MINISTRY OF EDUCATION AND TRAINING



**HOTEL WEBSITE**

**Software Requirement Specification**

**Project Code: HOWE**

**Document Code: HOWESRS-v1.0**

Hanoi, May 25, 2017

Record of change

\*A - Added M - Modified D - Deleted

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SIGNATURE PAGE

**ORIGINATOR:** Name: Tran Ba Quyen Date: May 25, 2017

Name: Vu Tran Hoang

**REVIEWERS:** Name: Nguyen Viet Hung Date:

**APPROVAL:** Name: Phan Truong Lam Date:

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# Introduction

## Purpose

This is a document created to introduce the HOWE system, including descriptions of all system functions along with descriptions of non-functional systems. This is also a document to illustrate the next steps in the development of the HOWE project including detailed design, testing and validation. This documentation provides the most overview of the system for both the developer and the system user

## Scope

The HOWE system is built based on a website that makes quick and easy access to users and system management. The simple, easy-to-understand designs are suitable for anyone who is able to use website services as well as those who wish to use the services that HOWE provides directly and quickly. The HOWE system targets three main user groups: guest, staff, and administrator. Each user group will have separate functions as shown in the model in section 1.3

## Use Case diagram

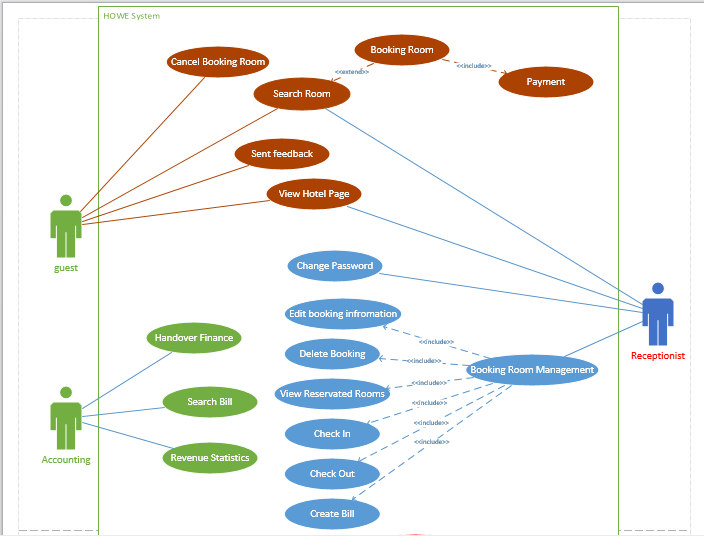


  
Figure 1.1 – Use Case Diagram

## Definitions, Acronyms, and Abbreviations

Below is an explanation of the terms and acronyms used in this document

|  |  |  |
| --- | --- | --- |
| Acronym | Definition | Note |
| HOWE | Hotel Website | Project’s name |
| SRS | Software Requirement Specifications |  |

Table 1.1 – Definitions, acronyms and abbreviations

## References

|  |  |  |
| --- | --- | --- |
| No. | Document | Source/Web Address |
| 1 | System Requirements Specification Template | FPT University |

## Overview

The main items mentioned in this document are 4 parts:

* Introduction: provides general information about SRS. Includes purpose, Scope, References and Overview.
* Overall description: Describe the basic elements that affect the project and the requirements of the system.
* Entity relation model: describes the database structure used in the system and its detailed information.
* Specific requirement: Describe detailed descriptions of system functions, as well as descriptions of non-functions.

# Overall Description

## Product perspective

When using HOWE, users can easily find information about the hotel, seeing room status as well as the facilities and services of the hotel, giving customers the most intuitive view of the hotel without to the place. By booking online to help customers minimize the time, cost savings improve work efficiency. Moreover, the HOWE system also provides users with the most up-to-date information about the resort, food, entertainment, etc… to make the perfect choice.

