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UML USE CASE DESCRIPTION : SUBMIT DOCUMENT REQUEST

USE CASE NAME	Submit Document Request
PRIMARY ACTOR	Student
GOAL	Create a new document request (e.g., TOR, Good Moral, COE) for processing.
PRECONDITIONS	<ul style="list-style-type: none">● User account exists and is signed in● Profile has required info (name, ID, contact)● No blocking system outage; request forms available
POSTCONDITIONS	<ul style="list-style-type: none">● Request is created with unique ID and status “Submitted”● User and Administrator Staff receive notification
TRIGGER	User clicks “Submit Request” in the portal.
MAIN FLOW	<ol style="list-style-type: none">1. System displays request form.2. User selects document type and purpose.3. User fills in details (term/coverage, copies, delivery/recipient, notes).4. User uploads required attachments.5. System validates inputs and shows fees/processing time.6. User confirms and submits.7. System creates request, assigns ID, sets status “Submitted”.8. sends confirmation to User and Administrator Staff.9. if academic clearance is required.10. System logs audit entry.
ALTERNATIVE FLOWS	<p>A1. Validation failure: System highlights fields; User corrects and resubmits.</p> <p>A2. Duplicate request detected: System warns; User cancels or proceeds with justification.</p> <p>A3. Attachment upload error: System prompts retry or continue if optional.</p>

UML USE CASE DESCRIPTION : TRACK REQUEST

USE CASE NAME	Track Request
PRIMARY ACTOR	Student
GOAL	View real-time status, timeline, and notes of own requests.
PRECONDITIONS	User is signed in and has at least one request.
POSTCONDITIONS	None (read-only).
TRIGGER	User opens “My Requests”.
MAIN FLOW	<ol style="list-style-type: none">1. System lists user’s requests with ID, type, current status.2. User opens a request to view details and history.3. System shows timestamps, notes, target release date, and pickup/delivery info.4. shows recent notification history related to the request.
ALTERNATIVE FLOWS	A1. No requests: System shows empty state with link to “Submit Request”.

UML USE CASE DESCRIPTION : MANAGE REQUESTS

USE CASE NAME	Manage Requests
PRIMARY ACTOR	Administrator Staff
GOAL	Find and review incoming requests efficiently.
PRECONDITIONS	Staff is authenticated and authorized.
POSTCONDITIONS	None directly; items prepared for processing.
TRIGGER	Staff opens the Requests queue.

MAIN FLOW	<ol style="list-style-type: none"> 1. System shows queue with filters (status, type, date, requester). 2. Staff opens a request to review info and attachments. 3. Staff adds notes or requests additional info. 4. System logs all actions. 5. System includes Notifications use case to inform the User of updates.
ALTERNATIVE FLOWS	A1. Unauthorized role: System denies access and logs attempt.

UML USE CASE DESCRIPTION : PROCESS REQUEST

USE CASE NAME	Process Request
PRIMARY ACTOR	Administrator Staff
GOAL	Move a request to completion through approval and status updates.
PRECONDITIONS	<ul style="list-style-type: none"> ● Request exists and is not closed/void ● Required clearances/holds are satisfied or routed.
POSTCONDITIONS	<ul style="list-style-type: none"> ● On success: status “Completed” (or “Ready for Release” awaiting pickup). ● On decline: status “Declined” with reason; User notified.
TRIGGER	Staff selects an action in a request
MAIN FLOW	<ol style="list-style-type: none"> 1. Staff verifies request and holds. 2. Staff approves and system sets status “In Processing”. 3. System includes Notifications use case. 4. Staff prepares document. 5. Staff sets “Ready for Release”. 6. Notifications sent. 7. After release, staff marks as “Completed”. 8. System logs all transitions.
ALTERNATIVE FLOWS	A1. Missing info: System sets “Action Required”. A2. Invalid state transition blocked. A3. Payment required: System routes to payment.

	A4. Decline: System records reason and notifies User
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UML USE CASE DESCRIPTION : APPROVE ACADEMIC REQUEST

USE CASE NAME	Approve academic request
PRIMARY ACTOR	Faculty (or designated department approver)
GOAL	Resolve academic eligibility/holds required before processing certain documents.
PRECONDITIONS	<ul style="list-style-type: none"> Request is flagged by policy as requiring academic clearance. Faculty account active and authorized.
POSTCONDITIONS	<ul style="list-style-type: none"> Clearance decision recorded; request unblocked (if approved); User notified.
TRIGGER	System routes a clearance task to Faculty.
MAIN FLOW	<ol style="list-style-type: none"> Faculty opens "Pending Clearances". Reviews requester's record. Approves or rejects with remarks. System updates flags and notifies stakeholders. Extends Process Request use case if approved.
ALTERNATIVE FLOWS	<p>A1. Insufficient information: mark "Action Required" and ask User/Admin for details.</p> <p>A2. Timeout/no response: System escalates or reassigns per policy.</p>

UML USE CASE DESCRIPTION : NOTIFICATIONS

USE CASE NAME	Notifications
PRIMARY ACTOR	System (Automated)
GOAL	Deliver timely notifications about request status and updates
PRECONDITIONS	<ul style="list-style-type: none"> System has valid user contact info. Notification service operational
POSTCONDITIONS	<ul style="list-style-type: none"> Recipients receive appropriate notifications

	<ul style="list-style-type: none"> ● All notifications logged for audit
TRIGGER	System events (submission, approval, completion, etc.)
MAIN FLOW	<ol style="list-style-type: none"> 1. System detects trigger event. 2. Identifies relevant recipients. 3. Generates notification message. 4. Sends via configured channels (email, in-app, SMS). 5. Logs delivery status. 6. Recipients view notifications.
ALTERNATIVE FLOWS	<ol style="list-style-type: none"> A1. Delivery failure: System retries. A2. User settings mute notification. A3. Bulk notifications batched for efficiency.