# Start Pet Visit Use Case

This use case is used by the Office Clerk to check in a customer pet.

## Actors/Roles

Office Clerk, Customer

## Pre-Conditions

A customer must have a “Confirmed” reservation.

The Office Clerk must be logged into the system.

## Basic Flow

|  |  |
| --- | --- |
|  | 1. The user case begins when a customer brings in his or her pet to drop off at Happy Valley Kennel. |
|  | 1. The Office Clerk searches for the customer’s reservation. |
|  | 1. The system displays the reservation. |
| **{Verify Vaccination}** | 1. The Office Clerk verifies the vaccination status for the pet. 2. The Office Clerk verifies the reservation information with the customer. |
| **{Change Reservation} {Update Pet}** | 1. The Office Clerk chooses to start the pet visit. |
| 1. The system creates a contract and displays it. |
|  | 1. The Office Clerk prints the contract. |
|  | 1. The system sets the reservation to “active”. |
|  | 1. The customer signs the contract. |
|  | 1. The use case ends. |

## Alternate Flows

### Alternate Workflow – Change Reservation

At **{Change Reservation}**, if the Office Clerk wants to change the run the pet is assigned to or the services the pet is to receive.

|  |  |
| --- | --- |
|  | 1. The Office Clerk chooses the pet to update. |
|  | 1. The system displays the information for that pet. |
|  | 1. The Office Clerk updates the run information or the services for the pet or pets. |
|  | 1. The system updates the reservation. |
|  | 1. The use case continues at **{Change Reservation}**. |

### Alternate Workflow – Update Pet

At **{Update Pet}**, if the Office Clerk wants to change the information about the pet:

|  |  |
| --- | --- |
|  | 1. The Office Clerk chooses the pet to update. |
|  | 1. The system displays the information for that pet. |
|  | 1. The Office Clerk updates the information for the pet or pets. |
|  | 1. The system updates the pet information. |
|  | 1. The use case continues at **{Update Pet}**. |

### Alternate Workflow – Verify Vaccination

At **{Verify Vaccination}**, if the Office Clerk wants to change the expiry dates for the pets’ vaccinations:

|  |  |
| --- | --- |
| **{Missing Vaccination Certificates}** | 1. The Office Clerk chooses the pet to update. 2. The system displays the information for that pet. 3. The system determines that there are expired or unverified vaccinations for the pet. 4. The Office Clerk requests valid vaccination certificates from the customer. 5. The customer provides valid vaccination certificates for the pet. 6. The Office clerk updates the vaccination dates for the pet. |
|  | 1. The use case continues at **{Verify Vaccination}**. |

### Alternate Workflow – Invalid Vaccinations

At **{Missing Vaccination Certificates}**, if the Customer does not have valid vaccination certificates for their pet:

|  |  |
| --- | --- |
|  | 1. The Office Clerk informs the customer that the pet cannot be boarded without valid vaccination certificates. |
|  | 1. The use case ends. |

## Post Conditions

None

## Special Requirements

None