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| **FPT UNIVERSITY** |
| Capstone Project Document  Report 3  Project Management Plan |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Group 18** | | | **Group Members** | Đào Bảo Long – Team Leader – SE60690  Lê Phúc Lữ – Team Member – 60563  Nguyễn Thanh Tùng – Team Member – SE60609  Nguyễn Tấn Đức – Team Member – SE60660 | | **Supervisor** | Nguyễn Trọng Tài | | **Ext Supervisor** | N/A | | **Capstone Project Code** | i-Deliver |   Build a Web Application  for manages all activities of  delivery service system by coach. | |
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|  |
| Hồ Chí Minh City, January 2014 |

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# Software Requirement Specifications (SRS)



## User Requirement Specification

The system should allow 4 types of actors, namely Guest, Customer, Staff, and System Administrator, and an abstract actor named Logged User, to interact with. Each of these types of user is granted a set of functions as specified below.



Diagram . Actor overview diagram



### Guest Requirements

A guest is an unauthenticated user of the website. He or she can:

* Log in with his authorized account;
* Register a new account;
* View, search for, and filter routes by a number of criteria that suit his or her needs;
* View details of an arbitrary routes.

### Logged User Requirements

A logged user is an authenticated user of the website (e.g., a user who logged on to the system with a valid username and password). They can:

* Log out;
* Change their own password;
* View and update their account details.

Note that that this actor is an abstract one and does not represent a real actor in practice.

### Customer Requirements

A Customer is a logged user (see 3.1.2. Logged User Requirement) and is given all the functions of a logged user. In addition, he or she is granted all the functions of a guest (see 3.1.1. Guest Requirement) except for the Log in and Register functions. A Customer also has his or her own set of functions:

* Create and submit the goods delivery requests;
* Cancel unwanted requests if they weren’t paided or approved;
* Edit submitted delivery information in a limit duration;
* Leave reviews about the service;
* Rate hotels by multiple criteria;
* Tracking for package (when the package left station, time left to be delivered, …);
* Make an online payment via third-party service.

### System Administrator Requirements

A System Administrator is a logged user (see 3.1.2. Logged User Requirement) and is given all the functions of a logged user. In addition, a system Administrator also has his or her own set of functions:

* Manage Staff accounts;
* Add more System Administrator accounts;
* Manage fee value and calculating formular;
* Statistics: get datas about revenue, performance.

### Staff Requirements

A Staff is a logged user (see 3.1.2. Logged User Requirement) and is given all the functions of a logged user. In addition, a system Administrator also has his or her own set of functions:

* Manage all requests: approve, reject online requests, create new, edit and cancel offline requests;
* Manage all related information about routes, stations, trips and coaches;
* Arrange and schedule for packages delivery;
* Searching for information about requests, routes, stations, trips and coaches;
* Manage comments and rating: delete violated comments and clear spam rating;
* Statistics: get datas about revenue, performance.

## System Requirement Specification (Specific Requirements)



### External Interface Requirements



#### User Interfaces

The i-Deliver website should adopt an attractive and user-friendly interface so that the users of the system can get a good experience browsing the site.

The pages should be well linked together to promote seamless navigation between them. The instructions should be specific and suggestive, so that the users will not be confused about what to do next.

Client postbacks should be limited wherever possible, in order to boost performance and ease of use.

Vietnamese should be the official language of the website as its target customers are mainly Vietnamese people. Vietnam Dong should be the official currency. Moreover, all other localizable information, such as date and time, should be Vietnamese-styled.

#### Hardware Interfaces

The i-Deliver website can be reached by personal computers that support Internet connection and web browsers. In order to get the best experience, the following conditions should be satisfied:

* 50 Kbps Internet connection or faster;
* 1 gigahertz (GHz) processor or faster;
* 512 megabytes (MB) RAM or more;

#### Software Interfaces

The software listed below is needed for the system to operate normally:

|  |  |  |  |
| --- | --- | --- | --- |
| **Software Name** | **Version** | **Cost** | **Provider** |
| Web Browser   * Internet Explorer * Google Chrome * Mozilla Firefox * Safari * Opera | 7.0 or higher | Free  Free  Free  Free  Free | Microsoft  Google  Mozilla  Apple  Opera |
| SQL Server Express | 10.0 | Free | Microsoft |
| .NET Framework | 4.5 | Free | Microsoft |
| IIS Express | 8 | Free | Microsoft |

### Main flow overviews

There are two main flows in the system as specified below.



#### Flow 1: Customers make goods delivery request



Figure 1. Customer make goods delivery request

The flows *Customer make goods delivery request* include the followings steps:

1. The customer login to the i-Deliver website (registration is required for guest);
2. The customer provides necessary deliver information (receiver address, detail contact, package weight and size, type of goods) to make a request; they can make a payment online via third-party service or the receiver will pay for delivery fee;
3. The staff re-scaling and categorizing package then confirm provided information to system to check package requirements and calculate delivery fee;
4. The staff approve request then make an invoice for customer if their package meet delivery standards, or they will reject request and return package to customer if not.

#### Flow 2: Staffs manage and scheduling for package delivery

The flow *Staff opens a hotel in the system* include the followings steps:

1. The Staff completes basic information of their hotel and makes a request to the system Administrator;
2. The hotel opening request is notified to the system Administrators;
3. The system Administrator check the validity of the hotel and approves of the hotel opening request;
4. The Staff continues to add images, room types, features for their hotel;
5. The Staff specifies prices and daily available statuses for each room. Until this step, their hotel is searchable, filterable, and can be booked on the I-DELIVER website;
6. The Staff installs a Facebook application for the Facebook page of their hotel (If there is no Facebook page for the hotel, the Staff must manually create one on Facebook).



Figure . Staff opens a hotel in the system

### System Features



#### Overall Use Case Diagram

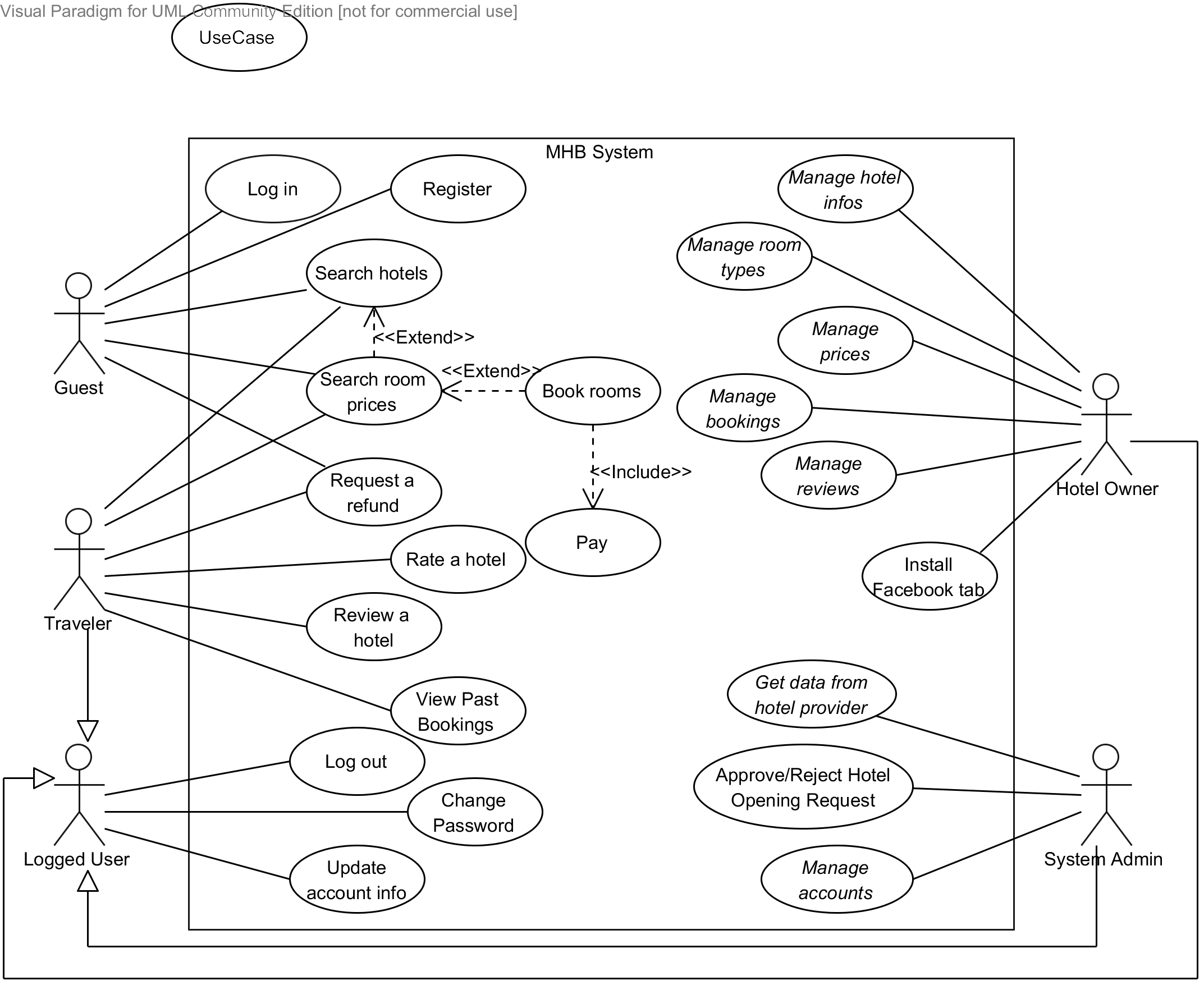


Diagram . Use case diagram

Note that only important and business-related use cases are described in details in the section below.

#### « Guest, Customer » Search hotels



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| **SEARCH HOTELS – SPECIFICATION** | | | | |
| **Use-case No.** | UC001 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Search Hotels | | | |
| **Author** | Nguyễn Hiếu Triệu Vỹ | | | |
| **Date** | 10/10/2013 | **Priority** | High | |
| **Actor:**  Guest, Customer  **Summary:**  This use case allows a guest or a Customer to search for and filter hotels and their room types by criteria such as destination, check-in date, check-out date, star quality, user rating average points…  **Goal:**  To search for hotels that best suit the needs of the user so that he or she can continues to selects the most appropriate room type.  **Triggers:**  The user clicks on the button “Tìm ngay” on the home page or the search page.  **Preconditions:**  The home page or the search page is being displayed.  **Post Conditions:**  *On success:* A list of matched hotels is displayed to the user.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Enters a searching query in the “Điểm đến” textbox. |  | | 2. |  | [See Exception No. 8]  Displays a drop down list containing three sections:   * A list of all hotels that have name or address containing the searching query string (all strings should be converted to unsigned strings before searching). Only a maximum of 4 hotels in the results are visible to the user. * A list of places that are retrieved from Google Geocoding service (including hidden latitude and longitude). Only a maximum of 5 places in the results are visible to the user. | | 3. | Selects a hotel or a place in the result drop down list. |  | | 4. | Specifies check-in and check-out dates. |  | | 5. | Clicks on the button “Tìm ngay”.  [See Exception No. 1, 2, 3, 4, 5, 6] |  | |  |  | [See Exception No. 7]  *If the user selected a hotel name*, redirects the user to the hotel detail page with rooms that match the searching dates already displaying.  [See Use case UC002]  *If the user selected a place name*, displays a list of all matched hotels. The list should be divided into a maximum of 10 hotels each page. Each item in the result list should include the following information:   * Basic information of a hotel such as name, address, star, check-in time, check-out time, description, introduction,... * Distance from the center of the searching place; * User rating average point; * Number of reviews for the hotel; * Last booking date for the hotel; * A room that has the lowest prices between the check-in and check-out dates; * Links to the hotel detail page;   In addition, a google map will display the location of all the hotels found. | | 6. | [See Alternative No. 1, 2, 3, 4] |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Chooses filtering critiria, including:   * Provinces that the hotels locate in; * Star quality (from 1 star to 5 stars); * User rating average (from 1 to 5 points); * Distance from the center of the searching place |  | | 2. |  | Displays a filtered list of all the hotels that match the searching and sorting criteria | | 2. | 1. | Selects sorting criteria among “Gần điểm đến nhất”, “Tiêu chuẩn (giảm dần)”, “Tiêu chuẩn (tăng dần)”, “Đánh giá (giảm dần)”, “Đánh giá (tăng dần)”, “Giá phòng (giảm dần)”, “Giá phòng (tăng dần)” |  | | 2. |  | Displays a sorted list of all the hotels that match the searching and filtering criteria. | | 3. | 1. | Clicks on the page number in the list of found hotels. |  | | 2. |  | Display a list of all the hotels in the selected page number that match the searching and filtering criteria. | | 3. | 1. | Clicks on the icon that represent a hotel on the google map. |  | | 2. |  | Displays detailed information of that hotel on the Google map. | | 4. | 1. | Change the searching radius in the “Bán kính tìm” dropdown list |  | | 2. |  | Display a list of hotels that locates in the radius of the destination and satisfies all the other searching, sorting and filtering conditions. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Leaves the destination textbox empty. | Prompts the message “Vui lòng chọn một địa điểm đến để tiếp tục.” | | 2. | Leaves the check-in date textbox or the check-out date textbox empty. | Prompts the message “Vui lòng chọn ngày nhận phòng và ngày trả phòng để tiếp tục.” | | 3. | Enters a value of check-in date greater than the value of check-out date or vice versa. | Prompts the message “Ngày đặt phòng không được lớn hơn ngày trả phòng.” | | 4. | Enters the check-in and check-out dates, but the check-out date is more than 30 days greater than the check-in days. | Prompts the message “Ngày trả phòng không được lớn hơn ngày đặt phòng quá 30 ngày.” | | 5. | Enters the check-in and check-out dates, one or both of these dates are less than the system current date. | Prompts the message “Bạn chỉ có thể tìm phòng kể từ ngày hôm nay trở đi.” | | 6. | Enters dates in an invalid date format. | Prompts the message “Ngày tháng không hợp lệ” | | 7. | Specifies searching and filtering criteria that match no hotels in the system. | Prompts the message “Không tìm thấy khách sạn nào thỏa mãn yêu cầu tìm kiếm của bạn. Bạn có thể giảm số ngày hoặc thay đổi các tiêu chí lọc dữ liệu để thu được nhiều kết quả hơn.” | | 8. | Enters a query string that does not match any hotels or places. | Prompts the message “Không tìm thấy kết quả nào.” |   **Relationships:**  “Check room prices and availability” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | I-DELIVER only allows user to search for hotels by check-in and check-out dates if the duration between check-in and check-out dates is less than 30 days. This is due to the fact that very few Customers stay in a hotel for more than 30 days. If the Customer really want to do so, they need to directly contact the Staff. | | 2. | Values of the dropdown list “Sắp xếp theo” include “Gần điểm đến nhất”, “Tiêu chuẩn (giảm dần)”, “Tiêu chuẩn (tăng dần)”, “Đánh giá (giảm dần)”, “Đánh giá (tăng dần)”, “Giá phòng (giảm dần)”, “Giá phòng (tăng dần)” | | 3. | Values of the dropdown list “Bán kính tìm” include “1 km”, “2 km”, “5 km”, “10 km”, “15 km”, “20 km”. | | | | | |

#### « Guest, Customer » Check room prices and availability



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| --- | --- | --- | --- | --- |
| **CHECK ROOM PRICES AND AVAILABILITY– SPECIFICATION** | | | | |
| **Use-case No.** | UC002 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Check room prices and availability | | | |
| **Author** | Nguyễn Hiếu Triệu Vỹ | | | |
| **Date** | 14/10/2013 | **Priority** | High | |
| **Actor:**  Guest, Customer  **Summary:**  This use case allows a guest or a Customer view detailed information of a hotel and search for prices of available room types given check-in date and check-out date.  **Goal:**  To view room detailed description and search for prices of available room types.  **Triggers:**  The user clicks on a link that leads to the hotel details page.  **Preconditions:**  The home page, search page, or hotel list page is being displayed.  **Post Conditions:**  *On success:* The detailed information of the selected hotel is shown to the user. A list of available room types and their prices are displayed accordingly.  *On failure:* An error message is displayed. Please refer to the Exception Scenario section the see what the content of the error message is.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on a link that leads to the hotel details page. |  | | 2. |  | [See Exception No. 1]  Displays all basic information of the selected hotel, including the following information:   * Basic information of the selected hotel such as name, address, star, check-in time, check-out time, description, introduction, and hotel features. * All reviews from Customers. * Rating average point; * A list of all room types in the hotel. Each room type should include basic information of a room, including name, description, capacity, maximum allowed extra children, maximum allowed extma adults, price of the room on the current system date. | | 3. | Specifies check-in and check-out dates. |  | | 5. | Clicks on the button “Kiểm tra giá”.  [See Exception No. 2, 3, 4, 5, 6, 7] |  | |  |  | [See Exception No. 7]  Displays a list of all matched room types. Each item in the result list should include the following information:   * Basic information of a room type such as name, description, capacity, max allowed extra children, max allowed extra adults,... * Information about prices of this room for the given period including base price, plus extra amount for extra children and adults. If there are more than one prices in this period, displays them all as a grid; * A select box that allows the user to select the number of rooms they want to book (with a max value of 10 rooms) and a button named “Đặt phòng”. |   **Alternative Scenario:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Selects a hotels but the hotel cannot be found in the system, was marked as deactivated or was deleted. | Redirects to 404 file not found page. | | 2. | Leaves the check-in date textbox or the check-out date textbox empty. | Prompts the message “Vui lòng chọn ngày nhận phòng và ngày trả phòng để tiếp tục.” | | 3. | Enters a value of check-in date greater than the value of check-out date or vice versa. | Prompts the message “Ngày đặt phòng không được lớn hơn ngày trả phòng.” | | 4. | Enters the check-in and check-out dates, but the check-out date is more than 30 days greater than the check-in days. | Prompts the message “Ngày trả phòng không được lớn hơn ngày đặt phòng quá 30 ngày.” | | 5. | Enters the check-in and check-out dates, one or both of these dates are less than the system current date. | Prompts the message “Bạn chỉ có thể tìm phòng kể từ ngày hôn nay trở đi.” | | 6. | Enters dates in an invalid date format. | Prompts the message “Ngày tháng không hợp lệ” | | 7. | Specifies check-in and check-out dates that match no room types in the hotel. | Prompts the message “Không tìm thấy phòng nào thỏa mãn yêu cầu tìm kiếm của bạn. Bạn có thể giảm số ngày hoặc thay đổi các tiêu chí lọc dữ liệu để thu được nhiều kết quả hơn.” |   **Relationships:**  “Search hotels” use case  “Book rooms” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | I-DELIVER only allows user to search for hotels by check-in and check-out dates if the duration between check-in and check-out dates is less than 30 days. This is due to the fact that very few Customers stay in a hotel for more than 30 days. If the Customer really want to do so, they need to directly contact the Staff. | | 2. | I-DELIVER only allows user to book a maximum of 10 rooms for a specific room type in a certain period. | | 3. | Prices for extra adults or children are only displayed when the room type allows extra children or adults to stay. | | | | | |

