amount inserted. The use case resumes at basic flow INSERT PAYMENT AMOUNT.

### 2.2. AMOUNT INSERTED LESS THAN PENDING

At basic flow CONFIRM PAYMENT AMOUNT, system prompts the user that amount inserted is less than amount pending for the booking. Administrative staff confirms the amount. The use case resumes at basic flow DISPLAY PAYMENT AMOUNT.

### 2.3. AMOUNT INSERTED MORE THAN PENDING

At basic flow CONFIRM PAYMENT AMOUNT, system prompts the user that amount inserted is more than amount pending for the booking. The use case resumes at basic flow INSERT PAYMENT AMOUNT.

### 2.4. AMOUNT PAID 100% OF THE BOOKING FEE

At basic flow DISPLAY PAYMENT AMOUNT, system confirms that total amount paid by customer is 100% of the booking fee. The use case instance terminates.

### 2.5. QUIT

The system allows the Administrative staff to quit at any time during the use case. The use case ends.

### 2.6. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case resumes at basic flow SELECT TO RECORD PAYMENT.

## Notes

Use case at this stage assumes that payment for service is set at two intervals, first when customer pays the deposit of 20%, and consequently when the balance of remaining 80% is settled.

## Version history

N/A.

# Use Case Specification – Record Arrival and Departure of Pets

## Brief Description

Each arrival and departure of pets from the boarding needs to be registered in the system. System confirms that fee is paid for service; in case of arrival the payment of deposit is done, while for the departure of pets the full booking cost settlement applies. If fee is not settled for the corresponding booking status, the Administrative staff requests fee settlement prior to resuming service.

## Actors

1. Administrative Staff / Primary

## Flow of events

### **1. Basic Flow**

#### **1.1. LOGIN BOOKING DETAILS**

[Include: Login to Booking Details]

#### **1.1. SELECT DEPARTURE OR ARRIVAL STATUS UPDATE**

Administrative staff selects the option in the system to update the status of the pet.

#### **1.2. DISPLAY PET STATUS**

System displays the status of the pet (if pet left the lodging, is currently hosted or will be hosted in the future) and the option to change the status. System allows change of status only for currently lodged pets or ones that will be hosted in the future.

#### **1.3. CHANGE PET STATUS**

Administrator selects the status and saves the option in the system.

#### **1.4. CONFIRM NEW PET STATUS**

System prompts the user to confirm the chosen option. Administrative staff confirms the option and system inform the user that new status is saved. The use case instance ends.

## 2. *Alternative flows*

### 2.1. BOOKING DATES NOT MATCHING THE NEW STATUS

At basic flow CHANGE PET STATUS, Administrative staff selects change of status that does not match booking dates for the pet (e.g. marking pet as departing the lodging when departure date not equal to today's date). System prompts the user that dates are not matching and rejects the status change. The use case resumes at basic flow DISPLAY PET STATUS.

### 2.2. PAYMENT NOT EXECUTED

At basic flow CHANGE PET STATUS, Administrative staff selects change of status for booking that has not satisfied the payment conditions. System prompts the user that payment is pending for the booking. Administrative staff confirms the information. System diverts the user to register the payment [Extension point: Insert Payment]. The use case resumes at basic flow SELECT DEPARTURE OR ARRIVAL STATUS UPDATE.

### 2.3. REJECT NEW PET STATUS

At basic flow CONFIRM NEW PET STATUS, Administrative staff rejects confirmation of the new status. The use case instance resumes at basic flow DISPLAY PET STATUS.

### 2.4. QUIT

The system allows the Administrative staff to quit at any time during the use case. The Administrative staff chooses not to save the information inserted in the service request. The use case terminates.

### 2.5. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case resumes at basic flow SELECT DEPARTURE OR ARRIVAL STATUS UPDATE.

## Notes

N/A.

## Version history

N/A.

# Use Case Specification – Cancel Booking

## Brief Description

Administrative staff accesses the system and logs in the booking, then cancels the booking. System checks if payment is placed on the booking and cancels the booking details from the system.

## Actors

1. Administrative staff / Primary

## Flow of events

### ***1. Basic Flow***

#### **1.1. LOGIN BOOKING DETAILS**

[Include: Login to Booking Details]

#### **1.2. CANCEL BOOKING**

Administrative staff selects to cancel the booking from the system.

