**Actor Identification.**

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| --- | --- | --- |
| NO | **ACTOR** | **DESCRIPTION** |
| 1 | |  | | --- | |  |  |  | | --- | | Administrator | | |  | | --- | |  |  |  | | --- | | Manages user and owner accounts (approval, suspension)   Oversees platform content and listings   Monitors system activity and handles platform settings | |
| 2 | |  | | --- | |  |  |  | | --- | | Owner | | |  | | --- | |  |  |  | | --- | | Registers and lists properties (houses)  Manages property details and availability   Reviews and responds to rental applications | |
| 3 | Renter/Tenant | |  | | --- | |  |  |  | | --- | | Registers and browses available rentals   Searches and filters listings   Submits rental requests and may process payments | |
| 4 | |  | | --- | |  |  |  | | --- | | Payment | | |  | | --- | |  |  |  | | --- | | Facilitates secure payment processing for rentals, purchases, and services. Ensures payment integrity and transaction confirmation. | |

**Use case Identification**

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| --- | --- | --- | --- |
| **category** | **ID** | **Use case name** | **Use Case Description** |
| Common use case | UC-1 | Create account | Create an account for renter(tenant), Owner. |
|  | UC-2 | Login | Log in to the system using secure credentials. |
|  | UC-3 | Log out | Log out from the system securely. |
|  | UC-4 | Manage profile | Manage account information by updating or deleting user details. |
|  | UC-5 | Notify action performed | Notify owner or renter about actions performed. |
|  | UC-6 | Review user details | Review new user registrations to approve or reject access. |
| Administrator use cases | UC-7 | Review owner and renter details | Review new user (owner or renter) registrations to approve or reject access. |
|  | UC-8 | Update/remove property. | Update or remove existing property as needed. |
|  | UC-9 | Add property | Allow administrators to add new property details. |
| Renter(tenant)  Use Case | UC-10 | Search Property | Enable renters to Search for available properties based on filters. |
|  | UC-11 | Book Property | Allow renter to book a selected property. |
|  | UC-12 | Make payment | Provide renters with secure interface to make payments for booked properties. |
|  | UC-13 | View booking history | Allow renter to view their past and current bookings with details. |
|  | UC-14 | Cancel booking | Enable renter to cancel a booking. |
|  | UC-15 | Rate and review  property | Allow renter to leave feedback and ratings for properties. |
| Owner Use Case | UC-16 | List property | Allow owner to list new property by entering details. |
|  | UC-17 | Update/remove property. | Update or remove existing property as needed. |
|  | UC-18 | View booked property. | Let owners to see incoming requests from renter and view request details. |
|  | UC-19 | Approve/reject booking | Allow owner to accept or decline booking requests based on availability and renter profile. |
| Payment Use case | UC-20 | Process payment | Process payments for rentals securely. |
|  | UC-21 | Verify payment | Verify payment status and notify relevant actors about transaction success or failure. |
|  | UC -22 | Generate receipt | Generate payment receipts and transaction summaries for users. |

**Description of Use-Case**

**Table 1.-Use case description for create account/registration**

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| --- | --- | --- | --- |
| Use Case ID | UC-1 | | |
| Use Case Name | Create Account | | |
| Actor | Renter, Owner­­­­­ | | |
| Summary | Allows renters and property owners to create a new account by submitting personal or business information. | | |
| Pre-conditions | User must not already be registered.  System is accessible and functional. | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1.** User visits the Home Page and clicks on the “Create Account” button |  |  |  |  | | --- | --- | | **Step 3.** User enters required details (e.g., name, email, phone number, password) |  |  |  | | --- | | **Step 5.** User enters the verification code | | |  |  | | --- | --- | |  | **Step 2.** System displays a registration form |  |  |  | | --- | --- | |  | **Step 4.** System validates input and sends a verification code (via email or SMS |  |  |  | | --- | --- | |  | **Step 6.** System verifies the code  **Step 7.** the system activates the account and stores user details  **Step 8.** System shows a success message and redirects to the user dashboard | | |
| Alternative Scenario | -If the email or phone number is already registered, the system displays an error message: “Email/Phone already registered.”  -If the verification code is invalid or not entered, the system prompts the user to re-enter the code (return to Step 5). | |  |
| ****Post-condition**** | A verified and active user account is created. | |  |

