Use Case Descriptions (brief)

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|  | ***Use Case*** | ***Description*** |
| 1 | Process order form | Administrative staff member makes bookings for all performances indicated on the order form, as far as seats are still available. Indicated preferences will be taken into account, but there is no guarantee that the customer will get the desired seats. May include Debit payment. |
| 2 | Debit September's payments | By signing the order form, the customer authorizes Polderland Theatre to conduct a debit payment (i.e., to order the bank to transfer the money from the customer’s account to the theatre’s account). For regular visitors (who make sure that they order early), the costs can run into hundreds of euros. So Polderland Theatre has arranged that, for orders that arrive before the 1st of September, the payment will not be debited immediately, but at the start of the season. |
| 3 | Find feast | The cashier can show on the graphical interface which seats are  still available (the same graphical interface that is used for processing order forms as well as internet bookings). If there are seats that the customer likes, the cashier will sell the tickets to the customer. |
| 4 | Book tickets | Customers can purchase theatre tickets online. They can view available seats through a graphical interface, select their preferred seats, and book them. Payment is required immediately during the booking process. Once the payment is confirmed, the system generates tickets in PDF format, which can be downloaded by the customer. This method offers the advantage of real-time seat selection compared to paper-based booking. |
| 5 | Pay for tickets | Customers can purchase theatre tickets either at the box office or online. At the box office, payment is required immediately, even for bookings made before the season starts. Online, customers can select available seats using a graphical interface, make immediate payment, and receive tickets in PDF format for download and printing. |
| 6 | Return tickets | Sometimes, it happens that customers cannot visit a performance for which they have tickets. It is possible to return the tickets up to 48 hours before the start of the performance. This can be done at the box offices of a theatre (any theatre, not necessarily the one where the performance takes place). |
| 7 | Release seats | The cashier who takes back the tickets releases the seats in the computer system. |
| 8 | Give customer a voucher | The cashier who takes back the tickets gives the customer a voucher, with 3 euros per ticket subtracted as administration fee. These vouchers can be used to buy tickets for all theatres in Polderland. |