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| **Use Case Name** | Create Credit Card | |
| **Scenario** | Customer Service create Credit Card for Customer | |
| **Triggering Event** | Customer wants to make credit card | |
| **Brief Description** | Customer request to make Credit Card, then Customer Service will collect Customer’s identity, Family Card, Identity Card and other information that is needed to make Credit Card then forward Credit Card request to Finance Team and Credit Card Company for approval then create the Credit Card | |
| **Actors** | Customer Service | |
| **Related Use Cases** | None | |
| **Stakeholders** | Finance Team, Customer | |
| **Precondition** | There is must be Customer Service that is available to serve the Customer. The Customer must take queue number from the queueing machine and wait for their turn. The Customer also need to prepare all of the documents needed such as Family Card and Identity Card, etc. | |
| **Postcondition** | Credit Card will be created for the Customer | |
| **Flow of Events** | **Actor** | **System** |
| 1. Input Customer’s identity 2. Input Customer’s family card and identity card 3. Input Customer’s Credit Card Company preferences 4. View Customer’s Credit Card Status | * 1. System will check Customer’s account status based on Customer’s identity   2. System will ask to input Customer’s Family card and Identity Card   3. System will validate family card and identity card   4. System will ask for Customer’s Credit Card Company preferences   5. System will forward Credit Card request to Finance Team and Credit Card Company   6. System will Update Credit Card Request status   7. System will record Credit Card Transaction |
| **Exception Condition** | * 1. If Customer’s account not active then show error message.   2. If Customer’s family card and identity card is invalid repeat step 2.   3. If Finance Team and Credit Card Company decline the request then Credit Card Request will be decline | |

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| **Use Case Name** | Create House Ownership Credit. | |
| **Scenario** | Customer Service create HOC for Customer | |
| **Triggering Event** | Customer wants to make House Ownership Credit. | |
| **Brief Description** | Customer request to make HOC then Customer Service will collect all the information needed for making HOC and also Customer Service will set schedule for Finance Team to interview the Customer then if the Finance Team approved the HOC will be created. | |
| **Actors** | Customer Service. | |
| **Related Use Cases** | Set Interview Schedule | |
| **Stakeholders** | Finance Team, Customer. | |
| **Precondition** | There is must be Customer Service that is available to serve the Customer. The Customer must take queue number from the queueing machine and wait for their turn and the Customer also need to prepare gross income document and money for creating HOC. | |
| **Postcondition** | House Ownership Credit will be created for the Customer. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Input Customer’s identity. 2. Input house company that Customer wants. 3. Input amount of money that Customer already prepare 4. Input credit period that the Customer wants 5. Input Customer’s income gross document 6. Input Customer’s interview schedule. 7. Input HOC type | * 1. System will check Customer’s account status based on Customer’s identity.   2. System will ask to input what house company that Customer wants to credit.   3. System will check house company that Customer wants to credit.   4. System will ask to input amount of money that the Customer already prepare.   5. System will validate the amount of money that the Customer prepare   6. System will ask to input credit period   7. System will validate credit period   8. System will ask for input gross income document   9. System will check does the Customer sufficient for credit base on the gross income document   10. System will ask to input Customer’s interview schedule   11. System will notify Finance Team about the interview schedule   12. System will ask to input HOC type   7.1 System will record HOC transaction |
| **Exception Condition** | * 1. If Customer’s account not active then show error message.   2. If the house company is not partner with Kong Bu Bank then repeat step 2.   3. If the amount of money is not 20% from the actual house price, then repeat step 3.   4.1 If credit period not between 1 – 5 years, then repeat 4.  5.1 If Customer not sufficient for credit, then show error message.  6.2 If Finance Team not approving the HOC then show error message. | |

