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| Use Case Name: | Inquiry of Services |
| Scenario: | Provide information about services offered |
| Triggering Events: | Customer visit website to know what are the services offered |
| Brief Description: | When the customer accesses the website to know what services are offered, the system will respond with the details. |
| Actors: | Customer |
| Related Use Cases: | None |
| Stakeholders: | Customer: To access the website |
| Preconditions: | Customer should exist  Server must be up and running |
| Post-conditions: | Information about services offered must be provided |
| Flow of Activities: | **Actor Company**   |  |  | | --- | --- | | 1. Customer visits website 2. Customer clicks the services offered tab. 3. Read details about the services offered. | 1.1 Loads home page  2.1 Loads services offered page  2.2 Shows services offered details | |
| Exception Conditions: | 1.1. If the server is down, customer can not access the website. |

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| Use Case Name: | Creating of Account |
| Scenario: | A customer that is reserving online for the first time, will create an account. |
| Triggering Events: | A customer wants to create an account. |
| Brief Description: | When reserving online, the customer needs to have an account so that the system can track and record the reservation properly. So, customers that are reserving online for the first time needs to create an account first before proceeding. |
| Actors: | Customer |
| Related Use Cases: | Includes: Inquiry of Services |
| Stakeholders: | Customer: To create a new account |
| Preconditions: | Customer already accessed the website |
| Post-conditions: | The customer has a newly created verified account |
| Flow of Activities: | **Actor                                  Company**   |  |  | | --- | --- | | 1. System prompts the user to create an account 2. Customer fills up form 3. Customer accepts terms and conditions 4. Customer created an account 5. System verifies customer’s account. 6. Customer has verified account. | * 1. Shows account form   2.1. Verify details  3.1. Show end-user license agreement  4.1. Show account details  5.1. Send verification link in customer’s email  6.1. Show verification details | |
| Exception Conditions: | 3.1. If the customer, does not accept the terms and conditions, the website will go back to home page  5.1. If customer does not verify his/her account will not activated and will not have access to the services. |

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| Use Case Name: | Reservation of Room for Online Customers |
| Scenario: | Customer wants to reserve a room online |
| Triggering Events: | After accessing the website online, the customer wants to reserve a room | |
| Brief Description: | After the customer has accessed the website, the customer then decides to reserve for a room |
| Actors: | Customer |
| Related Use Cases: | Includes: Inquiry of Services |
| Stakeholders: | Customer: Reserves a room online |
| Preconditions: | Customer should already have an account |
| Post-conditions: | Customer should have a reserved room |
| Flow of Activities: | **Actor                                  Company**   |  |  | | --- | --- | | 1. Customer clicks “Reservation” tab. 2. Customer chooses reservation date. 3. Customer chooses room. 4. System shows all reservation details made by the customer. 5. Customer confirms the reservation details. 6. System blocks the room in the reservation chart. | * 1. Shows log-in page   2.1. Shows available rooms in chosen date  3.1. Shows room details  4.1. Shows reservation details  5.1. Creates reservation  6.1. Updates database | |
| Exception Conditions: | * 1. If the customer is already logged-in, the system will no longer show the log-in page.   4.1. If the customer cancels the reservation details, the system will go back to the “Reservation” tab. |

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| Use Case Name: | Reservation of Room for Walk-in Customers |
| Scenario: | A walk – in customer approached the clerk of the resort and wants to make a reservation personally |
| Triggering Events: | A walk – in customer wants to reserve a room personally |
| Brief Description: | Other than the online reservation that the customer can make, they can also walk in to the resort and make a reservation personally. |
| Actors: | Customer  Hotel attendant |
| Related Use Cases: | Includes: Inquiry of Services |
| Stakeholders: | Customer: To make a reservation Hotel Attendant: To provide service |
| Preconditions: | Resort is open Employee should be at front-end desk |
| Post-conditions: | Customer should have a reserved room |
| Flow of Activities: | **Actor                                  Company**   |  |  | | --- | --- | | 1. Customer inquiries at the customer service 2. Customer asks for the room reservation 3. Customer chooses reservation date 4. Employee checks available room based on the reservation date and relays information to customer 5. Customer chooses room 6. Customer provides need information 7. System totals the availed room 8. Customer pays for the room. 9. Employee gives receipt and keys to customer | 4.1. Shows availability of rooms | |
| Exception Conditions: | 1.1. If client doesn't have the processed papers, this use case will halt. |

