###### <Staff> Resolve new card request

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| USE CASE – WS03 | | | |
| Use Case No. | WS03 | **Use Case Version** | 2.1 |
| Use Case Name | Resolve new card request | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allows staff view and solve new card request.   Goal:   * Staff can view and solve request for new card from customers.   Triggers:   * Staff sends view and solve new card request command.   Preconditions:   * User must login into the system with role Staff. * There is at least 01 unsolved request for new card from customer. * The payment process for new card was completed.   Post Conditions:   * Success: A customer’s new card request is solved, a new card issued and the date request solved updated. * Fail: Request is unsolved.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to view all new card request view. | New card request view will be shown with following information:   * Date of request: text * Note of customer: text * ID of old card: link to card details. * Name of card owner: link to detailed information of the customer who own this card. * Date a new card be issued for this customer: text * ID of new card: link to card details. | | 2 | Staff add new card for this customer | Update new card information to customer’s request and sends notification.   * Date new card issued. * ID of new card |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There are no unsolved new card request | Show message to notify staff there are no unsolved new card request. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * List of new card request is always loaded from the system. * List of new card request is sorted by resolved date in ascending order. * The old card will changes status from “Ready” to “Deactivated”. * The new card will has status is “Ready”. * Search bar on the top help user finding card faster by its id. * Pagination must be display if number of requests larger than 10. * A solved request must have code of new card and the date this card issued. | | | |

###### <Staff> Resolve compensation request

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| USE CASE – WS04 | | | |
| Use Case No. | WS04 | **Use Case Version** | 2.0 |
| Use Case Name | Resolve compensation request | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Staff.   Summary:   * This use case allows staff view and solves compensation requests.   Goal:   * Staff can view and solve request for compensation from customers.   Triggers:   * Staff sends view and solve compensation request command.   Preconditions:   * User must login into the system with role Staff. * There is at least 01 unsolved request for compensation from customer. * The compensation’s decision must be negotiated with the customer, approved by the insurance company.   Post Conditions:   * Success: A customer’s compensation request solved, decision for this compensation has been made and the date request solved is updated. * Fail: Request is unsolved.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to view list of request for compensation. | List of compensation request will be shown with following information:   * Compensation code: link to request detail * Request created date: text * Contract’s code: link to contract detail * Contract’s owner full name: link to customer detail * Request status: text | | 2 | Staff select an unsolved request to view. | Compensation request detail will be shown with following information:   * Contract’s code: link to contract details. * Contract’s owner full name: link to customer details. * Compensation created date: text * Compensation status: text * Driver’s full name: text * Driver’s phone number: text * Driver’s address: text * Driver’s license number: text * Driver’s license type: text * Accident vehicle plate number: text * Vehicle’s capacity or seat capacity: text * Time of the accident: text * Place of the accident: text * Police department solved accident: text * Description of the accident: text * Human damaged in the accident: text * Asset damaged in the accident: text * Name of the observer: text * Address of the observer: text * Detail of compensation request from customer: text * Compensation attachment: link to attachment detail | | 3 | Staff send resolve this compensation request command. | Resolve compensation request view is shown with following labels and fields   * Resolve date: date time input, required * Note for compensation: free text input, length 1 – 2000 | | 4 | Staff input resolve compensation request information and select one from two decision |  | | 5 | Staff sends save changes command | Update compensation status and notify to customer |   Alternative Scenario:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | There are no compensation request | Show message to notify staff there are no compensation request. |   Exceptions: N/A  Relationships: N/A  Business Rules:   * List of compensation request is always loaded from the system. * List of compensation request is sorted by compensation request resolved date and created date in ascending order. * With unsolved request, its solved date does not exist. * Compensation resolved date must be restricted in the limit by configuration of the administrator. * A compensation request could have one of following decision: * “Chấp nhận bồi thường” * “Từ chối bồi thường” * A compensation request could have one of following status: * “Đã giải quyết” * “Chưa giải quyết” * Search bar on the top help user finding contract or customer faster. * Pagination must be display if number of requests larger than 10. * A notification will be sent to request customer after the process is completed. | | | |

