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| **Use Case ID:** | D003 | | | |
| **Use Case Name:** | New Demo/Courtesy Vehicle Return | | | |
| **Created By:** |  | | **Last Updated By:** |  |
| **Created:** |  | | **Last Update:** |  |
| **Primary Actor:**  **Stake Holders and Interests:** | | Salesman (User) | | |
| **Description:** | | In this use case, demo vehicle returns from customer. | | |
| **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 in to Home Page. 5. User must click to Demo Menu. 6. User must click Demo/Courtesy Return from Demo Menu. | | |
| **Post-conditions:** | | * Demo/Courtesy return process completed. * Demo or Courtesy Vehicle Handover and Return Form is uploaded to the system. | | |
| **Main Success Scenario:** | | 1. Customer delivers the vehicle to required unit. (1.a, 1.b) 2. User uploads Demo&Courtesy Vehicle Handover and Return Form to the system. 3. User takes 6 photos of vehicle and uploads to system. 4. The demo or courtesy process ends | | |
| **Extensions and Alternate Flows:** | | 1.a. If the customer wants extra time, user sends a notification from related demo details screen if time is less than 3 weeks, it goes to Channel Head approval, if requested time is more than 3 weeks it goes to Head of Sales approval. (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 step 2.  1.a.2. If Chanel Head/Head of Sales accepts the extension request, user clicks to demo details of related customer and selects new return date from date time picker. (1.a.2.1, 1.a.2.2)  1.a.2.1. If the vehicle is allocated for another customer, user sends a notification to other customer for allocation update of time interval.  1.a.2.2. 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, system sends an email to Salesman per hour until user confirm whether vehicle returned or not. (1.a.3.1)  1.a.3.1. If the vehicle is delivered, user checks to required area (vehicle is delivered), the process continues with 2. Step.  If user checks to required area (vehicle is not delivered) the system sends an email to customer for warning.  If user does not check required area, after 3 mails, system sends an email to Area Sales Manager per hour. (1.a.3.2)  1.a.3.2. If the vehicle is delivered, user checks to required area (vehicle is delivered), the process continues with 2. Step.  If user checks to required area (vehicle is not delivered) system sends an email to customer for warning.  If user does not check required area/no action on system, 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, user checks to required area (vehicle is delivered), process continues with 2. Step.  If user checks to required area (vehicle is not delivered) system sends an email to customer for warning.  If user does not check required area/no action on system, after 3 mails, system sends an email to Head of Sales only one email. (1.a.3.4)  1.a.3.4. If the vehicle is delivered, user checks the required area (vehicle is delivered), the process continues with 2. Step.  If user checks to required area (vehicle is not delivered) the system sends an email to customer for warning.  If user does not check required area/no action on system, after 24 hours from last email to Head of Sales, system sends an email to customer for warning. (1.a.3.5)  1.a.3.5. If the vehicle is delivered, user checks to required area (vehicle is delivered), the process continues with 2. Step. If user checks to required area (vehicle is not delivered) the system sends an email to customer for warning. If 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 of vehicle. | | |
| **Related Use cases:** | | 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 | | |
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