**Use Case: Successfully Create Request**

**Actor:** Requestor

**Trigger Point:** The requestor initiates the process of creating a new request within the system.

**Use Case Description:** This use case describes the steps involved in the requestor successfully creating a new request and receiving confirmation of its completion.

**Pre-Conditions:**

1. The requestor is authenticated and logged into the system.

2. The requestor has access permissions to create requests.

3. The system is operational and accessible.

**Post-Conditions:**

1. The new request is successfully created and saved in the system.

2. The requestor receives a success message confirming the completion of the request.

3. The requestor has the option to track the created request or repeat/delete it if necessary.

**Normal Flow:**

1. The requestor navigates to the "Create Request" section of the system.

2. The requestor fills in the required details in the request form:

a. Enters the required delivery date.

b. Selects the department from the dropdown menu.

c. Selects the location from the dropdown menu.

d. Selects the priority level from the dropdown menu.

e. Enters any additional notes related to the request.

3. In the middle of the form, the requestor adds items to the order line:

a. Enters details such as line number, name, category, quantity, unit, price, total cost, actions, status.

b. Performs actions such as adding, editing, or deleting items as needed.

4. At the top-right panel of the order line, the requestor clicks on the "Add Items" button.

5. The requestor selects the type of item to add from the options provided (inventory item, custom item, bulk item, supplier catalogue item).

6. If the requestor selects an inventory item, the system opens another screen displaying inventory items:

a. The requestor selects the desired item, and its details are automatically populated in the request form.  
7. The requestor reviews the requesting cost, total cost at bottom of the order line.

8. The requestor reviews the details of the request, ensuring accuracy and completeness.

9. The requestor adds any additional comments related to the request in the comments section.

10. The requestor attaches any relevant documents to the request in the attached documents section.

11. The requestor submits the request.

12. The system validates the request, saves it in the database, and displays a pop-up message stating "Success! Your request has been successfully completed."

13. The requestor has the option to track request or repeat/delete it as needed using the buttons provided.

**Alternative Flow:**

1. If the requestor encounters any issues during the request creation process:

a. The requestor may cancel the request and start over.

b. The requestor may contact the system administrator or support team for assistance.