# **Web application**

## Customer components:

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Logout | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * User, staff.   Summary:   * This use case allows user to log out the system.   Goal:   * User can log out the system.   Triggers:   * User sends the logout command.   Preconditions:   * User logged in the system.   Post Conditions:   * Success: User logs out the system. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends logout command. | User exits from the system.  Return to the home page. |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules: N/A | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Renew contract by user | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user to renew their contract.   Goal:   * User can renew their insurance contract.   Triggers:   * User sends renew contract command.   Preconditions:   * User must login into the system with role Customer. * The card expiry date is less than 2 months.   Post Conditions:   * Success: User renew contract or send a renew contract base on the payment way he/she used. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends renew contract command. | Display new page let user select one of following payment gateways:  - PayPal payment gateway.  - Direct payment.  And show user the fee:   * Renewal fee: currency. | | 2 | If user chooses PayPal gateway and send confirm command.  [Alternative 1] | Forward to PayPal payment page to process the payment. | | 3 | User process the PayPal payment | If payment succeed,  Update information to database. Renew user insurance contract.  Show message renew successful.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user chooses direct payment and send confirm command. | Show list of company brands address. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If payment failed | Show message to notify user that payment failed and the renew request has been aborted. |   Relationships: Extend “PayPal payment”.  Business Rules:   * If user paid the renew fee through PayPal, system automatically change the contract status to Ready. * If user paid the renew fee directly, Staff will update the payment for that contract and change contract status to Ready. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Cancel contract | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user cancel their contract.   Goal:   * Customer can cancel the contract.   Triggers:   * Customer sends cancel contract request.   Preconditions:   * User must login into the system with role Customer. * User’s contract has not expired.   Post Conditions:   * Success: Send to the staff the cancel contract request. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends cancel contract request command. | Display new page require user input some information:   * Reason to cancel the contract: can be optional selected from these values:   + “Xe cơ giới bị thu hồi đăng ký”   + “Xe cơ giới hết niên hạn”   + Other reason: free text input, required, length 1-250. * Attachment file upload: file upload input. | | 2 | User chooses the reason why he/she want to cancel contract and attach the related file (if any). Then send confirm command. | Show success message.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user doesn’t check any radio button | Show message to notify user that they have to choose the reason for cancel contract. |   Relationships: N/A  Business Rules:   * Cancel contract request will be sent to the system with inputted information. * System update status of the contract to “Request cancel” | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View payment history | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of the transactions.   Goal:   * User can view list of transactions were made.   Triggers:   * User sends view payment history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the transactions history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view payment history command. | Display new page that show user list of transaction history information includes:   * Date of transaction: date * Payment method: text * Service: text * Amount: currency * Receiver: text * PayPal transaction ID: text   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If there is no transaction were made | Show message to notify that there is no transaction were made. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules:   * Transactions list is sorted by date order. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View accident history | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of the accidents.   Goal:   * User can view list of their accidents history.   Triggers:   * User sends view accident history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the accidents history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view accident history command | Display new page show list of accidents information includes:   * Date of accident: date * Title: text * Attachment file: link to file.   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There is no accident | Show message to notify that there is no accident. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules:   * Accidents list is sorted by date order. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View punishment history | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user the history of the punishment.   Goal:   * User can view list of their punishment history.   Triggers:   * User sends view punishment history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the punishment history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view punishment history command | Display a table shows list of punishments information includes:   * Date of punishment: date * Punishment title: text * Attachment file: link to file.   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There is no punishment | Show message to notify that there is no punishment. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules:   * Punishments list is sorted by date order. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Request compensation | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user to request compensation.   Goal:   * User can request compensation.   Triggers:   * User sends request compensation command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Store the compensation request to into database. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends request compensation command. | Display new page ask user to input required information includes:   * Driver name: free text input, required, length 3-80. * License number: free text input, required, length 10-15. * License type: free text input, required, length 1-10. * Driver phone: free text input, required, length 8-15. * Vehicle capacity: free text input, required, length 1-20. * Driver address: free text input, required, length 3-250. * Plate number of accident motor: free text input, required, length 4-15. * Date of accident: date, required. * Place of accident: free text input, required, length 2-20. * Control Police Department: free text input, required, length 3-250. * Description: free text input, required, length 1-2000. * Human damage: free text input, required, length 1-2000. * Asset damage: free text input, required, length 1-2000. * Observer: free text input, required, length 3-80. * Compensation note: free text input, required, length 1-2000. * Attachment file: file upload input. | | 2 | User fill required information and attach the minutes of the accident (if any). Then send confirm command. | Show message to notify that request punishment succeed.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User input missed one of requirement information. | Show message to notify user what required information is missing. |   Relationships: N/A  Business Rules:   * Compensation request will be sent to the system with inputted information. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View compensation history. | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case help user to view compensation history.   Goal:   * User can view compensation history.   Triggers:   * User sends view compensation history command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the compensation history to the user. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view compensation history command. | Display new page show a table of compensations includes:   * Compensation code: text. * Contract code: text. * Customer name: text. * Request date: date. * Resolve date: date. | | 2 | User clicks to a compensation code to see compensation detail. | Display new page that show the detail of the selected compensation includes:   * Driver name: text. * License number: text. * License type: text. * Driver phone: text. * Vehicle capacity: text. * Driver address: text. * Plate number of accident motor: text. * Date of accident: date. * Place of accident: date. * Control Police Department: text. * Description: text. * Human damage: text. * Asset damage: text. * Observer: text. * Compensation note: text. * Attachment: link to file. * Created date: date. * Resolve date: date. * Decision: text. * Resolve note: text.   [Alternative 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If there is no compensation | Show message to notify that there is no compensation. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules:   * List of compensation is sorted by resolve date in decreased order. The unsolved compensations will be the top rows. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | New card request | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer.   Summary:   * This use case help user to request a new card.   Goal:   * User can request a new card.   Triggers:   * User sends new card request command.   Preconditions:   * User must login into the system with role Customer. * User’s contract has not expired.   Post Conditions:   * Success: New card request is sent to system. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends new card request command. | Display a new page shows user:   * A text box to confirm by password: free text input, required, length 6-32. * Payment gateways: can be optional selected from these selections:   + PayPal payment gateway.   + Direct payment. * The new card fee: currency. | | 2 | User enter password and choose the PayPal payment gateway. Then send confirm command.  [Alternative 1] | Forward to PayPal payment process page.  [Alternative 2] | | 3 | User process the PayPal payment. | If payment succeed,  Show message to notify that the payment is succeed and the card will be sent to customer soon.  [Exception 1] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | User enter password and choose the direct payment. Then send confirm command. | Show company information: address, telephone number.  [Alternative 2] | | 2 | If user enter wrong password | Show message to notify that user has entered wrong password. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If payment failed | Show message to notify that the payment failed. The request is aborted. |   Relationships: N/A  Business Rules:   * At a time, user can only has one new card request for each contract. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View card information | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user their card information.   Goal:   * User can view their card information.   Triggers:   * User sends view card information command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the user’s card information and the access history. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends view card information command | Display new page shows the card information includes:   * Card ID: text * User name: text * Card status: text * Activated date: date   And a table shows list of access history information includes:   * Access date: date * Access device: text * Request: text * Response: text | |  |  |  |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules:   * List of access history is sorted by access date order. | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | View personal information | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Customer.   Summary:   * This use case shows user their personal information.   Goal:   * User can review their card information.   Triggers:   * User sends view personal information command.   Preconditions:   * User must login into the system with role Customer.   Post Conditions:   * Success: Show the user’s personal information. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User send view personal information command | Display new page shows the user information includes:   * User code: text * User name: text * Address: text * Email: text * Phone number: text * Personal ID: text | |  |  |  |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules: N/A | | | |