**Use case description for login**

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID | UC-2 | | |
| Use Case Name | Login | | |
| Actor | Renter, Owner­­­­­ | | |
| Summary | Enables users to securely log in to the system using their credentials. | | |
| Preconditions | The user must have a verified account. | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1.** User opens the homepage and clicks the **Login** button |  |  |  |  | | --- | --- | | **Step 3:** User enters their credential (**username/email and password)** |  |  |  | | --- | | **Step 4.** User clicks the **Login/Submit** button | | |  |  | | --- | --- | |  | **Step 2:** The system displays the login form with fields for username/email and password. |  |  |  | | --- | --- | |  | **Step 5.** The system receives the credentials and verifies them against stored user data. |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | |  | | --- | | **Step 6:** The system redirectToDashboard (based on role) and display Success Message |  |  |  | | --- | --- | | |  | | --- | |  | | | | |
| Alternative Scenario | If the credentials are invalid: → The system displays an error message and prompts the user to retry.  If multiple failed attempts are made: → The system may temporarily lock the account for security. | |  |
| **Postcondition** | All users successfully log into the BET RENT and gain access to their respective functionalities. | |  |

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| --- | --- | --- | --- |
| Use Case ID | UC-3 | | |
| Use Case Name | Logout | | |
| Actor | Renter, Owner, Administrator | | |
| Summary | |  | | --- | | Enables users to securely log out and end their current session. | | | |
| Preconditions | The user is logged in. A valid session is active. | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The user is logged in and viewing their dashboard (Renter, Owner, or Admin). |  |  |  |  | | --- | --- | | **Step 3:** The user clicks the “Log Out” button. |  | | |  |  | | --- | --- | |  | **Step 2:** The system displays a navigation menu with a “Log Out” option. |  |  |  | | --- | --- | |  | **Step 4:** The system terminates the user’s session and clears session data (e.g., tokens/cookies). |  |  |  | | --- | --- | |  | **Step 5:** The system redirects the user to the homepage or login page with a confirmation message. | | |
| Alternative Scenario | If the session has already expired: → The system automatically logs the user out and redirects them to the login page with a timeout notice. | |
| ****Postcondition**** | The user successfully logs out of the BET RENT, ending their current session and returning to the login page. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-4 | | |
| Use Case Name | Manage Profile | | |
| Actor | Renter, Owner | | |
| Summary | |  | | --- | |  | | Allows users to update or delete their profile information (e.g., name, contact details, password). | | | | |
| Preconditions | |  | | --- | | The user is logged in.  A valid session is active.  User data is already stored in the system. | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The user logs into the system and is directed to their dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The user clicks on the “Profile”  **Step 5:** The user updates one or more fields (e.g., name, phone, email, password). |  |   **Step 7:** The user clicks “Save” or “Update”. | |  |  | | --- | --- | |  | **Step 2:** The system displays the dashboard with navigation options including “Profile” |  |  |  | | --- | --- | |  | **Step 4:** The system loads and displays the current profile information in editable fields. |  |  |  | | --- | --- | |  | **Step 6:** The system performs input validation (e.g., format, required fields).  **Step 8:** The system updates the user’s profile information in the database and displays a success message. | | |
| Alternative Scenario | If the user enters invalid information during update, the system shows an error and asks for corrections. | |
| ****Postcondition**** | Updated profile information is saved successfully. If the user deletes their account, it is deactivated and the session ends. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-5 | | |
| Use Case Name | |  | | --- | | Notify Action Performed | | | |
| Actor | Administrator | | |
| Summary | |  | | --- | |  | | The administrator triggers or ensures delivery of notifications to renters or owners when key actions occur (e.g., booking approved, payment made, account verified). | | | | |
