

UC Name	<i>FR_GST_08:Register guest expenses to final invoice</i>
Summary	<i>Record guest expenses on the final invoice.</i>
Dependency	<i>No dependency</i>
Actors	<i>Guest is the primary actor.</i>
Preconditions	<p>1. Guest Check-In: The Guest must be registered in the system they have checked in to the facility, hotel, or venue.</p> <p>2. Active Account: An active account or record must exist in the system for the Guest to track their expenses and later generate the final invoice.</p> <p>3. Expense Logging Mechanism: The system or staff must have the tools or processes in place to register expenses accurately.</p> <p>4. Staff Availability (if applicable): If manual expense entry is required, relevant staff should be available to handle it.</p>
Description of the Main Sequence	<ul style="list-style-type: none"> <li>● <i>Step 1: The guest uses a service or purchases an item (e.g., dining, room service, or spa treatment).</i></li> <li>● <i>Step 2: Staff records the expense details, such as description, amount, and time, using the system interface.</i></li> <li>● <i>Step 3: The system registers the expense and links it to the guest's account</i></li> <li>● <i>Step 4: The system updates the guest's interim invoice in real-time to include the registered expense</i></li> <li>● <i>Step 5: Optionally, the guest reviews their interim invoice to confirm accuracy during their stay</i></li> <li>● <i>Step 6: At checkout, the system consolidates all expenses to generate the final invoice</i></li> <li>● <i>Step 7: The guest settles the final invoice via their chosen payment method (cash or credit card)</i></li> <li>● <i>Step 8: The system generates and provides the final invoice to the guest, including a detailed expense summary.</i></li> </ul>

Description of the Alternative Sequence	<ul style="list-style-type: none"> <li>• <i>Step 1: The guest disputes an expense. Staff verifies the charge and either removes it or corrects the invoice.</i></li> <li>• <i>Step 2: The system encounters a failure while registering an expense. Staff manually logs the expense and updates the system later.</i></li> <li>• <i>Step 3: The guest cancels a service or item after it has been registered (e.g., cancels a spa appointment). Staff removes the expense from the system and adjusts the invoice.</i></li> <li>• <i>Step 4: The guest requests an interim invoice for review during their stay. Discrepancies are resolved before checkout.</i></li> <li>• <i>Step 5: The guest makes a partial payment during their stay. The system updates the invoice to reflect payments made and the remaining balance.</i></li> </ul>
Non functional requirements	<ul style="list-style-type: none"> <li>• <i>The system must process and register expenses within 2 seconds of receiving input to ensure smooth operation.</i></li> <li>• <i>The system should support simultaneous usage by at least 100 staff members without performance degradation.</i></li> <li>• <i>The interface must be user-friendly and intuitive, enabling staff to log expenses with minimal training.</i></li> <li>• <i>The system must have 99.9% uptime to ensure uninterrupted operation for registering guest expenses.</i></li> </ul>
Postconditions	<ul style="list-style-type: none"> <li>• <i>The guest's account has been updated with the newly registered expense, including all relevant details such as the description, amount, and timestamp.</i></li> <li>• <i>The interim or final invoice associated with the guest reflects all registered expenses accurately.</i></li> <li>• <i>The system maintains a log of the transaction for future reference or auditing purposes.</i></li> <li>• <i>The data integrity of the guest's account and overall system is ensured, with no errors or inconsistencies introduced during the process.</i></li> </ul>