## Product functions

|  |  |  |  |
| --- | --- | --- | --- |
| User | Group of functions | Function | Description |
| Guest | Guest | Booking room | Allow user books rooms online |
| Search room | Allow user search room |
| Send feedback, Q&A | Allow user sent feedback to hotel by e-mail |
| View hotel page | Allow user view webpage in HOWE |
| Cancel booking room | Allow user cancel booked room |
| Receptionist | Common | View hotel page | Allow staff view webpage in HOWE |
| Send e-mail | Send e-mail to customer |
| Change password | Change password |
| Search room | Allow user search room |
| Room’s status management | List of all room and its status |
| Booking room management | Booking online | Manage booking online information |
| Booking walk-in | Allow user book walk-in and calling |
| Check-in | Allow check-in for customer |
| Check-out | Allow check-out for customer |
| View reservated rooms | List of all reserved rooms |
| Edit booking room information | Edit reserved room’s information |
| Delete booking | Instead of guest, staff can delete reserved rooms |
| Create bill | Allow create bill |
| Manager | Page management | Add content | Add new content to webpage |
| Edit content | Edit content of webpage |
| Delete content | Delete content of webpage |
| Room management | Room’s status management | List of all room and its status |
| Edit room detail | Edit detail information of room |
| Service management | Manage service | Allow user manage service of hotel |
| Account management | Add account | Add new account |
| Delete account | Delete account |
| Edit account | Edit account |
| Accounting | Finance | Handover finance | Allow user manage finance by shift |
| Search bill | Allow user search for bill |
| Monthly revenue report | Monthly revenue report |

Table 2.1 – Product functions

## User characteristics

HOWE is developed towards all those who wish to search, rent hotel rooms, along with information on many other services. Therefore, the system is divided into four main groups.

* Guest: Customers who wish to use the services provided by HOWE. With this user object they can use the main functions like:
  + Booking room
  + Send feedback, Q&A
  + View hotel page
  + Cancel booking room
  + Search room
* Receptionist: The staff at the hotel and has been provided with an account to be entered into the system. With this group of users, they can use the functions mentioned below:
  + View hotel page
  + Change password
  + Booking room management
    - Booking online
    - Booking walk-in
    - Check-in
    - Check-out
    - View reserved rooms
    - Edit booking room information
    - Delete booking
    - Create bill
* Manager: they have role as an staff and are responsible for managing the operation of the system as well as staff login information:
  + Page management
    - Add page content
    - Delete page content
    - Edit page content
  + Room management
    - Room’s status management
    - Edit room detail
  + Service management
    - Manage service
  + Account management
    - Add account
    - Delete account
    - Edit account
* Accounting: Management of financial information related to the hotel
  + Handover finance
  + Search bill
  + Monthly revenue report

## Assumptions and dependencies

This system is linked to agoda.com website, booking related information is also shared with the website

# Specific Requirement

## Business Rule

|  |  |
| --- | --- |
| No | **Description** |
| B1 | Customer can’t book more than 2 months before check-in date |
| B2 | Actor can only send feedback via the attachment link in the booking information mail |
| B3 | Password is at least 8 characters including letters and numbers and must not be similar to 2 most recent passwords |
| B4 | Guest must pay all charges accordance hotel’s rules |
| B5 | Comply with the cancellation policy of the hotel |
| B6 | The room is checked in status |
| B7 | Guest must pay all charges in accordance with the hotel |
| B8 | Username is setted by format: Uxxxx(x is a digital) |
| B9 | Password is at least 8 characters including letters and numbers |

## Functionality Requirement

### Guest

#### UC001 - Search Room

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC001 | | **Version:** | 1.0 |
| Use Case Name: | | Search Room | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Guest | | | |
| Description: | | This function allows actor to find room’s information and view room’s detail information without booking | | | |
| Trigger: | | Click on “Book Now” button on the HomePage | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Enter booking details then click on “Search” button | | |  | |
|  |  | | | Display available rooms | |
| Extension Flows | | | | | |
| ET1 | At step 1 is repeated | | | | |
| Exceptions: | | | | | |
| EC1 | At step 1, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1.1 |  | | | Display message prompts for data entry, focus on mandatory object | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC002 - Booking room