#### « Guest, Customer » Book rooms



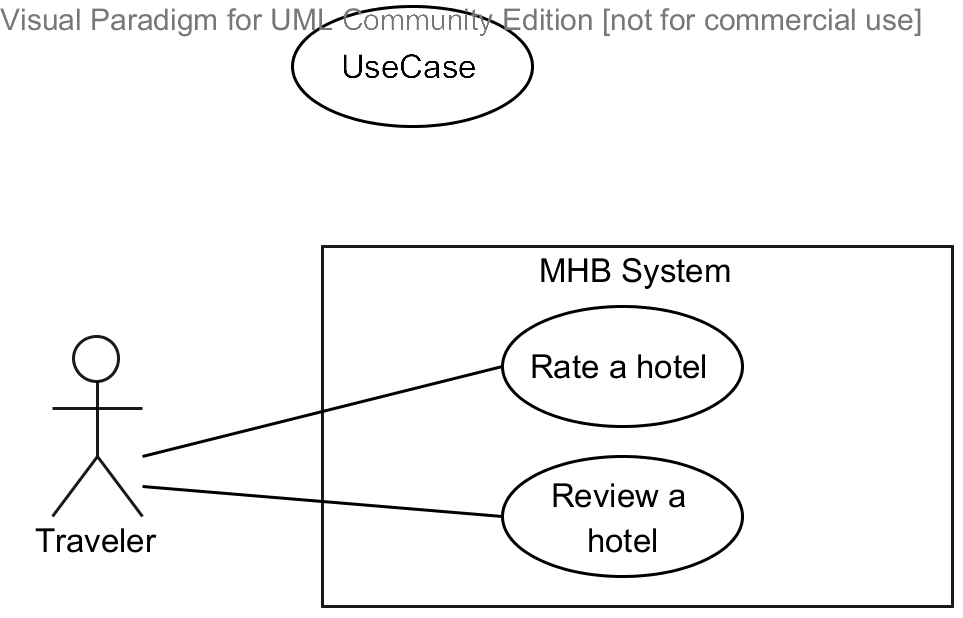
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BOOK ROOMS – SPECIFICATION** | | | | |
| **Use-case No.** | UC003 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Book rooms | | | |
| **Author** | Nguyễn Phú An | | | |
| **Date** | 08/11/2013 | **Priority** | High | |
| **Actor:**  Guest, Customer  **Summary:**  This use case allows the customer to book for the rooms that best suit his or her needs after he or she searched for hotels and room types. After booking a room successfully the customer will receive a unique booking code that he or she will use to verify with the hotel when he or she checks in the hotel.  **Goal:**  To book one or more rooms in a hotel and get the booking code.  **Triggers:**  The user clicks on the button “Đặt phòng” after he or she has searched for the most appropriate rooms.  **Preconditions:**  The hotel details page is being displayed.  The hotel on hotel details page has at least one available room type in the time in the period between check-in and check-out dates.  **Post Conditions:**  *On success:* A booking and its relating information are saved. The quantity of room types that the user booked is permanently updated. The user is redirected to the Booking Success page. An e-mail about booking information is sent to the e-mail address of the user. An SMS message is sent to the user’s number to notify the booking code. A booking notification is raised for the Staff, waiting to be approved.  *On failure:* An error message is displayed. Please refer to the Exception Scenario section the see what the content of the error message is.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Selects a value from the dropdown list “Số lượng phòng” for a room type in the a list of all room types available in the period from check-in date and check-out date with additional information. Additional information such as extra children and adults can also be selected in dropdown lists  Clicks the button “Đặt phòng”.  [See Exception No. 1, 2, 3, 4] |  | | 2. |  | Locks the selected rooms by reducing the number of available rooms by the value of the selected number of rooms, for the period from check-in date to check-out date.  Adds the booking to the booking list for the current user.  Redirects to the booking details page. | | 3. |  | On the left of the page, displays the booking details page with an editable form containing the fields specified below. If the user is already logged in with Customer role, his or her account information is also filled in the form.   * “Giới tính” (dropdown list box with two value “Nam” and “Nữ”; required). * “Họ và tên” (textbox; required, min length 5; max length 100). * “Địa chỉ” (textbox; required, min length 5; max length 200). * “Ngày sinh” (textbox; required, min value: 16 years back from the current system date; max value: 70 years back from the current system date). * “E-mail” (textbox; email format; required; max length 255). * “Số điện thoại” (textbox; telephone format, required). * “Yêu cầu khác cho phòng của bạn” (text area; not required; max length 500).   On the right of the page, displays the booking details information and the total amount that need to be paid and a link that suggest the customer to book more rooms from the selected hotel titled “Đặt thêm phòng tại khách sạn X”, where X is the name of the selected hotel. | | 4. | [See Alternative No. 1]  Fills in (or modifies, if the user is already logged in) the fields with relevant information. |  | | 5. | [See Alternative No. 2]  Clicks on “Thanh toán” button at the bottom of the page.  [See Exception No. 5, 6, 7, 8, 9, 10, 11, 12, 13, 14] |  | | 6. |  | Saves the customer’s information and his or her booking. The booking status at this moment is “Pending”. | | 7. |  | Redirect to the “Ngân lượng” payment service page with the amount to be paid taken from the room types which the user booked.  It is the payment service’s responsibility to ensure that the payment is performed securely and accurately.  [Refer to the use case Pay in the document CD]  [See Exception No. 15] | | 8. | Pay for the amount specified via “Ngân Lượng”. |  | |  |  | If the user successfully paid for the rooms booked, “Ngân Lượng” redirects the user back to the booking success page. | | 10. |  | [See Exception No. 8]  Changes the booking status to “Paid”;  If the booking is made for an external hotel (that is, one provided by hotel data provider), a notification will be sent to the hotel provider;  Displays the booking success page with all relevant information about the booking, including   * The booking code, * The information of the rooms booked, * Check-in and check-out dates, * The total amount paid, and * The detailed information of the customer who made the booking.   Sends an email containing the above information to the customer’s email address;  Sends an SMS message containing the booking code to the customer’s number.  [See Exception No. 16, 17, 18] | | 11. | Receives the booking code. |  |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the link titled “Đặt thêm phòng tại khách sạn X”, where X is the name of the selected hotel. |  | | 2. |  | Redirects to the hotel details page of the selected hotel with check-in and check-out dates already selected. | | 3. | Searches for room availability and prices by specifying check-in and check-out dates.  [Refer to the use case Check room prices and availability (UC002)] |  | | 4. |  | Display a list of all matched rooms. | | 5. | Selects a value from the dropdown list “Số lượng phòng” for a room type in the a list of all room types available in the period from check-in date and check-out date with additional information. Additional information such as extra children and adults can also be selected in dropdown lists.  Clicks the button “Đặt phòng”.  [See Exception No. 1, 2, 3, 4] |  | | 6. |  | Locks the selected rooms by reducing the number of available rooms by the value of the selected number of rooms, for the period from check-in date to check-out date.  Adds the booking to the booking list for the current user.  Redirects to the booking details page. | | 2. | 1. | Clicks on the button “Hủy bỏ” on the Booking Details Page. |  | | 2. |  | Empties the booking list for the current user.  Rolls back the number of available rooms for the selected room types in the period from check-in date to check-out date. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on “Đặt phòng” button but the number of rooms available in the system is less than the selected number of rooms. | Shows the message “Hiện tại khách sạn không còn đủ số lượng phòng bạn muốn đặt, vui lòng tải lại trang hoặc giảm số lượng phòng xuống.” | | 2. | Clicks on “Đặt phòng” button but the number of rooms for this room type in the selected period is greater than 10. | Shows the message “Bạn chỉ có thể đặt tối đa 10 phòng với mỗi loại phòng trong một khoảng thời gian.” | | 3. | Clicks on “Đặt phòng” button but the room type does not belong to a hotel already selected in the booking list, if any. | Shows the message “Bạn có thể đặt nhiều loại phòng khác nhau nhưng các phòng phải trong cùng một khách sạn.” | | 4. | Clicks on “Đặt phòng” button but in the booking list there are equal to or more than 5 bookings waiting to be paid. | Shows the message “Vui lòng thanh toán hoặc hủy bỏ các loại phòng bạn đã đặt trong danh sách đặt phòng trước khi đặt phòng mới.” | | 5. | Leaves the textbox “Họ và tên” empty. | Shows the message “Họ và tên không được để trống, tối thiểu là 5 kí tự, tối đa là 100 kí tự”. | | 6. | Fills the textbox “Họ và tên” with a value less than 5 or more than 100 characters in length | Shows the message “Họ và tên tối thiểu là 5 kí tự, tối đa là 100 kí tự.” | | 7. | Leaves the textbox “Địa chỉ” empty. | Shows the message “Địa chỉ không được để trống, tối thiểu là 5 kí tự, tối đa là 200 kí tự.” | | 8. | Fills the textbox “Địa chỉ” with a value less than 5 or more than 100 characters in length. | Shows the message “Địa chỉ tối thiểu là 5 kí tự, tối đa là 200 kí tự.” | | 9. | Leaves the textbox “Ngày sinh” empty. | Shows the message “Ngày sinh không được để trống” | | 10. | Leaves the textbox “Email” empty. | Shows the message “Email không được để trống.” | | 11 | Fills the textbox “Email” with an invalid email format. | Shows the message “Email không hợp lệ.” | | 12. | Leaves the textbox “Số điện thoại” empty. | Shows the message “Số điện thoại không được để trống.” | | 13. | Fills the textbox “Số điện thoại” with an invalid telephone number format. | Shows the message “Số điện thoại không hợp lệ.” | | 14. | Clicks on “Thanh toán” button but there are no bookings in the booking list. | Shows the message “Hiện tại bạn chưa chọn phòng nào cả, vui long chọn ít nhất một phòng trước khi tiếp tục.” | | 15. | Does not pay for the amount on “Ngân Lượng” payment service and let more the 15 minutes elapse since the last booking was added to the booking list. | Empties the booking list for the current user.  Rolls back the number of available rooms for the selected room types in the period from check-in date to check-out date. | | 15. | Pay for the amount on “Ngân Lượng” payment service successfully but the system fails to update the booking status or generate the booking code. | Shows the message “Hệ thống xảy ra lỗi khi xác nhận thanh toán của bạn, vui lòng liên hệ với quản trị hệ thống để được hỗ trợ.” | | 16. | Gets the booking code but the system fails to send an email to the customer’s email address. | Shows the text “[lỗi]” next to the customer’s email in the Booking Success page. | | 17. | Gets the booking code but the system fails to send an SMS message to the customer’s telephone number. | Shows the text “[lỗi]” next to the customer’s telephone number in the Booking Success page. |   **Relationships:**  “Check room prices and availability” use case  “Pay” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | The user can only book not greater than 10 rooms for a room type in the period from the check-in date to the check-out date. | | 2. | The user can book for multiple rooms at a time but these rooms must belong to the same hotel. That means, if the user wants to book rooms in different hotels, he or she must do so by making payments many times. Moreover, to prevent malicious actions from users, the user is required to pay for all the bookings, or remove some from the booking list, if he has made more than 5 bookings, before he or she can continue to book other rooms. | | 3. | A booking code is a random string with 6 characters. A single unique booking code is given to the user each time he or she pays for the rooms booked, even if the payment is for more than one room types. | | 4. | The user is required to pay for the rooms booked within 15 minutes since the last booking is added to the booking list. If 15 minutes has elapsed since then, the booking list for the current user will be emptied and the number of available rooms for the selected room types in the period from check-in date to check-out date will be rolled backed. | | 5. | If the booking is made for an external hotel (that is, one provided by hotel data provider), a notification will be sent to the hotel provider. The I-DELIVER system is not responsible for notifying to the Staff or allocating rooms in this case. | | | | | |

#### « Guest, Customer » Request a refund



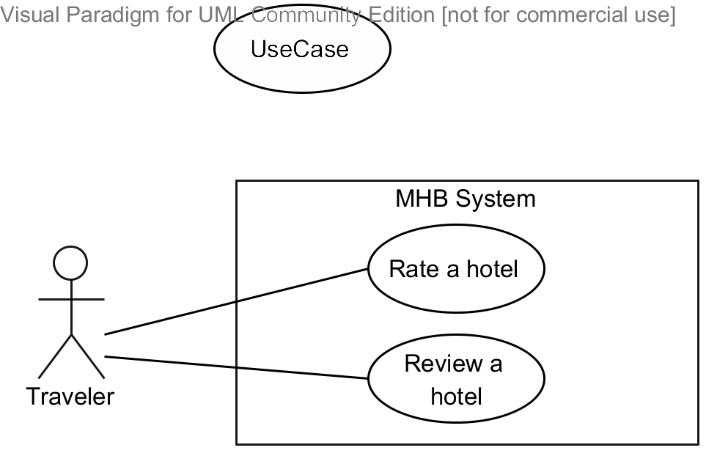
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| **REQUEST A REFUND – SPECIFICATION** | | | | |
| **Use-case No.** | UC004 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Request a refund | | | |
| **Author** | Nguyễn Phú An | | | |
| **Date** | 03/11/2013 | **Priority** | Normal | |
| **Actor:**  Guest, Customer  **Summary:**  This use case allows a guest or a Customer to request a refund for a booking he or she has made previously in case he or she no longer needs to stay in the booked hotel and wants to cancel the booking.  **Goal:**  To to request a refund for a booking previously made.  **Triggers:**  The user clicks the “Yêu cầu hủy phòng” button.  **Preconditions:**  The booking to be refunded is for a refundable room types and the current system date is at least one day earlier than the check-in date of the booking.  **Post Conditions:**  *On success:* The new refund is inserted into the database waiting for the Staff to approve. A successful message is displayed that the refund is added.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the the “Hủy phòng” link on the home page. |  | | 2. |  | Displays the “Hủy phòng” page, which has the following sections:   * “Mã đặt phòng” (textbox, required). * “Lý do hủy phòng” (text area, required). * “Gửi yêu cầu hủy phòng” (button). | | 3. | Fills the booking code into the “Mã xác nhận” field and reason why the user wants to cancel the booking into the “Lý do hủy phòng” field |  | | 4. | Clicks the button “Gửi yêu cầu hủy phòng”.  [See Exception No. 1, 2, 3, 4] |  | | 5. |  | Saves the refund information to the database and displays the success message “Yêu cầu hủy phòng của bạn đã được gửi, khách sạn sẽ liên hệ với bạn trong thời gian ngắn”. |   **Alternative Scenario:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Leaves the field “Mã xác nhận” empty. | Shows the message “Mã đặt phòng không được để trống” | | 2. | Leaves the text area “Lý do hủy phòng” empty. | Shows the message “Lý do hủy phòng không được để trống” | | 3. | Fills the text area “Mã xác nhận” with a wrong code. | Shows the message “Mã đặt phòng bạn cung cấp không chính xác. Vui lòng thử lại.” | | 4. | Fills the text area “Mã xác nhận” with the booking code of an already refunded booking. | Shows the message “Đặt phòng có mã xác nhận này đã được hoàn tiền. Vui lòng thử lại.” | | 5. | Fills the text area “Mã xác nhận” with a booking code that belongs to a booking whose check-in date is less than one day from the current system date. | Shows the message “Tất cả các đặt phòng có mã xác nhận này đã quá hạn có thể hoàn tiền. Vui lòng thử lại.” |   **Relationships:**  N/A  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | I-DELIVER system only allows its users to request a refund for a booking if the check-in date of that booking is at least 1 day greater than the current system date | | 2. | A booking that was refunded cannot be refunded again. | | 3. | Before a Customer can claim the money back, a refund request must be reviewed and approved by the respective Staff. | | 4. | I-DELIVER system do not provide any mechanism to specify how much would be refunded for a refund request. It is the responsibility of the Staff to decide how much should be refunded. | | | | | |