| Preconditions | |  | | --- | | A valid action has been completed (e.g., booking, approval, cancellation).  The affected user has valid contact information (email, phone) . | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The administrator completes or approves an action (e.g., approves a user, confirms a booking). |  |  |  |  | | --- | --- | | **Step 3:** The administrator confirms that a notification should be sent  **Step 5:** The user updates one or more fields (e.g., name, phone, email, password). |  |   **Step 5:** The administrator clicks “Send Notification” or allows automatic dispatch. | |  |  | | --- | --- | |  | **Step 2:** The system identifies the affected user (renter or owner). |  |  |  | | --- | --- | |  | **Step 4:** The system prepares the message content (e.g., approval successful, payment received). |  |  |  |  |  | | --- | --- | --- | --- | |  | **Step 6:** The system sends the notification through the selected channel (email etc).   |  | | --- | |  |  |  | | --- | | **Step 7:** The system logs the notification as delivered or failed. | | | |
| Alternative Scenario | If the user cannot be reached (e.g., email bounced or phone offline), the system logs the failure and may retry later. | |
| ****Postcondition**** | Notification is delivered to the target user. Notification status is logged in the system. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-6 | | |
| Use Case Name | |  | | --- | |  | |  | Review User Details | | | |
| Actor | Administrator | | |
| Summary | |  | | --- | |  | | Allows the administrator to review new user (renter or owner) registration information and approve or reject their access. | | | | |
| Preconditions | |  | | --- | | Administrator is logged into the system.  There are pending user registrations awaiting approval.  The system is connected to the user database. | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The administrator logs into the system from the homepage. |  |  |  |  | | --- | --- | | **Step 3:** The administrator clicks on the “User Management” option.  **Step 5:** The administrator selects a user from the list to review. |  |   **Step 5:** The administrator clicks “Send Notification” or allows automatic dispatch.  **Step 7:** The administrator clicks either “Approve” or “Reject”. | |  |  | | --- | --- | |  | **Step 2:** The system redirects the administrator to the admin dashboard. |  |  |  | | --- | --- | |  | **Step 4:** The system displays a list of users awaiting review (renter and owner) |  |  |  |  |  | | --- | --- | --- | --- | |  | **Step 6:** The system displays the full registration details of the selected user.   |  | | --- | |  |  |  | | --- | | **Step 8:** The system updates the user’s status accordingly (active or rejected). | |   **Step 9:** The system sends a notification to the user informing them of the decision. | |
| Alternative Scenario | If the system fails to load the user data, an error message is shown and the admin is prompted to retry. OR  If the registration data is incomplete or unclear, the administrator can leave the user in “Pending” status and request additional information | |
| ****Postcondition**** | The user status is updated in the system.  The user is either approved and activated or rejected and notified. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-7 | | |
| Use Case Name | |  | | --- | |  | |  | Review Owner and Renter Details | | | |
| Actor | Administrator | | |
| Summary | |  | | --- | |  | | |  | | --- | |  | | | | Allows the administrator to view detailed profiles and activities of registered owners and renters for management, verification, or moderation. | | | | |
| Preconditions | |  | | --- | | Administrator is logged in.  Owners and renters exist in the system. The system is connected to the user database. | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The administrator logs into the system and accesses the admin dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The administrator selects “Users Management” option.  **Step 5:** The Administrator selects a specific user from the list. |  |   **Step 7:** The administrator clicks either “Approve” or “Reject”. | |  |  | | --- | --- | |  | **Step 2:** The system authenticates the admin and redirects them to the admin dashboard. |  |  |  | | --- | --- | |  | **Step 4** The system displays a list of users pending approval (owners and renters). |  |  |  |  |  | | --- | --- | --- | --- | |  | |  | | --- | | **Step 6:** The system retrieves and displays the full registration details of the selected user. |  |  | | --- | | **Step 8:** The system updates the user’s status accordingly (active or rejected). | |   **Step 9:** The system sends a notification to the user informing them of the decision. | |
| Alternative Scenario | **If no pending users are available**, the system displays: “No records available for review.” | |
| ****Postcondition**** | Administrator successfully views user details | |

