

Use Case Name: Evaluate an offer		ID: UC-4	Priority: High
Actor: Sales manager			
Description: This use case describes how the sales manager evaluates an offer and accepts it or rejects it with a reason.			
Trigger: A Pending offer is created and the sales manager is notified.			
Type: <input checked="" type="checkbox"/> External <input type="checkbox"/> Temporal			
Preconditions:			
<ol style="list-style-type: none"> <li>Sales manager is authenticated.</li> <li>Pending offer is available in the Pending Offers datastore.</li> </ol>			
Normal Course:		Information for Steps:	
1. The Sales Manager retrieves the Pending Offer from the Pending Offer datastore.		←	Pending offer ID
2. The sales Manager uses the Vehicle ID number to retrieve the Vehicle Record on the vehicle		←	Pending offer
3. The system prompts the Sales Manager to Accept or Reject the offer.		←	Vehicle ID
4. If the offer is rejected,		←	Vehicle details
a. the system prompts the Sales Manager to provide a reason for the rejection.		←	Offer decision
b. An offer rejection notice including the reason is sent to the salesperson.		←	Reason for Rejection
c. The Pending Offer is removed from the Pending Offers datastore and stored as a Rejected Offer in the Rejected Offers datastore accessible only to the logged in salesperson.		→	Offer Rejection Notice
5. If the offer is accepted,		→	New Rejected Offer
a. The system uses information from the Pending Offer to produce a Sales Contract.		→	New Sales Contract
b. The Sales Contract is stored in the Pending Sales Contracts datastore.		→	Sales Contract
c. Two copies of the Sales Contract are printed for the Salesperson and customer.		→	New Accepted Offer
d. The Pending Offer is removed from the Pending Offers datastore and stored in the Accepted Offers datastore.		→	Purchase Deposit
e. The customer deposit is recorded in the Deposits datastore		→	Shop Work Order
f. Any dealer options specified in the offer are used to prepare a Shop Work Order, which is stored in the Shop Work Orders datastore and sent to the Shop Manager.		→	Shop Work Order Notice
Postconditions:			
<ol style="list-style-type: none"> <li>Sales Contract is recorded in Pending Sales Contract datastore.</li> <li>Pending Offer is removed from Pending Offers and added to Accepted Offers or to Rejected Offers</li> <li>Customer deposit amount is recorded for bookkeeper.</li> <li>Work to be done on the sale vehicle is recorded as a Show Work Order and Shop Manager is notified.</li> </ol>			
Summary	Source	Outputs	Destination
Inputs			
Pending offer ID	Sales Manager	Offer Rejection Notice	Salesperson
Pending offer	Pending Offers datastore	New Rejected Offer	Rejected Offers datastore
Vehicle ID	Sales Manager	New Sales Contract	Sales Contract datastore
Vehicle details	Vehicle datastore	Sales Contract	Customer/Salesperson
Offer decision	Sales Manager	New Accepted Offer	Accepted Offers datastore
Reason for Rejection	Sales Manager	Purchase Deposit	Deposits datastore
		Shop Work Order	Shop Work Orders Datastore
		Shop Work Order Notice	Shop Manager

FIGURE 4-11 (continued)