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| **Use Case ID:** | D001 | | | |
| **Use Case Name:** | Demo/Courtesy Allocation | | | |
| **Created By:** |  | | **Last Updated By:** |  |
| **Created:** |  | | **Last Update:** |  |
| **Primary Actor:**  **Stake Holders and Interests:** | | Salesman (User)  Channel has authority to create request and request approve &reject.  HoS has authority to create request and request approve &reject.  Back Office for procedures and registration  After Sales for warranty information | | |
| **Description:** | | In this use case, User displays customer activities. | | |
| **Preconditions:** | | 1. User has authority which defined at use case scenario. 2. User should be active in system. 3. User must be logged in to the system. 4. User must be logged into Home Page. 5. User must click Demo Menu. 6. User must click Demo/Courtesy Allocation at Demo Menu. | | |
| **Post-conditions:** | | * Demo allocation is created. * Demo allocation request is forwarded to Head of Sales. | | |
| **Main Success Scenario:** | | 1. User selects the request type from drop down list. (demo or courtesy) 2. User enters the customer name to textbox. 3. User selects vehicle(s) from demo stock drop down list. 4. User selects delivery date to date time picker. (4.a) 5. User selects return date to date time picker. 6. User selects delivery location from drop down list. 7. User selects return location. (7.a) 8. User writes motivation for the request to textbox. 9. User selects the priority level from drop down list (very high, high, normal) 10. User enters potential deal size after demo usage. 11. User clicks submit button. 12. If duration of demo/courtesy process is less than 3 weeks, system sends a notification to Channel Head for approval (13.1.b, 13.a, 13.b) 13. If duration of demo/courtesy process is more than 3 weeks, system sends a notification to Head of Sales for approval (13.1.a, 13.a, 13.b) 14. After the approval from responsible, system sends notification to Back Office and After Sales (per hour) at the same time to complete process requirements. (Back Office is responsible from legal requirements and checks (tick) required area, (plate registration) and checks required areas (checkbox) After Sales buys standard warranties to Germany on the system and checks required areas.) 15. User uploads demo contract, insurance, demo/courtesy delivery form to the system. (must) 16. User takes vehicle’s 6 photos and uploads to the system. 17. User prints out the Demo/Courtesy Vehicle Delivery Contract. 18. Demo/Courtesy allocation process ends. | | |
| **Extensions and Alternate Flows:** | | 4.a. Calendar shows availability with 3 business day buffer included to vehicles return date.  7.a. System creates an automatic activity on user’s calendar 2 days before from return date, sends a remainder email to the customer.  13.a. If Channel Head/Head of Sales rejects demo/courtesy allocation, process ends.  13.b. If Channel Head/Head of Sales offers/approves with another time interval for demo/courtesy, the system sends an email to customer and Salesman notified on SIS. (13.b.1, 13.b.2)  13.b.1. If customer accepts new time interval process continues with 14. Step.  13.b.2. If customer rejects new time interval, demo/courtesy allocation process ends. | | |
| **Related Use cases:** | | 13.1.a. Head of Sales Approval Use Case  13.1.b. Channel Head Approval Use Case | | |
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