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| --- | --- | --- | --- |
| Use Case ID | UC-8 | | |
| Use Case Name | |  | | --- | | Update/Remove Property | | | |
| Actor | Administrator | | |
| Summary | |  | | --- | |  | | Allows the administrator to update incorrect property details or remove inappropriate, outdated, or flagged property listings from the system. | | | | |
| Preconditions | Administrator is logged into the system. At least one property is listed in the database.  The administrator has access rights to manage properties. | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The administrator logs into the system and accesses the admin dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The administrator clicks on “Manage Properties”.  **Step 5:** The administrator selects a property to review. |  |   **Step 7:** The administrator clicks “Edit” to modify the property or “Remove” to delete it  **Step 9:** The administrator updates the necessary fields and saves, or confirms the deletion. | |  |  | | --- | --- | |  | **Step 2:** The system displays admin tools, including “Manage Properties”. |  |  |  | | --- | --- | |  | **Step 4:** The system displays a searchable list of all properties in the system |  |  |  |  |  | | --- | --- | --- | --- | |  | **Step 6:** The system displays property details including title, description, location, price, images, and status.   |  | | --- | |  |  |  | | --- | | **Step 8:** If “Edit” is chosen, the system shows an editable form; if “Remove” is chosen, a confirmation prompt appears.  **Step 10:** The system updates or removes the property in the database and displays a success message. | | | |
| Alternative Scenario | If the administrator tries to remove a property already involved in an active booking, the system displays a warning and blocks the action.  If the system fails to update or delete the property due to an error, an error message is shown and the administrator is asked to try again later.  If no properties are found, the system displays “No property available”. | |
| ****Postcondition**** | Property details are successfully updated or removed. System reflects the changes in the property listing.  If removed, the listing is no longer visible to users. | |
| Use Case ID | UC-9 | | |
| Use Case Name | Add Property | | |
| Actor | Administrator | | |
| Summary | |  | | --- | |  |   Administrator is logged in.  Admin has permission to manage property listings. The system is connected to the property database. | | |
| Preconditions | |  | | --- | | A new property record is saved in the system. The property becomes visible in the list of available properties. | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The administrator logs into the system and opens the admin dashboard |  |  |  |  | | --- | --- | | **Step 3:** The administrator clicks on “Add Property”.  **Step 5:** The administrator fills in all required property details. |  |   **Step 7:** The administrator uploads images and additional files if needed.  **Step 9:** The administrator clicks the “Submit” button. | |  |  | | --- | --- | |  | **Step 2:** The system displays administrative tools including a “Manage Properties” option. |  |  |  | | --- | --- | |  | **Step 4:** The system opens a property registration form with fields such as title, type, location, price, and description. |  |  |  |  |  | | --- | --- | --- | --- | |  | **Step 6:** The system validates the entered data (e.g., required fields, valid price format).   |  | | --- | |  |  |  | | --- | | **Step 8:** The system verifies the uploaded content and displays previews.  **Step 10:** The system saves the new property to the database and displays a success message confirming the addition. | | | |
| Alternative Scenario | If the administrator submits incomplete or invalid data, the system shows validation errors and prevents submission.  If the image upload fails, the system prompts the admin to re-upload or proceed without images.  If a property with the same title/location already exists, the system displays a duplicate warning | |
| ****Postcondition**** | A new property record is saved in the system. The property becomes visible in the list of available properties. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-10 | | |
| Use Case Name | |  | | --- | | Search Property | | | |
| Actor | Renter | | |
| Summary | |  | | --- | |  | | Allows renters to search for available properties using filters such as location, price range, property type, or number of rooms. | | | | |
| Preconditions | |  | | --- | | -The renter has access to the homepage. -The system is online and database is available. | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter visits the homepage. |  |  |  |  | | --- | --- | | **Step 3:** The renter enters a keyword-based search query (e.g., “2-bedroom in Addis Ababa under 5000 birr”).  **Step 4:**  The renter clicks the “Search” button.  **Step 8:**  The renter clicks "View Details" on a specific property. |  | | |  |  |  |  | | --- | --- | --- | --- | |  | |  | | --- | | **Step 2:** The system displays a search bar (with optional placeholder text or hint). |  |  | | --- | |  | |  |  |  | | --- | --- | |  | **Step 5:** The system captures the search input. |  |  |  |  | | --- | --- | --- | |  | **Step 6:**  The system validates the input and queries the database for matching properties.  step   |  | | --- | | **Step 7:** The system displays a list of matching properties with summary details and images.  **Step 9:** The system retrieves and displays full details of the selected property. | | | |
| Alternative Scenario | If no properties match the search, the system displays “No results found, try changing filters/keyword.”  If the renter enters invalid input (e.g., letters in the price field), the system highlights the issue and asks for correction. | |
| ****Postcondition**** | |  | | --- | | Matching property results are displayed to the renter. The renter can view details of any selected property. | | |