#### **1.3. CONFIRM BOOKING PAYMENT**

System checks if any payment was placed on the booking.

#### **1.4. DISPLAY CONFIRMATION OF THE CANCELATION**

System displays that no payment is placed on the booking and prompts the user to confirm that booking is to be deleted from the system.

#### **1.5. CONFIRM BOOKING CANCELATION**

Administrative staff confirms the booking cancelation and system deletes the booking details. System displays the confirmation that booking has been deleted. The use case instance ends.

### ***2. Alternative flows***

#### **2.1. PAYMENT EXISTING FOR THE BOOKING**

At basic flow DISPLAY CONFIRMATION OF THE CANCELATION, system prompts the user that booking has payment amount inserted in the system. System requests the user to confirm that cancelation process should continue. Administrative staff confirms the process and use case resumes at basic flow CONFIRM BOOKING CANCELATION.

## 2.2. PAYMENT EXISTING FOR THE BOOKING, REJECTED CANCELATION

At alternative flow PAYMENT EXISTING FOR THE BOOKING, system prompts the user that booking has payment amount inserted in the system. System requests the user to confirm that cancelation process should continue. Administrative staff rejects the process and use case resumes at basic flow CANCEL BOOKING.

## 2.3. REJECT BOOKING CANCELATION

At basic flow CONFIRM BOOKING CANCELATION, Administrative staff rejects the booking cancelation. The use case resumes at basic flow CANCEL BOOKING.

## 2.4. QUIT

The system allows the Administrative staff to quit at any time during the use case. The use case ends.

## 2.5. SYSTEM DATA UNAVAILABLE

At any point in the use case, the system might fail to access the required information. The system displays the error message to the Administrative staff. The use case resumes at basic flow CANCEL BOOKING.

## Notes

N/A.

## Version history

N/A.