#### « Customer » Review a hotel



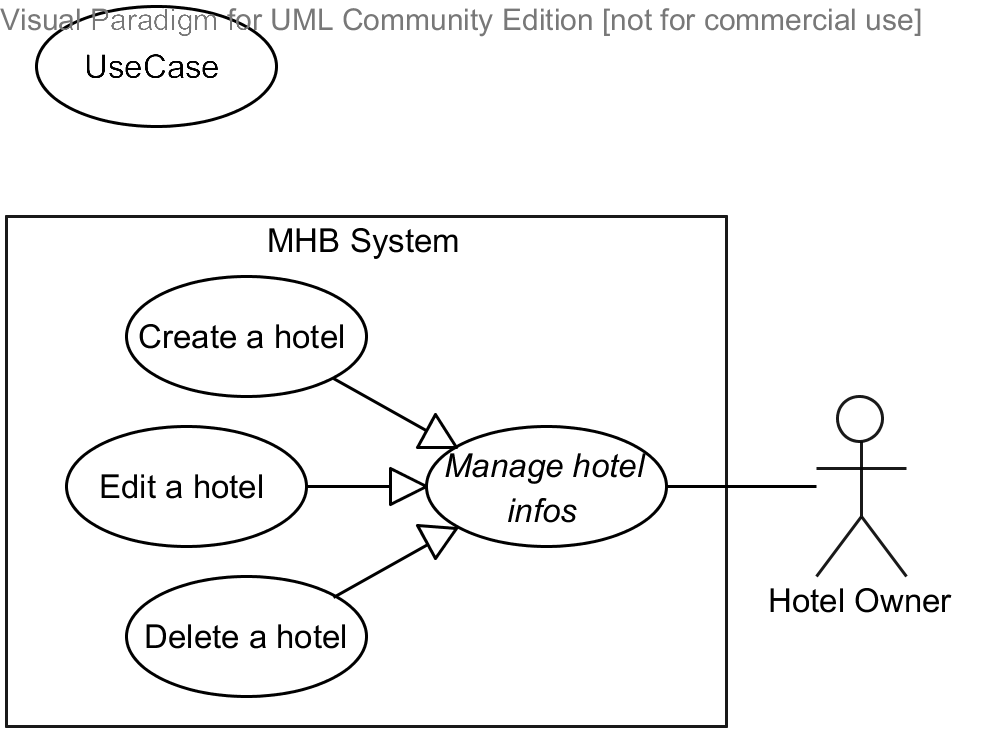
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| **REVIEW A HOTEL – SPECIFICATION** | | | | |
| **Use-case No.** | UC005 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Review a hotel | | | |
| **Author** | Nguyễn Phú An | | | |
| **Date** | 09/11/2013 | **Priority** | Low | |
| **Actor:**  Customer  **Summary:**  This use case allows a user to add a review for the hotel he or she is browsing or used to stay in, in order to provide other customers and Customers valuable information and experience related to the hotel.  **Goal:**  To write a review for the hotel.  **Triggers:**  The user fills the content of review box and clicks the button “Gửi bình luận” on the hotel details page.  **Preconditions:**  The user is already logged in with an account which is granted the Customer role.  A hotel details page is being displayed.  **Post Conditions:**  *On success:* The content of the review for the hotel is added to the top of the list of all reviews for the currently viewed hotel.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Fills the text area named “Bình luận của bạn” with his or her own opinion and experience about the hotel. |  | | 2. | Clicks on “Gửi bình luận” button.  [See Exception No. 1, 2] |  | | 2. |  | [See Exception No. 3]  Saves the review, clears the text area named “Bình luận của bạn” and adds the review content to the top of the list named “Bình luận của người dùng”. |   **Alternative Scenarios:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Leaves the text area “Bình luận của bạn” empty. | Shows the message “Nội dung comment không được để trống”. | | 2. | Fills the text area “Bình luận của bạn” with a value less than 50 or more than 500 characters in length. | Shows the message “Bình luận phải từ 50 đến 500 ký tự”. | | 3. | Clicks on the button “Gửi bình luận”. | Encounters an exception when inserting the comment into the database. Shows the popup “Không thể thêm bình luận do lỗi hệ thống”. |   **Relationships:**  N/A  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Reviews can be edited or deleted by the Staff who manages the hotel. All reviews only reflect the Customers’ perspectives on the hotels, and by no means reflect the perspective of I-DELIVER. | | | | | |

#### « Customer » Rate a hotel



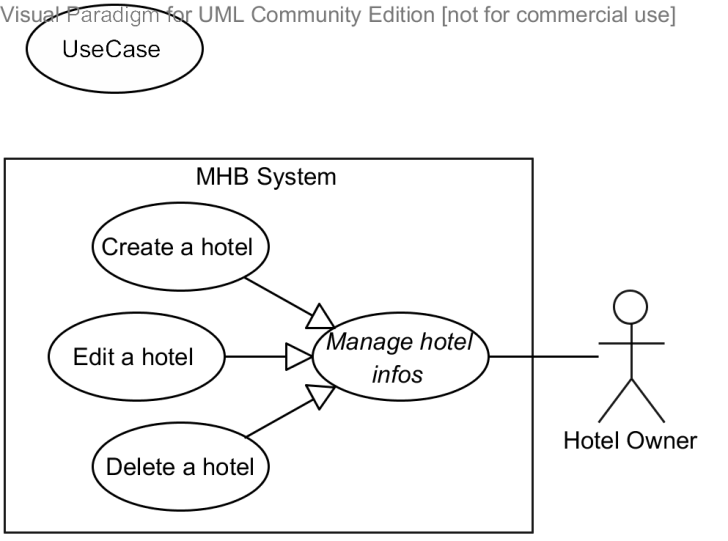
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| **RATE A HOTEL – SPECIFICATION** | | | | |
| **Use-case No.** | UC006 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Rate a hotel | | | |
| **Author** | Nguyễn Phú An | | | |
| **Date** | 06/11/2013 | **Priority** | Low | |
| **Actor:**  Customer  **Summary:**  This use case allows a Customer to rate a hotel with one or more rating criteria, so that the Staff can have feedback of their services and other users can see an overall assessments of the hotel services that this hotel provides.  **Goal:**  To rate a hotel based on a number of different criteria.  **Triggers:**  The user moves the mouse over the stars corresponding with a rating criterion and clicks on the star numbers corresponding with the rating point.  **Preconditions:**  The user is already logged in with an account which is granted the Customer role.  A hotel details page is being displayed.  **Post Conditions:**  *On success:* The rating point for the criterion is saved. The overall rating average point and rating average point for the currently rated criterion is immediately updated.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Moves the mouse over the stars corresponding the rating criterion to select the value.  Clicks on the star corresponding with the rating point. |  | | 2. |  | [See Exception No. 1]  Saves the rating point for the hotel; Updates the overall rating average point and rating average point for the currently rated criterion. |   **Alternative Scenario:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on a star but the system encounters an exception when saving the rating point for the hotel. | Shows the popup “Không thể lưu đánh giá này do lỗi hệ thống”. |   **Relationships:**  N/A  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Each hotel can be rated by a number of criteria such as location and traffic, service quality, cleanliness, staff attitude… A Customer can rate each criterion a minimum of 0 point and a maximum of 5 points. | | | | | |

#### « Staff » Create a hotel



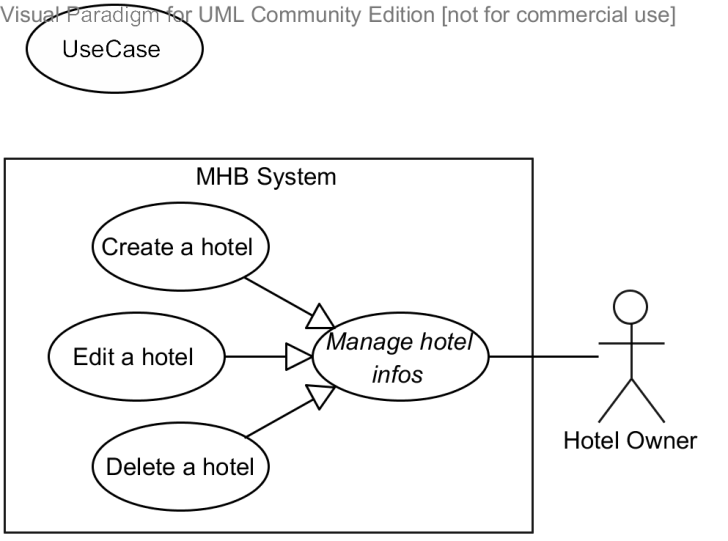
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| **CREATE A HOTEL – SPECIFICATION** | | | | |
| **Use-case No.** | UC007 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Create a hotel | | | |
| **Author** | Nguyễn Hiếu Triệu Vỹ | | | |
| **Date** | 13/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to create a hotel and specify its basic information. If the hotel is created by a Staff, a hotel opening request will be notified to the system Administrator.  **Goal:**  To manually open a new hotel in the I-DELIVER system.  **Triggers:**  The user clicks on the button “Tạo khách sạn mới” on the dashboard page or the link “Tạo khách sạn mới” on the home page.  **Preconditions:**  The user is already logged in with an account which is granted the Customer, Staff, or System Administrator role.  **Post Conditions:**  *On success:* A new hotel is added to the system. The user is redirected to the hotel list page which is now has a section that describes the currently added hotel.  *On failure:* An error message is displayed. Please refer to the Exception Scenario section the see what the content of the error message is.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the button “Tạo khách sạn mới”. |  | | 2. |  | Displays a form that divided in to two sections. The first section includes the following items:   * “Tên khách sạn” (textbox; required; min length 5; max length 200) * “Tiêu chuẩn” (select list; required; values = 1, 2, 3, 4, 5) * “Tỉnh, thành phố” (dropdown list; required; values retrieved from database) * “Địa chỉ” (textbox with auto complete by Google map; required; min length 5; max length 200); * A google map whose center is the user current location; * “Email” (textbox, max length 254) * “Điện thoại” (textbox, max length 15) * “Trang web” (textbox, max length 200) * “Mô tả ngắn” (text area, required, min length 50, max length 500) * “Hình ảnh chính” (file upload)   The second section contains a list of all hotel features applicable for the hotel being created. Next to each feature, there is a field used to describe the specific information about it.  At the bottom of the page, there should be three buttons, respectively titled “Quay về trang quản lý”, “Lưu và quản về trang quản lý”, “Lưu và tiếp tục”. | | 3. | Fills out the form with relevant values.  [See Exception No. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13] |  | | 4. | Clicks the button “Lưu và quản về trang quản lý”.  [See Alternative No. 1, 2] |  | | 5. |  | Saves the hotels to the database and redirects the user to the hotel list page which now has a new section that describes the newly added hotel.  [See Exception No. 14] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the button “Quay về trang quản lý”. |  | |  |  | Shows a popup to ask the user to confirm the action. | | 2. | The user chooses “OK”. |  | | 3. |  | If the user confirms to go back, redirects the user to the list page, otherwise, just hides the popup. | | 2. | 1. | Clicks on the button “Lưu và tiếp tục”. |  | | 2. |  | Saves the hotels to the database and redirects the user to the image gallery page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Leaves the field “Tên khách sạn” empty. | Shows the message “Vui lòng nhập tên khách sạn” next to the field. | | 2. | Fills the field “Tên khách sạn” with a value less than 5 or more than 200 characters. | Shows the message “Tên khách sạn phải từ 5 đến 200 ký tự” next to the field. | | 3. | Does not select an item in the select list “Tiêu chuẩn”. | Shows the message “Vui lòng chọn số sao của khách sạn” next to the select list. | | 4. | Does not select an item in the select list “Tỉnh, thành phố”. | Shows the message “Vui lòng chọn tỉnh, thành phố nơi khách sạn tọa lạc” next to the select list. | | 5. | Leaves the field “Địa chỉ” empty. | Shows the message “Vui lòng nhập địa chỉ” next to the field. | | 6. | Fills the field “Địa chỉ” with a value less than 5 or more than 200 characters. | Shows the message “Địa chỉ khách sạn phải từ 5 đến 200 ký tự” next to the field. | | 7. | Fills the field “Email” with a value that cannot be recognized as an email or is more than 254 characters. | Shows the message “Vui lòng nhập địa chỉ email hợp lệ” next to the field. | | 8. | Fills the field “Số điện thoại” with a value that cannot be recognized as a phone number. | Shows the message “Vui lòng nhập số điện thoại hợp lệ” next to the field. | | 9. | Fills the field “Trang web” with a value that cannot be recognized as a web address or is more than 200 characters. | Shows the message “Vui lòng nhập địa chỉ trang web hợp lệ” next to the field. | | 10. | Leaves the text area “Mô tả ngắn” empty. | Shows the message “Vui lòng nhập mô tả ngắn cho khách sạn” next to the text area. | | 11. | Fills the text area “Mô tả ngắn”with a value less than 50 or more than 500 characters. | Shows the message “Mô tả phải từ 50 đến 500 ký tự” next to the text area. | | 12. | Fills the field “Địa chỉ” but an error occurs when accessing to Google Place Service. | Shows the message “Không thể tìm địa chỉ trên Google” next to the field. | | 14. | Clicks the button “Lưu và quản về trang quản lý” or “Lưu và tiếp tục”. | Encounters an exception when inserting the hotel into the database. Shows the popup “Không thể thêm khách sạn mới do lỗi hệ thống”. |   **Relationships:**  “Manage Hotel Infos” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | After inserted into the system, the hotel is still not searchable or filterable on the customer portal and is not accessible to the Staff. Only if the system Administrator approves of the hotel can the Staff get access to it and add or change its information. | | | | | |

#### « Staff » Edit a hotel



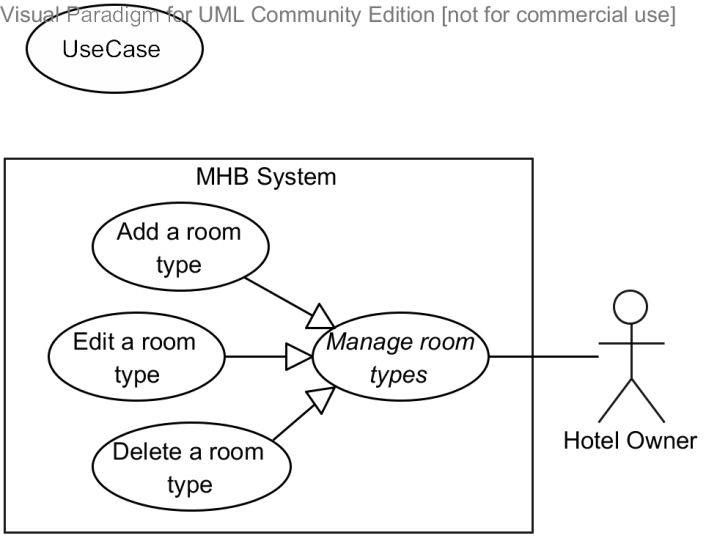
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| **EDIT A HOTEL – SPECIFICATION** | | | | |
| **Use-case No.** | UC008 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Edit a hotel | | | |
| **Author** | Nguyễn Hiếu Triệu Vỹ | | | |
| **Date** | 13/10/2013 | **Priority** | Low | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to view and manually change information about an existing hotel in the database. Only activated hotels can be modified by their owners.  **Goal:**  To manually edit information of an existing hotel in the system.  **Triggers:**  The user clicks on the button “Thông tin cơ bản” on a hotel management page. Note that each hotel has its own management page for its Staff to monitor information and changes.  **Preconditions:**  The user is already logged in with an account which is granted the Staff or System Administrator role.  The selected hotel must be activated in the system.  The hotel management page is being displayed.  **Post Conditions:**  *On success:* The information of selected hotel is updated in the system. The user is redirected to the hotel management page where information is currently updated.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the button “Thông tin cơ bản” on the row that contains the hotel to be edited. |  | | 2. |  | [See Exception No. 1]  Displays a form that divided in to two sections. The first section includes the items listed below. All the fields are filled with the corresponding information of the selected hotel.   * “Tên khách sạn” (textbox; disabled) * “Tiêu chuẩn” (select list; required; values = 1, 2, 3, 4, 5) * “Tỉnh, thành phố” (dropdown list; required; values retrieved from database) * “Địa chỉ” (textbox with auto complete by Google map; required; min length 5; max length 200); * A google map whose center is the location of the selected hotel; * “Email” (textbox, max length 254) * “Điện thoại” (textbox, max length 15) * “Trang web” (textbox, max length 200) * “Mô tả ngắn” (text area, required, min length 50, max length 500) * “Hình ảnh chính” (file upload)   The second section contains a list of all hotel features applicable for the hotel being created. Next to each feature, there is a field used to describe the specific information about it. All the features related to the hotel and their descriptions are also displayed. | | 3. | Changes the existing information with relevant values.  [See Exception No. 2, 3, 4, 5, 6, 7, 8, 9, 10, 11] |  | | 4. | Clicks the button “Lưu và quản về trang quản lý”.  [See Alternative No. 1, 2] |  | | 5. |  | Saves the updated information for the hotel and redirects the user to the hotel management page of the selected hotel where the information is currently updated.  [See Exception No. 12] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the button “Quay về trang quản lý”. |  | |  |  | Shows a popup to ask the user to confirm the action. | | 2. | The user chooses “OK”. |  | | 3. |  | If the user confirms to go back, redirects the user to the list page, otherwise, just hides the popup. | | 2. | 1. | Clicks on the button “Lưu và tiếp tục”. |  | | 2. |  | Saves the hotels to the database and redirects the user to the image gallery page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on the “Thông tin cơ bản” button but the system could not find the selected hotel because it has been marked deleted while viewing the hotel list page. | Shows the popup “Khách sạn bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Does not select an item in the select list “Tiêu chuẩn”. | Shows the message “Vui lòng chọn số sao của khách sạn” next to the select list. | | 3. | Does not select an item in the select list “Tỉnh, thành phố”. | Shows the message “Vui lòng chọn tỉnh, thành phố nơi khách sạn tọa lạc” next to the select list. | | 4. | Leaves the field “Địa chỉ” empty. | Shows the message “Vui lòng nhập địa chỉ” next to the field. | | 5. | Fills the field “Địa chỉ” with a value less than 5 or more than 200 characters. | Shows the message “Địa chỉ khách sạn phải từ 5 đến 200 ký tự” next to the field. | | 6. | Fills the field “Email” with a value that cannot be recognized as an email or is more than 254 characters. | Shows the message “Vui lòng nhập địa chỉ email hợp lệ” next to the field. | | 7. | Fills the field “Số điện thoại” with a value that cannot be recognized as a phone number or is more than 15 characters. | Shows the message “Vui lòng nhập số điện thoại hợp lệ” next to the field. | | 8. | Fills the field “Trang web” with a value that cannot be recognized as a web address. | Shows the message “Vui lòng nhập địa chỉ trang web hợp lệ” next to the field. | | 9. | Leaves the text area “Mô tả ngắn” empty. | Shows the message “Vui lòng nhập mô tả ngắn cho khách sạn” next to the text area. | | 10. | Fills the text area “Mô tả ngắn”with a value less than 50 or more than 500 characters. | Shows the message “Mô tả phải từ 50 đến 500 ký tự” next to the text area. | | 11. | Fills the field “Địa chỉ” but an error occurs when accessing to Google Place Service. | Shows the message “Không thể tìm địa chỉ trên Google” next to the field. | | 12. | Clicks the button “Lưu và quản về trang quản lý” or “Lưu và tiếp tục”. | Encounters an exception when inserting the hotel into the database. Shows the popup “Không thể thêm khách sạn mới do lỗi hệ thống”. |   **Relationships:**  “Manage Hotel Infos” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Only activated hotels can be modified by their respective Staffs or system Administrators. If a hotel is not under the management of a Staff, he or she cannot modify it. | | 2. | A Staff can modify all information about the hotel except for the hotel name. | | | | | |

