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| **Use Case ID:** | D003 | | | |
| **Use Case Name:** | Demo/Courtesy Vehicle Return | | | |
| **Constituent(?):** | İdil Küçükkaya | | **Son Güncelleyen:** |  |
| **Oluşturulduğu Tarih:** | 31.05.18 | | **Son Güncellenme Tarihi:** |  |
| **Primary Actor:**  **Stake Holders and Interests:** | | Salesman (The User) | | |
| **Description:** | | In this case, demo/courtesy vehicle’s return process disclosed. | | |
| **Preconditions:** | | 1. Salesman has authority which defined at use case scenario. 2. Salesman kullanıcısı sistemde aktif olarak işaretlenmiş olmalıdır (?) 3. The user must be logged in to the system. 4. The user must be clicked Demo Menu. 5. The user must be clicked Demo/Courtesy Return at Demo Menu. | | |
| **Postcondition:** | | * Demo/Courtesy return process completed. * Demo or Courtesy Vehicle Handover and Return Form is uploaded to the system. | | |
| **Main Success Scenario:** | | 1. The customer delivers the vehicle to required unit. (1.a, 1.b) 2. The user uploads Demo or Courtesy Vehicle Handover and Return Form to the system. 3. The user takes 6 vehicle’s photos and uploads them to the system. 4. The demo or courtesy process ends. | | |
| **Extensions and Alternate Flows:** | | 1.a. If the customer wants to extra time, the user sends a notification if time is less than 3 weeks to Channel Head, if time is more than 3 weeks to Head of Sales. (1.1.a, 1.1.b, 1.a.1, 1.a.2, 1.a.3)  1.a.1. If Channel Head/Head of Sales rejects extra time request, the process continues with 2. step.  1.a.2. If Chanel Head/Head of Sales accepts the request, the user clicks (where) and selects new return date to date time picker. (1.a.2.1, 1.a.2.2)  1.a.2.1. If the vehicle is ordered by another customer, the user sends a notification to vehicles ordered customer for allocation update time interval.  1.a.2.2. The user clicks submit button, the system updates customer’s activity, which is defined at Demo-Courtesy Allocation Use Case. (1.2.a)  1.a.3. If customer does not deliver the vehicle without notice, the system sends an email to Salesman per hour. (1.a.3.1)  1.a.3.1. If the vehicle is delivered, the user checks to required area (vehicle is delivered), the process continues with 2. Step. If the user checks to required area (vehicle is not delivered) the system sends an email to customer for warning. If the user does not check required area, after 3 mails, the system sends an email to Area Sales Manager per hour. (1.a.3.2)  1.a.3.2. If the vehicle is delivered, the user checks to required area (vehicle is delivered), the process continues with 2. Step. If the user checks to required area (vehicle is not delivered) the system sends an email to customer for warning. If the user does not check required area, after 3 mails, the system sends an email to Channel Head per hour. (1.a.3.3)  1.a.3.3. If the vehicle is delivered, the user checks to required area (vehicle is delivered), the process continues with 2. Step. If the user checks to required area (vehicle is not delivered) the system sends an email to customer for warning. If the user does not check required area, after 3 mails, the system sends an email to Head of Sales only one time. (1.a.3.4)  1.a.3.4. If the vehicle is delivered, the user checks to required area (vehicle is delivered), the process continues with 2. Step. If the user checks to required area (vehicle is not delivered) the system sends an email to customer for warning. If the user does not check required area, after 24 hours to the last email, the system sends an email to customer for warning. (1.a.3.5)  1.a.3.5. If the vehicle is delivered, the user checks to required area (vehicle is delivered), the process continues with 2. Step. If the user checks to required area (vehicle is not delivered) the system sends an email to customer for warning. If the user does not check required area, after 3 days to the last email, the system sends an email to lawyers and technical engineer for remote stop to vehicle. | | |
| **Bağlı olduğu UC ler** | | 1.1.a. Head of Sales Approval Use Case  1.1.b. Channel Head Approval Use Case  1.2.a. Demo-Courtesy Allocation Use Case | | |