

Paws & Paradise - Loyalty Redemption Feature

As a Paws & Paradise loyalty member
I want to redeem Paw Points during checkout
So that I can get discounts on pet products or grooming services.

Use Case Name	Redeem Paw Points for Purchase Discount	
Triggering Event	The customer is checking out a product or a grooming appointment and chooses to apply Paw Points.	
Brief Description	During checkout at Paws & Paradise, customers can redeem Paw Points earned from previous purchases or grooming sessions. The system verifies eligibility, calculates the discount value (based on point-to-dollar conversion), applies the discount to the order, deducts Paw Points, and updates the customer's loyalty balance.	
Actors	<ul style="list-style-type: none">· Customer· Point-of-Sale (POS) System· Loyalty System· Customer Service Representative (optional)	
Related Use Cases	<ul style="list-style-type: none">· Product Checkout· Grooming Appointment Checkout· Paw Points Accumulation	
Preconditions	<ul style="list-style-type: none">· Customer has a registered Paws & Paradise account· Customer is enrolled in the Paw Points loyalty program· Customer has a positive Paw Points balance· Customer initiates purchase checkout.	
Post Conditions	<ul style="list-style-type: none">· Discount applied to current purchase· Paw Points deducted from customer account· Updated loyalty balance stored	
Flow of activities	Actor	System
1	The customer initiates the checkout.	Checkout system activates checkout session
2	Customer/staff scans products or grooming services	POS records items, displays them, and calculates subtotal

	3	Customer provides loyalty identifier (Paw Points ID/phone/app)	System retrieves loyalty account & Paw Points balance and verifies enrollment
	4	Customer requests to redeem Paw Points	System validates balance, calculates discount, updates total & loyalty balance
	5	Customer reviews updated total	System displays updated total and remaining Paw Points balance
	6	Customer selects payment method	System prompts for payment
	7	Customer provides payment	System processes payment, completes sale, and generates receipt with summary
Exception Conditions		<ul style="list-style-type: none"> · Customer is not enrolled in the Paw Points loyalty program · Customer has insufficient Paw Points to redeem · Loyalty system unavailable · Invalid redemption request (expired, duplicated, corrupted session) · Customer cancels redemption after discount is applied 	