###### <Staff> View customer information

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| USE CASE – WS05 | | | |
| Use Case No. | WS05 | **Use Case Version** | 2.0 |
| Use Case Name | View customer information | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allows staff view customer details.   Goal:   * Staff can view customer’s detail information.   Triggers:   * Staff sends view customer information command.   Preconditions:   * User must login into the system with role Staff.   Post Conditions:   * Success: Customer’s detail information is shown. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to list of customer. | List of customer will be shown with following information:   * Customer’s code: link to customer detail * Customer’s full name: text * Customer’s phone: text * Customer’s email address: text | | 2 | Staff selects customer to view their detail information. | Customer detail will be shown with following information:   * Customer’s code: text * Customer’s full name: link to customer detail * Customer’s address: text * Customer’s email address: text * Customer’s phone: text * Customer’s personal ID: text   List of customer’s contract:   * Customer’s contract code: link to contract detail. * Customer’s contract type: text * Contract’s status: text |   Alternative Scenario: N/A  Exceptions: N/A  Relationships: N/A  Business Rules:   * List of customer and their detail information is always loaded from the system. * Search bar on the top help user find customer faster. * Pagination must be display if number of requests larger than 10. * Contract’s status is one of 6 below: * Pending * No card * Ready * Expired * Request cancel * Cancelled | | | |

###### <Staff> Create new customer

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| USE CASE – WS07 | | | |
| Use Case No. | WS07 | **Use Case Version** | 2.0 |
| Use Case Name | Create new customer | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allows staff create new customer.   Goal:   * A new customer is added to the system.   Triggers:   * Staff sends create new customer command.   Preconditions:   * User must login into the system with role Staff. * This customer is not existed in the system yet.   Post Conditions:   * Success: New customer is added to the system. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to create customer view. | Create customer view is shown with following labels and fields:   * Customer’s full name: free text input, required, length 3 – 80 * Customer’s address: free text input, required, length 3 – 250 * Customer’s email address: free text input, required, length 3 – 250 * Customer’s phone number: free text input, required, length 8 – 15 * Customer’s personal ID: free text input, length 8 – 15 | | 2 | Staff fills out the form. |  | | 3 | Staff sends create new customer command. | * Validate data   [Exception 1, 2, 3, 4]   * Add new customer to the system. * Display create customer success message. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out of range | Show message notify staff which field’s value is out of range | | 3 | Entered email address is not a valid email | Show message notify entered email is not valid | | 4 | Entered email is existed in the system | Show message notify entered email is existed |   Relationships: N/A  Business Rules:   * In case of success scenarios, a new customer would be added to the system. * An email address must be validated by this regular expression:   /^([a-z0-9\_\.-]+)@([\da-z\.-]+)\.([a-z\.]{2,6})$/   * System will suggest staff create new contract for the customer has just created. | | | |