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC002 | | **Version:** | 1.0 |
| Use Case Name: | | Booking room | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Guest | | | |
| Description: | | This function allows actor to find and book a room | | | |
| Trigger: | | Click on “Book Now” button on the HomePage | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Enter booking details then click on “Search” button | | |  | |
|  |  | | | Display available rooms | |
|  | Click on “Add” button to select the room | | |  | |
| 4 |  | | | Add selected room into booking list | |
| 5 | Click on “Next” button | | |  | |
| 6 |  | | | Display booking details | |
| 7 | Choose payment method then click on “Book” button | | |  | |
| 8 |  | | | Display booking successful message, send booking information email to customer | |
| Extension Flows | | | | | |
| ET1 | Step 3 is repeated | | | | |
|  | | | | | |
| ET2 | Step 1 to 3 are repeated | | | | |
|  | | | | | |
| ET3 | At step 7 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “Cancel” button | | |  | |
| 8.1 |  | | | Display HomePage | |
|  | | | | | |
| ET4 | At step 7 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “Delete” button | | |  | |
| 8.1 |  | | | Delete the room from booking list | |
| Exceptions: | | | | | |
| EC1 | At step 1, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1.1 |  | | | Display message prompts for data entry, focus on mandatory object | |
|  | | | | | |
| EC2 | At step 7, payment method is not chosen | | | | |
| 7.1 |  | | | Display message prompts for payment method | |
|  | | | | | |
| Business Rules: | | | Customer can’t book more than 2 months before check-in date | | |
| Other Information: | | | N/A | | |

#### UC003 - Send feedback, Q&A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC003 | | **Version:** | 1.0 |
| Use Case Name: | | Send Feedback, Q&A | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Guest | | | |
| Description: | | This function allows actor send feedback, Q&A about Hotel to hotel’s E-mail | | | |
| Trigger: | | Click on “Feedback, Q&A” link attached in the booking information email | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Feedback, Q&A” link | | |  | |
|  |  | | | Display survey | |
|  | Complete survey then click on “Send” button | | |  | |
| 4 |  | | | Display notification message | |
| Exceptions: | | | | | |
| EC1 | At step 3, any answer are not chosen | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 |  | | | Display message required choosing answer | |
|  | | | | | |
| Business Rules: | | | Actor can only send feedback via the attachment link in the booking information mail | | |
| Other Information: | | | N/A | | |

#### UC004 - View hotel page

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC004 | | **Version:** | 1.0 |
| Use Case Name: | | View hotel page | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Guest | | | |
| Description: | | Actor can view hotel page | | | |
| Trigger: | | Click on logo of hotel on the website | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on logo of hotel | | |  | |
|  |  | | | Display hotel page | |
| Alternative Flows | | | | | |
| AT1 | At step 1 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1.1 | Click on “Home” | | |  | |
| 2.1 |  | | | Display hotel page | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC005 - Cancel Booking Room

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC005 | | **Version:** | 1.0 |
| Use Case Name: | | Cancel Booking Room | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Guest | | | |
| Description: | | This function allows actor cancel the room they have booked | | | |
| Trigger: | | Click on cancellation booking link attached in the booking information email | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on cancellation booking link attached in the booking information email | | |  | |
|  |  | | | Display booked room details information | |
|  | Click on “I agree” checkbox then click on “Next” button | | |  | |
|  |  | | | Display successfully notification, send cancellation booking rooms information mail to customer | |
| Exception Flows | | | | | |
| EC1 | At step 3, actor do not click on checkbox | | | | |
| 3.1 |  | | | Display message request for confirmation of cancellation | |
|  | | | | | |
| Business Rules: | | | Guest must pay all charges in accordance with the hotel | | |
| Other Information: | | | N/A | | |

### Receptionist

To use the functions below except “View Hotel Page” function, receptionist must log into system

#### UC006 - View Hotel Page

The same with description of UC004

#### UC007 - Change Password

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC007 | | **Version:** | 1.0 |
| Use Case Name: | | Change Password | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor to change password of own account | | | |
| Trigger: | | Click on “My Account” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “My Account” then click on “Change Password” | | |  | |
|  |  | | | Display changing password form | |
|  | Enter information into form then click on “Save” button | | |  | |
| 4 |  | | | Display successfully message, display login page | |
| Extension Flows | | | | | |
| ET1 | At step 3 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 | Click on “Cancel” button | | |  | |
| 3.2 |  | | | Display management page | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| EC2 | At step 3, entered information is not correct | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 |  | | | Display error message, focus on error objects | |
|  | | | | | |
| Business Rules: | | | Password must be set according to rules: at least 8 characters including letters and numbers and must not be similar to 2 most recent passwords | | |
| Other Information: | | | N/A | | |

