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| **Use Case Name** | Generate Credit Card Transaction Data | |
| **Scenario** | Customer Service generate the transaction data of their credit card. | |
| **Triggering Event** | Customer Service asked by Customer to generate the transaction data of their credit card within a month. | |
| **Brief Description** | Customer Service input customer’s credit card number, then the system show the transaction data. | |
| **Actors** | Customer Service | |
| **Related Use Cases** | - | |
| **Stakeholders** | Customer, Customer Service | |
| **Precondition** | -Requested date must be within a month.  -Customer Service at credit card transaction menu | |
| **Postcondition** | All Credit Card transaction data is shown | |
| **Flow of Events** | **Customer Service** | **System** |
| 1. Input Credit Card number 2. Input data’s date 3. Customer Service press Generate button | 1.1 Append number to credit card number  2.1 Show valid transaction date (within a month)  3.1 Search transaction data based on credit card number and date  3.2 Show Transaction within the requested date. |
| **Exception Condition** | * 1. Inputted credit card number is invalid or not found   2.1 Inputted date is invalid  3.1 If the Customer Service wants to search again, repeat step 1 | |

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| **Use Case Name** | Set Item’s Maintenance Schedule | |
| **Scenario** | Maintenance Team set item’s maintenance schedule and detail | |
| **Triggering Event** | Maintenance Team has a pending item to maintained or fixed | |
| **Brief Description** | Maintenance Team set the schedule of all the item that needs to be maintained or fixed. This information can come from all employee. | |
| **Actors** | Maintenance Team | |
| **Related Use Cases** | Set Item’s Maintenance Status | |
| **Stakeholders** | Maintenance Team, Employee | |
| **Precondition** | -There is item needs to be maintained  -Maintenance Team at Schedule menu | |
| **Postcondition** | -Maintenance Schedule is set and ready for action | |
| **Flow of Events** | **Maintenance Team** | **System** |
| 1. Input Item Detail Information 2. Input Maintenance Time schedule 3. Maintenance Team press Add button | * 1. Append character to item detail information   2.1 Show available maintenance time schedule  3.1 Add Maintenance schedule to schedule list  3.2 Show updated schedule list |
| **Exception Condition** | * 1. Item detail is empty   2. Item is a duplicate   2.1 Time schedule is overlap with other item  3.1 If the maintenance team wants to add another maintenance schedule repeat step 1 | |

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| **Use Case Name** | Create Credit Card Request | |
| **Scenario** | Customer Service registered a new credit card request. | |
| **Triggering Event** | Customer Service asked by customer to register a new credit card request. | |
| **Brief Description** | Customer Service create a new credit card request after collecting all necessary documents from Customer to Finance Team and Credit Card Company. | |
| **Actors** | Customer Service | |
| **Related Use Cases** | Collect necessary documents | |
| **Stakeholders** | Customer Service, Customer, Finance Team, Credit Card Company | |
| **Precondition** | -Customer provides all necessary documents  -Customer Service at “Create Request” menu | |
| **Postcondition** | -Credit Card Request is send to Finance Team and Credit Card Company | |
| **Flow of Events** | **Customer Service** | **System** |
| 1. Input Customer Information 2. Input all necessary documents data 3. Press send button | * 1. Append character to customer information   3.1 Send request to Financial Team and Credit Card |
| **Exception Condition** | * 1. Customer Information is invalid   2. Customer already sent a request   2.1 Documents is incomplete  2.2 Documents invalid | |

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| **Use Case Name** | Determine Employee’s Resignation Approval | |
| **Scenario** | Manager will decide whether the employee can resign or not | |
| **Triggering Event** | Manager receiving resignation letter from employee | |
| **Brief Description** | Manager decides whether the employee can resign or not based on the corresponding employee’s completion of work and performance | |
| **Actors** | Manager | |
| **Related Use Cases** | - | |
| **Stakeholders** | Manager, Employee | |
| **Precondition** | -Employee’s completion of work and performance satisfied the resignation terms.  -Manager at “Employee Resignation” menu | |
| **Postcondition** | -Employee resigns from the position | |
| **Flow of Events** | **Manager** | **System** |
| 1. Receive resignation letter from the corresponding employee 2. Consider employee’s completion of work and performance 3. Press approve button | * 1. Show resignation letter detail   2.1 Show calculation of the corresponding employee’s completion of work and performance  3.1 Update employee resignation status |
| **Exception Condition** | * 1. Resignation letter not shown to the manager   2. Resignation letter invalid   2.1 Employee’s completion of work and performance doesn’t satisfy the terms and condition | |

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| **Use Case Name** | Generate Virtual Account | |
| **Scenario** | Customer Service generate VA manually one data at a time or provide data using excel to generate several VAs at once. | |
| **Triggering Event** | Business owner asks Customer Service to generate VA | |
| **Brief Description** | Customer Service could generate VA manually one data at a time or provide the data using excel to generate several VAs at once (read excel). | |
| **Actors** | Customer Service | |
| **Related Use Cases** | - | |
| **Stakeholders** | Customer Service, Customer | |
| **Precondition** | -Customer Service provided with data  -Customer Service at “Generate VA” menu | |
| **Postcondition** | -All requested VA is generated | |
| **Flow of Events** | **Customer Service** | **System** |
| 1. Input customer information 2. Input transaction data 3. Press “Generate” button | * 1. Append character to customer information   2. Generate requested VA   3. Insert new VA to database |
| **Exception Condition** | * 1. Invalid customer information   2.1 Invalid transaction data  2.2 Excel file cannot be read | |