

# 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.

<b>Use Case Name</b>		Redeem Paw Points for Purchase Discount	
<b>Triggering Event</b>		The customer is checking out a product or a grooming appointment and chooses to apply Paw Points.	
<b>Brief Description</b>		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.	
<b>Actors</b>		<ul style="list-style-type: none"> <li>· Customer</li> <li>· Point-of-Sale (POS) System</li> <li>· Loyalty System</li> <li>· Customer Service Representative (optional)</li> </ul>	
<b>Related Use Cases</b>		<ul style="list-style-type: none"> <li>· Product Checkout</li> <li>· Grooming Appointment Checkout</li> <li>· Paw Points Accumulation</li> </ul>	
<b>Preconditions</b>		<ul style="list-style-type: none"> <li>· Customer has a registered Paws &amp; Paradise account</li> <li>· Customer is enrolled in the Paw Points loyalty program</li> <li>· Customer has a positive Paw Points balance</li> <li>· Customer initiates purchase checkout.</li> </ul>	
<b>Post Conditions</b>		<ul style="list-style-type: none"> <li>· Discount applied to current purchase</li> <li>· Paw Points deducted from customer account</li> </ul> Updated loyalty balance stored	
<b>Flow of activities</b>		<b>Actor</b>	<b>System</b>
	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
<b>Exception Conditions</b>		<ul style="list-style-type: none"> <li>· Customer is not enrolled in the Paw Points loyalty program</li> <li>· Customer has insufficient Paw Points to redeem</li> <li>· Loyalty system unavailable</li> <li>· Invalid redemption request (expired, duplicated, corrupted session)</li> <li>· Customer cancels redemption after discount is applied</li> </ul>	