#### UC008 - View Reservation Rooms

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC008 | | **Version:** | 1.0 |
| Use Case Name: | | View Reservation Rooms | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor cancel information of all reservation | | | |
| Trigger: | | Click on “Booking Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Booking Management” | | |  | |
|  |  | | | Display list of reservation | |
|  | Enter searching information then click on “Search” button | | |  | |
|  |  | | | Display list of reservation corresponding with searching conditions | |
| 6 | Select the reservation | | |  | |
| 7 |  | | | Display details of reservation | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC009 - Edit Booking Information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC009 | | **Version:** | 1.0 |
| Use Case Name: | | Edit Booking Information | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor to change information of reservation | | | |
| Trigger: | | Click on “Booking Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Booking Management” | | |  | |
|  |  | | | Display list of reservation | |
|  | Enter searching information then click on “Search” button | | |  | |
|  |  | | | Display list of reservation corresponding with searching conditions | |
| 5 | Select the reservation | | |  | |
| 6 |  | | | Display details of reservation | |
| 7 | Click on “Edit” button | | |  | |
| 8 |  | | | Display editing form | |
| 9 | Edit information then click on “Save” button | | |  | |
| 10 |  | | | Display confirmation dialog | |
| 11 | Click on “Agree” button | | |  | |
| 12 |  | | | Display successfully message, display list of reservation | |
| Extension Flows | | | | | |
| ET1 | Step 3 is repeated | | | | |
|  |  | | | | |
| ET2 | At step 7 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “Delete” button | | |  | |
| 8.1 |  | | | Redirect to cancel booking function | |
|  | | | | | |
| ET3 | At step 11 | | | | |
| No | **Actor** | | | **System Response** | |
| 11.1 | Click on “x” button of dialog | | |  | |
| 12.1 |  | | | Display editing form with entered information | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 9, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 9.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| EC2 | At step 9, entered information are not correct | | | | |
| No | **Actor Events** | | | **System Response** | |
| 9.1 |  | | | Display error message | |
|  | | | | | |
| Business Rules: | | | Guest must pay all charges accordance hotel’s rules | | |
| Other Information: | | | N/A | | |

#### UC010 - Cancel Booking

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC010 | | **Version:** | 1.0 |
| Use Case Name: | | Cancel Booking | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor cancel the room they have booked | | | |
| Trigger: | | Click on “Booking Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Booking Management” | | |  | |
|  |  | | | Display list of reservation | |
|  | Enter searching information then click on “Search” button | | |  | |
|  |  | | | Display list of reservation corresponding with searching conditions | |
|  | Select the reservation | | |  | |
| 6 |  | | | Display details of reservation | |
| 7 | Click on “Delete” button | | |  | |
| 8 |  | | | Display confirmation dialog | |
| 9 | Click on “Agree” button | | |  | |
| 10 |  | | | Display successfully message, display list of reservation | |
| Extension Flows | | | | | |
| ET1 | Step 3 is repeated | | | | |
|  | | | | | |
| ET2 | At step 7 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Edit” button | | |  | |
| 8.1 |  | | | Redirect to edit function | |
|  | | | | | |
| ET3 | At step 9 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 9.1 | Click on “x” button of dialog | | |  | |
| 10.1 |  | | | Display list of reservation | |
|  | | | | | |
| Business Rules: | | | Comply with the cancellation policy of the hotel | | |
| Other Information: | | | N/A | | |

#### UC011 - View Room’s Status

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC011 | | **Version:** | 1.0 |
| Use Case Name: | | View Room’s Status | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor manage status of room | | | |
| Trigger: | | Click on “Room’s Status” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Room’s Status” | | |  | |
| 2 |  | | | Display all room’s status | |
| 3 | Select the room | | |  | |
| 4 |  | | | Display detail information of the room | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC012 - Check In

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC012 | | **Version:** | 1.0 |
| Use Case Name: | | Check In | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor check-in for guest | | | |
| Trigger: | | Click on “Room’s Status” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Room’s Status” | | |  | |
|  |  | | | Display all room’s status | |
|  | Right click on the room number then click on “Check In” | | |  | |
| 4 |  | | | Display check-in form | |
| 5 | Enter information then click on “Check In” button | | |  | |
| 6 |  | | | Display successfully message | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” button | | |  | |
| 6.1 |  | | | Display all room’s status | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 5, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC013 - Check Out

