**Use Case Name:** Make payment **ID:** 6 **Importance Level:** High

**Primary Actor:** Customer **Use Case Type:** Detail, Real

**Stakeholder and Interests:**

Customer - wants to make a payment.

WinWin - wants to receive the fee and distribute it to riders.

Bank - wants to ensure that the transaction is legit.

Rider - wants to receive the income from the services.

**Brief Description:** This use case describes how customers make payment.

**Trigger:** Rider marks the ride as done  
**Type:** External

**Relationships:**

Association: Customer, Bank, Rider

Include: -

Extend: -

Generalization: -

**Precondition:**

* Customer logs in.
* Rider marks the ride as done.

**Postcondition:** -

**Normal Flow of Events:**

1. The system shows payment screen according to chosen payment method
   1. If the customer chooses to pay in cash,
      1. The S-1: make cash payment subflow is performed
   2. If the customer chooses to pay in bank transfer
      1. The S-2: make transfer payment subflow is performed
   3. If the customer chooses to pay in credit card or debit card
      1. The S-3: make card payment subflow is performed
2. The system shows the confirmation of the payment and the option to review the rider
3. The customer and the rider clicks “Return to main menu” button to return to main menu

**Subflows:**

S-1: Make cash payment

1. The system show “Confirm Payment” screen
2. The customer pays to the rider directly
3. The rider clicks on the “Confirm” button to verify their reception of the customer's cash payment
4. The system deducts the rider’s cash credit

S-2: Make bank transfer payment

1. The system show “Confirm Payment” screen
2. The customer clicks on “Pay” button
3. The system shows the bank account of WinWin system and QR code
4. The customer goes to mobile banking application and make a transfer
5. The customer goes back to WinWin application
6. The customer clicks on the “Upload Receipt” button to upload the receipt.
   1. The customer can re-upload the receipt by clicking “Re-upload receipt” button
7. The customer clicks on the “Submit” button.
8. The system checks the submitted receipt

S-3: Make card payment

1. The system show “Confirm Payment” screen with default credit/debit card shown
   1. If the customer clicks on change credit/debit card button, the system shows the added cards of the customer and “add more card” button
      1. If the customer clicks “add more card” button, the customer fills the card adding form and click “add card” button
   2. The customer select card to use
   3. The system show “Confirm Payment” screen with chosen credit/debit card
2. The customer clicks on pay button
3. The system redirects to the bank payment website (extension system from banks)

**Alternate/Exceptional Flow:**

1-a1: If the customer wants to change payment method, the customer can click change button then the system will show the “Select Payment Method” part at the bottom of the screen (N-1)

2-e1: If the payment is failed, system shows the alert box and let customer chooses the new payment method by clicking button and repeat payment screen (N-1)

**Use Case Name:** Book a ride **ID:** 4 **Importance Level:** High

**Primary Actor:** Customer **Use Case Type:** Detail, Real

**Stakeholder and Interests:**

Customer - wants to book a ride service.

**Brief Description:** This use case describes how customers book a ride

**Trigger:** User asks to book a new ride service   
**Type:** External

**Relationships:**

Association: Customer

Include: Select Payment Method, Select Destination

Extend: Select Rider Preferences

Generalization: -

**Precondition:**

* Customer logs in.

**Postcondition:**

* After a customer has booked a ride, the system initiates the “Match rider to customer” process.

**Normal Flow of Events:**

1. The customer clicks “Booking right-away” button or “Booking in advance” button
2. The customer sets their destination for the ride.

Include flow: Select Destination

1. The customer specifies their preferences for the ride.

Extension points: Select Rider Preferences

1. The system shows the price rate and the predicted amount of time of the requested ride.
2. The customer chooses their method of payment.

Include flow: Select Payment Method

1. The system saves the record of the booking.

**Subflows:** -

**Alternate/Exceptional Flow:**

1-a1: If the customer does not want to book ride anymore at anytime, the customer can clicks return button to go back to home menu

2-e1: If the user books another ride at the same riding time as another ride request, the system notifies the user of the prevention of duplicated ride request.