UC Name	<i>FR_GST_09: Request room service through mobile guest portal.</i>
Summary	<i>Guests can request room service via the mobile portal.</i>
Dependency	<i>No dependency</i>
Actors	<i>Guest is the primary actor.</i>
Preconditions	<ul style="list-style-type: none"> <li>•Active Guest Profile: The guest must have an active account or profile in the system, linked to their stay details.</li> <li>•Operational Mobile Portal: The mobile portal must be functional and accessible to the guest via a supported device (e.g., smartphone or tablet).</li> <li>•Guest Authentication: The guest must be logged into the mobile portal with valid credentials.</li> <li>•Room Service Availability: Room service must be operational, with items or services available for request.</li> <li>•Network Connection: The guest's device must have a stable internet connection to access the mobile portal.</li> </ul>
Description of the Main Sequence	<ul style="list-style-type: none"> <li>● <i>Step 1: The guest accesses the mobile portal using their valid credentials.</i></li> <li>● <i>Step 2: The mobile portal displays the available room service items and services for selection.</i></li> <li>● <i>Step 3: The guest chooses desired items or services and adds them to their order.</i></li> <li>● <i>Step 4: The mobile portal provides an order summary for the guest to review and confirm</i></li> <li>● <i>Step 5: The guest submits the room service order through the portal.</i></li> <li>● <i>Step 6: The system logs the guest's request and forwards it to the appropriate staff or service department</i></li> <li>● <i>Step 7: The staff processes the order and prepares it for delivery.</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Step 8: The ordered items or services are delivered to the guest's room.</i></li> </ul>
Description of the Alternative Sequence	<ul style="list-style-type: none"> <li>• <i>Step 1: The guest is unable to log into the mobile portal due to forgotten credentials or technical issues. Staff assists in resolving the issue.</i></li> <li>• <i>Step 2: Certain room service items or services are temporarily unavailable. The system informs the guest and suggests alternatives, if applicable.</i></li> <li>• <i>Step 3: The guest cancels a service or item after it has been registered (e.g., cancels a spa appointment)..</i></li> <li>• <i>Step 4: The guest's order is delayed due to operational constraints. Staff communicates the delay and ensures a resolution.</i></li> <li>• <i>Step 5: The system encounters a failure while processing the guest's request. The guest is prompted to resubmit the order or contact staff for assistance</i></li> </ul>
Non functional requirements	<ul style="list-style-type: none"> <li>• <i>The mobile portal must be intuitive, with clear navigation and accessibility for users of all skill levels.</i></li> <li>• <i>The system must handle 99.9% uptime, ensuring guests can request room service without interruptions</i></li> <li>• <i>The portal must securely authenticate users and encrypt all data, ensuring privacy and protection of guest information.</i></li> <li>• <i>The mobile portal must be available 24/7 to allow guests to place orders at any time.</i></li> <li>• <i>The system must function seamlessly across different devices (e.g., smartphones, tablets) and platforms (e.g., iOS, Android).</i></li> </ul>
Postconditions	<ul style="list-style-type: none"> <li>• <i>The guest's room service request is successfully recorded in the system, with all relevant details (e.g., items requested, quantity, and time of order).</i></li> <li>• <i>The system notifies the appropriate staff or service department to prepare and deliver the order.</i></li> <li>• <i>The expense associated with the room service request is added to the guest's account and reflected in their interim or final invoice</i></li> <li>• <i>The guest receives a confirmation message through the mobile portal, acknowledging the successful submission of</i></li> </ul>

	<p><i>their request.</i></p> <ul style="list-style-type: none"><li>• <i>The guest can track the status of their room service order via the mobile portal.</i></li></ul>
--	---

UC Name	<i>FR_GST_10: View expenses through mobile guest portal.</i>
Summary	<i>Guests can access and view their expenses anytime via the mobile portal.</i>
Dependency	<i>No dependency</i>
Actors	<i>Guest is the primary actor.</i>
Preconditions	<p>1. Guest Account Setup: The guest must have an active account in the system with their expenses correctly linked.</p> <p>2. Mobile Portal Accessibility: The mobile portal must be functional and accessible via compatible devices (smartphone, tablet).</p> <p>3. Guest Authentication: The guest must be logged into the portal using valid credentials to securely access their information.</p> <p>4. System Data Synchronization: The system must ensure all expense data is updated and synchronized in real-time.</p>
Description of the Main Sequence	<ul style="list-style-type: none"> <li>● <i>Step 1: The guest accesses the mobile portal using their valid credentials.</i></li> <li>● <i>Step 2: The portal retrieves and displays the guest's expenses in an organized format (itemized list).</i></li> <li>● <i>Step 3: The guest selects specific expenses to view detailed information (date, amount, description).</i></li> <li>● <i>Step 4: The guest reviews their interim invoice, which consolidates all recorded expenses.</i></li> <li>● <i>Step 5: The system ensures the displayed expenses are up-to-date and synchronized with the central database.</i></li> </ul>
Description of the Alternative Sequence	<ul style="list-style-type: none"> <li>● <i>Step 1: The guest is unable to log into the mobile portal due to forgotten credentials or technical issues. Staff assists the guest in resetting their credentials or resolving the issue.</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Step 2:</i> The system fails to retrieve expense details due to a technical issue. A message is displayed to the guest, and staff is notified to resolve the error</li> <li>• <i>Step 3:</i> The displayed expenses are outdated due to a synchronization delay. The system refreshes the data and updates the portal in real-time once the issue is resolved.</li> <li>• <i>Step 4:</i> The guest's device is incompatible or has connectivity issues. Staff provides an alternative method to review expenses, such as printed statements or accessing a kiosk.</li> <li>• <i>Step 5:</i> The guest notices incorrect expense details while reviewing their account. They report the issue via the portal or directly to staff, who investigate and resolve it</li> </ul>
Non functional requirements	<ul style="list-style-type: none"> <li>• <i>The mobile portal must feature a user-friendly interface with clear navigation for all guests.</i></li> <li>• <i>All data, including guest credentials and expense details, must be encrypted and securely stored to maintain privacy.</i></li> <li>• <i>The mobile portal must be compatible with all popular operating systems (iOS, Android) and browsers.</i></li> <li>• <i>The portal must adhere to accessibility standards to cater to guests with disabilities, such as screen reader support.</i></li> </ul>
Postconditions	<ul style="list-style-type: none"> <li>• <i>The guest successfully views an up-to-date, itemized list of their expenses through the mobile portal.</i></li> <li>• <i>The system ensures that the expense details displayed match the information stored in the central database, with no discrepancies.</i></li> <li>• <i>The system records the guest's access attempt for auditing and monitoring purposes.</i></li> <li>• <i>The session ends securely, ensuring no unauthorized access to the expense details post-interaction.</i></li> </ul>