**Use Case:** Manage Jobs/Appointments

**Actors:** Receptionist, Manager

**Goal:** Managing job/appointment information

**Description:** Allows the user to do various tasks related to jobs and appointments including adding jobs, displaying/printing all information pertaining to jobs, and modifying job information.

**Use Case:** Add New Job

**Actors:** Receptionist, Manager

**Goal:** Adding a new job to the system

**Description:** Allows the user to do input a new job into the system by inputting the correct information from the booking form.

**Use Case:** Display Job Status

**Actors:** Receptionist, Manager

**Goal:** Display the status of a job

**Description:** Allows the user to display the status (approved, in process, completed, etc) of a certain job.

**Use Case:** Display/Print all Jobs

**Actors:** Receptionist, Manager

**Goal:** Display or print all jobs

**Description:** Allows the user to display and/or print a list of all jobs and information about them such as status, date, location, etc.

**Use Case:** Display/Print all Completed Jobs

**Actors:** Receptionist, Manager

**Goal:** Display or print all completed jobs

**Description:** Allows the user to display and/or print a list of all completed jobs and information about them such as status, date, location, etc.

**Use Case:** Display/Print all Pending Jobs

**Actors:** Receptionist, Manager

**Goal:** Display or print all pending jobs

**Description:** Allows the user to display and/or print a list of all pending jobs and information about them such as status, date, location, etc.

**Use Case:** Modify Job Info

**Actors:** Receptionist, Manager

**Goal:** To modify information about a job

**Description:** Allows the user to change information about a job such as job number, address, date, start time, etc.

**Use Case:** Manage One-Time Invoices

**Actors:** Receptionist, Manager

**Goal:** To manage information about one-time invoices

**Description:** Allows the user to manage one time invoices and perform tasks such as creating, modifying, and printing invoices.

**Use Case:** Manage Regular Invoices

**Actors:** Receptionist, Manager

**Goal:** to manage information about regular invoices

**Description:** Allows the user to manage invoices for regular jobs and perform tasks such as creating, modifying, and printing invoices.

**Use Case:** Create Invoice

**Actors:**  Receptionist, Manager

**Goal:** To create an invoice for a job

**Description:** Allows the user to create an invoice to be sent to the customer after the job has been completed.

**Use Case:** Modify Invoice

**Actors:** Receptionist, Manager

**Goal:** To change information in an invoice

**Description:** Allows the user to modify information contained within an invoice.

**Use Case:** Display/Print Invoice

**Actors:** Receptionist, Manager

**Goal:** To display or print an invoice

**Description:** Allows the user to display and/or print an invoice for a completed job.

**Use Case:** Manage Customers

**Actors:** Manager, Receptionist

**Goal:** View and edit all customer information

**Description:** Allows the manager and receptionist to add and delete users from the computer system, as well as edit and view information about each customer.

**Use Case:** Add New Customer

**Actors:** Manager, Receptionist

**Goal:** Add a new customer to the system

**Description:** Allocates space for a new customer and certain accompanying information that is necessary to complete business transactions.

**Use Case:** Modify Customer Info

**Actors:** Manager, Receptionist

**Goal:** Edit individual customer information

**Description:** Allows the user to change information about current and previous customers.  This includes the ability to edit a customers name, address, phone number, etc.

**Use Case:** Display/Print Customer Info

**Actors:** Manager, Receptionist

**Goal:** View information about a specific customer

**Description:** This allows a user display and print detailed information about an individual customer. The information is accessed with either a customer id number, or a customer name.

**Use Case:** Display/Print List of Customers

**Actors:** Manager, Receptionist

**Goal:** View a full list of all customers

**Description:** Allows the user to display and print a full listing of every customer that includes a small summary of information on each customer.

**Use Case:** Manage Employees

**Actors:** Receptionist, Manager

**Goal:** Manage information pertaining to employees

**Description:** Allows the Receptionist and Manager to do various tasks such as adding new employees, modifying employee information, and displaying and printing employee information.

**Use Case:**Display/Print Employee Info

**Actors:** Receptionist, Manager

**Goal:** Display and print employee information

**Description:** Allows the Receptionist or Manager to do display or print employee information such as the employee’s name, address, and job title.