###### <Staff> Create contract

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| USE CASE – WS08 | | | |
| Use Case No. | WS08 | **Use Case Version** | 2.0 |
| Use Case Name | Create new contract | | |
| Author | KhaNC | | |
| Date | 20/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allows staff create new contract.   Goal:   * A new contract is added to the system.   Triggers:   * Staff sends create new contract command.   Preconditions:   * User must login into the system with role Staff. * There is at least 01 customer in the system.   Post Conditions:   * Success: New contract is added to the system * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to create new contract view. | Contract detail is shown with following label and fields:   * Customer code: free text input, required, length 6 – 10   Contract’s information   * Contract’ type: select one of the options. * Start date: date time input, required * Expired date: date time input, required * Contract’s fee: text   Vehicle’s information:   * Vehicle’s plate number: free text input, required, length 4 – 15 * Vehicle’s brand: free text input, required, length 2 – 20 * Vehicle’s model code: free text input, length 2 – 20 * Vehicle’s type: free text input, length 2 – 20 * Vehicle’s color: free text input, length 2 – 20 * Vehicle’s engine: free text input, required, length 2 – 20 * Vehicle’s chassis: free text input, required, length 2 – 20 * Vehicle’s capacity: free text input, required, length 2 – 20 * Vehicle’s year of manufacture: free text input, length: 4 * Vehicle’s empty weight: free text input, length 1 – 4 * Vehicle’s seat capacity: free text input, length 1 – 3   Payment information:   * Paid date: date time input, required | | 2 | Staff fills out the form. |  | | 3 | Staff sends create new contract command. | Display contract’s information to review and request for confirmation | | 4 | Staff confirms create new contract command. | * Validate data   [Exception 1, 2, 3]   * Add new contract’s information to the system. * Notify to staff created contract successfully. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out of range | Show message notify staff which field’s value is out of range | | 3 | Entered vehicle is existed in the system | Show message notify staff this vehicle is existed. |   Relationships: N/A  Business Rules:   * In case of success scenarios, a new contract would be added to the system. * Staff can search and select a contract owner from available customers. * List of contract’s type must be loaded from the system. * A new contract created successfully will has the initial status is “No card”. * Contract’s start date, expired date, paid date must be restricted in the limit by configuration of the administrator. * Default contract’s term is set up by configuration of the administrator. * Contract’s term must not exceed contract's default term. * Contract’s expired date must not be earlier than contract’s start date. * Contract’s fee is calculated by the following formula, with price per year is loaded from the system belongs to selected contract type: * Contract’s term will be rounded up to nearest month, for example: 2 months 18 days is 3 months | | | |

###### <Staff> Renew contract

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| USE CASE – WS09 | | | |
| Use Case No. | WS09 | **Use Case Version** | 2.0 |
| Use Case Name | Renew contract | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allows staff renew contract.   Goal:   * Contract’s new expired date will be updated to the system.   Triggers:   * Staff sends renew contract command.   Preconditions:   * User must login into the system with role Staff. * The contract type belongs to this contract is NOT deactivated yet. * Contract remaining days must NOT exceed the limit in administrator’s configuration. * Contract’s status must be “No card”, “Ready” or “Expired”.   Post Conditions:   * Success: Contract is renewed * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to renew contract view. | Renew contract detail is shown with following renew contract information:   * Contract’s code: text * Contract’s status: text * Contract’s type: text * Contract’s status: text * Contract’s start date: text * Contract’s expired date: text * Contract’s new expired date: date time input, required * Renew contract fee: text * Request for new card: free text input * New card fee: text * Delivery new card: free text input * Delivery new card fee: text * Paid date: date time input, required | | 2 | Staff fills out the form. |  | | 3 | Staff sends renew this contract command | Display confirm renew contract view. | | 4 | Staff confirms renew this contract command. | * Validate data   [Exception 1, 2]   * Update contract’s information to the system. * Reload contract detail. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out of range | Show message notify staff which field’s value is out of range |   Relationships: N/A  Business Rules:   * In case of success scenarios, a new expired date of contract would be updated to the system. * A contract renewed successfully will has status is “Ready”: * If contract’s status is “No card” or “Ready”, there are no change. * In case of the contract has status is “Expired”, its will be changed to “Ready”. * Contract’s new expired date, paid date must be restricted in the limit by configuration of the administrator. * Default contract’s term is set up by configuration of the administrator. * Contract’s term must not exceed contract's default term. * Contract’s expired date must not be earlier than contract’s start date. * Contract’s fee is calculated by the following formula, with price per year is loaded from the system belongs to current contract type: * Contract’s term will be rounded up to nearest month, for example: 2 months 18 days is 3 months. * User only can request for new card if this contract owns an activating card. * New card fee & delivery card fee must by loaded from the system. | | | |

