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| **Use Case Number** | 16 | |
| **Use Case Name** | Issue Form | |
| **Author/Source** | Shaeq Khan | |
| **Date of Creation** | December 5, 2009 | |
| **Precondition(s)** | The dispatch department has verified the user and checked the availability of the car | |
| **Successful Post Condition** | A form has been issued to the customer | |
| **Actors** | Dispatch Department | |
| **Priority** | High | |
| **Related Use Cases** | 13 Receive Car  14 Dispatch Car | |
| **Flow of Events** | **Basic Flow** | |
| **Step Number** | **Steps** |
| 1 | The use case begins after the user clicks “Dispatch Car”. |
|  | 2 | The system retrieves all required information from the database that is required to put in the form.   * **A1**: Information not found in Database |
|  | 3 | The system generates the form and displays it to the user. |
|  | 4 | The user prints the form for the customer for record.   * **E1**: Printer out of service. |
|  | 5 | The use case ends. |
|  | | |
|  | **Alternate Flow: A1 (Information not found in Database)** | |
|  | 1 | The system displays a message that all essential information for the form was not found in the database. |
|  | 2 | The user confirms the message |
|  | 3 | The use case 6. Modify Customer is executed |
|  | 4 | The flow goes back to basic flow, step 2 |
|  | | |
|  | **Error Flow: E1 (Printer out of service)** | |
|  | 1 | The system displays a message that the printer is currently out of service. |
|  | 2 | The user confirms the message. |
|  | 3 | The use case ends. |