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| Use Case ID: | UC-001 | |
| Use Case Name: | Withdraw money from ATM | |
| Created by: | Preksha patel | Last Updated By: | Preksha patel |
| Date Created: | 1/27/2019 | Date Last Updated: | 1/31/2019 |

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| Actor: | Bank Customer |
| Description: | Bank customer uses the ATM to withdraw money |
| Preconditions: | The ATM is operational.  There is cash available in ATM.  The bank customer has a card to insert into the ATM. |
| Post conditions: | The bank customer has received their cash  The bank has debited the customer’s bank account and recorded details of the transaction. |
| Priority: | high |
| Frequency of Use: | 1 to 50 times a day |
| Normal course of events/primary scenarios | 1. ATM machine displays the greetings. 2. Customer inserts card. 3. ATM reads card and displays the enter PIN. 4. Customer enters PIN. 5. ATM verifies customer’s PIN. 6. ATM displays transaction type. 7. Customer choose withdraw. 8. ATM asks customer to enter amount to withdraw. 9. Customer enters amount. 10. ATM verifies it has cash to provide amount. 11. ATM verifies that customer can withdraw the requested amount. 12. BANK verifies withdraw and debits customer’s account. 13. ATM dispenses amount and displays customer to take money. 14. Customer takes money. 15. ATM prints receipt and display customer to take it. 16. Customer take receipt. 17. ATM asks customer if he wants to do another transaction. 18. Customer selects NO option. 19. ATM returns customer’s card. 20. Customer takes card. |
| Extension and Alternatives: | 1. ATM indicates PIN is incorrect. 2. ATM displays Invalid PIN. 3. ATM will displays only 3 attempts to enter valid PIN. 4. PIN correctly entered will continue to step 6. 5. After 3 attempts will display Invalid PIN and ATM will displays message contact to your bank for reset your PIN. 6. Bank card expired. 7. ATM will returns a card. 8. ATM will display message to customer this card is expired. Please contact the bank to get a new card. 9. ATM displays main menu. 10. Insufficient balance 11. ATM displays Insufficient balance for withdraw money. 12. ATM displays balance amount. 13. ATM displays to print balance amount. 14. Customer clicks on print button. 15. ATM prints the receipt with Account balance. |
| Error scenario: | 1. ATM displays No response . 2. ATM will display a message network issue, please try again later. 3. ATM returns the card. 4. ATM displays main menu. |
| Status: | In Review |
| owner | John smith |