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| Use Case Name: | Transferring of Cargo |
| Scenario: | Transfer the cargo from the client to the airlines |
| Triggering Events: | The client's cargo are to be delivered to the airlines |
| Brief Description: | After processing ,the management picks up the cargo from the client then delivers to the airlines for further processing |
| Actors: | Management |
| Related Use Cases: | None |
| Stakeholders: | Cargo Handler: Picks up and deliver cargo from client to Airlines  Airlines: Receiving and weighing of cargo |
| Preconditions: | Cargo shipment must be ready for pick-up |
| Post-conditions: | Cargo is shipped |
| Flow of Activities: | **Actor                                  Company**   |  |  | | --- | --- | | 1. Management's cargo handler picks up cargo from client 2. Management double-checks the shipment 3. Management stores cargo in their warehouse until the time of shipping 4. Cargo handler deliver the shipment to airlines 5. General Cargo Agent receives and weighs the cargo 6. Airlines adds information about shipment 7. Airlines confirms available space inside the airplane 8. Airlines processes the shipment cargo 9. Cargo will be shipped on said schedule | 1.1. Picks up cargo  2.1. Cargo verification  4.1. Delivering of Shipment  5.1. Weighing and Receiving of Cargo  6.1. Adds information  7.1. Verifies Storage  8.1. Processing of Shipment | |
| Exception Conditions: | 2.1. If management found defective items inside the cargo, they will notify the client.  7.1. If cargo is too large to be loaded, the cargo will be offloaded and the airlines will notify the management then they will notify the customer.  8.1. Airlines will notify the management if there would be any delay in the flight due to some reasons (e.g. Technical problems). |

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| Use Case Name: | Reporting Cargo Status |
| Scenario: | Report cargo status |
| Triggering Events: | Airlines notifies management about the status of the cargo |
| Brief Description: | Airlines will notify the management if the cargo has reached its destination or if the cargo has been offloaded. |
| Actors: | Airlines |
| Related Use Cases: | Includes: Transferring of Cargo |
| Stakeholders: | Airlines: to provide information about the cargo  Management: to notify client about the status of the cargo |
| Preconditions: | Cargo is either already shipped or offloaded |
| Post-conditions: | Management is notified about shipment status |
| Flow of Activities: | **Actor                                  Company**   |  |  | | --- | --- | | 1. Management asks Airlines about the location of the shipment 2. Airlines notifies the management about the cargos' status. 3. Management provide information gathered to client | 1.1. Tracking request  2.1. Status report  3.1. Provide information | |
| Exception Conditions: | 1.1. This step would only occur if a client requests for the cargo to be tracked.  2.1. Airlines always notify the management if the shipment has reached its destination or if it has been offloaded.  3.1. The client is always notified if the shipment has reached its destination or if it has been offloaded. |

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| Use Case Name: | Produce Billing Statements |
| Scenario: | Produce billing statements for every shipping |
| Triggering Events: | Management creates billing statements for every shipping made |
| Brief Description: | When a shipment has been processed and shipped, the management will create and send billing statement to the shipper |
| Actors: | Accounting department |
| Related Use Cases: | Includes: Transferring of cargo |
| Stakeholders: | Accounting: to create billing statements |
| Preconditions: | The cargo has been shipped and reached its destination |
| Post-conditions: | Billing statements are produced and sent out |
| Flow of Activities: | **Actor                                  Company**   |  |  | | --- | --- | | 1. Airlines sends information about weight of the Cargo 2. Accounting process billing statements 3. Management prices shipment based on its weight 4. Management sends the billing statement to the client 5. Client pays for the services done | 2.1. Process of Billing Statement  3.1. Issuing of billing statements  4.1. Verifies payment | |
| Exception Conditions: | 3.1. Client requests to send the billing statements weekly, monthly or yearly. |

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| Use Case Name: | Time to produce transaction reports |
| Scenario: | The Management must do a summary report of every transaction made in a day |
| Triggering Events: | "End of day" summary reports are produced. |
| Brief Description: | The accounting will request for the summary of the reports at the end of the day. |
| Actors: | Management |
| Related Use Cases: | None |
| Stakeholders: | Accounting: gather all reports; produce summary report Management: views and study summary report |
| Preconditions: | The management should conduct a report regarding to the products that have been shipped |
| Post-conditions: | The summary of the reports are already produced by the accounting department |
| Flow of Activities: | **Actor                                  Company**   |  |  | | --- | --- | | 1. The management will conduct a summary of all the transactions made during the day 2. The report will be then sent to accounting for verification | 1.1. Summary report every end of the day | |
| Exception Conditions: | 1.1. If management encounters a problem or doesn't have all the information needed, the report will not be made. |