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| --- | --- | --- | --- |
| Use Case ID | UC-11 | | |
| Use Case Name | Book property   |  | | --- | |  | | | |
| Actor | Renter | | |
| Summary | |  | | --- | |  | | Allows the renter to book a selected property after reviewing its details and availability. | | | | |
| Preconditions | |  | | --- | | The renter is logged in. Property listings are available and visible. The renter has already searched for and selected a property. | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter logs in and open home page |  |  |  |  | | --- | --- | | **Step 3:** The renter selects a property to view its full details.  **Step 5:** The renter clicks the “Book property” button. |  |   **Step 7:** The renter fills out the booking form and submits the request. | |  |  | | --- | --- | |  | **Step 2:** The system displays home page. |  |  |  | | --- | --- | |  | **Step 4:** The system displays the property details including images, price, availability, and owner contact info. |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Step 6:** The system displays a booking form (date, duration, renter info).   |  | | --- | |  |  |  |  |  | | --- | --- | --- | | **Step 8:** The system saves the booking request and notifies the property owner.   |  | | --- | |  |  |  | | --- | | **Step 9:** The system confirms submission to the renter with a message like “Booking request sent. Awaiting owner approval.” | | | | |
| Alternative Scenario | If the renter tries to book a property that’s already booked for the selected dates, the system displays a conflict warning. | |
| ****Postcondition**** | |  | | --- | | A booking request is submitted and recorded in the system. The owner is notified of the booking request for approval. | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID | UC-12 | | |
| Use Case Name | |  | | --- | | Make Payment | | | |
| Actor | Renter | | |
| Summary | |  | | --- | |  | |  | | | |  | | --- | | Enables the renter to make a secure payment for a booked property. | | | | | |
| Preconditions | |  |  | | --- | --- | | |  | | --- | | The renter is logged in.  A property has been successfully booked and approved by the owner.  The payment gateway is available and connected. | | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter logs in and navigates to the “My Bookings” or “Pending Payments” section. |  |  |  |  | | --- | --- | | **Step 3:** The renter selects the booking and clicks “Pay Now”.  **Step 5:** The user updates one or more fields (e.g., name, phone, email, password). |  |   **Step 5:** The renter selects a payment method (e.g. money) and enters the required payment information  **Step 7:** The renter confirms the transaction by clicking the “Pay” button. | |  |  | | --- | --- | |  | **Step 2:** The system displays a list of confirmed bookings with a “Pay Now” button. |  |  |  | | --- | --- | |  | **tep 4:** The system displays the payment page with booking details and total amount. |  |  |  |  |  | | --- | --- | --- | --- | |  | **Step 6:** The system validates the payment input and connects to the payment gateway.   |  | | --- | |  |  |  | | --- | | **Step 8:** The system processes the payment securely through the payment provider | |  |  | | --- | | **Step 9:** If successful, the system displays a confirmation message and stores the transaction. |  |  |  | | --- | --- | |  | **Step 10:** The system notifies the property owner and generates a digital receipt for the renter. | | |
| Alternative Scenario | If the payment fails (e.g., insufficient funds, invalid card), the system displays an error and allows the renter to retry.  If the renter cancels the payment before confirmation, no transaction is recorded. | |
| ****Postcondition**** | The payment is processed and recorded in the system.  A payment confirmation is displayed and a receipt is generated.  The owner is notified of the successful payment. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-13 | | |
| Use Case Name | |  | | --- | | View Booking History | | | |
| Actor | Renter | | |
| Summary | |  | | --- | |  | | |  | | --- | |  |  |  | | --- | | Allows the renter to view a list of all their past and current property bookings, including details such as status, dates, payments, and property information. | | | | | |
| Preconditions | |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | The renter is logged into the system. The renter has made at least one booking in the system. | | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter logs into the system. |  |  |  |  | | --- | --- | | **Step 3:** The renter clicks on “Booking History”.  **Step 5:** The renter selects a specific booking to view more details. |  | | |  |  | | --- | --- | |  | **Step 2:** The system displays dashboard options including “Booking History”. |  |  |  | | --- | --- | |  | **Step 4:** The system retrieves and displays a list of all past and current bookings made by the renter. |  |  |  |  |  | | --- | --- | --- | --- | |  | **Step 6:** The system shows booking details including property name, date, status, and payment summary.   |  | | --- | |  |  |  | | --- | | **Step 7:** The system offers filter and sort options (e.g., by date, by status). | | | |
| Alternative Scenario | If the renter has not made any bookings, the system displays a message like “No booking history found.” | |
| ****Postcondition**** | The renter views a list of bookings.  Booking data is displayed with appropriate filters and details. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-14 | | |
| Use Case Name | |  | | --- | | Cancel Booking | | | |
| Actor | Renter | | |
| Summary | |  | | --- | |  | | Allows the renter to cancel a previously made booking before the rental period begins. | | | | |
| Preconditions | |  | | --- | | The renter is logged in. The renter has at least one active or upcoming booking.  The booking is still eligible for cancellation (based on time or status). | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter logs into the system and opens their dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The renter clicks on “My Bookings” and views active bookings.  **Step 5:** The renter selects a booking and clicks the “Cancel” button.. |  |   **Step 7:** The renter confirms the cancellation request. | |  |  | | --- | --- | |  | **Step 2:** The system displays dashboard options including “My Bookings”. |  |  |  | | --- | --- | |  | **Step 4:** The system displays a list of active and upcoming bookings with status and actions |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | |  | | --- | | **Step 6:** The system prompts the renter to confirm the cancellation. |  |  |  | | --- | --- | | **Step 8:** The system updates the booking status to “Canceled” and removes it from the active list.   |  | | --- | | **Step 9:** The system sends a cancellation notification to the property owner.  **Step 10:** If refund conditions are met, the system initiates the refund process | | | | |
| Alternative Scenario | If the booking is not eligible for cancellation the system blocks the action and shows a message. | |
| ****Postcondition**** | |  | | --- | | The booking is marked as canceled in the system. The property owner is notified | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID | UC-16 | | |
| Use Case Name | |  | | --- | | List Property | | | |
| Actor | Owner | | |
| Summary | |  | | --- | |  | | Allows a property owner to add a new property to the platform by submitting details such as location, price, features, and images. | | | | |
| Preconditions | |  | | --- | | The owner is logged into the system.  The owner’s account is verified. The system is connected to the property database. | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The owner logs into the system and lands on their dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The owner clicks “List New Property”.  **Step 5:** The owner fills out all required property details. |  |   **Step 7:** The owner uploads property images and selects amenities.  **Step 9:** The owner clicks “Submit” or “Save”. | |  |  | | --- | --- | |  | **step 2:** The system displays dashboard options including “My Properties” and “List New Property”. |  |  |  |  |  | | --- | --- | --- | --- | |  | |  | | --- | |  |  |  | | --- | | **Step 4:** The system opens a property listing form with fields for location, price, number of rooms, type, description, etc. | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | |  | | --- | | **Step 6:** The system validates input fields for correctness and completeness. |  |  |  |  | | --- | --- | --- | | |  | | --- | | **Step 8:** The system checks and previews uploaded media. |  |  | | --- | | **Step 10:** The system stores the new property in the database and confirms successful listing | | | | |
| Alternative Scenario | If required fields are missing or invalid, the system highlights errors and asks the owner to correct them.  If the image upload fails, the system prompts the owner to retry or continue without images. | |
| ****Postcondition**** | |  | | --- | | A new property listing is created and saved | | |