#### « Staff » Delete a hotel



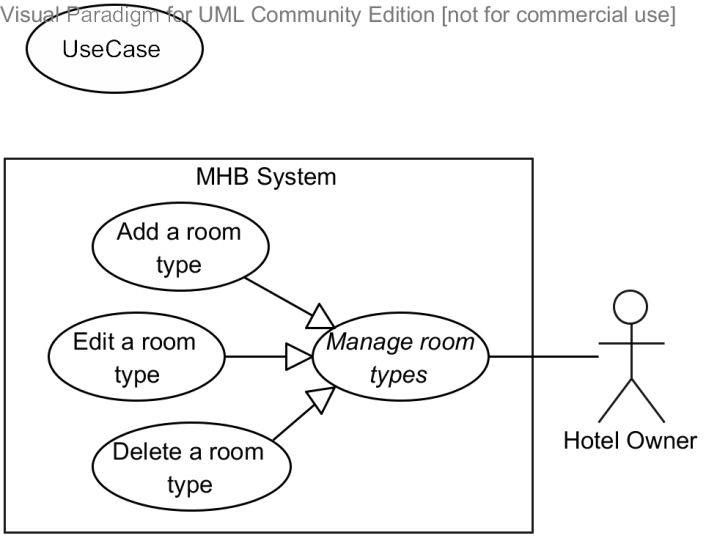
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| **DELETE A HOTEL – SPECIFICATION** | | | | |
| **Use-case No.** | UC009 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Delete a hotel | | | |
| **Author** | Nguyễn Hiếu Triệu Vỹ | | | |
| **Date** | 13/10/2013 | **Priority** | Low | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to remove an existing hotel from the system.  **Goal:**  To manually remove an existing hotel from the system.  **Triggers:**  The user clicks on the button “Xóa” on the section that contains the hotel to be deleted in the dashboard page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff or System Administrator role.  The hotel list page is being displayed.  **Post Conditions:**  *On success:* The selected hotel is marked as deleted in the database. The row that contains the selected hotel is removed from the hotel list page.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the button “Xóa” on the row that contains the hotel to be deleted. |  | | 2. |  | [See Exception No. 1]  Shows a popup to ask the user to confirm the action. | | 3. | Chooses “OK” to continue to delete the hotel.  [See Alternative No. 1] | Marks the selected hotel as deleted in the database.  Removes the row that contains the selected hotel from the hotel list page.  [See Exception No. 2, 3] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the button “Hủy bỏ”. |  | | 2. |  | Hides the popup message. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on the “Xóa” button but the system could not find the selected hotel because it has been marked as deleted while viewing the hotel list page. | Shows the popup “Khách sạn bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Clicks on the button “Xóa” but the system encounters an exception when marking the hotel as deleted in the database. | Shows the popup “Không thể xóa khách sạn vào database do lỗi server”. | | 3. | Clicks on the button “Xóa” but the hotel is not under the management of the Staff. | Shows the popup “Bạn không có quyền xóa khách sạn này”. |   **Relationships:**  “Manage Hotel Infos” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | A hotel can be deleted by their respective Staffs or system Administrators. If a hotel is not under the management of a Staff, he or she cannot delete it from the system. | | | | | |

#### « Staff » Add a room type



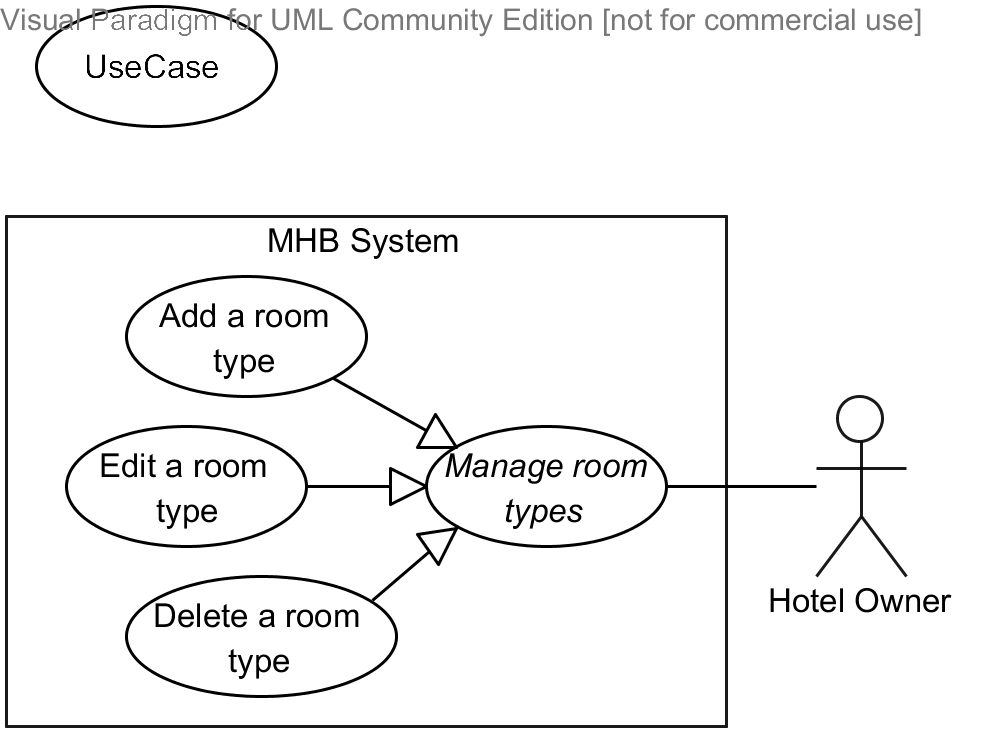
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| **ADD A ROOM TYPE – SPECIFICATION** | | | | |
| **Use-case No.** | UC010 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Add a room type | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 16/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to manually add information about a new room type of a hotel under his or her management.  **Goal:**  To manually insert a new room type into the database.  **Triggers:**  The user clicks on the button “Tạo loại phòng mới” on the hotel management page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The hotel management page of a hotel under the actor’s management is being displayed.  **Post Conditions:**  *On success:* A new room type is added to the database. The user is redirected to the hotel management page which is now has a new section that describes the currently added room type.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the button “Tạo loại phòng mới”. |  | |  |  | Displays a form that has the following items:   * “Tên loại phòng” (textbox; required; min length 3; max length 100) * “Số lượng phòng mặc định” (dropdown list; required; values from 1 to 100) * “Mô tả ngắn” (textbox; required; min length 5; max length 500) * “Giá mặc định” (textbox; not required; values from 10,000 to 99,999,999) * “Hình ảnh phòng” (file upload; required; image mime type) * “Số người ở được” (dropdown list; required; values from 1 to 10) * “Cho phép ở thêm người” (checkbox) * “Số trẻ em có thể ở thêm tối đa” (dropdown list; values from 1 to 3) * “Số người lớn có thể ở thêm tối đa” (dropdown list; values from 1 to 3) * “Tổng số người có thể ở thêm tối đa” (dropdown list; values from 1 to 6) | | 3. | Fills out the form with relevant values.  [See Exception No. 1, 2, 3, 4, 5, 6, 7]  [See Alternative No. 1] |  | | 4. | Clicks the button “Lưu”.  [See Alternative No. 2] |  | | 5. |  | Saves the room type to the database and redirects the user to the hotel list page which now has a new section that describes the newly added hotel.  [See Exception No. 8] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Checks / unchecks the check box  “Cho phép ở thêm người”. |  | |  | 2. |  | Enables / Disables the dropdown lists named “Số trẻ em có thể ở thêm tối đa”, “Số người lớn có thể ở thêm tối đa”, and “Tổng số người có thể ở thêm tối đa”. | | 2. | 1. | Clicks on the button “Quay về”. |  | |  |  | Shows a popup to ask the user to confirm the action. | | 2. | The user chooses “OK”. |  | | 3. |  | If the user confirms to go back, redirects the user to the list page, otherwise, just hides the popup. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Leaves the field “Tên loại phòng” empty. | Shows the message “Vui lòng nhập tên loại phòng không kể khoảng trắng ở đầu và cuối.” next to the field. | | 2. | Fills the field “Tên loại phòng” with a value less than 3 or more than 100 characters. | Shows the message “Tên loại phòng phải từ 3 đến 100 ký tự” next to the field. | | 3. | Leaves the field “Số lượng phòng” empty. | Shows the message “Vui lòng nhập số lượng phòng” next to the field. | | 4. | Fills the field “Số lượng phòng” with a value which is less than 0 or not number. | Shows the message “Giá trị số lượng phòng phải là số nguyên dương hoặc bằng 0” next to the select list. | | 5. | Fills the field “Mô tả ngắn” with a value less than 5 or more than 200 characters. | Shows the message “Tên loại phòng phải từ 5 đến 200 ký tự, không kể khoảng trắng ở đầu và cuối.” next to the field. | | 6. | Fills the field “Giá mặc định” with a value out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị giá mặc định phải là số nguyên dương từ 10,000 đồng đến 99,999,999 đồng” next to the select list. | | 7. | Selects the value of max extra people number out of the range from the smaller value of the max extra children number and max extra adults number, to the sum of these two numbers. | Shows the message “Số người ở được tối đa không hợp lệ” next to the select list; Automatically adjusts the max extra people number to the sum of max extra children number and max extra adults number. | | 8. | Clicks on the button “Lưu”. | Encounters an exception when inserting the room type into the database; Shows the popup “Không thể thêm loại phòng này vào database do lỗi server”. |   **Relationships:**  “Manage room types” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Staffs manage their hotels by using room types, groups of rooms that have similar features and prices and do not care about each physical room in the hotel. | | 2. | The price of a room ranges from VND10,000 to VND99,999,999. | | 3. | Vietnam Dong is the official currency for specifying room prices. | | | | | |

#### « Staff » Edit a room type



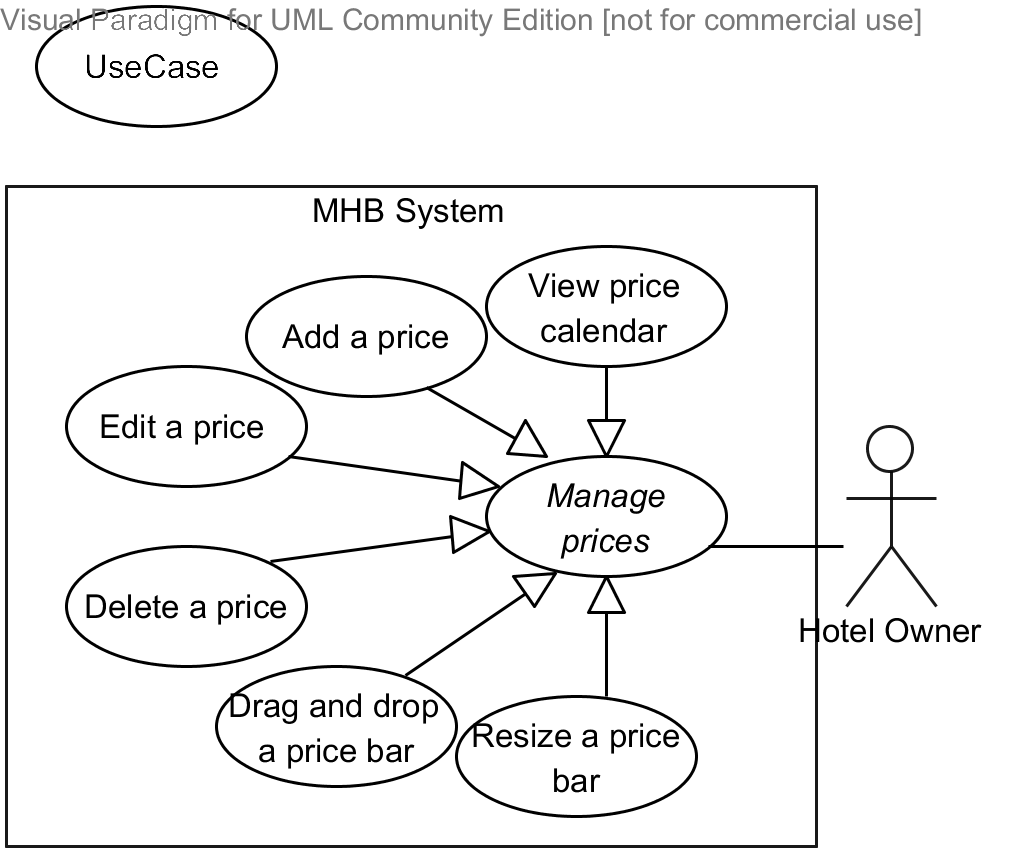
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| **EDIT A ROOM TYPE – SPECIFICATION** | | | | |
| **Use-case No.** | UC011 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Edit a room type | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 19/10/2013 | **Priority** | Low | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to view and manually modify information about an existing room type in the database.  **Goal:**  To manually edit information of an existing room type in the database.  **Triggers:**  The user clicks on the button “Chỉnh sửa” on the section that contains the room type to be edited in the hotel management page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The hotel management page of the selected hotel is being displayed.  **Post Conditions:**  *On success:* The selected room type is updated in the database. The user is redirected to the room type list page.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the button “Chỉnh sửa” on the row that contains the room type to be edited. | [See Exception No. 1]  Populates all the information of the selected room type into an editable form that contains the following fields:  Displays a form that has the following items:   * “Tên loại phòng” (textbox; required; min length 3; max length 100) * “Số lượng phòng mặc định” (dropdown list; required; values from 1 to 100) * “Mô tả ngắn” (textbox; required; min length 5; max length 500) * “Giá mặc định” (textbox; not required; values from 10,000 to 99,999,999) * “Hình ảnh phòng” (file upload; required; image mime type) * “Số người ở được” (dropdown list; required; values from 1 to 10) * “Cho phép ở thêm người” (checkbox) * “Số trẻ em có thể ở thêm tối đa” (dropdown list; values from 1 to 3) * “Số người lớn có thể ở thêm tối đa” (dropdown list; values from 1 to 3) * “Tổng số người có thể ở thêm tối đa” (dropdown list; values from 1 to 6) | | 3. | Changes the existing information with relevant values.  [See Exception No. 2, 3, 4, 5, 6, 7, 8]  [See Alternative No. 1] |  | | 4. | Clicks the button “Lưu”.  [See Alternative No. 2] |  | | 5. |  | Saves the room type to the database and redirects the user to the room type list page.  [See Exception No. 9] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Checks / unchecks the check box  “Cho phép ở thêm người”. |  | |  | 2. |  | Enables / Disables the dropdown lists named “Số trẻ em có thể ở thêm tối đa”, “Số người lớn có thể ở thêm tối đa”, and “Tổng số người có thể ở thêm tối đa”. | | 2. | 1. | Clicks on the button “Quay về”. |  | |  |  | Shows a popup to ask the user to confirm the action. | | 2. | The user chooses “OK”. |  | | 3. |  | If the user confirms to go back, redirects the user to the list page, otherwise, just hides the popup. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on the “Chỉnh sửa” button but the system could not find the selected room type because it has been marked deleted while viewing the hotel list page. | Shows the popup “Loại phòng bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Leaves the field “Tên loại phòng” empty. | Shows the message “Vui lòng nhập tên loại phòng.” next to the field. | | 3. | Fills the field “Tên loại phòng” with a value less than 3 or more than 100 characters. | Shows the message “Tên loại phòng phải từ 3 đến 100 ký tự” next to the field. | | 4. | Leaves the field “Số lượng phòng” empty. | Shows the message “Vui lòng nhập số lượng phòng” next to the field. | | 5. | Fills the field “Số lượng phòng” with a value which is less than 0 or not number. | Shows the message “Giá trị số lượng phòng phải là số nguyên dương hoặc bằng 0” next to the select list. | | 6. | Fills the field “Mô tả ngắn” with a value less than 5 or more than 200 characters. | Shows the message “Tên loại phòng phải từ 5 đến 200 ký tự, không kể khoảng trắng ở đầu và cuối.” next to the field. | | 7. | Fills the field “Giá mặc định” with a value out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị giá mặc định phải là số nguyên dương từ 10,000 đồng đến 99,999,999 đồng” next to the select list. | | 8. | Selects the value of max extra people number out of the range from the smaller value of the max extra children number and max extra adults number, to the sum of these two numbers. | Shows the message “Số người ở được tối đa không hợp lệ” next to the select list; Automatically adjusts the max extra people number to the sum of max extra children number and max extra adults number. | | 9. | Clicks on the button “Lưu”. | Encounters an exception when inserting the room type into the database. Shows the popup “Không thể cập nhật loại phòng này vào database do lỗi server”. |   **Relationships:**  “Manage room types” abstract use case  **Business Rules:**  N/A | | | | |