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC013 | | **Version:** | 1.0 |
| Use Case Name: | | Check Out | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor check-out for customer | | | |
| Trigger: | | Click on “Room’s Status” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Room’s Status” button | | |  | |
|  |  | | | Display all room’s status | |
|  | Right click on the room number then click on “Check Out” | | |  | |
| 4 |  | | | Display check-out form | |
| 5 | Click on “Check Out” button | | |  | |
| 6 |  | | | Display check-out bill details | |
| 7 | Click on “Save&Print” button | | |  | |
| 8 |  | | | Display successfully message, display management page | |
| Extension Flows | | | | | |
| ET1 | At step 7 in main flow | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “Cancel” button | | |  | |
| 8.1 |  | | | Display all room’s status | |
|  | | | | | |
| Business Rules: | | | 1. Guest must pay all charges according to hotel’s rules 2. The room is checked in status | | |
| Other Information: | | | N/A | | |

#### UC014 - Create Bill

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC014 | | **Version:** | 1.0 |
| Use Case Name: | | Create Bill | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor to create bill | | | |
| Trigger: | | Click on “Finance Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Finance Management” then click on “Create Bill” | | |  | |
|  |  | | | Display creating bill form | |
|  | Enter bill information then click on “Next” button | | |  | |
| 4 |  | | | Display details information of bill | |
| 5 | Click “Save&Print” button | | |  | |
| 6 |  | | | Display successfully message, display management page | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” | | |  | |
| 5.2 |  | | | Display creating bill form with entered information | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | Guest must pay all charges in accordance with the hotel | | |
| Other Information: | | | N/A | | |

### Manager

#### UC015 – Add Service

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC015 | | **Version:** | 1.0 |
| Use Case Name: | | Add Service | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor add new service of hotel | | | |
| Trigger: | | Click on “Services Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Services Management” | | |  | |
| 2 |  | | | Display list of services | |
| 3 | Click on “Add” button | | |  | |
| 4 |  | | | Display adding service form | |
| 5 | Enter information then click on “Save” button | | |  | |
| 6 |  | | | Display successfully message, display list of services | |
| Extension Flows | | | | | |
| ET1 | At step 5 in the main flows | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” button | | |  | |
| 6.1 |  | | | Display list of services | |
| Exception | | | | | |
| EC1 | At step 5, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC016 – Edit Service

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC016 | | **Version:** | 1.0 |
| Use Case Name: | | Edit Service | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor edit service of hotel | | | |
| Trigger: | | Click on “Service Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Service Management” | | |  | |
| 2 |  | | | Display list of services | |
| 3 | Select the service | | |  | |
| 4 |  | | | Display details information of the service | |
| 5 | Click on “Edit” button | | |  | |
| 6 |  | | | Display editing form | |
| 7 | Edit information then click on “Save” button | | |  | |
| 8 |  | | | Display confirmation dialog | |
| 9 | Click on “Agree” button | | |  | |
| 10 |  | | | Display successfully message, display list of services | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Delete” | | |  | |
| 6.1 |  | | | Redirect to delete service function | |
|  | | | | | |
| ET2 | At step 7 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “Cancel” button | | |  | |
| 8.1 |  | | | Go to step 4 in the main flow | |
|  | | | | | |
| ET3 | At step 9 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 9.1 | Click on “x” button of dialog | | |  | |
| 10.1 |  | | | Display editing form with entered information | |
|  | | | | | |
| ET4 | At step 3 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 | Click on “Add” button | | |  | |
| 4.1 |  | | | Redirect to add service function | |
| Exceptions: | | | | | |
| EC1 | At step 7, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | Guest must pay all charges in accordance with the hotel | | |
| Other Information: | | | N/A | | |

#### UC017 – Delete Service

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC017 | | **Version:** | 1.0 |
| Use Case Name: | | Delete Service | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor delete service of hotel | | | |
| Trigger: | | Click on “Service Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Service Management” | | |  | |
| 2 |  | | | Display list of services | |
| 3 | Select the service | | |  | |
| 4 |  | | | Display details information of the service | |
| 5 | Click on “Delete” button | | |  | |
| 6 |  | | | Display confirmation dialog | |
| 7 | Click “Agree” button | | |  | |
| 8 |  | | | Display successfully message, display list of services | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Edit” | | |  | |
| 6.1 |  | | | Redirect to edit service function | |
|  | | | | | |
| ET2 | At step 3 in the main flows | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 | Click on “Add” button | | |  | |
| 4.1 |  | | | Redirect to Add service function | |
|  | | | | | |
| ET3 | At step 7 in the main flows | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “x” button of dialog | | |  | |
| 8.1 |  | | | Display detail information of the service | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC018 - Add Content