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| --- | --- | --- | --- |
| Use Case ID | UC-17 | | |
| Use Case Name | |  | | --- | | Update/Remove Property | | | |
| Actor | Owner | | |
| Summary | |  | | --- | |  | | Allows the property owner to update information about a listed property or remove the property from the platform. | | | | |
| Preconditions | |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | The owner is logged in.  The owner has at least one property listed.  The system is connected to the property database. | | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The owner logs into the system and goes to the dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The owner clicks on “My Properties”.  **Step 5:** The owner selects a property and clicks “Edit”. |  |   **Step 7:** The owner updates one or more fields (e.g., price, images, description)  **Step 9:** The owner clicks “Save Changes”. | |  |  | | --- | --- | |  | **Step 2:** The system displays dashboard options including “My Properties”. |  |  |  | | --- | --- | |  | **Step 4:** The system displays a list of properties owned by the user. |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | |  | | --- | | **Step 6:** The system loads the existing property details into an editable form |  |  |  | | --- | --- | | |  | | --- | | **Step 8:** The system validates the new input.  **Step 10:** The system updates the property record and displays a confirmation message. | | | | |
| Alternative Scenario | If the owner clicks “Delete” but cancels the confirmation, the property remains unchanged.  If the system fails to save the update due to a technical issue, it displays an error message and retains the previous data. | |
| ****Postcondition**** | |  | | --- | | 1. The updated property information is saved in the system. 2. If removed, the property is no longer visible to renters. | | |

