# Use Case Name

Start pet visit

## Actors/Roles

*Customer*

*Employee*

## Pre-Conditions

*A reservation has been made for a pet (or pets) at the kennel*

## Basic Flow

|  |  |
| --- | --- |
|  | 1. The use case starts when a customer comes in to drop off their pet |
| {verify pet/user info} | 1. Pet information verified |
| {create contract} | 1. Contract is created and filled out by employee |
|  | 1. The use case ends when the customer leaves HVK. |

## Alternative Flows

{Pet doesn’t have valid vaccinations}

1. At {verify pet/user info}, the employee checks the pet’s vaccination history
2. If they don’t have valid vaccinations, they’re denied service.
3. If their vaccination will expire during the stay, they’re denied service.

{Pet information isn’t valid (has changed)}

1. At {verify pet/user info}, the employee confirms that the pet information is unchanged
2. If it has changed, then the employee will update the system to include the new info.

{Customer information isn’t valid}

1. At {verify pet/user info}, the employee confirms that the customer’s info is unchanged.
2. If it has changed, then the employee will update the system to include the new info.

## Sub-Flows

{Verify information}

1. At {Verify pet/user info}, the system displays the info to the employee.
2. The employee verifies pet info with the customer.
3. The employee then verifies that all of the customer’s information is correct.
4. When information is correct, the employee can print a contract.

{Finalize contract}

1. At {create contract}, the employee prints out the contract with all the info on it.
2. The user reads the contract and signs it.