| Use Case ID | UC1 |
| --- | --- |
| Actor | Customer |
| User Requirement | Withdraw Cash |
| User Story | As a customer, I want to withdraw cash, so that I can have physical money. |
| Preconditions | The customer must have a valid bank card and sufficient balance. The ATM must be functioning. |
| Post-conditions | Cash is dispensed to the customer. The balance is updated accordingly. |
| Basic Process | (User) 1. The Customer inserts the bank card. (System) 2. The System performs card identification. (User) 3. The Customer enters the PIN. (System) 4. The System verifies the PIN. (User) 5. The Customer selects the withdraw cash option. (User) 6. The Customer enters the amount. (System) 7. The System checks for sufficient balance. (System) 8. The System dispenses the cash. (System) 9. The System updates the account balance. |
| Extended Process | (Optional) a. If the withdrawal amount exceeds the limit: 1. The System notifies the Customer about the limit. 2. The Customer selects a new amount. (Exception Handling) b. If card identification fails: 1. The System returns the card and prompts the Customer to retry. |

| Use Case ID | UC2 |
| --- | --- |
| Actor | Customer |
| User Requirement | Check Balance |
| User Story | As a customer, I want to check my account balance, so that I can know how much money I have. |
| Preconditions | The customer must have a valid bank card. The ATM must be functioning. |
| Post-conditions | The account balance is displayed to the customer. |
| Basic Process | (User) 1. The Customer inserts the bank card. (System) 2. The System performs card identification. (User) 3. The Customer enters the PIN. (System) 4. The System verifies the PIN. (User) 5. The Customer selects the check balance option. (System) 6. The System retrieves and displays the account balance. |
| Extended Process | (Optional) a. If card identification fails: 1. The System returns the card and prompts the Customer to retry. |

| Use Case ID | UC3 |
| --- | --- |
| Actor | Customer |
| User Requirement | Deposit Funds |
| User Story | As a customer, I want to deposit cash, so that I can add money to my account. |
| Preconditions | The customer must have a valid bank card. The ATM must be functioning. |
| Post-conditions | Cash is deposited into the account. The balance is updated accordingly. |
| Basic Process | (User) 1. The Customer inserts the bank card. (System) 2. The System performs card identification. (User) 3. The Customer enters the PIN. (System) 4. The System verifies the PIN. (User) 5. The Customer selects the deposit option. (User) 6. The Customer inserts cash and confirms the amount. (System) 7. The System counts the cash and verifies the amount. (System) 8. The System updates the account balance. |
| Extended Process | (Exception Handling) a. If card identification fails: 1. The System returns the card and prompts the Customer to retry. (Exception Handling) b. If cash counting fails: 1. The System prompts the Customer to reinsert the cash. |

| Use Case ID | UC4 |
| --- | --- |
| Actor | BankClerk |
| User Requirement | Manage Bank Card |
| User Story | As a bank clerk, I want to manage bank card information, so that I can keep customer records up to date. |
| Preconditions | The bank clerk must be authenticated and have access to the bank's system. |
| Post-conditions | Bank card information is entered, updated, inquired, or deleted as requested. |
| Basic Process | (User) 1. The Bank Clerk logs into the bank's system. (System) 2. The System verifies the Bank Clerk's credentials. (User) 3. The Bank Clerk selects manage bank card option. (User) 4. The Bank Clerk enters, inquires, modifies, or deletes bank card information as needed. (System) 5. The System processes the request and updates the records accordingly. |
| Extended Process | (Exception Handling) a. If credential verification fails: 1. The System prompts for re-login. (Optional) b. If data entry is incorrect: 1. The System prompts the Bank Clerk to correct the information. |

| Use Case ID | UC5 |
| --- | --- |
| Actor | BankClerk |
| User Requirement | Manage User Information |
| User Story | As a bank clerk, I want to manage user information, so that I can keep customer records accurate and up to date. |
| Preconditions | The bank clerk must be authenticated and have access to the user management system. |
| Post-conditions | User information is entered, updated, inquired, or deleted as requested. |
| Basic Process | (User) 1. The Bank Clerk logs into the user management system. (System) 2. The System verifies the Bank Clerk's credentials. (User) 3. The Bank Clerk selects manage user option. (User) 4. The Bank Clerk enters, inquires, modifies, or deletes user information as needed. (System) 5. The System processes the request and updates the records accordingly. |
| Extended Process | (Exception Handling) a. If credential verification fails: 1. The System prompts for re-login. (Optional) b. If data entry is incorrect: 1. The System prompts the Bank Clerk to correct the information. |

| Use Case ID | UC6 |
| --- | --- |
| Actor | Customer |
| User Requirement | Card Identification |
| User Story | As a customer, I need to verify card details, so that I can ensure secure transactions. |
| Preconditions | A bank card is inserted into the ATM or presented for validation. |
| Post-conditions | The card is verified, and the user can proceed with further actions. |
| Basic Process | (User) 1. The Customer/BankClerk inserts or scans the bank card. (System) 2. The System reads the card data. (System) 3. The System checks the card validity and authenticity. (System) 4. The System grants access if the card is valid. |
| Extended Process | (Exception Handling) a. If card verification fails: 1. The System returns the card. 2. The System prompts the user to retry or contact support. |