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| --- | --- | --- | --- |
| Use Case ID | UC-18 | | |
| Use Case Name | |  | | --- | | Update/Remove Property | | | |
| Actor | Owner | | |
| Summary | Allows the property owner to view incoming booking requests and approved bookings for their listed properties. | | |
| Preconditions | |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | The owner is logged in. The owner has at least one property listed.  One or more renters have submitted booking requests. | | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The owner logs into the system and accesses their dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The owner clicks on the “Bookings” or “View Bookings” option.  **Step 5:** The owner selects a specific property to view its booking activity |  |   **Step 7:** The owner reviews booking dates, payment status, and renter profiles. | |  |  | | --- | --- | |  | **Step 2:** The system displays options such as “My Properties” and “Bookings”. |  |  |  | | --- | --- | |  | **Step 4:** The system displays a list of properties that have received booking requests. |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | |  | | --- | | **Step 6:** The system displays the booking requests and confirmed bookings for that property, along with renter details and booking status. |   **Step 8:** The system provides actions like “Approve”, “Reject”, or “Contact Renter”   |  |  | | --- | --- | | |  | | --- | |  | | | | |
| Alternative Scenario | If the owner clicks “Delete” but cancels the confirmation, the property remains unchanged.  If the system fails to save the update due to a technical issue, it displays an error message and retains the previous data. | |
| ****Postcondition**** | . The owner sees a list of booked properties and pending requests.  The owner may proceed to approve, reject, or contact renters as needed. | |

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| --- | --- | --- | --- |
| Use Case ID | UC-19 | | |
| Use Case Name | |  | | --- | | Approve/Reject Booking | | | |
| Actor | Owner | | |
| Summary | Allows the owner to either approve or reject booking requests from renters based on availability or renter details. | | |
| Preconditions | |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | |  | |  |  |  | | --- | | 1. The owner is logged in. 2. The owner has received one or more booking requests. 3. The booking requests are in “Pending” status | | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The owner logs into their account and navigates to the dashboard. |  |  |  |  | | --- | --- | | **Step 3:** The owner clicks on “View Bookings”.  **Step 5:** The owner selects a booking request with “Pending” status. |  |   **Step 7:** The owner clicks “Approve” or “Reject”. | |  |  | | --- | --- | |  | **Step 2:** The system displays dashboard options including “View Bookings”. |  |  |  | | --- | --- | |  | **Step 4:** The system shows all current booking requests for the owner’s properties |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | |  |  | | --- | --- | | **Step 6:** The system displays detailed information about the booking (dates, renter profile, payment status). | | | |  | | --- | | **Step 8:** The system processes the action and updates the status of the booking. |   **Step 9:** The system sends a notification to the renter informing them of the approval or rejection. | | | |
| Alternative Scenario | If the owner attempts to approve a booking that conflicts with an existing approved booking (same property and overlapping dates), the system displays a warning and prevents the action.  If the owner clicks "Reject", the system optionally prompts them to provide a reason before finalizing the rejection. | |
| ****Postcondition**** | |  | | --- | | The system updates the booking status to either “Approved” or “Rejected”.  The renter is notified of the owner’s decision. | | |