### **Task 3 – Class Diagram**

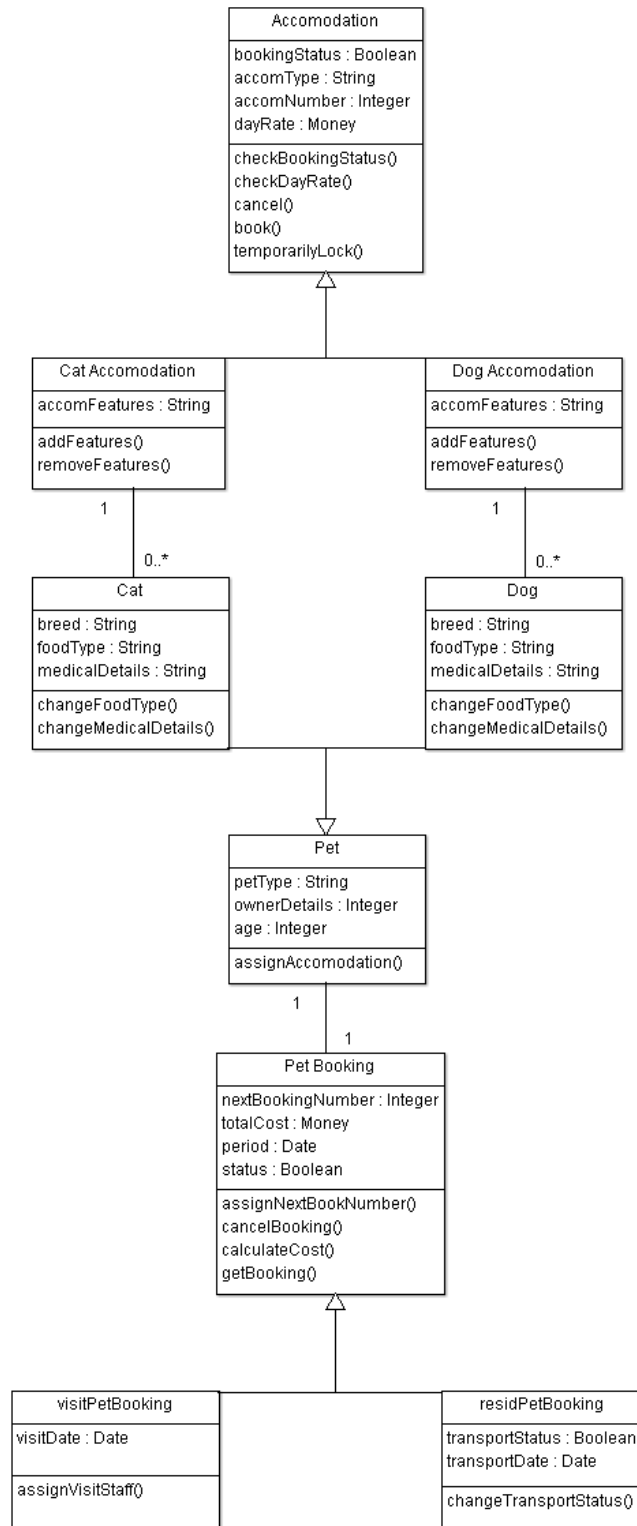


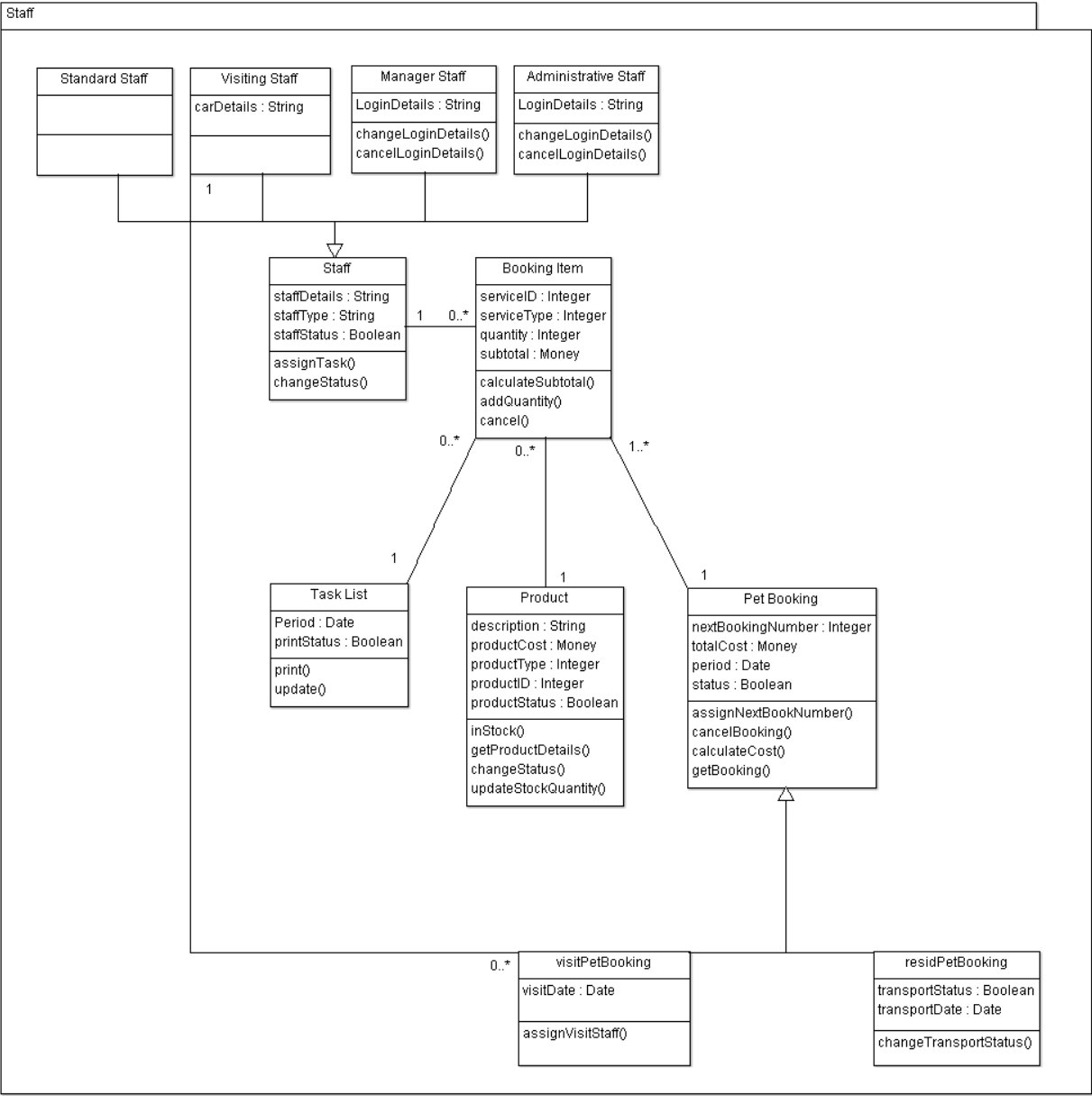
## **Task Description**

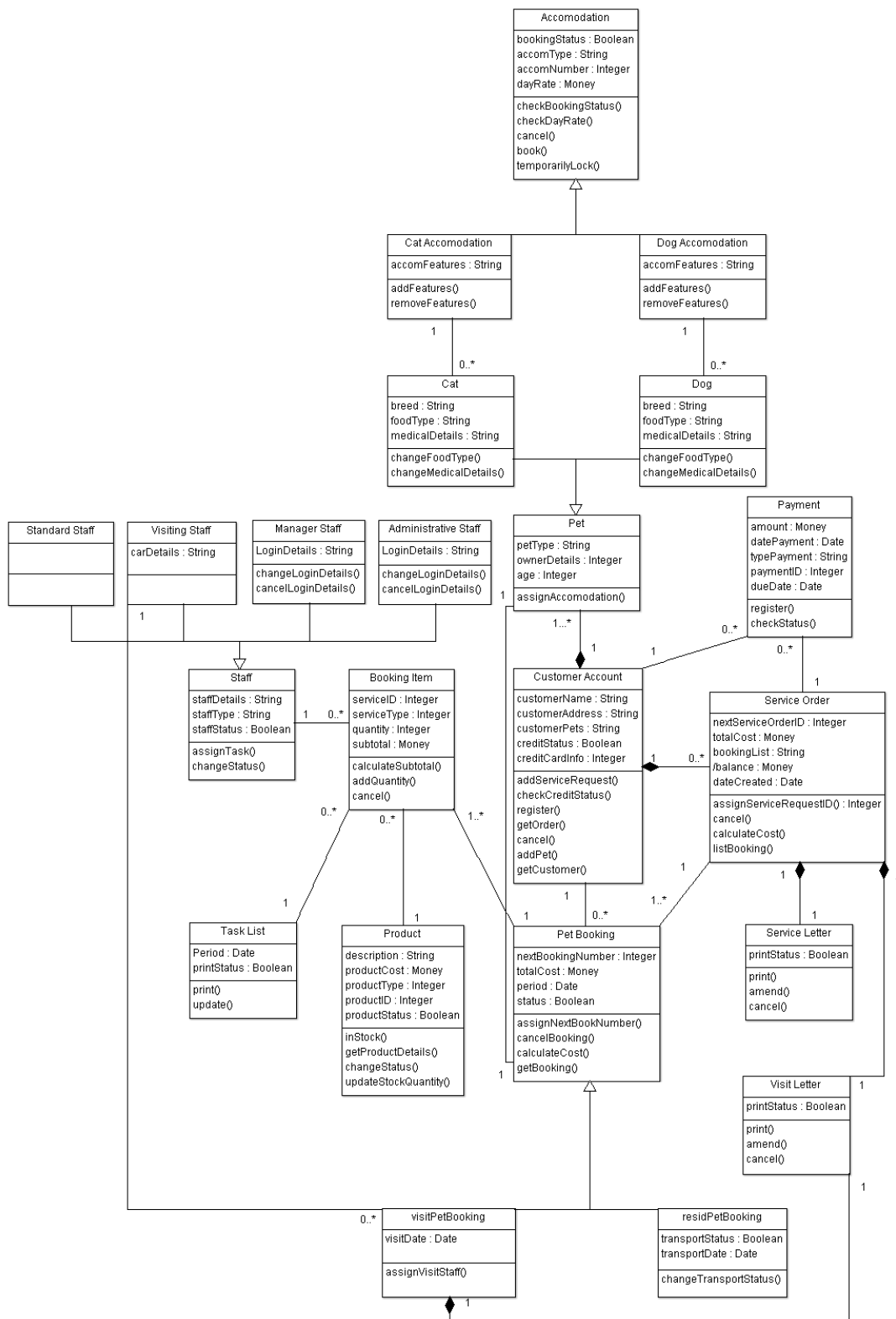
1. Class Package Diagram – Service Order
2. Class Package Diagram – Pet Accommodation
3. Class Package Diagram – Staff
4. Class Diagram for Holipet Pet Care system



Pet Accomodation







## **Task 4 – Sequence Diagram**

sd Cancel Pet Booking