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC018 | | **Version:** | 1.0 |
| Use Case Name: | | Add content | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Receptionist | | | |
| Description: | | This function allows actor to create content | | | |
| Trigger: | | Click on “Contents” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
|  | Click on “Contents” | | |  | |
|  |  | | | Display list of contents | |
|  | Click on “Add” button | | |  | |
|  |  | | | Display adding content form | |
|  | Enter information then click on “Save” button | | |  | |
| 6 |  | | | Display successfully message, display management page | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” button | | |  | |
| 6.2 |  | | | Display list of contents | |
| Exception Flows | | | | | |
| EC1 | At step 5, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC019 - Delete Content

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC019 | | **Version:** | 1.0 |
| Use Case Name: | | Delete Content | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor delete content | | | |
| Trigger: | | Click on “Contents” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Contents” | | |  | |
| 2 |  | | | Display list of contents | |
| 3 | Select the content | | |  | |
| 4 |  | | | Display details of the content | |
| 5 | click on “Delete” button | | |  | |
| 6 |  | | | Display confirmation dialog | |
| 7 | Click “Agree” button on dialog | | |  | |
| 8 |  | | | Display successful message, display management page | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Edit” button | | |  | |
| 6.1 |  | | | Redirect to edit function | |
|  | | | | | |
| ET1 | At step 7 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “x” button of dialog | | |  | |
| 8.1 |  | | | Display details of the content | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC020 - Edit Content

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC020 | | **Version:** | 1.0 |
| Use Case Name: | | Edit Content | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor edit content | | | |
| Trigger: | | Click on “Contents” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Contents” | | |  | |
| 2 |  | | | Display list of contents | |
| 3 | Select the content | | |  | |
| 4 |  | | | Display details information of the content | |
| 5 | Click on “Edit” button | | |  | |
| 6 |  | | | Display editing form | |
| 7 | Edit information of content then click on “Save” button | | |  | |
| 8 |  | | | Display confirmation dialog | |
| 9 | Click on “Agree” button | | |  | |
| 10 |  | | | Display successfully message, display list of contents | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Delete” button | | |  | |
| 6.1 |  | | | Redirect to delete function | |
|  | | | | | |
| ET3 | At step 7 | | |  | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “Cancel” button | | |  | |
| 8.1 |  | | | Display list of contents | |
|  | | | | | |
| ET2 | At step 9 | | |  | |
| No | **Actor Events** | | | **System Response** | |
| 9.1 | Click on “x” button of dialog | | |  | |
| 10.1 |  | | | Display editing form with entered information | |
| Exception Flows | | | | | |
| EC1 | At step 7, required fields are not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC021 - Edit Room’s Detail

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC021 | | **Version:** | 1.0 |
| Use Case Name: | | Edit Room’s Detail | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor edit detail information of the room | | | |
| Trigger: | | Click on “Rooms Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Rooms Management” | | |  | |
| 2 |  | | | Display list of rooms and its status | |
| 3 | Click on the room number | | |  | |
| 4 |  | | | Display detail information of the room | |
| 5 | Edit information then click on “Save” button | | |  | |
| 6 |  | | | Show confirmation dialog | |
| 7 | Click on “Agree” button | | |  | |
| 8 |  | | | Display successfully message, display list of rooms | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” | | |  | |
| 6.1 |  | | | Display list of rooms | |
|  | | | | | |
| ET2 | At step 7 | | |  | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “x” button of dialog | | |  | |
| 8.1 |  | | | Display details information of the room that are edited | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 5, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC022 - Add Account

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC022 | | **Version:** | 1.0 |
| Use Case Name: | | Add Account | | | |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor to create new account | | | |
| Trigger: | | Click on “Account Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Account Management” | | |  | |
| 2 |  | | | Display list of accounts | |
| 3 | Click on “Add” button | | |  | |
| 4 |  | | | Display adding form | |
| 5 | Enter information then click on “Save” button | | |  | |
| 6 |  | | | Display successfully message, display list of accounts | |
| Extension Flows | | | | | |
| EX2 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” | | |  | |
| 6.1 |  | | | Display list of accounts | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 5, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| EC2 | At step 5, input data is not in the format | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 |  | | | Display error message | |
| 5.2 |  | | | Focus on error objects | |
|  | | | | | |
| Business Rules: | | | 1. Username is at least 8 characters 2. Password is at least 8 characters including letters and numbers | | |
| Other Information: | | | N/A | | |