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Change password. | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Customer, staff.   Summary:   * This use case help user to change their password.   Goal:   * User can change the password.   Triggers:   * User sends change password command.   Preconditions:   * User must login into the system.   Post Conditions:   * Success: Update new user’s password to the system. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | User sends change password command. | Display new page contains textboxes for user to input their current and new password:   * Current password: free text input, required, length 6-32 * New password: free text input, required, length 6-32 * Confirm new password: free text input, required, length 6-32 | | 2 | User input their current password, new password and confirm new password. Then send confirm command. | Show message to notify that the password has been changed successfully.  [Alternative 1]  [Alternative 2] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | If user inputs the wrong current password | Show message to notify that the current password is wrong. | | 2 | If the new password and the confirm password not matched. | Show message to notify that the confirm password is not matched with the new password. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules:   * The new password will be saved into the system if the provided information is correct. | | | |

## Guest components:

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| USE CASE – MIC000 | | | |
| Use Case No. | MIC000 | **Use Case Version** | 2.0 |
| Use Case Name | Login | | |
| Author | TriPQM | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Guest.   Summary:   * This use case allow guest to log in the system.   Goal:   * Guest can logs in the system.   Triggers:   * Guest goes to the home page.   or   * When guest accesses a protected page, the system displays a login form.   Preconditions: N/A  Post Conditions:   * Success: User renew contract or send a renew contract base on the payment way he/she used. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Guest goes to the home page or when guest accesses a protected page. | Display a login form:   * Username: text input free, required, length 6-32. * Password: text input free, required, length 6-32. | | 2 | Guest enters correct username and password. Then send login command. | The system authenticate the user then  display the user page or the protected page that the user requested.  [Alternative 1]  [Alternative 2] |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | The guest enters wrong username and password. | Show message to notify that username or password is invalid. | | 2 | User not allowed to access the projected page requested. | Show message to notify that user not permitted to access this page. |   Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | |  |  |  |   Relationships: N/A  Business Rules:   * If role of user is staff, system returns the staff manage page. * If role of user is customer, system returns the customer page. | | | |