#### « Staff » Delete a room type



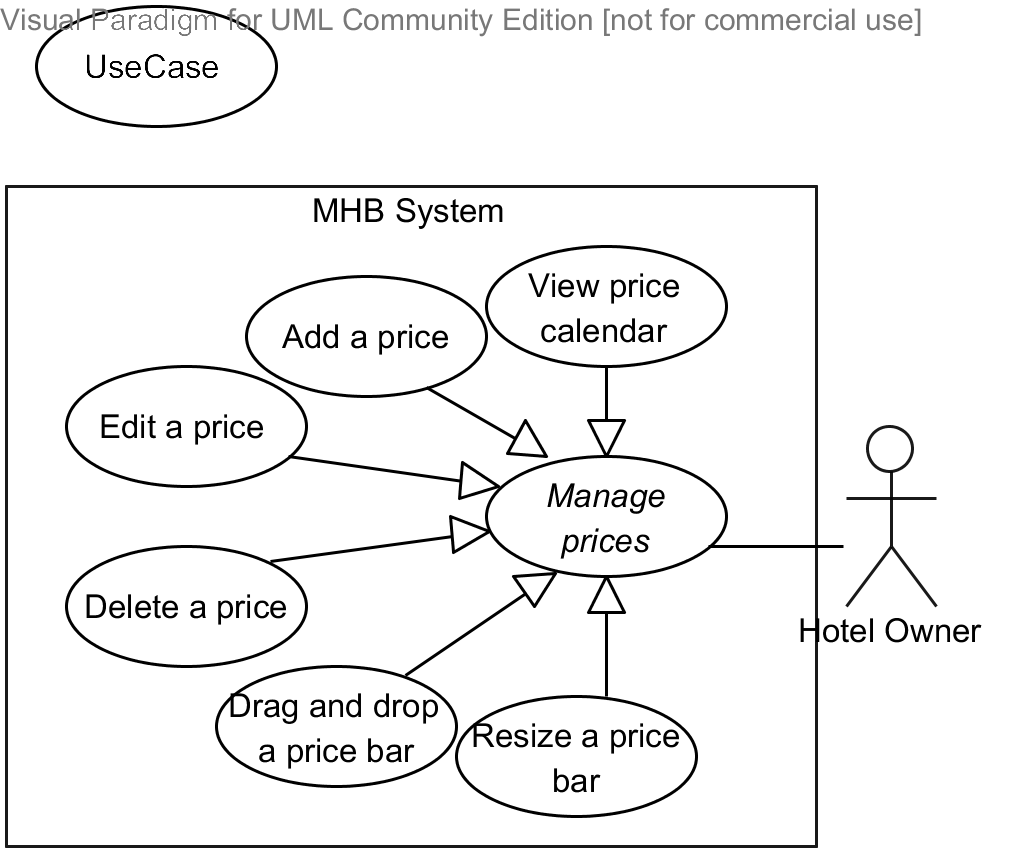
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| **DELETE A ROOM TYPE – SPECIFICATION** | | | | |
| **Use-case No.** | UC012 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Delete a room type | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 13/10/2013 | **Priority** | Low | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to manually remove an existing room type from a hotel under his or her management.  **Goal:**  To manually remove an existing room type from the system.  **Triggers:**  The user clicks on the button “Xóa” on the section that contains the room type to be deleted in the hotel management page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The hotel management page of the selected hotel is being displayed.  **Post Conditions:**  *On success:* The selected room type is marked as deleted in the database. The row that contains the selected room type is removed from the room type list page.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the button “Xóa loại phòng” on the row that contains the room type to be deleted. |  | | 2. |  | Shows a popup to ask the user to confirm the action. | | 3. | Chooses “Đồng ý” to continue to delete the room type.  [See Alternative No. 1] |  | | 4. |  | Marks the selected room type as deleted in the database.  Removes the section that contains the selected room type from the room type list page.  [See Exception No.1, No. 2] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the button “Hủy bỏ”. |  | |  | 2. |  | Hides the popup message. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on the “Xóa” button but the system could not find the selected room type because it has been marked as deleted while viewing the room type list page. | Shows the popup “Loại phòng bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Clicks on the button “Lưu” but the system encounters an exception when marking the room type as deleted in the database. | Shows the popup “Không thể xóa loại phòng này trong database do lỗi server”. |   **Relationships:**  “Manage room types” abstract use case  **Business Rules:**  N/A | | | | |

#### « Staff » View price calendar



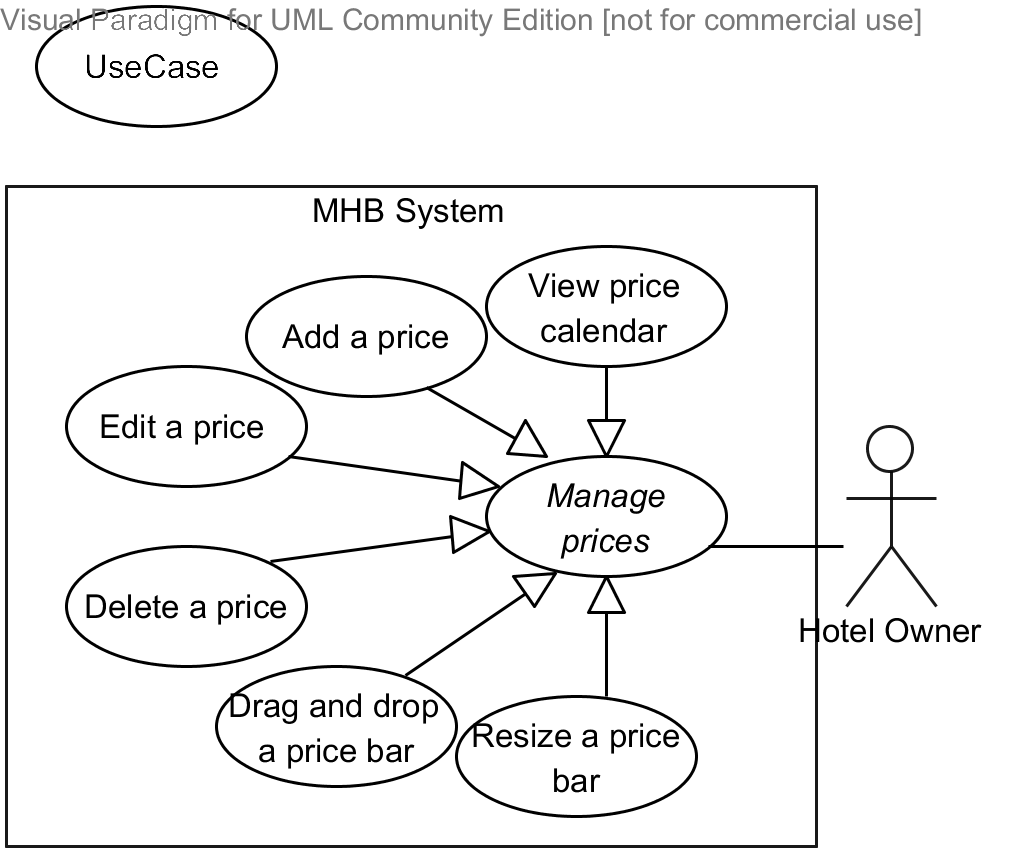
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| **VIEW PRICE CALENDAR – SPECIFICATION** | | | | |
| **Use-case No.** | UC013 | **Use-case Version** | | 1.0 |
| **Use-case Name** | View price calendar | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 19/10/2013 | **Priority** | High | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to view prices of a specific room type displayed in the form of a calendar. Note that the I-DELIVER system allows room prices to vary day by day, reflecting the actual prices of the rooms.  **Goal:**  To view all prices that belong to a selected room type of a hotel under the user’s management in a calendar format.  **Triggers:**  The user clicks button “Quản lý giá” in room type list page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The hotel management page of the selected hotel is being displayed.  **Post Conditions:**  *On success:* The price calendar is displayed and show all relevant prices.  *On failure:* The price calendar is displayed but show no price or the page redirect to HTTP 404 page.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks button “Giá phòng” the section that describe a room type in the hotel management page. |  | | 2. |  | Displays the price calendar and displays all prices found in the current month in price calendar.   * The price calendar should be a grid with each cell representing a day in a month. A backward and a forward buttons are used to navigate between months. * A price is represented by a horizontal bar with its label including the price and the number of available rooms. * Prices that remain unchanged during a period are grouped together as a longer horizontal bar for simplicity. If the price bar is in the past, it should be in red; if the price bar is in the future, it should be in blue; and if the price bar contains the current system date, it should be in violet. * For each day, there is a bar that counts the number of bookings that include that day.   [See Exception No. 1, 2] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the back or forward button in price calendar. |  | |  | 2. |  | Load prices of the selected month and displays them as specified above.  [See Exception No. 3] | | 2. | 1. | Clicks on a price bar in price calendar. |  | |  | 2. |  | Displays a popup form that show price’s detail information.  [See Exception No. 4, 5] |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks button “Giá phòng” in hotel mangement page but the system can not find any prices for the selected room. | Shows an empty price calendar. | | 2. | Clicks button “Giá phòng” in room type list page but the system can not find the room type in the system. | Redirects to the 404 Page not found page. | | 3. | Clicks on the back or forward button in the price calendar but the system can not load price in the selected month. | Shows an empty price calendar and prompts the message “Không thể tải giá của tháng X”, where X is the selected month. | | 4. | Clicks on a price bar in price calendar but the system checks and finds that price has been marked as deleted. | Shows the message “Không thể xem giá này, giá này đã bị xóa”. | | 5. | Clicks on a price bar in price calendar but the system can’t load the price cause system error. | Show the message “Lỗi, không thể xem giá này”. |   **Relationships:**  “Manage prices” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Each room type has a number of prices. The prices of the same room type differentiate from each other by the days on which a price takes place. For example, if a room is sold at VND100,000 for the days from Dec 10 to Dec 20 and then at VND120,000 for the days from Dec 21 to Dec 25, it is said to have two prices from Dec 10 to Dec 25. | | 2. | For a room type, the days of a price should not overlap the days of the other prices. | | 3. | For each day on which there is a price that takes place, there is a daily status that stores the actual number of available rooms. | | | | | |

#### « Staff » Add a price



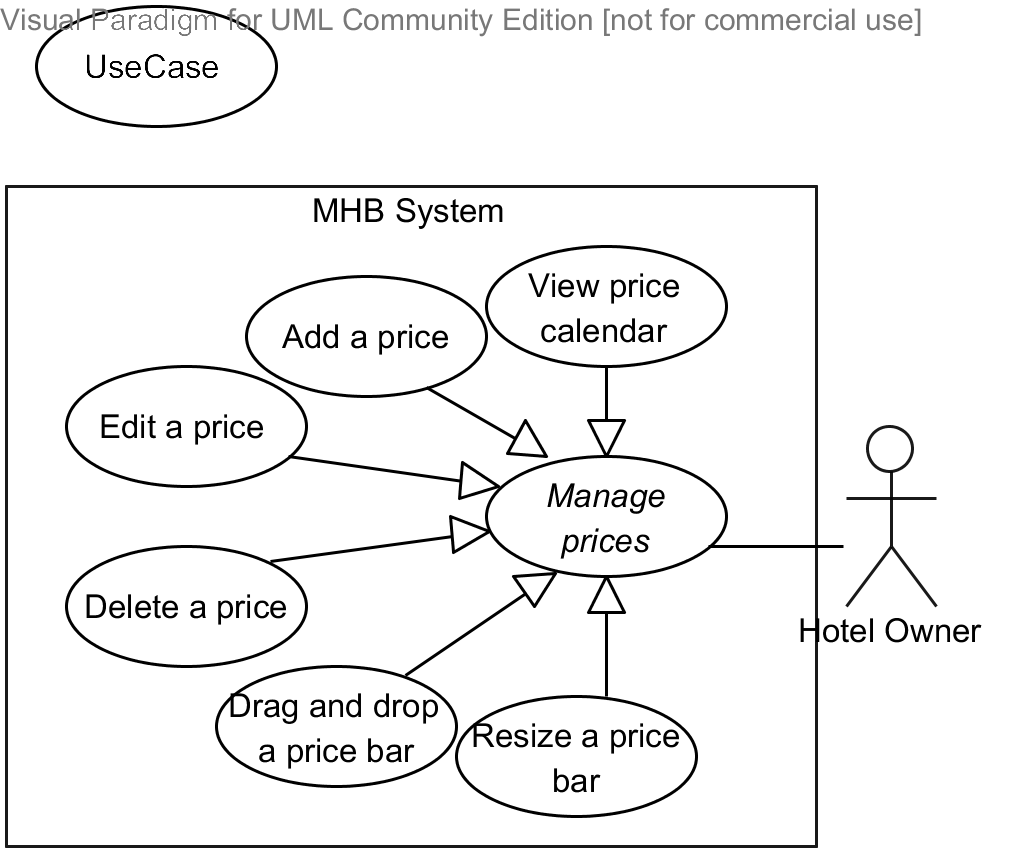
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| **ADD A PRICE – SPECIFICATION** | | | | |
| **Use-case No.** | UC014 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Add a price | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 25/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to manually add information about a new price of a selected room type in a hotel under his or her management to the database.  **Goal:**  To insert a new price of the selected room type into the database.  **Triggers:**  The user clicks on the date square in the price calendar in the price management page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The price calendar for the selected room type is being displayed.  **Post Conditions:**  *On success:* A new price is added to the database. The price calendar now has a new price bar.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on a date square in price calendar.  [See Alternative No. 1, 2] | Displays a popup form that has the following fields:   * “Giá phòng” (textbox; required; min value: 10,000; max value: 99,999,999) * “Số phòng còn trống” (dropdown list; required; values from 0 to the room quantity of the selected room, the largest value is selected already) * “Từ ngày” (textbox; required; date time format) * “Đến ngày” (textbox; required; date time format) * “Lưu”, “Quay về” (button)   If the selected room type allows extra children, displays the additional field:   * “Phụ thu trẻ em” (textbox; required; min value: 10,000; max value: 99,999,999)   If the selected room type allows extra adults, displays the additional field:   * “Phụ thu người lớn” (textbox; required; min value: 10,000; max value: 99,999,999) | | 2. | Fills out the form with relevant values.  [See Exception No. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14] |  | | 3. | Clicks the button “Lưu”.  [See Alternative No. 3] | Saves the price to the database; Adds the currently added prices as a new price bar in the calendar.  [See Exception No. 15] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on a date square in price calendar. |  | |  | 2. |  | Checks and finds that there have already been a price on that date. Shows a popup message that notifies “Không thể thêm giá vào ngày này”. | | 2. | 1. | Clicks on a date square in price calendar. |  | |  |  |  | System checked and found that that date is in the past. System show a popup message notify user that “Không thể thêm giá trong qua khứ”. | | 3. | 1. | Clicks on the button “Quay về”. | Shows a popup to ask the user to confirm the action. | |  |  |  | | 2. | The user chooses “OK”. |  | |  |  | Redirects the user to the list page, otherwise, just hides the popup. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Leaves the field “Giá phòng” empty. | Shows the message “Vui lòng nhập giá phòng” next to the field. | | 2. | Fills the field “Giá phòng” with a value out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị của giá phòng phải là số nguyên dương từ 10,000đ đến 99,999,999đ” next to the field. | | 3. | Leaves the field “Số phòng còn trống” empty. | Shows the message “Vui lòng nhập số phòng còn trống” next to the field. | | 4. | Fills the field “Số phòng còn trống” with a value less than 0 or greater than the default quantity of the selected room type. | Shows the message “Giá trị của số phòng còn trống phải là số nguyên dương lớn hơn hoặc bằng 0” next to the field. | | 5. | Leaves the field “Từ ngày” empty. | Shows the message “Vui lòng nhập thời gian bắt đầu” next to the field. | | 6. | Fills the field “Từ ngày” with a value which is not date time format. | Shows the message “Giá trị phải đúng theo kiểu ngày/tháng/năm” next to the select list. | | 8. | Fills the field “Từ ngày” a date which is in the past. | Shows the message “Giá trị từ ngày không được nằm trong qua khứ” next to the select list. | | 9. | Leaves the field “Đến ngày” empty. | Shows the message “Vui lòng nhập thời gian kết thúc” next to the field. | | 10. | Fills the field “Đến ngày” with a value which is not date time format. | Shows the message “Giá trị phải đúng theo kiểu ngày/tháng/năm” next to the select list. | | 11. | Fills the field “Đến ngày” a date which is in the past | Shows the message “Giá trị đến ngày không được nằm trong qua khứ” next to the select list. | | 12. | Fills the field “Phụ thu trẻ em” with a non-numeric value. | Shows the message “Giá trị phụ thu trẻ em phải là số” next to the select list. | | 13. | Fills the field “Phụ thu trẻ em” with a number out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị phụ thu trẻ em phải nằm trong khoảng từ 10,000đ đến 99,999,999đ” next to the select list. | | 14. | Fills the field “Phụ thu người lớn” with a non-numeric value. | Shows the message “Giá trị phụ thu người lớn phải là số” next to the select list. | | 15. | Fills the field “Phụ thu người lớn” with a value out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị phụ thu người lớn phải là số” next to the select list. | | 16. | Clicks on the button “Lưu”. | Encounters an exception when inserting the price into the database; shows the popup “Không thể thêm giá này vào database do lỗi server”. |   **Relationships:**  “Manage prices” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | For each room type, there is a default number of rooms, which is the actual number of rooms of this type in the hotel. However, for some reasons, the Staff may not want to sell all these rooms on the I-DELIVER system, therefore the system also allows Staffs to maintain a different number of an available rooms when they specify prices. | | 2. | The fields “Phụ thu trẻ em” and “Phụ thu người lớn” should be displayed only when the room type allows for extra children or extra adults to stay, in addition to the default number of people who can stay in the room. | | | | | |