**Use Case:** Display/Print List of Employees

**Actors:** Receptionist, Manager

**Goal:** Display and print the list of employees

**Description:** Allows the Receptionist or Manager to display or print a list of all current employees working for Just-the-Job Inc.

**Use Case:** Add New Employee

**Actors:** Receptionist, Manager

**Goal:** Add a new Employee to the system

**Description:** Allows the Receptionist or Manager to enter a newly hired employee into the system.

**Use Case:** Modify Employee Info

**Actors:** Receptionist, Manager

**Goal:** Modify an employee’s information

**Description:** Allows the Receptionist or Manager to modify an existing employee’s information. This includes any changes to an employee’s name, mailing address, or job title.

**Use Case**: Delete Existing Customer

**Actors**: Manager

**Goal**: To delete any existing customer

**Description**: Allows the manager to delete a customer that is no longer using the services of the company, and is therefore removed from the database.

**Use Case**: Delete Employee

**Actors**: Manager

**Goal**: To delete employees

**Description**: Allows the manager to delete an employee that no longer works for the company. The employee is removed from the database.

**Use Case**: Delete/Cancel Job

**Actors**: Manager

**Goal**: To delete or cancel a job

**Description**: Allows the manager to delete or cancel a job that is no longer required. Completed jobs should be deleted automatically by the system.

**Use Case**: Cancel Invoice

**Actors**: Manager

**Goal**: To cancel an invoice

**Description**: Allows the manager to cancel an invoice. This can be perhaps when an invoice contains a mistake or if there is more than one invoice for a customer with more than one property.

**Use Case**: Cancel/Credit Payment

**Actors**: Manager

**Goal**: To cancel or credit a payment

**Description**: Allows the manager to cancel a payment made by the customer. They may also credit a payment that will be made at a later time.

**Use Case**: Display/Print Invoice & Payment Status

**Actors**: Receptionist, Manager

**Goal**: To display and print an invoice and payment status

**Description**: The receptionist and manager can display and print an invoice that is issued after a job is completed. This can also be done for the payment status, regarding whether the invoice has been paid or not.

**Use Case**: Manage Payments

**Actors**: Receptionist, Manager

**Goal**: To manage any information regarding customer payments

**Description**: Payments need to be monitored once an invoice has been issued. A payment is either made or not (payment status). Once a payment is made, a receipt must be issued to the customer.

**Use Case**: Record Full Payment

**Actors**: Receptionist, Manager

**Goal**: To record a payment once it has been made

**Description**: Once a customer’s invoice has been paid, the full payment is recorded and the payment status is updated.

**Use Case**: Print Receipt

**Actors**: Receptionist, Manager

**Goal**: To print a receipt to customers

**Description**: A receipt must be issued to a customer once they have made a payment.

**Use Case**: Maintain Manager’s Schedule

**Actors**: Receptionist, Manager

**Goal**: To maintain the manager’s schedule

**Description**: The manager’s schedule is organized by keeping track of all appointments. Appointments may be added, cancelled or modified. The weekly schedule may be also printed.

**Use Case**: Add Appointment

**Actors**: Receptionist, Manager

**Goal**: To add an appointment

**Description**: This allows for an upcoming appointment to be added to the manager’s schedule.

**Use Case**: Cancel Appointment

**Actors**: Receptionist, Manager

**Goal**: To cancel an appointment

**Description**: This allows for an upcoming appointment to be cancelled from the manager’s schedule.

**Use Case**: Modify Appointment

**Actors**: Receptionist, Manager

**Goal**: To modify an appointment

**Description**: This allows for an upcoming appointment to be rescheduled to another day or to another time.

**Use Case**: Print Weekly Schedule

**Actors**: Receptionist, Manager

**Goal**: To print the manager’s weekly schedule

**Description**: This allows for the printing of the manager’s schedule.

**Use Case**: Save Info

**Actors**: Receptionist, Manager

**Goal**: To save all info updates

**Description**: Upon user request, all data can be saved to disk at any time. This is in addition to the automatic save to disk which occurs at shutdown.