The Scrumbags

CSE 216

Process Rental Use Case (Fully Dressed)

**Main Success Scenario:**

1. Customer arrives at POS checkout with goods and/or services to rent.
2. Cashier starts a new rental.
3. Cashier enters item ID.
4. System records sale line item and presents item description, price, and running total. Price calculated from a set of price rules.  
   *Cashier repeats steps 3-4 until indicates done.*
5. System presents total with taxes calculated.
6. Cashier tells Customer the total, and asks for payment.
7. Customer pays and System handles payment.
8. System logs completed rental and sends rental and payment information to the external Accounting system (for accounting and commissions) and Inventory system (to update inventory).
9. System prints receipt.
10. Customer leaves with receipt and goods.

**Extensions:**

\*a. At any time, Customer decides not to go through with transaction:

1. Cashier uses clear function and no rentals are recorded

\*b. At any time, System fails:

1. Cashier restarts System, logs in, and requests recovery of prior state.
2. System reconstructs prior state.

2-4a. Customer tells Cashier they have tax exempt status:

1. Cashier verifies and enters tax-exempt status code.
2. System records status

3a. ID not found in system:

1. System detects error and informs Cashier
2. Cashier responds to the error  
   2a. There is a human-readable item ID.
3. Cashier manually enters item ID
4. System displays description and price

2a. Invalid item ID. System signals error.

2b. No item ID, but there is a price tag

1. Cashier enters price and requests standard taxation for this amount.

2c. Otherwise, Cashier either asks an employee for item ID and price, and does either manual ID or manual price entry.

3b. Item requires manual price entry:

1. Cashier enters price manually

3-6a. Customer asks Cashier to remove an item from the rental:

1. Cashier enters item ID for removal.
2. System removes item and displays running total.

3-6b. Customer wants to cancel the sale:

1. Cashier cancels the sale on the System.

3-6c. Cashier suspends (places a hold on) sale:

1. System stores sale for quick retrieval on any POS register.
2. System prints a receipt with line items and a running total of the sale.

4a. Customer is offered a lower price (after complaint):

1. Cashier requests approval from Manager.
2. Manager performs override operation.
3. Cashier enters price manually.
4. System records new price.

5a. System detects a failure to communicate with external tax calculation program:

1. System signals error.
2. Cashier calculates standard taxation for manual entry.

5b. Customer claims they are eligible for a discount:

1. Cashier signals discount request.
2. Cashier enters Customer ID.
3. System presents discount total, based on discount rules.

6a. Customer does not have enough cash to pay:

1. Cashier asks for alternate method of payment.

1a. Customer tells Cashier to cancel the sale. Cashier cancels sale on System.

7a. Payment by cash:

1. Cashier enters amount tendered.
2. System calculates change and opens the cash drawer.
3. Cashier deposits cash and delivers change to Customer.
4. System records the cash payment.

7b. Payment by credit:

1. Customer enters credit account information.
2. System displays payment for verification.
3. Cashier confirms.
4. System sends payment request to external Payment Authorization Service System to request payment approval.  
   4a. System detects failure to communicate with external system:
5. System signals error to Cashier.
6. Cashier asks Customer for alternate payment method.
7. System receives payment approval, signals approval to Cashier, opens cash drawer (for receipt).

5a. System receives payment denial:

1. System signals Cashier.
2. Cashier asks for alternate payment method.
3. System records the payment.
4. System prints receipt for Customer to sign.
5. Cashier asks Customer to sign receipt. Customer signs.
6. Cashier places receipt in drawer and closes it.