#### « Staff » Edit a price



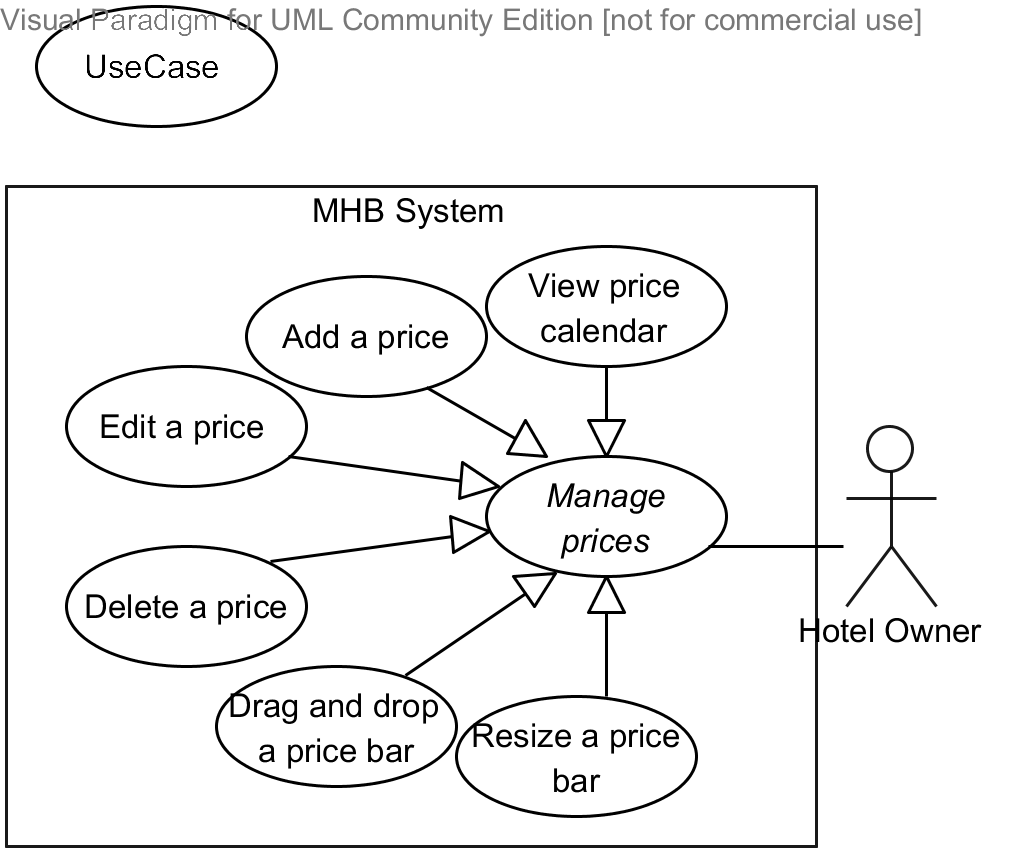
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| **EDIT A PRICE – SPECIFICATION** | | | | |
| **Use-case No.** | UC015 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Edit a a price | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 23/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to view and manually edit information about an existing price of a room type in the database.  **Goal:**  To edit information of an existing price of a room type in the database.  **Triggers:**  The user clicks on the price bar that he or she wants to edit in the price calendar.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The price calendar for the selected room type is being displayed.  **Post Conditions:**  *On success:* The selected price is updated in the database. The modified price is also updated in the price calendar.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | The user clicks on the price bar that user want to edit in the price calendar. | [See Exception No. 1]  Displays a popup form already filled with information about the selected price that has the following fields:   * “Giá phòng” (textbox; required; min value: 10,000; max value: 99,999,999) * “Số phòng còn trống” (dropdown list; required; values from 0 to the room quantity of the selected room, the largest value is selected already) * “Từ ngày” (textbox; required; date time format) * “Đến ngày” (textbox; required; date time format) * “Lưu”, “Quay về” (button)   If the selected room type allows extra children, displays the additional field:   * “Phụ thu trẻ em” (textbox; required; min value: 10,000; max value: 99,999,999)   If the selected room type allows extra adults, displays the additional field:  “Phụ thu người lớn” (textbox; required; min value: 10,000; max value: 99,999,999) | | 2. | Changes the existing information with relevant values.  [See Exception No. 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15] |  | | 3. | Clicks the button “Lưu”.  [See Alternative No. 1, 2] |  | |  |  | Saves the edited price to the database and show message to notify user that save successfully.  [See Exception No. 16] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the button “Quay lại”. |  | | 2. |  | Shows a popup to ask the user to confirm the action. | | 3. | The user chooses “OK”. |  | | 4. |  | If the user confirms to go back, redirects the user to the list page, otherwise, just hides the popup. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on the price bar that user want to edit in the price calendar but the system could not find the selected price because it has been marked as deleted while viewing the price calendar page. | Shows the message “Giá bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Leaves the field “Giá phòng” empty. | Shows the message “Vui lòng nhập giá phòng” next to the field. | | 3. | Fills the field “Giá phòng” with a value out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị của giá phòng phải là số nguyên dương từ 10,000đ đến 99,999,999đ” next to the field. | | 4. | Fills the field “Số phòng còn trống” with a value less than 0 or greater than the default quantity of the selected room type. | Shows the message “Giá trị của số phòng còn trống phải là số nguyên dương lớn hơn hoặc bằng 0” next to the field. | | 5. | Leaves the field “Từ ngày” empty. | Shows the message “Vui lòng nhập thời gian bắt đầu” next to the field. | | 6. | Fills the field “Từ ngày” with a value which is not date time format. | Shows the message “Giá trị phải đúng theo kiểu ngày/tháng/năm” next to the select list. | | 8. | Fills the field “Từ ngày” a date which is in the past. | Shows the message “Giá trị từ ngày không được nằm trong qua khứ” next to the select list. | | 9. | Leaves the field “Đến ngày” empty. | Shows the message “Vui lòng nhập thời gian kết thúc” next to the field. | | 10. | Fills the field “Đến ngày” with a value which is not date time format. | Shows the message “Giá trị phải đúng theo kiểu ngày/tháng/năm” next to the select list. | | 11. | Fills the field “Đến ngày” a date which is in the past | Shows the message “Giá trị đến ngày không được nằm trong qua khứ” next to the select list. | | 12. | Fills the field “Phụ thu trẻ em” with a non-numeric value. | Shows the message “Giá trị phụ thu trẻ em phải là số” next to the select list. | | 13. | Fills the field “Phụ thu trẻ em” with a number out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị phụ thu trẻ em phải nằm trong khoảng từ 10,000đ đến 99,999,999đ” next to the select list. | | 14. | Fills the field “Phụ thu người lớn” with a non-numeric value. | Shows the message “Giá trị phụ thu người lớn phải là số” next to the select list. | | 15. | Fills the field “Phụ thu người lớn” with a value out of the range from 10,000 to 99,999,999. | Shows the message “Giá trị phụ thu người lớn phải là số” next to the select list. | | 16. | Clicks on the button “Lưu giá”. | Encounters an exception when inserting the price into the database. Shows the popup “Không cập nhật giá này vào database do lỗi server”. |   **Relationships:**  “Manage prices” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | For each room type, there is a default number of rooms, which is the actual number of rooms of this type in the hotel. However, for some reasons, the Staff may not want to sell all these rooms on the I-DELIVER system, therefore the system also allows Staffs to maintain a different number of an available rooms when they specify prices. | | 2. | The fields “Phụ thu trẻ em” and “Phụ thu người lớn” should be displayed only when the room type allows for extra children or extra adults to stay, in addition to the default number of people who can stay in the room. | | | | | |

#### « Staff » Delete a price



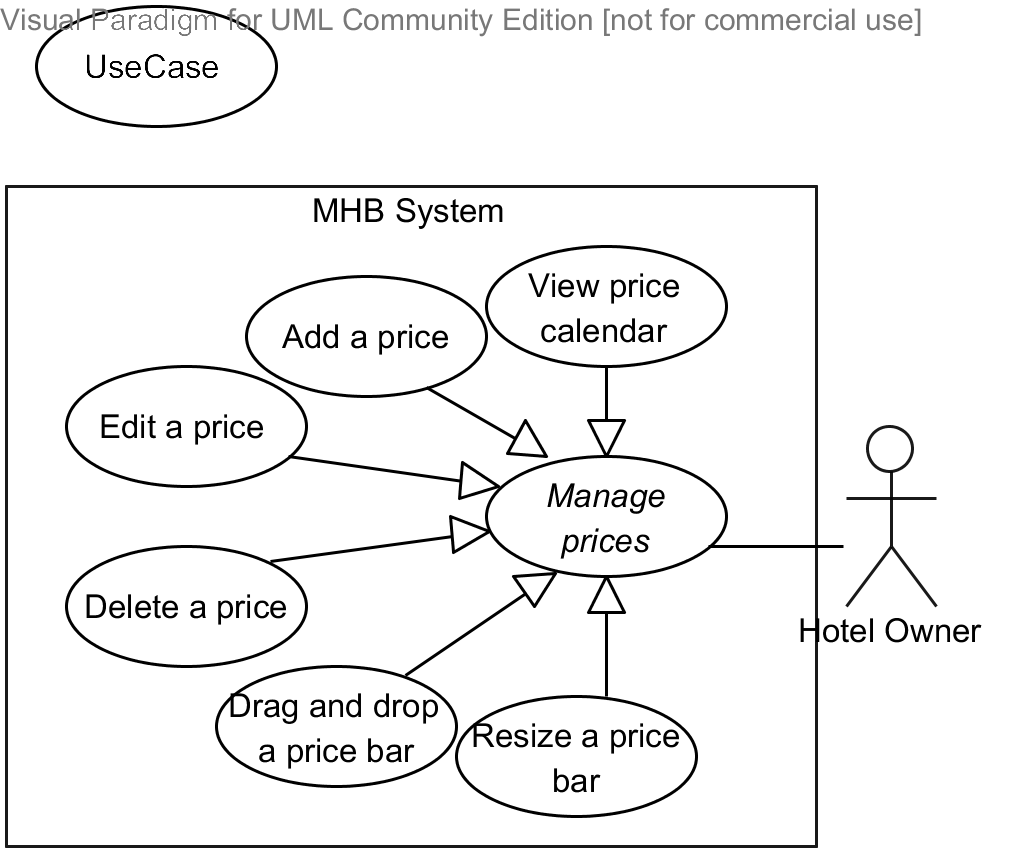
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| **DELETE A PRICE – SPECIFICATION** | | | | |
| **Use-case No.** | UC016 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Delete a price | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 13/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to manually remove an existing price of a room type from the system.  **Goal:**  To remove an existing price from the system.  **Triggers:**  The user clicks on the button “Xóa giá” in Edit Price popup form.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The price calendar for the selected room type is being displayed.  A price is selected and the Edit Price popup form appears.  **Post Conditions:**  *On success:* The selected price is marked as deleted in the database. The price bar which represents the selected price is removed from the price calendar.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the button “Xóa giá” in Edit Price popup form. |  | | 2. |  | Shows a popup to ask the user to confirm the action “Bạn có chắc chắn bạn muốn xóa giá này của loại phòng X”, where X is the name of the room type being viewed. | | 3. | Chooses “OK” to continue to delete the price.  [See Alternative No. 1] |  | | 4. |  | Marks the selected price as deleted in the database;  Removes the price bar that contains the selected price from the price calendar;  Notifies the user “Đã xóa thành công”.  [See Exception No. 1] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the button “Hủy bỏ”. |  | |  | 2. |  | Hides the popup message. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Chooses “OK” to continue to delete the price but the system could not find the selected price because it has been marked as deleted while viewing the price calendar. | Shows the popup “Giá bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Chooses “OK” to continue to delete the price but the system encounters an exception when marking the price as deleted in the database. | Shows the popup “Không thể xóa giá này trong database do lỗi server”. |   **Relationships:**  “Manage prices” abstract use case  **Business Rules:**  N/A | | | | |

#### « Staff » Drag and drop a price bar



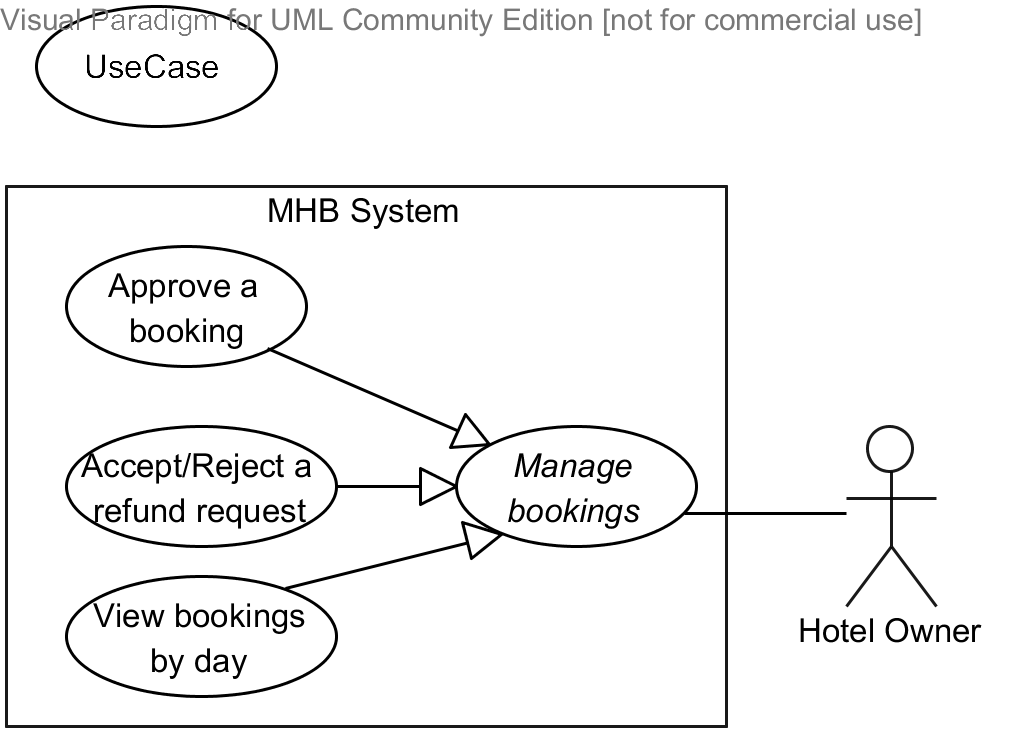
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| **DRAG AND DROP A PRICE BAR – SPECIFICATION** | | | | |
| **Use-case No.** | UC017 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Drag and drop a price bar | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 26/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to manually drag a price and drop it onto another position in the price price calendar to update its start date and end date.  **Goal:**  To manually change property “StartDate” and property “EndDate” of a price.  **Triggers:**  The user drops the price bar after clicks, holds, and drags it to another position in price calendar.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The price calendar for the selected room type is being displayed.  **Post Conditions:**  *On success:* The selected price is updated in the database. The price bar now is placed in new position.  *On failure:* The price bar will bounce back to its original position.An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks, holds, and drags a price bar to another position in price calendar. |  | | 2. |  | Saves the price to the database and show message “Đã cập nhật giá thành công” to notify the user that the price was saved successfully.  [See Exception No. 1, 2, 3, 4] |   **Alternative Scenario:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks, holds, and drags a price bar to another position in price calendar but the system could not find the selected price because it has been marked as deleted while viewing the price calendar. | Shows the popup “Giá bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Clicks, holds, and drags a price bar to another position in price calendar but the system finds the selected price’s start time and end time is not valid. | Shows the popup “Không thể cập nhật giá này”. | | 3. | Clicks, holds, and drags a price bar to another position in price calendar but the system finds that the price bar overlaps another price bar in the same price calendar. | Shows the popup “Ngày của giá này không được trùng ngày với giá khác”. | | 4. | Clicks, holds, and drags a price bar to another position in price calendar but the system finds that the price bar’s new position is in the past. | Shows the popup “Không thể di chuyển giá về quá khứ”. |   **Relationships:**  “Manage prices” abstract use case  **Business Rules:**  N/A | | | | |

