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

Flow of events

1. ***Basic Flow***
   1. LOGIN BOOKING DETAILS

[Include: Login to Booking Details]

* 1. SELECT CONFIRMATION LETTER PRINTOUT

Administrative staff indicates the confirmation letter printout in the system.

* 1. 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. 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. 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.

1. ***Alternative flows***
   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.

* 1. 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%.

* 1. 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.

* 1. 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.

* 1. QUIT

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

* 1. 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.