**Casual Use Case Specification: UC02 MaintainCustomerRepair**

**Brief Description:**

This Use Case enables the Rental Manager and Technicians to add a new repair equipment project to the system with the customer information, update the project status. They can also add the information of the outsourcing repair shop when it is needed.

# Section 1: Business Rule(s):

BR 01:

Maximum processing time for a in store project is 3 days. If it exceeds the period, equipment must be sent to local repair shop.

BR 02:

Store does not keep any accessories of the repair equipment for customer.

BR 03:

Every project must have a record save in the system.

BR 04:

Customer who use our store services over 10 times can get 10% off member card.

BR 05:

Technicians and Rental Manager must give customer an invoice copy.

# Section 2: Scenarios (HD):

**Scenario 1: Add new project**

# Preconditions

* Actor has all the information available for recording the new repair equipment project
* Actor is already logged in the system
* System is displaying existing repair list
* System has the Add function

| **Step#** | **Actor (RentalManager or Technicians)** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Request to add new repair equipment | Display a form for filling up the information |  |
| 2 | Enter the repair equipment detail and customer information in detail:  Equipment name, project number, equipment issue, date of receiving, return day, customer name, customer number, customer phone number, etc. |  | projectNumber,  equipmentName  equipmentIssue,  receiveDate,  returnDate,  serviceFee,  outsourcingStatus,  customerID,  customerName,  customerPhoneNumber  customerEmail  customerAddress  customerTransCount |
| 3 | Complete data entry | Validate data’s information and  Display the confirmation | projectNumber,  equipmentName  equipmentIssue,  receiveDate,  returnDate,  serviceFee,  outsourcingStatus,  customerID,  customerName,  customerPhoneNumber  customerEmail  customerAddress  customerTransCount |
| 4 | Confirm the information by putting the user ID and date and submit it | Save the new equipment into the system  Return to the full equipment list display  Pop-up successful added message | message,  addDate,  addUserID |

**Successful Post-Conditions:**

* New repair equipment is added in to the repair list.
* Stored customer information.
* Back to the equipment list

**Scenario 2: Update project information**

# Preconditions

* Actor has all the information available for update
* Actor is already logged in the system
* System is displaying equipment list
* System has the Update and Search functions
* System allows user to modify all the information

| **Step#** | **Actor (RentalManager or Technicians)** | **System** | **Data Used** |
| --- | --- | --- | --- |
| 1 | Select searching tool for look up the specific project which need to be update | Request the project number | projectNumber |
| 2 | Enter the project number | Look up and display the project information | projectNumber,  repairEquipmentName  repairEquipmentIssue,  receiveDate,  returnDate,  serviceFee,  outsourcingStatus,  customerID,  customerName,  customerPhoneNumber  customerEmail  customerAddress  customerTransCount |
| 3 | Request to update the information | Display the form for modify project information | projectNumber,  repairEquipmentName  repairEquipmentIssue,  receiveDate,  returnDate,  serviceFee,  outsourcingStatus,  customerID,  customerName,  customerPhoneNumber  customerEmail  customerAddress  customerTransCount |
| 4 | Modify the update information |  | projectNumber,  repairEquipmentName  repairEquipmentIssue,  receiveDate,  returnDate,  serviceFee,  outsourcingStatus,  customerID,  customerName,  customerPhoneNumber  customerEmail  customerAddress  customerTransCount |
| 5 | Complete the update details | Validate data’s information and  Display the confirmation | projectNumber,  repairEquipmentName  repairEquipmentIssue,  receiveDate,  returnDate,  serviceFee,  outsourcingStatus,  customerID,  customerName,  customerPhoneNumber  customerEmail  customerAddress  customerTransCount |
| 6 | Confirm the information by putting the user ID and date and submit it | Save the update information to the system  Return to the full equipment list display  Pop-up successful added message | message,  updateDate,  updateUserID |

**Successful Post-Conditions:**

* Existing repair equipment status has been updated in to the list system.
* Back to the repair equipment list

**Scenario 3:**

|  |  |
| --- | --- |
| **Class** | **Data used** |
| Customer | customerID, customerName, customerPhoneNumber customerEmail customerAddress customerTransCount |
| RepairEquipment | RepairEquipmentName, repairEquipmentIssue, |
| Project | projectNumber, receiveDate, returnDate, serviceFee, outsourcingStatus,  Location: locationID  Equipment: equipmentName, equipmentIssue  Customer: customerID |
| Location | locationName, locationID |
| Message | message |
| ConfirmInformation | updateDate, updateUserID, addDate, addUserID |