#### « Staff » Resize a price bar



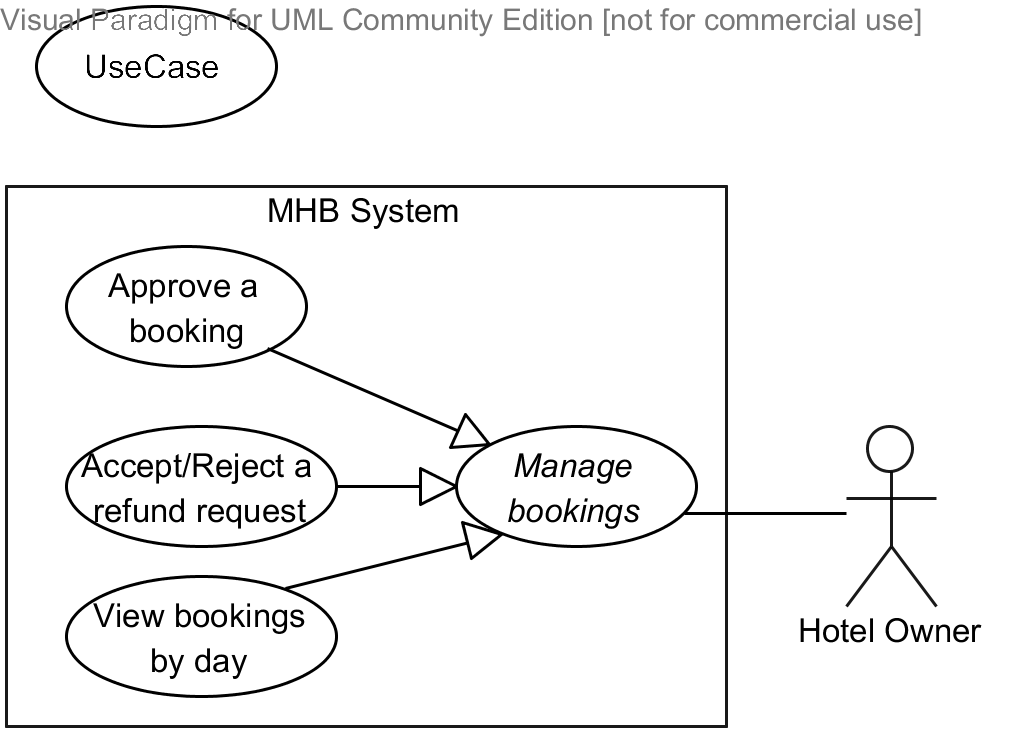
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| **RESIZE A PRICE BAR – SPECIFICATION** | | | | |
| **Use-case No.** | UC18 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Resize a price bar | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 27/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to manually resize a price, (that is, to change its start date and end date) of a specific room type.  **Goal:**  To manually change the property “StartDate” and “EndDate” of a price.  **Triggers:**  The user clicks and hold the right edge of a price bar then drag it to another position in price calendar.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The price calendar for the selected room type is being displayed.  **Post Conditions:**  *On success:* The selected price is updated in the database. The seleted price bar now is placed in a new position.  *On failure:* The price bar will bouce back to its original position. An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks and hold the right edge of a price bar then drag it to another position in price calendar. | Saves the price to the database and show message “Đã cập nhật giá thành công” to notify the user that the price was saved successfully.  [See Exception No. 1, 2, 3, 4, 5] |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks and holds the right edge of a price bar then drag it to another position in price calendar but the system could not find the selected price because it has been marked as deleted while viewing the price calendar. | Shows the popup “Giá bạn chọn hiện không còn trong hệ thống nữa”. | | 2. | Clicks and hold the right edge of a price bar then drag it to another position in price calendar but the system finds the selected price’s start date exceeds its end date. | Shows the popup “Ngày bắt đầu không được lớn hơn ngày kết thúc”. | | 3. | Clicks and hold the right edge of a price bar then drag it to another position in price calendar but the system finds that the price bar overlaps another price bar in price calendar. | Shows the popup “Ngày của ciá này không được trùng ngày với giá khác”. | | 4. | Clicks and hold the right edge of a price bar then drag it to another position in price calendar but the system finds that the price bar’s new position is in the past. | Shows the popup “Không thể di chuyển giá về quá khứ”. |   **Relationships:**  “Manage prices” abstract use case  **Business Rules:**  N/A | | | | |

#### « Staff » Approve a booking



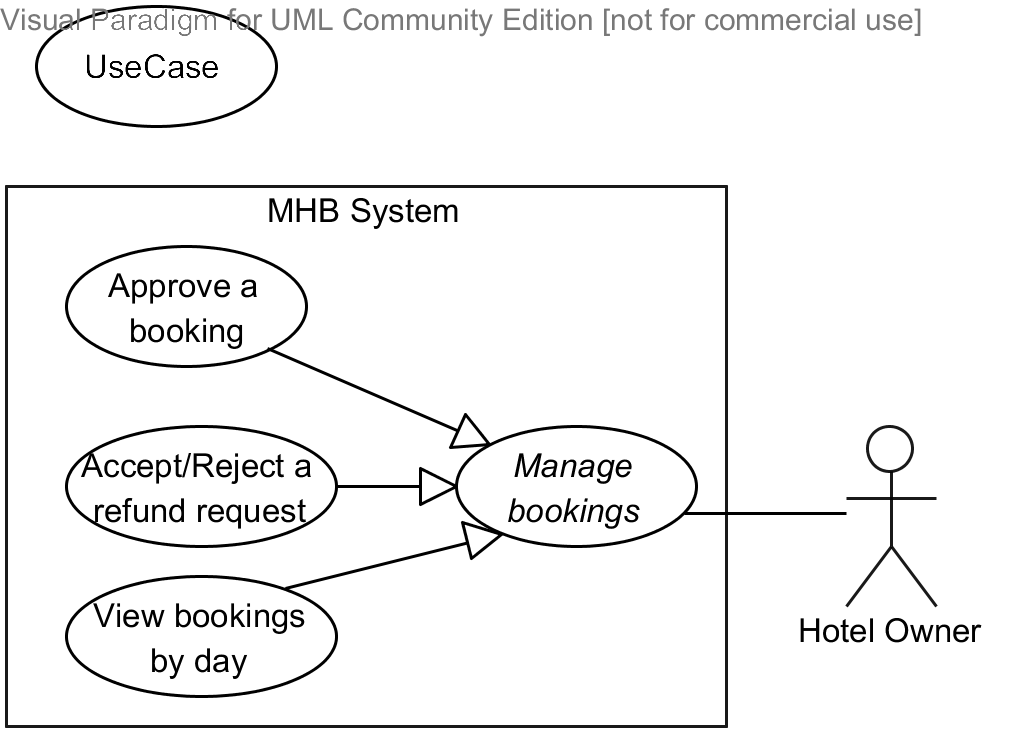
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| **APPROVE A BOOKING – SPECIFICATION** | | | | |
| **Use-case No.** | UC019 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Approve a booking | | | |
| **Author** | Nguyễn Phú An | | | |
| **Date** | 03/11/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to view and manually approve a booking request from a customer after he or she paid for one or more rooms in a hotel under the Staff’s management.  **Goal:**  To view and approve of a booking request.  **Triggers:**  The user clicks on the link “Quản lý đặt phòng” on the hotel management page; or clicks on the number displayed in the new booking notifications section of a hotel in the dashboard.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The hotel management page of the selected hotel is being displayed.  **Post Conditions:**  *On success:* The booking status is changed to “Approved” and is updated in the database. The booking cannot change its status again.  *On failure:* An error message is displayed. Please refer to the Exception Scenario section the see what the content of the error message is.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on the link “Quản lý đặt phòng” on the hotel management page; or clicks on the number displayed in the new booking notifications section of the hotel. |  | | 2. |  | [See Exception No. 1]  Shows the booking list page with all bookings displayed in a grid and in a descending order of the time the bookings were made. Each booking is a row that contains the following information:   * Created date, customer name; * Booking code, room type, number of rooms booked; * Check-in and check-out dates; * A status box.   If the booking has already been approved previously, the status is “Đã duyệt”. If the booking has not been approved yet but the check-in date already exceeds the current system date, the status is “Quá hạn duyệt”. Otherwise, the status box is a clickable button labeled “Duyệt”. | | 3. | Clicks on the button “Duyệt” on the row that contains a valid unapproved booking. |  | | 4. |  | [See Exception No. 2]  Updates the status of this booking to database; shows the successful message “Đã cập nhật thành công hóa đơn mang mã số X”, where X is the booking code. |   **Alternative Scenario:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Open the booking list page. | Show the message “Hiện tại loại phòng này chưa có hóa đơn đặt phòng nào”. | | 2. | Clicks on the button “Duyệt” on the row that contains a valid unapproved booking. | Encounters an exception when updating the status into the database. Shows the popup “Không thể update trạng thái của đơn đặt phòng vào database do lỗi hệ thống”. |   **Relationships:**  “Manage bookings” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | The status for a booking is “Đã duyệt” if the Staff has approved of the booking. If the check-in date of the booking exceeds the current system date, the status is “Quá hạn duyệt”. Otherwise, the status is “Chờ duyệt” and is displayed on the page in the form of a button named “Duyệt”. | | 2. | Once the Staff approved of a booking, he or she cannot change the status back. | | 3. | Unapproved bookings whose check-in dates exceed the current system date cannot be approved. | | | | | |

#### « Staff » Accept/Reject a refund request



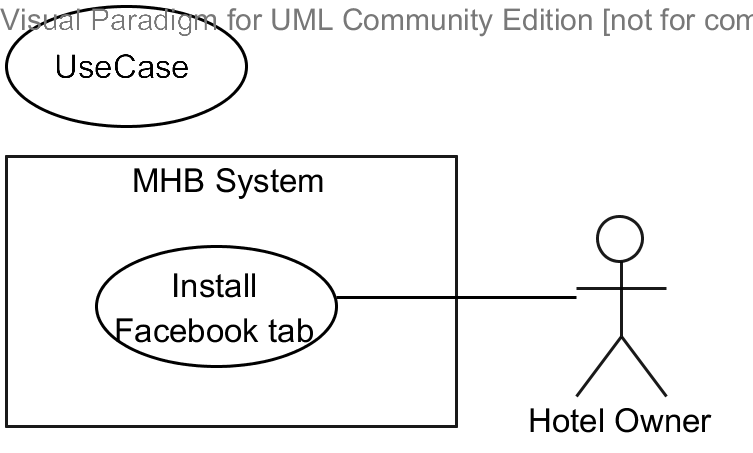
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| **ACCEPT/REJECT A REFUND REQUEST – SPECIFICATION** | | | | |
| **Use-case No.** | UC020 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Accept/Reject a refund request | | | |
| **Author** | Nguyễn Phú An | | | |
| **Date** | 03/11/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to accept or reject a refund request for a booking previously made by a Customer or a guest.  **Goal:**  To accept or reject a refund request send by a Customer or a guest.  **Triggers:**  The user enters to the refund list page by clicking on “Quản lý hủy đặt phòng” link on the hotel management page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The booking list page is being displayed.  **Post Conditions:**  *On success:* The refund status is updated into the database. A successful message is displayed that the status is changed. An email is sent to the Customer’s email address to notify about the status of the refund request.  *On failure:* An error message is displayed. The content of the error message will be specified in the Exception Scenario section based on the type of failure.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Enter to the refund list page by click on “Quản lý hủy đặt phòng” link on the hotel management page. |  | | 2. |  | Shows the refund list page with all refunds displayed in a grid and in order of the dates on which the refund requests were issued. The refunds that the user did not previously seen are highlighted. | | 3. | Chooses a refund request, fills the amount to be refunded in the text box “Số tiền hoàn lại”, and clicks the button “Chấp thuận”.  [See Alternative No. 1]  [See Exception No. 1, 2] |  | | 4. |  | Updates the status of this refund to “Approved” and show the successful message “Bạn đã cập nhật thành công”.  Updates the status of the booking related to this refund requests to “Refunded”.  An email will be sent to customer to notify the status of the refund requests. |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks on the button “Không chấp nhận”. |  | |  | 2. |  | Updates the status of this refund to “Approved” and show a successful message “Bạn đã cập nhật thành công”. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Leaves the textbox “Số tiền hoàn lại” empty and clicks the “Chấp thuận” button. | Shows the message “Số tiền phải hoàn lại không được bỏ trống.” next to the textbox “Số tiền hoàn lại”. | | 2. | Enters a value that cannot be recognized as a number in the textbox “Số tiền hoàn lại” and clicks the “Chấp thuận” button. | Shows the message “Số tiền phải hoàn lại phải là số.” next to the textbox “Số tiền hoàn lại”. | | 3. | Enters a value in the textbox “Số tiền hoàn lại” that is larger than the total amount of the booking related to the refund request and clicks the “Chấp thuận” button. | Show the message “Số tiền hoàn lại không được vượt quá giá trị của hóa đơn đặt phòng” next to the textbox “Số tiền hoàn lại”. |   **Relationships:**  “Manage bookings” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | The status for a refund is “Đang chờ xác nhận” if refund has created recently  Refunds cannot be modified if the status of refund is “S” (refund successful) or “C” (refund is unapproved). A successful refund must be approved by both Staff and customer. | | 2. | Status of refund only can be modified by customer if the status is “R” (waiting approve by customer). | | | | | |

#### « Staff » View bookings by day



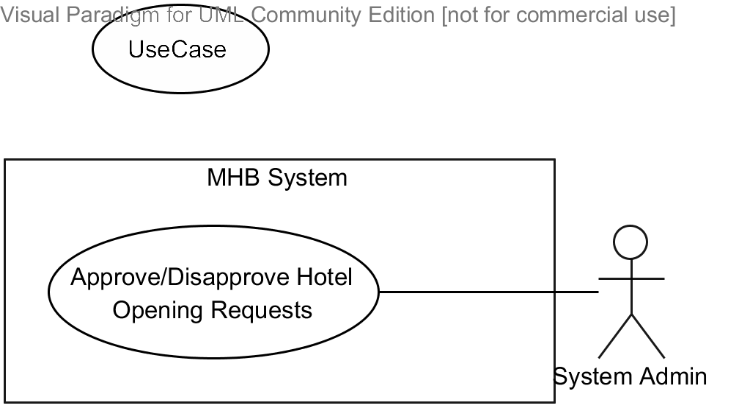
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| **VIEW BOOKINGS BY DAY – SPECIFICATION** | | | | |
| **Use-case No.** | UC021 | **Use-case Version** | | 1.0 |
| **Use-case Name** | View bookings by day | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 17/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to view a list of all bookings made on a specific day when he or she monitors the prices using price calendar.  **Goal:**  To view information of all bookings on a specific day.  **Triggers:**  The user clicks on booking bar (in red) of a specific day in price calendar.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The price calendar for the selected room type is being displayed.  **Post Conditions:**  *On success:* The booking list popup is displayed and shows a list of bookings made on the selected day.  *On failure:* The booking popup is displayed but shows no bookings. An error message will be shown to the user, depending on what the error is.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks on booking bar (pink bar) in price calendar.  [See Alternative Scenario No. 1, 2] |  | | 2. |  | Display a popup show booking information.  [See Exception No. 1,2,3]  [See Alternative No. 1, 2] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Clicks button “Xem chi tiết” in booking popup. |  | |  | 2. |  | Displays booking items in a new popup.  [See Exception No. 4] | | 2. | 1. | Clicks button “Quay lại” in booking items popup |  | |  | 2. |  | Closes booking items popup then display booking popup. | | 3. | 1. | Clicks button “Đóng” in booking items popup |  | |  |  |  | Closes booking items popup. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks on booking bar (in pink) in price calendar but the system can not find any bookings. | Shows an empty booking popup. | | 2. | Clicks button “Xem chi tiết” in booking popup but the system can not load booking items. | Shows an empty booking item popup. | | 3. | Clicks on booking bar (in pink) in price calendar but system the encounters an error when making the request. | Shows the message “Không thể xem các hóa đơn đặt phòng do lỗi từ hệ thống”. |   **Relationships:**  “Manage bookings” use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | If there is no bookings on a specific day in the price calendar for a specific room type, the booking bar should not be displayed for that day. | | | | | |

