# Make Reservation Use Case

This use case is used by a registered customer to request a reservation for their pet at HVK either by phone (most common), the internet or by “walk-in”. The reservation is checked by the kennel office staff and accepted or rejected. The registered customer is notified of the result.

## Actors/Roles

Customer (Primary), Office Clerk, System

## Pre-Conditions

None

## Basic Flow

|  |  |
| --- | --- |
| **{Start Reservation}** | 1. The use case begins when the Customer contacts HVK to make a reservation for their pet(s). |
| **{Not Logged In}** | 1. The OfficeClerk searches for the customer in the system. |
| **{Customer Not Found}** | 1. The system displays the Customer’s information and the Customer’s pet information. |
|  | 1. The Customer provides the start date and end date for the reservation. |
| **{Pet Info Change}** | 1. The Office Clerk selects the pet(s) that the Customer wants to board at the kennel and any special requirements (boarding together) and special services (walks, grooming, etc). |
|  | 1. The Office Clerk verifies the pet vaccination(s). |
| **{Vaccination Info Incomplete (Office)}** | 1. The Office Clerk checks for available space based on the reservation dates (the available space for runs is searched based on the size of the dog). |
| **{Space Unavailable (Office)}** | 1. The Office Clerk reserves the run for the pet(s) for the dates requested. |
|  | 1. The system stores the reservation information. |
|  | 1. The OfficeClerk informs the Customer that the space is available and provides the customer a reservation confirmation. |
|  | 1. The use case ends. |

## Alternate Flows

### Alternate Workflow – Web Reservation

At **{Start Reservation}**, if the Customer is contacting HVK through the internet (online):

|  |  |
| --- | --- |
| **{Not Registered Customer}** | 1. The Customer logs into the HVK web site to make a reservation for their pet(s). |
| **{Customer Logged In}** | 1. The system displays the customer information. |
|  | 1. The Customer provides the start date and end date for the reservation. |
| **{Change Pet Information}** | 1. The Customer selects the pet(s) to be boarded at the kennel and any special requirements (boarding together) and special services (walks, grooming, etc). |
| **{Vaccination Info Incomplete (Web)}** | 1. The system checks the vaccination information for the selected pet(s). |
|  | 1. The system checks the availability of run(s) for the dates requested. |
| **{Space Unavailable (Web)}** | 1. The system creates the reservation request. |
|  | 1. The system reserves a run(s) for the reservation |
|  | 1. The system notifies the Customer that the reservation request is accepted. |
|  | 1. The use case ends. |

### Alternate Workflow – Accommodation Not Available (Office)

At **{Space Unavailable (Office)}**, if there are no available accommodations for the requested reservation:

|  |  |
| --- | --- |
|  | 1. The OfficeClerk indicates that there is no space available for the requested dates. |
|  | 1. The use case continues after **{Customer Not Found}** in the basic flow. |

### Alternate Workflow – Accommodation Not Available (Web)

At **{Space Unavailable (Web)}**, if there are no available runs for the requested reservation:

|  |  |
| --- | --- |
|  | 1. The system informs the Customer that there are no space available for the time they have selected. |
|  | 1. The use case continues after **{Customer Logged In}** in Alternate Workflow – Web Reservation. |

### Alternate Workflow – Incomplete Vaccinations (Web)

At **{Vaccination Info Incomplete (Web)}**, if any vaccination information is incomplete, then

|  |  |
| --- | --- |
|  | 1. The system informs the Customer that the vaccinations must be updated. |
| **{Vaccination Info Needed (Web)}** | 1. The Customer updates/add the vaccination information. |
|  | 1. The system updates the pet vaccination information. |
|  | 1. The use case continues after **{Vaccinations Expired (Web)}** |

### Alternate Workflow – Incomplete Vaccinations (Office)

At **{Vaccination Info Incomplete (Office)}**, if any vaccinations are expired or are not entered, then

|  |  |
| --- | --- |
|  | 1. The Office Clerk informs the Customer that the vaccinations must be updated. |
| **{Vaccination Info Needed (Office)}** | 1. The Customer provides the information for the vaccinations. |
|  | 1. The Office Clerk enters the information |
|  | 1. The system updates the pet vaccination information. |
|  | 1. The use case continues after **{Vaccination Info Incomplete (Office)}** |

### Alternate Flow – Vaccination Info Needed (Office)

At **{Vaccination Info Incomplete (Office)}**, if the Customer does not have the vaccination information for the pets then

|  |  |
| --- | --- |
|  | 1. The Office Clerk informs the Customer that the pet will not be allowed to stay at the kennel without the appropriate vaccinations and that the Customer must bring proof of vaccination when bringing the dog to the kennel. |
| **{Cancel Reservation}** | 1. The Customer acknowledges the requirement. |
|  | 1. The use case continues after **{Vaccination Info Incomplete (Office)}**. |

### Alternate Flow – Vaccination Info Needed (Web)

At **{Vaccination Info Incomplete (Web)}**, if the Customer does not have the vaccination information for the pets then

|  |  |
| --- | --- |
|  | 1. The System provides a list of vaccinations that are missing or will be expired before the end of the reservation. 2. The System informs the Customer that the pet will not be allowed to stay at the kennel without the appropriate vaccinations and that the Customer must bring the vaccination certificates when bringing the dog to the kennel. |
| **{Cancel Reservation}** | 1. The Customer acknowledges the requirement. |
|  | 1. The use case continues after **{Vaccination Info Incomplete (Web)}**. |

### Alternate Flow – Cancel Reservation

At **{Cancel Reservation}**, if the Customer wants to cancel the reservation then

|  |  |
| --- | --- |
|  | 1. The Customer cancels the reservation. |
|  | 1. The use case ends |

### Alternate Flow – Reservation Not Confirmed

At **{Reservation Not Confirmed}**, if the Office Clerk does not confirm the reservation then

|  |  |
| --- | --- |
|  | 1. The Customer is informed that the reservation is not confirmed. |
|  | 1. The system removes the reservation. |
|  | 1. The use case ends. |

## Subflows

### Subflow – Log In

At **{Not Logged In}**, if the Office Clerk is not logged in to the Pet Management System, then

1. The Office Clerk logs in to the Pet Management System.
2. The system authenticates the Office Clerk and logs the Office Clerk in
3. The use case resumes at the step following **{Not Logged In}**.

### Subflow – Customer Not Found

At **{Customer Not Found}**, if the customer does not exist or the customer information is different, then

1. The Office Clerk executes the Manage Customer Account use case.
2. The use case continues after **{Customer Not Found}**.

### Subflow – Pet Info Change

At **{Pet Info Change}**, if the customer pet information does not exist or is different, then

1. The Office Clerk executes the Manage Pet Information use case.
2. The use case continues after **{Pet Info Change}**.

### Subflow – Customer Not Registered

At **{Not Registered Customer}**, if the customer does not have an account at HVK, then

1. The Customer executes the Manage Customer Account use case.
2. The use case continues after **{Customer Logged In}**.

### Subflow – Customer Manage Pets

At **{Change Pet Information}**, if the customer pet information does not exist or is different, then

1. The Customer executes the Manage Pet Information use case.
2. The use case continues after **{Change Pet Information}**.

## Post Conditions

None

## Special Requirements

None