**Use Case:** Search Ticket

**Primary Actor:** Customer

**Flow of events:**

The use case begins when customer connect to the train ticket homepage. From the search section of the website, customer enters the start location and the destination. Customer selects date and time. Customer selects the quantity of tickets, and finally clicks “Search” button.

**User Stories:**

1. The start location does not exist:

The customer sees the error from the search section saying that the start location does not exist in the system. He has to scroll through the provided list of start locations to choose from.

1. The destination does not exist:

The customer sees the error from the search section saying that the destination location does not exist in the system. He has to scroll through the provided list of destination locations to choose from.

1. There is no train works on the date customer selected

The customer realizes that the day he chose is a holiday, therefore, the system prompt error saying no train is working on that day. He has to choose a different day from the calendar of the search system.

**Use Case:** Display Available Itineraries

**Primary Actor:** Customer

**Flow of events:**

The use case begins when customer click search. Customer view the provided list of available itineraries that matches or close to customer’s preferences in different price ranges, classes date and time. Customer filters the list by price, and then customer sorts the list from the cheapest to most expensive price. Customer then filters the list by both price and exact selected day and hours. After finding the desirable ticket, customer selects the ticket check box and add to cart.

**User Stories:**

1. Customer has a flexible schedule:

The customer has a flexible schedule, so she wants to find the cheapest ticket in the time range around her selected date and time. Therefore, she checks the “Flexible Date” option in the filter. The system will compare and suggest different ticket at cheaper price on the dates close to the selected day.

1. There is no ticket available on the selected hours

The ticket for the selected time of the date are all sold out. So the customer has to change the filtering option to search for ticket in the range of time, to display all the tickets that are closest to her previous selected hours.

1. The ticket only has price for class that the customer does not want

The customer has to choose the filter option to find the time where there are multiple different ticket classes are available.

**Use Case:** Add to Cart

**Primary Actor:** Customer

**Flow of events:**

The use case begins when customer press “add ticket to cart” button. Customer presses the cart button and views the selected ticket. Customer selects the appropriate quantity and view the total price. Customer chooses to add the promo code. Customer views the adjusted price. Customer then proceeds to checkout.

**User Stories:**

1. The ticket is sold out right at the moment customer view the cart

The customer sees the error from the cart saying the ticket is already sold out. The system will show a link that allows customer to go back to the search page. Customer clicks on that link and search for another ticket.

1. The promo code is invalid or expired

The customer sees the error from the cart section after entering the promo code saying that the promo code is either expired or invalid. Customer has to enter another code if she has any.

1. The ticket is not the right one

The customer realizes that she selected the wrong ticket. She presses “discard” button to discard the selected ticket. She presses the “back to search” button to get back to search section and select another ticket.

**Use Case:** Checkout

**Primary Actor:** Customer

**Flow of events:**

The use case begins when customer check and make sure that they add the right tickets to cart. Customer selects checkout button. System asks if customer want to check out as guest or as returned customer. Customer selects checkout as guest. She then enters Name, Billing Address, Travelers’ information, phone number, email address. Customer reviews the orders and finally places orders. System asks if customer want to register to save time during the next checkout. She clicks yes.

**User Stories:**

1. One of the information boxes is filled out incorrectly

The customer sees the error from the system saying that the address text box has invalid characters. She has to check and get rid or replace the invalid characters with the suggested one from the system.

1. The payment method got rejected

The customer sees the error system saying the payment method got rejected or invalid. She has to select and use a different payment method.

1. The ticket is not available anymore the moment she press place order

The system prompts an error saying that the ticket is sold out. Customer has to click on the “back to search” button to find another ticket.

**Use Case:** Sign In/Register

**Primary Actor:** Customer

**Flow of events:**

The use case begins when customer choose to register for a new account. She clicks the “sign up” button. Customer then fills in all the required information such as email, address, password, preferred payment method. Then the system sent a verification email to customer’s email. Customer has to go back to her personal email and verify her account by clicking the provided link.

**Alternative flow of events:**

The customer already had the account, she chooses to sign in and enters email and password.

**User Stories:**

1. The email customer put in is already in the system

The system asks if the customer has already had created an account before. Customer then go back to the log in screen to choose to sign in using her email.

1. The customer’s password is not complex enough

The customer sees the error system saying that the password she chose is not complex enough. She has to add more special character or use different password.

1. The password customer enters in the sign-in page is incorrect

After the a few tries, customer still could not be able to find the correct password that she used to registered before. She clicks on the “forget password” link. Then the system will send a new password to customer’s registered email for her to use and reset the current password.

**Use Case:** Manage User Profile

**Primary Actor:** Customer

**Flow of events:**

The use case begins when customer click on their account setting. Customer views their profile setting. Customer changes password. She changes her billing address and information since she just moved. Customer then views her payment method. Customer choose to save all the changes.

**User Stories:**

1. The new payment method is invalid

The system asks if the customer has already had created an account before. Customer then go back to the log in screen to choose to sign in using her email.

1. The customer’s new password is not complex enough

The customer sees the error system saying that the password she chose is not complex enough. She has to add more special character or use different password.

1. Customer does not want to save all the changes

Customer decides that she does not want to change anything at all. So she clicks “discard all changes” to revert everything back to the previous state.