#### UC023 - Delete Account

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC023 | | **Version:** | 1.0 |
| Use Case Name: | | Delete Account | | **Priority:** | High |
| Created by: | | HoangVT | | **Date Created:** | 29/05/2017 |
| Actors: | | Manager | | | |
| Description: | | This function allows actor delete account | | | |
| Trigger: | | Click on “Account Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Account Management” | | |  | |
| 2 |  | | | Display list of accounts | |
| 3 | Select the account | | |  | |
| 4 |  | | | Display detail information of the account | |
| 5 | Click on “Delete” button | | |  | |
| 6 |  | | | Show confirmation dialog | |
| 7 | Click “Agree” button | | |  | |
| 8 |  | | | Display successfully message, display list of accounts | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Edit” button | | |  | |
| 6.1 |  | | | Redirect to edit account function | |
|  | | | | | |
| ET4 | At step | | |  | |
| No | **Actor Events** | | | **System Response** | |
| 7.1 | Click on “x” button of dialog | | |  | |
| 8.1 |  | | | Display details information of the account | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC024 - Edit Account

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC024 | | **Version:** | | 1.0 |
| Use Case Name: | | Edit Account | | **Priority:** | | High |
| Created by: | | HoangVT | | **Date Created:** | | 29/05/2017 |
| Actors: | | Manager | | | | |
| Description: | | This function allows actor edit information of account | | | | |
| Trigger: | | Click on “Account Management” on the management page | | | | |
| Normal Flow | | | | | | |
| No | **Actor Events** | | | **System Response** | | |
| 1 | Click on “Account Management” | | |  | | |
| 2 |  | | | Display list of accounts | | |
| 3 | Select the account | | |  | | |
| 4 |  | | | Display details information of the account | | |
| 5 | Click on “Edit” button | | |  | | |
| 6 |  | | | Display editing form | | |
| 7 | Edit information then click on “Save” button | | |  | | |
| 8 |  | | | Show confirmation dialog | | |
| 9 | Click on “Agree” button | | |  | | |
| 10 |  | | | Display successfully message, display list of accounts | | |
| Extension Flows | | | | | | |
| ET1 | At step 5 | | | | | |
| No | **Actor Events** | | | | **System Response** | |
| 5.1 | Click on “Delete” button | | | |  | |
| 6.1 |  | | | | Redirect to delete account function | |
|  | | | | | | |
| ET2 | At step 7 | | | | | |
| No | **Actor Events** | | | | **System Response** | |
| 7.1 | Click on “Cancel” button | | | |  | |
| 8.1 |  | | | | Display list of accounts | |
|  | | | | | | |
| ET3 | At step 9 | | |  | | |
| No | **Actor Events** | | | **System Response** | | |
| 9.1 | Click on “x” button of dialog | | |  | | |
| 10.1 |  | | | Display editing form with entered information | | |
|  | | | | | | |
| Exceptions: | | | | | | |
| EC1 | At step 7, required fields is not entered | | | | | |
| No | **Actor Events** | | | **System Response** | | |
| 7.1 |  | | | Display message prompts for data entry, focus on mandatory objects | | |
|  | | | | | | |
| EC2 | At step 7, input data are not in the format | | | | | |
| No | **Actor Events** | | | **System Response** | | |
| 7.1 |  | | | Display error message, focus on error objects | | |
|  | | | | | | |
| Business Rules: | | | 1. Username is at least 8 characters 2. Password is at least 8 characters including letters and numbers | | | |
| Other Information: | | | N/A | | | |

### Accounting

#### UC025 - Handover Finance

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC025 | | **Version:** | 1.0 |
| Use Case Name: | | Handover Finance | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Accounting | | | |
| Description: | | This function allows actor to handover finance to other actor | | | |
| Trigger: | | Click on “Finance Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Finance Management” then click on “Handover” | | |  | |
| 2 |  | | | Display handover finance form | |
| 3 | Enter information, click on “Add” button to add currency information | | |  | |
| 4 |  | | | Display details information into table at the below | |
| 5 | Click on “Next” button | | |  | |
| 6 |  | | | Display successfully message, display management page | |
| Extension Flows | | | | | |
| ET1 | At step 3 is repeated | | | | |
|  | | | | | |
| ET2 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” | | |  | |
| 6.1 |  | | | Display management page | |
|  | | | | | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 |  | | | Display message prompts for data entry, focus on error objects | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC026 - Search Bill