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| **Use Case Name** | Create Individual Account | |
| **Scenario** | Customer Service create Individual Account for Customer | |
| **Triggering Event** | Customer wants to make Individual Account | |
| **Brief Description** | Customer request to make an Individual Account then the Customer Service will ask the Customer about all the information needed and input it to the system. After inputting the information needed the Individual Account will be created. | |
| **Actors** | Customer Service | |
| **Related Use Cases** | Create Regular Account, Create Saving Account, Create Deposit Account, Create Student Account | |
| **Stakeholders** | Finance Team, Customer | |
| **Precondition** | There is must be Customer Service that is available to serve the Customer. The Customer must take queue number from the queueing machine and wait for their turn. | |
| **Postcondition** | Individual Account will be created for the Customer. | |
| **Flow of Events** | **Actor** | **System** |
| 1. Input individual account level. 2. Input Customer’s data. 3. a. Input Customer wants additional account or not.   b. Input guardian account.   1. a. Input Customer’s preferences for additional account.   b. Input Customer’s initial deposit.   1. a. Input initial deposit. | * 1. System will validate the Individual Account level.   2. System will ask to input the Customer’s data.   3. System will check the Customer’s age and decide which individual account is suitable for the Customer.   4. a. System will ask to input does the Customer wants to make additional account or not.   2.2 b. System will ask to input guardian account.  3.1 a. a. System will create Individual Account for Customer.  3.1 a. b. System will ask to input Customer preferences for additional account.  3.1 b. System will check guardian account.  3.1 b. System will ask to input initial deposit.  4.1 a. System will create additional account based on Customer’s preferences.  4.1 b. System will check initial deposit  4.2 a. System will ask to input initial deposit.  4.2 b. System will create Individual Student Account.  5.1 a. System will check initial deposit.  5.2 a. System will create Individual Regular Account. |
| **Exception Condition** | * 1. If Individual Account level invalid then show error message.   2. b. If the guardian account is not active and not regular account then repeat step 3.   4.1 b. If the initial deposit is less than minimum initial deposit then repeat step 4 b.  5.1 a. If the initial deposit is less than minimum initial deposit then repeat step 5 a. | |

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| **Use Case Name** | Create Money Loans | |
| **Scenario** | Customer Service create Money Loan for Customer | |
| **Triggering Event** | Customer wants to make Money Loans | |
| **Brief Description** | Customer request to make Money Loans, then the Customer Service will collect all the documents needed and Customer’s identity and send the request to Finance Team for approval then create Money Loans. | |
| **Actors** | Customer Service | |
| **Related Use Cases** | None | |
| **Stakeholders** | Finance Team, Customer | |
| **Precondition** | There is must be Customer Service that is available to serve the Customer. The Customer must take queue number from the queueing machine and wait for their turn. The Customer needs to prepare document for Money Loan request. | |
| **Postcondition** | Money Loan will be created for the Customer | |
| **Flow of Events** | **Actor** | **System** |
| 1. Input Customer’s identity. 2. Input loaning type. 3. Input loaning reason. 4. Input loan money amount. 5. Input Customer’s guarantee document. 6. View Customer’s eligibility status. | * 1. System will ask to input loaning type.   2. System will ask to input loaning reason.   3. System will validate loaning reason based on loaning type.   4. System will ask to input loan money amount.   5. System will validate loan money amount based on loaning type.   6. System will ask to input guarantee document.   7. System will check guarantee document.   8. System will record guarantee document.   9. System will forward money loan request to Finance Team.   10. System will record Money Loan transaction. |
| **Exception Condition** | * 1. If the loaning reason is not logical and not corresponding with loaning type, then repeat step 3.   2. If the loan money amount not appropriate based on loaning type, then repeat step 4.   3. If the guarantee document is less valuable than the money loan, then repeat step 5.   6.1 If Customer not eligible then show error message. | |

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| **Use Case Name** | Deposit Money | |
| **Scenario** | Teller Deposit Money for Customer | |
| **Triggering Event** | Customer wants to Deposit Money | |
| **Brief Description** | Customer wants to deposit their money | |
| **Actors** | Teller | |
| **Related Use Cases** | None | |
| **Stakeholders** | Customer | |
| **Precondition** | There is must be Teller that is available to serve the Customer. The Customer needs to take queue number from queuing machine then wait for their turn to be serve. | |
| **Postcondition** | Deposit will be created for the Customer | |
| **Flow of Events** | **Actor** | **System** |
| 1. Input Customer’s identity. 2. Input the identity of person that is making deposit. 3. Input the relationship between account owner and the person that is making deposit. 4. Input the amount of money to be deposit. 5. Input deposit period. | * 1. System will check Customer’s account.   2. System will ask to input identity of the person that is making deposit.   3. System will ask to input the relationship between account owner and the person that is making deposit.   4. System will validate the relationship.   5. System will ask to input the amount of money to be deposit.   6. System will validate the amount of money.   7. System will ask to input the deposit period.   8. System will validate deposit period.   9. System will record deposit transaction. |
| **Exception Condition** | * 1. If Customer’s account not active then show error message.   2. If the relationship is not blood related, then repeat step 3.   3. If the amount of money is less than deposit minimum amount, then repeat 4.   4. If the deposit period is not corresponding, then repeat step 5. | |