###### <Staff> Cancel contract

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| USE CASE – WS10 | | | |
| Use Case No. | WS10 | **Use Case Version** | 2.0 |
| Use Case Name | Cancel contract | | |
| Author | KhaNC | | |
| Date | 27/05/2015 | **Priority** | Medium |
| Actor:   * Staff.   Summary:   * This use case allows staff cancel a contract.   Goal:   * Contract’s new status is updated to the system.   Triggers:   * Staff sends cancel contract command.   Preconditions:   * User must login into the system with role Staff. * Contract’s status must be “Pending”, “No card” or “Ready”.   Post Conditions:   * Success: Contract is cancelled. * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to cancel contract view. | Cancel contract detail is shown with following information:   * Cancel date: date time input, required * Cancel reason: free text input, required, length 1 – 250 * Description: free text input, length 1 – 2000 | | 2 | Staff fills out the form. |  | | 3 | Staff sends cancel contract command. | Display confirm cancel contract view. | | 4 | Staff confirms cancel contract command. | * Validate data   [Exception 1, 2]   * Update contract’s information to the system. * Reload contract detail. |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | No | Actor Action | System Response | | 1 | Missing of required fields | Show message notify staff input missed fields | | 2 | Length of field’s value is out of range | Show message notify staff which field’s value is out of range |   Relationships: N/A  Business Rules:   * When contract cancelled successfully, there are no notification would be sent to the customer who own this contract. * A contract cancelled successfully will change status from “No card”, “Ready” or “Pending” to “Cancelled”. * Contract’s cancel date must be restricted in the limit by configuration of the administrator. | | | |

###### <Staff> Update contract information

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| USE CASE – WS11 | | | |
| Use Case No. | WS11 | **Use Case Version** | 2.0 |
| Use Case Name | Update contract information | | |
| Author | TrungDQ | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Staff   Summary:   * This use case allows staff to update contract information.   Goal:   * Staff can update contract information.   Triggers:   * Staff sends command to update contract information.   Preconditions:   * User has to logged in to the system as Staff role * Contract is existed in the system * Contract status must not be “Cancelled”   Post Conditions:   * Success: Contract information will be updated * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to update contract information. | System list out information of contract:  Contract general information   * Contract’s code: text * Contract’s status: text * Contract’s type: text * Contract’s start date: text * Contract’s expired date: text   Vehicle information   * Plate: free text input, required, length 4 – 15. * Brand: free text input, required, length 2 – 20. * Model code: free text input, length 2 – 20. * Vehicle type: free text input, length 2 – 20. * Color: free text input, length 2 – 20. * Engine: free text input, required, length 2 – 20. * Chassis: free text input, required, length 2 – 20. * Capacity: free text input, required, length 2 – 20. * Year of manufacture: free text input, value from 1900 to 2200. * Weight: free text input, value from 1 – 1000, unit: kilogram * Seat capacity: free text input, value from 1 – 100. | | 2 | Staff inputs required information. |  | | 3 | Staff sends command to save new information. | System shows message notify contract information is updated successfully.  [Exception 1, 2] |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends command to save new information. | System shows error message to ask staff input missing required fields. | | 2 | Entered vehicle plate is existed in the system | System shows error message to ask staff input another plate number. |   Relationships: N/A  Business Rules:   * Contract information will be updated to system. * Current contract information will be filled to corresponding input fields. | | | |

###### <Staff> Update compensation history

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| USE CASE – WS12 | | | |
| Use Case No. | WS12 | **Use Case Version** | 2.0 |
| Use Case Name | Update compensation history | | |
| Author | TrungDQ | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Staff   Summary:   * This use case allows staff to update compensation information.   Goal:   * Staff can update compensation information.   Triggers:   * Staff sends command to update compensation information.   Preconditions:   * User has to logged in to the system as Staff role * Compensation is existed in the system   Post Conditions:   * Success: Compensation information will be updated * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to update compensation information. | System list out information of compensation:   * 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: free text input, required, length 4 – 15. * Date: date time input, required. * Place: free text input, required, length 4 – 15. * Control 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 upload input * Created date: date time input, required. * Resolve date: date time input, required. * Decision: free text input, required, length 1 – 250. * Resolve note: free text input, required, length 1 – 2000. | | 2 | Staff inputs information |  | | 3 | Staff sends command to save new information. | System shows message notify compensation information is updated successfully.  [Exception 1] |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends command to save new information. | System shows error message to ask staff input missing required fields. |   Relationships: N/A  Business Rules:   * Compensation information will be updated to system. | | | |