#### « Staff » Install a Facebook app



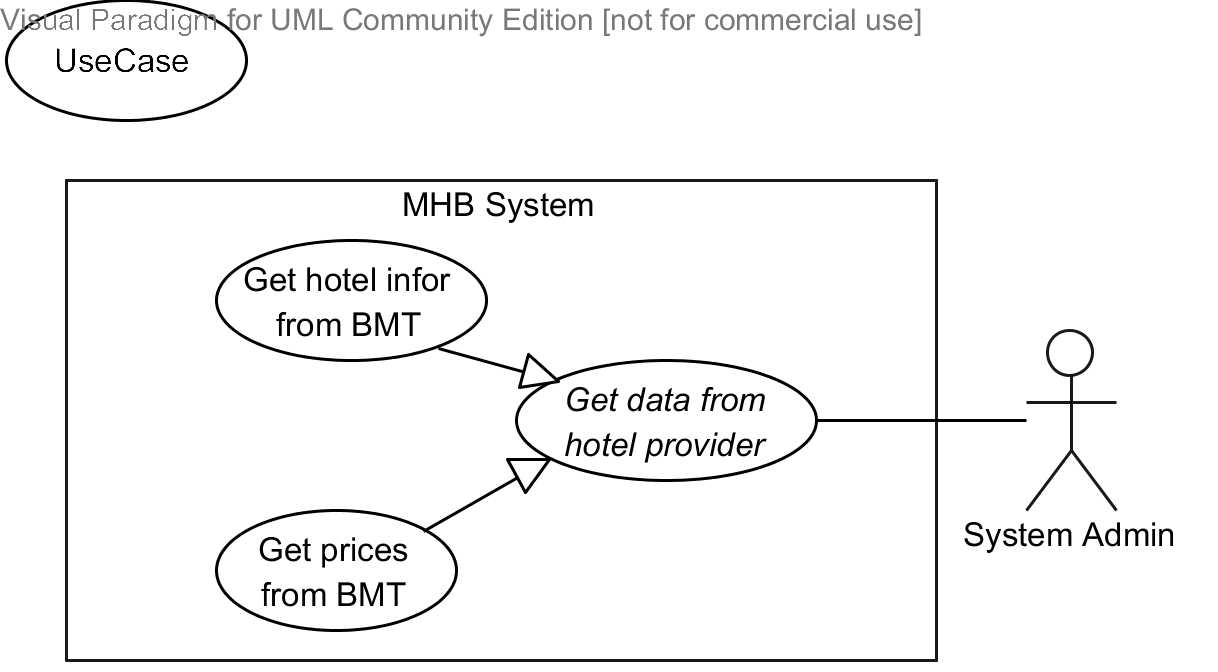
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| **INSTALL A FACEBOOK APP – SPECIFICATION** | | | | |
| **Use-case No.** | UC022 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Install a Facebook app | | | |
| **Author** | Nguyễn Hiếu Triệu Vỹ | | | |
| **Date** | 18/10/2013 | **Priority** | Normal | |
| **Actor:**  Staff  **Summary:**  This use case allows a Staff to install a Facebook page tab to their fan page on the Facebook network, using all the related information of their hotel in the I-DELIVER system, so that the can get a closer touch at their customers.  **Goal:**  To install a Facebook application for a specific hotel under the management of the Staff.  **Triggers:**  The user clicks the button “Cài đặt ứng dụng trên Facebook” on the hotel management page.  **Preconditions:**  The user is already logged in with an account which is granted the Staff role.  The hotel management page of the selected hotel is being displayed.  The hotel itself satisfies the following conditions:   * Required basic information are provided; * At least an image is added to the gallery; * At least a valid room type is added for the hotel; * All room types must have their prices specified for at least the next 10 days.   **Post Conditions:**  *On success:* A customized Facebook application for the selected hotel is installed to the Facebook fan page of this hotel on the Facebook network. A button named “Khách sạn X trên Facebook”, where X is the name of the hotel, is visible on the hotel management page.  *On failure:* An error message is displayed. Please refer to the Exception Scenario section the see what the content of the error message is.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks the button “Cài đặt ứng dụng trên Facebook” on the hotel management page.  [See Exception No. 1] |  | | 2. |  | Redirects to the Add Tab page on the Facebook network. Facebook automatically redirects you to the log in page. If you are already logged in, go to step 5. | | 3. | Log on to Facebook with your Facebook account. |  | | 4. |  | Facebook redirects the user to the Add Tab page on the Facebook network.  [See Exception No. 2, 3] | | 5. | Selects a page in the list of Facebook fan pages under the management of the user’s Facebook account. |  | | 6. | Selects the “Add Tab” button on the Add Tab page.  [See Alternative No. 1] |  | | 7. |  | Connects the selected page with the hotel and saves all necessary information about the page.  [See Exception No. 4]  Redirects the user to the Facebook fan page with the tab installed. |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Does not choose a page on the Add Tab page and go back to I-DELIVER. |  | |  | 2. |  | Terminates the installation process. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks the button “Cài đặt ứng dụng trên Facebook” on the hotel management page but the hotel itself satisfies the following conditions:   * Required basic information are provided; * At least an image is added to the gallery; * At least a valid room type is added for the hotel; * All room types must have their prices specified for at least the next 10 days. | Shows the message “Khách sạn của bạn chưa đủ điều kiện để mở một trang trên Facebook, vui lòng hoàn thành các thông tin cần thiết trước khi tiếp tục.” | | 2. | The user has not logged on to their Facebook account. | Facebook redirects the user to its log in page. | | 3. | The Facebook account of the user is not managing any fan pages or all fan pages he or she manages have this app installed. | Facebook shows the error message “All of the Facebook Pages that you are an Administrator of have already had this App Tab installed.” to warn the user that they cannot continue to install the app. | | 4. | Selects the “Add Tab” button on the Add Tab page but Facebook fails to send necessary information about the selected page to I-DELIVER. | Shows the message “Không thể cài đặt tab cho trang fan page này.” |   **Relationships:**  N/A  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | A hotel must satisfy the following conditions before its owner can install the Facebook app:   * Required basic information are provided; * At least an image is added to the gallery; * At least a valid room type is added for the hotel; * All room types must have their prices specified for at least the next 10 days. | | 2. | A hotel can be installed to at most one Facebook page. | | | | | |

#### « System Administrator » Approve hotel opening request



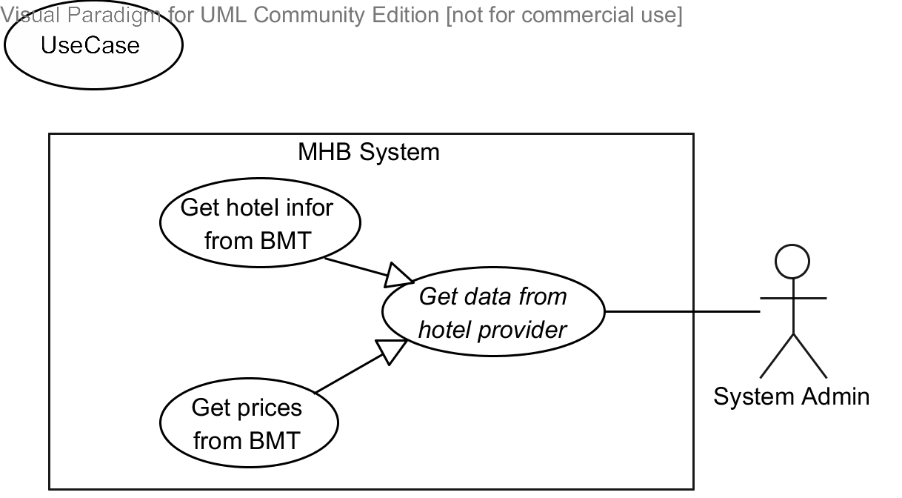
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| **APPROVE/DISAPPROVE HOTEL OPENING REQUEST – SPECIFICATION** | | | | |
| **Use-case No.** | UC023 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Approve/Disapprove hotel opening request | | | |
| **Author** | Nguyễn Hiếu Triệu Vỹ | | | |
| **Date** | 18/10/2013 | **Priority** | Normal | |
| **Actor:**  System Administrator  **Summary:**  This use case allows a system Administrator to approve of a hotel opening request sent by a Staff. Only after a hotel is approved can it be displayed on the hotel information portal, searched, filtered, and booked by the users.  **Goal:**  To approve of a hotel opening request sent by a Staff.  **Triggers:**  The user clicks the button “Xác nhận” on the hotel management page.  **Preconditions:**  The user is already logged in with an account which is granted the System Administrator role.  The dashboard page is being displayed.  The hotel is not approved on the I-DELIVER system.  **Post Conditions:**  *On success:* The selected hotel is approved on the I-DELIVER system and can be modified by its Staff, displayed on the hotel information portal, and searched, filtered, and booked by the users.  *On failure:* An error message is displayed. Please refer to the Exception Scenario section the see what the content of the error message is.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks the section that represents the unapproved hotel on the dashboard page.  [See Exception No. 1] |  | | 2. |  | Redirects the user to the hotel management page of the selected hotel. The page should include the basic information of the hotel as usual, plus a button named “Xác nhận” and a button named “Từ chối” at the top of the page. | | 3. | Checks the information of the hotel provided by its owner for validity. |  | | 4. | Selects the button “Xác nhận”.  [See Exception No. 2] |  | | 5. |  | Changes the status of the selected hotel to “Approved” and redirects the user back to the dashboard page.  [See Exception No. 3] |   **Alternative Scenario:**   |  |  |  |  | | --- | --- | --- | --- | | **No** | **Step** | **User Action** | **System Response** | | 1. | 1. | Selects the button “Từ chối”. |  | |  | 2. |  | Changes the status of the selected hotel to “Unapproved” and redirects the user back to the dashboard page. |   **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Clicks the section that represents the unapproved hotel on the dashboard page but the hotel cannot be found in the system. | Redirects the user to 404 Page not found page. | | 2. | Selects the button “Xác nhận” but the hotel is already approved (by another system Administrator). | Shows the message “Khách sạn này đã được xác nhận trên I-DELIVER rồi.” | | 3. | Selects the button “Xác nhận” but the system encounters an error while changing the hotel status. | Shows the message “Không thể xác nhận khách sạn này do lỗi từ hệ thống.” |   **Relationships:**  N/A  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | After the Staff created a hotel on the I-DELIVER system, a hotel opening request is sent to the system Administrator. The hotel can be modified by its Staff, displayed on the hotel information portal, and searched, filtered, and booked by the users only when a system Administrator has reviewed and approved of it. | | 2. | A Staff can own a number of different hotels on the I-DELIVER system. | | | | | |

#### « System Administrator » Get hotel infor from BMT



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| **GET HOTEL INFO FROM BMT – SPECIFICATION** | | | | |
| **Use-case No.** | UC024 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Get hotel infor from BMT | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 15/10/2013 | **Priority** | Normal | |
| **Actor:**  System Administrator  **Summary:**  This use case allows a system Administrator to manually get data of the hotels provided by BMT hotel data provider.  **Goal:**  To manually get data of the hotels provided by BMT hotel data provider.  **Triggers:**  The user clicks the button “Đồng bộ thông tin” on the data synchronization page for BMT.  **Preconditions:**  The user is already logged in with an account which is granted the System Administrator role.  The date synchronization page for BMT is being displayed.  The I-DELIVER system has successfully agreed upon the connection protocol with the BMT hotel data provider.  **Post Conditions:**  *On success:* The hotels provided by BMT hotel data provider are synchronized. All information, including hotel information, hotel features, images, and room types are up-to-date. A log of all changes are also shown to the user.  *On failure:* A log of all the errors that occurred during the synchronization is shown to the user, depending on what the errors are.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks the button “Đồng bộ thông tin” on the date synchronization page for BMT. [See Exception No. 1] |  | | 2. |  | Connects to the BMT web services and begins to synchronize information of all the hotels provided by BMT. This information include:   * Hotel information * Hotel features * Images * Room types   Logs all the changes that were made to hotels, room types, and prices.  [See Exception No. 1, 2] | | 3. |  | Once the synchronization process is complete, refreshes page and shows the logs to the user. |   **Alternative Scenario:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Cannot connect to BMT web services. | Shows the message “Không thể kết nối đến dịch vụ của BMT”. | | 2. | An error occurs during the synchronization process. | Logs the error and continues the synchronization process. |   **Relationships:**  “Get data from hotel provider” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | In addition to hotels opened directly by their Staffs, the I-DELIVER system also connects with some hotel data providers, one of whom is BMT hotel data provider, to receive information about hotels. | | 2. | If the data provided by a hotel data provider is organized in a different way to the data organized on the I-DELIVER system, it is the responsibility of the I-DELIVER system to modify, format, and re-organize the data before saving them to the database. | | 3. | Hotel data that needs to exchange between the two systems BMT and I-DELIVER include:   * Hotel information * Hotel features * Images * Room types | | 4. | Once the data synchronization starts, it must run until it finishes transferring all the data. You cannot manually stop the process. | | | | | |

#### « System Administrator » Get prices from BMT



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| **GET PRICES FROM BMT – SPECIFICATION** | | | | |
| **Use-case No.** | UC024 | **Use-case Version** | | 1.0 |
| **Use-case Name** | Get prices from BMT | | | |
| **Author** | Bùi Minh Đức | | | |
| **Date** | 15/10/2013 | **Priority** | Normal | |
| **Actor:**  System Administrator  **Summary:**  This use case allows a system Administrator to manually get prices and room availabilities of the hotels provided by BMT hotel data provider.  **Goal:**  To manually get prices and availability of the rooms of the hotels provided by BMT hotel data provider.  **Triggers:**  The user clicks the button “Đồng bộ giá” on the data synchronization page for BMT.  **Preconditions:**  The user is already logged in with an account which is granted the System Administrator role.  The date synchronization page for BMT is being displayed.  The I-DELIVER system has successfully agreed upon the connection protocol with the BMT hotel data provider.  **Post Conditions:**  *On success:* All information related to prices and availability of all the room types that belong to external hotels provided by BMT, are up-to-date. A log of all changes are also shown to the user.  *On failure:* A log of all the errors that occurred during the synchronization is shown to the user, depending on what the errors are.  **Main Success Scenario:**   |  |  |  | | --- | --- | --- | | **Step** | **User Action** | **System Response** | | 1. | Clicks the button “Đồng bộ giá” on the date synchronization page for BMT. [See Exception No. 1] |  | | 2. |  | Connects to the BMT web services and begins to synchronize information of all the hotels provided by BMT. This information include:   * Price changes * Daily available room statuses.   Logs all the changes that were made to hotels, room types, and prices.  [See Exception No. 1, 2] | | 3. |  | Once the synchronization process is completed, refreshes page and shows the logs to the user. |   **Alternative Scenario:**  N/A  **Exceptions:**   |  |  |  | | --- | --- | --- | | **No** | **User Action** | **System Response** | | 1. | Cannot connect to BMT web services. | Shows the message “Không thể kết nối đến dịch vụ của BMT”. | | 2. | An error occurs during the synchronization process. | Logs the error and continues the synchronization process. |   **Relationships:**  “Get data from hotel provider” abstract use case  **Business Rules:**   |  |  | | --- | --- | | **No** | **Business Rule Description** | | 1. | Price data that needs to exchange between the two systems BMT and I-DELIVER include:   * Price changes * Daily available rooms. | | 2. | Once the data synchronization starts, it must run until it finishes transferring all the data. You cannot manually stop the process. | | | | | |

### Software System Attributes



#### Reliability

Information about hotels are collected via web services in such a way that preserves the most accurate and up-to-date data. There should be a mechanism that helps prevent violating referential constraints and data integrity when the system synchronizes the data from the web services.

#### Availability

N/A

#### Security

Authentication is required when the user utilizes certain functions in the system. Passwords must be encrypted so the even they are unrecognizable to even system Administrators and database Administrators. The system should also require authorization when the user tries to access an unauthorized function.

#### Maintainability

In the architecture design of the system, the responsibilities of all components should be clear and do no overlap each other.

The communications with a web service provider should be packaged in a single module independent from the rest of the system. The module should support plug-and-play, so that, when the web service provider change the structure of the web service results, or when the system must work with another web service provider, minimal changes to the rest of the system are required.

#### Portability

On the client side, the website should be accessible to anyone with a personal computer that connects to the Internet and has a browser.

#### Performance

N/A

## Entity Relationship Diagram

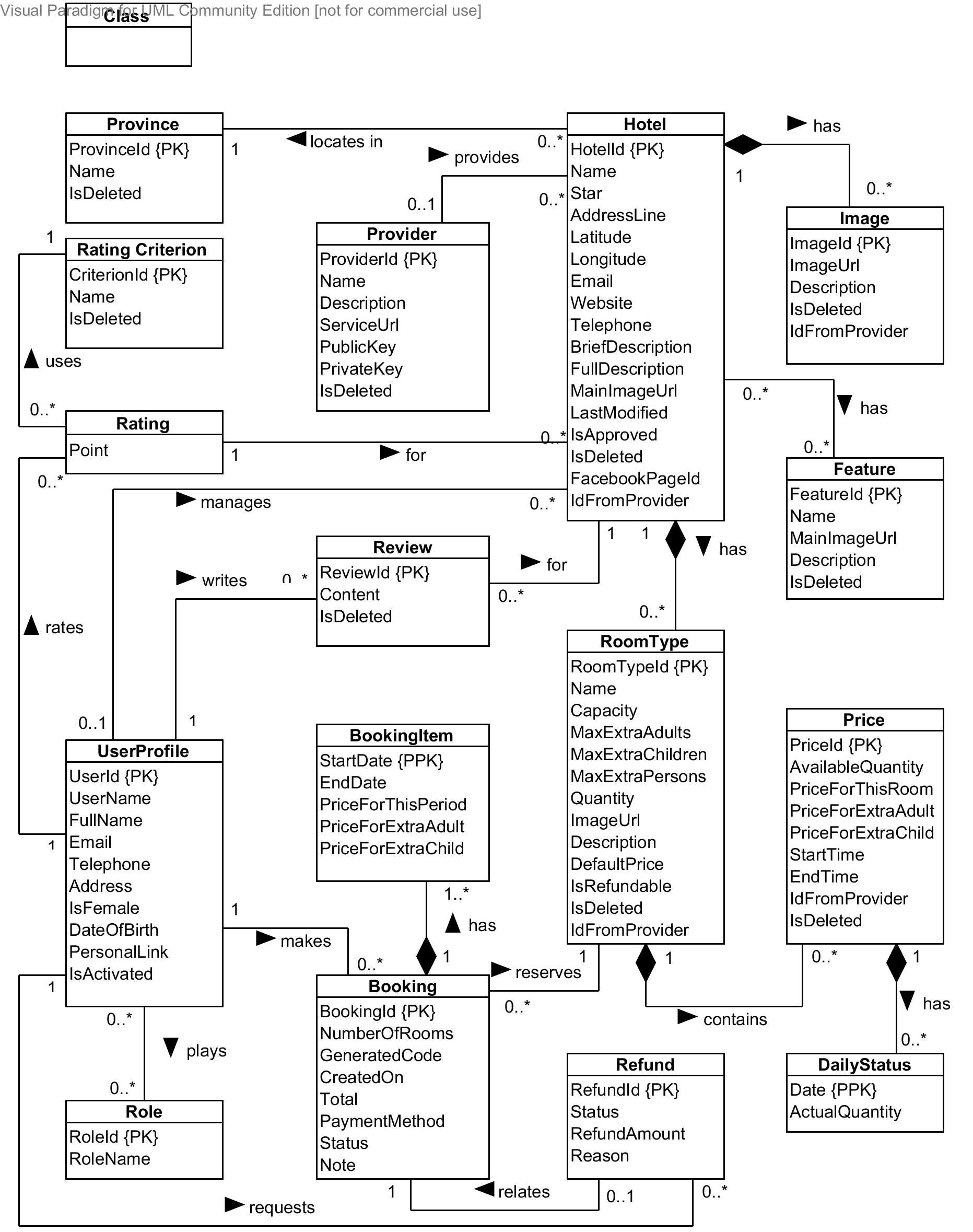


Diagram . Entity relationship diagram