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC026 | | **Version:** | 1.0 |
| Use Case Name: | | Search Bill | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Accounting | | | |
| Description: | | This function allows actor search information of the bill | | | |
| Trigger: | | Click on “Finance Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Finance Management” then click on “Search Bill” | | |  | |
| 2 |  | | | Display searching bill form | |
| 3 | Enter searching information then click on “Search” button | | |  | |
| 4 |  | | | Display list of bills | |
| 5 | Select the bill | | |  | |
| 6 |  | | | Display detail information of the bill | |
| Extension Flows | | | | | |
| ET1 | At step 3 is repeated | | | | |
|  | | | | | |
| ET2 | At step 3 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 | Do not input data | | |  | |
| 3.2 |  | | | Display all bills | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

#### UC027 – Monthly Revenue Report

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Use Case ID: | | UC027 | | **Version:** | 1.0 |
| Use Case Name: | | Monthly Revenue Report | | **Priority:** | High |
| Created by: | | QuyenTB | | **Date Created:** | 29/05/2017 |
| Actors: | | Accounting | | | |
| Description: | | This function allows actor create monthly revenue report | | | |
| Trigger: | | Click on “Finance Management” on the management page | | | |
| Normal Flow | | | | | |
| No | **Actor Events** | | | **System Response** | |
| 1 | Click on “Finance Management” then click on “Turnover” | | |  | |
| 2 |  | | | Display turnover report form | |
| 3 | Enter information then click on “Next” button | | |  | |
| 4 |  | | | Display details information | |
| 5 | Click on “Print” | | |  | |
| 6 |  | | | Connect to printer, print information then display successfully message | |
| Extension Flows | | | | | |
| ET1 | At step 5 | | | | |
| No | **Actor Events** | | | **System Response** | |
| 5.1 | Click on “Cancel” button | | |  | |
| 6.1 |  | | | Display management form | |
| Exceptions: | | | | | |
| EC1 | At step 3, required fields is not entered | | | | |
| No | **Actor Events** | | | **System Response** | |
| 3.1 |  | | | Display message prompts for data entry, focus on mandatory objects | |
|  | | | | | |
| Business Rules: | | | N/A | | |
| Other Information: | | | N/A | | |

## Non-functionality Requirement

### Usability

* Interface should be beauty, simple, easy-to-use, and clear.
* The short, easy steps make it easy for actor to interact with the system immediately after training.
* Provide an introduction document to actor.

### Supportability

All predefined values (price, dropdown values) must be easy to maintain, i.e. change/update and delete/add (where applicable). All the dropdown values can be upgraded in the period of one day without any shutdown. All the changed dropdown values before one specific time (the midnight ,…) can be displayed in the GUI after that time. Other should be done in the downtime.

As wordings are critical, all displayed text (error messages, labels, captions, information messages) must be easy to maintain, i.e. change/update and delete/add (where applicable). All the change for displayed text should be done in the downtime.

The website deployment and upgrade will be specified in the Installation Guide documents.

### Design Constraints

#### Date/Time format

Default date format: DD/MM/YYYY (example: 29/05/2017)

Default time format: HH(24):MM (example: 22:07)

#### Number format

Decimal places only 1-digit (example 2.2)

Decimal places of ‘%’ is 1-digit (example: 23.4%)

Currency: !#,#.00(! is currency symbol, # is one or more digit)

#### Multi languages

This system will be implemented to support for the following languages:

* English
* Chinese
* Japanese
* Vietnamese

### Interfaces

* User interfaces: system was developed to ensure stable operation on the following environments
  + Operator system: windows 8, 10
  + Browsers: Chrome
* Hardware interfaces: this system is linked to printer
* Software interfaces: none
* Communication interfaces: this system is linked to “[agoda.com](file:///C:\Users\TRAN%20%20QUYEN\AppData\Roaming\Microsoft\Word\agoda.com)” website

# Supporting Information

**None**