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| --- | --- | --- | --- |
| Use Case ID | UC-20 | | |
| Use Case Name | |  | | --- | | Process Payment | | | |
| Actor | Owner | | |
| Summary | |  | | --- | |  |  |  | | --- | | Allows the renter to make a secure payment for a confirmed property booking using available payment options. | | | |
| Preconditions | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | |  | |  |  |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | The renter is logged in. The renter has at least one approved booking. The system is connected to a secure payment gateway. | | | | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter logs into the system and accesses their dashboard |  |  |  |  | | --- | --- | | **Step 3:** The renter clicks on a booking marked “Approved” and selects “Make Payment”.  **Step 5:** The renter enters payment details (e.g., card info, mobile wallet |  |   **Step 7:** The renter confirms and submits the payment. | |  |  | | --- | --- | |  | **Step 2:** The system displays booking information with payment status |  |  |  | | --- | --- | |  | **Step 4:** The system redirects the renter to the payment page showing total amount, due date, and payment methods. |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  | | --- | --- | | **Step 8:** The system processes the transaction and returns a success or failure message. | | | |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | **Step 9:** If successful, the system updates the booking status to “Paid” and sends confirmation to the renter and the owner. | | | | | |
| Alternative Scenario | If the renter enters invalid or expired payment information, the system shows an error and prompts for correction. | |
| ****Postcondition**** | |  | | --- | | The payment is successfully processed and recorded.  The booking status is updated to “Paid”. A payment notification is sent to the renter and the owner. | | |

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| --- | --- | --- | --- |
| Use Case ID | UC-21 | | |
| Use Case Name | |  | | --- | | Verify Payment | | | |
| Actor | Admin, Renter, Owner | | |
| Summary | Ensures that payment transactions are validated and the status is updated accordingly in the system | | |
| Preconditions | A payment has been initiated by a renter. The payment gateway has returned a transaction result (success or failure). The system can access the payment verification service or database. | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter completes the payment process for a booking. |  |  |  |  | | --- | --- | | **Step 3:** The system verifies the transaction ID and checks payment confirmation with the gateway or internal logs.  **Step 5:** The system notifies the renter about successful payment verification. |  | | |  |  |  |  | | --- | --- | --- | --- | |  | |  | | --- | |  |  |  | | --- | | **Step 2:** The system receives a transaction response from the payment gateway. | |  |  |  | | --- | --- | |  | **Step 4:** If the payment is confirmed, the system updates the booking status to “Paid & Verified”. |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  | | --- | --- | | **Step 6:** The system also notifies the owner that the renter has completed payment. | | | |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | **Step 7:** The admin dashboard updates with the verified transaction and payment history. | | | | | |
| Alternative Scenario | If the payment is flagged as suspicious or duplicated, the system alerts the admin for manual review. | |
| ****Postcondition**** | |  |  | | --- | --- | | |  | | --- | |  | | | Payment status is marked as “Verified” or “Failed”. All parties (renter, owner, admin) are notified of the result. | | | |

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| --- | --- | --- | --- |
| Use Case ID | UC-22 | | |
| Use Case Name | |  | | --- | | Generate Receipt | | | |
| Actor | Renter, Owner, Admin | | |
| Summary | Generates a receipt for a successfully verified payment and provides a downloadable copy for the renter and a reference for the owner and admin. | | |
| Preconditions | Payment must be completed and verified successfully.  The renter is logged in. The system has access to transaction records. | | |
| Basic Scenario | **Actor Action** | **System response** | |
|  | |  |  | | --- | --- | | **Step 1:** The renter logs in and goes to their booking history or payment history section. |  |  |  |  | | --- | --- | | **Step 3:** The renter clicks “View Receipt” for a specific transaction.  **Step 5:** The renter clicks “Download” or “Print Receipt”. |  | | |  |  |  |  | | --- | --- | --- | --- | |  | |  | | --- | |  |  |  | | --- | | **Step 2:** The system displays all paid and verified bookings. | |  |  |  | | --- | --- | |  | **Step 4:** The system fetches payment details (amount, date, property etc… ). |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  | | --- | --- | | **Step 6:** The system generates a PDF or digital receipt and initiates the download/print process. | | | |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | **Step 7:** A copy is saved in the system and a notification is sent to the renter and the owner. | | | | | |
| Alternative Scenario | If the renter tries to generate a receipt before payment is verified, the system shows a message: “Receipt unavailable – payment not verified.” | |
| ****Postcondition**** | |  |  | | --- | --- | | |  | | --- | |  | | | A receipt is generated and made available for download. A copy is stored in the system for future reference. Notifications are sent to involved parties. | | | |