###### <Staff> Update punishment history

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| USE CASE – WS13 | | | |
| Use Case No. | WS13 | **Use Case Version** | 2.0 |
| Use Case Name | Update punishment history | | |
| Author | TrungDQ | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Staff   Summary:   * This use case allows staff to update punishment information.   Goal:   * Staff can update punishment information.   Triggers:   * Staff sends command to update punishment information.   Preconditions:   * User has to logged in to the system as Staff role * Punishment is existed in the system   Post Conditions:   * Success: Punishment information will be updated * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to update punishment information. | System list out information of punishment:   * Date: date time input, required. * Title: free text input, required, length 1 – 250. * Attachment: file upload input, required. | | 2 | Staff inputs information |  | | 3 | Staff sends command to save new information. | System shows message notify punishment information is updated successfully.  [Exception 1] |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends command to save new information. | System shows error message to ask staff input missing required fields. |   Relationships: N/A  Business Rules:   * Punishment information will be updated to system. * Punishment date must not exceed current date. | | | |

###### <Staff> Update accident history

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| USE CASE – WS14 | | | |
| Use Case No. | WS14 | **Use Case Version** | 2.0 |
| Use Case Name | Update accident history | | |
| Author | TrungDQ | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Staff   Summary:   * This use case allows staff to update accident information.   Goal:   * Staff can update accident information.   Triggers:   * Staff sends command to update accident information.   Preconditions:   * User has to logged in to the system as Staff role * Contract of the accident is existed in the system   Post Conditions:   * Success: Punishment information will be updated * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to accident information. | System list out information of accident:   * Date: date time input, required. * Title: free text input, required, length 1 – 250. * Attachment: file upload input, required. | | 2 | Staff inputs information. |  | | 3 | Staff sends command to save new information. | System shows message notify compensation information is updated successfully.  [Exception 1] |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff sends command to save new information. | System shows error message to ask staff input missing required fields. |   Relationships: N/A  Business Rules:   * Accident information will be updated to the system. * Accident date must not exceed current date. | | | |

###### <Staff> View cards information

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| USE CASE – WS15 | | | |
| Use Case No. | WS15 | **Use Case Version** | 2.0 |
| Use Case Name | View cards information | | |
| Author | TrungDQ | | |
| Date | 27/05/2015 | **Priority** | High |
| Actor:   * Staff   Summary:   * This use case allows staff to view published cards information.   Goal:   * Staff can view cards information.   Triggers:   * Staff goes to view cards information.   Preconditions:   * User has to logged in to the system as Staff role * Cards information is existed in the system   Post Conditions:   * Success: Cards information is shown * Fail: Show error message.   Main Success Scenario:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to view cards information | System list out information of published cards:   * Card ID: text link to card detail * Card owner: text * Last access time: text * Status: text   [Exception 1] | | 2 | Staff sends command to view card detail information | System shows card detail information:   * Card ID: text * Card owner: text * Status: text * Activated date: text * Last access time: text * History of access   [Exception 2] |   Alternative Scenario: N/A  Exceptions:   |  |  |  | | --- | --- | --- | | Step | Actor Action | System Response | | 1 | Staff goes to view cards information | System shows no connection error message. | | 2 | Staff sends command to view card detail information | System shows no connection error message. |   Relationships:  Business Rules:   * Cards information will be loaded from the system. * History of access will show 10 results at a time, with pagination links at the bottom. | | | |