1. Create Virtual Account Number (Customer Service)

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| **Use Case Name** | Create Virtual Account Number | |
| **Scenario** | Customer Service generates Virtual Account Number (VA) | |
| **Triggering Event** | Customer service handles the business owner who wants to make a VA | |
| **Brief Description** | Customer services receive VA request with data from business owner, then generate the VA’s | |
| **Actors** | Customer Service | |
| **Related Use Cases** | None | |
| **Stakeholders** | Business Owner | |
| **Precondition** | Business owner basic information must be available.  Business owner data must be available. | |
| **Postcondition** | Virtual Account number(s) must be created and saved. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Customer Service insert basic information 2. Choose generate method | * 1. System prompts how VA wants to be generated   2.1 System generate VA number |
| **Exception Condition** | 2.1 If Customer Service choose manual method, then they only can generate VA for one data at a time  2.1 If Customer Service choose by excel, then they could generate it at once | |

1. Handle Withdraw Money (Teller)

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| **Use Case Name** | Handles withdraw money | |
| **Scenario** | Teller handles withdraw money | |
| **Triggering Event** | Teller handle customer who wants to withdraw money | |
| **Brief Description** | Tellers verify customer, then following with verify access code, then enter amount, then the system dispense cash and print receipt | |
| **Actors** | Teller | |
| **Related Use Cases** | Check transactions | |
| **Stakeholders** | Customer, ATM machine | |
| **Precondition** | Customer must be verified.  Customer access code must be verified.  Amount of money must fulfill the balance. | |
| **Postcondition** | Cash must be dispensed, and receipt must be printed. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Tellers verify customer is his/her account or not 2. Tellers handle incorrect access code 3. Tellers input amount | * 1. System check account   2. System prompts access code   3. System verify access code   2.1 System prompts amount  3.1 System check balances  3.2 System dispense cash  3.4 System print receipt |
| **Exception Condition** | * 1. If it is not his/her account, send not valid account notification   1.3 If access code not valid, teller will handle incorrect access code  3.1 If balance not enough, system will finish transaction | |