

Use Case Name: Record an offer		ID: UC-3	Priority: High
Actor: Salesperson			
Description: This use case describes how the salesperson records a customer offer on a vehicle. The offer may be a new offer or a revision of a previously rejected offer.			
Trigger: Customer decides to make an offer on a vehicle.			
Type: <input checked="" type="checkbox"/> External <input type="checkbox"/> Temporal			
Preconditions: <div><div>1. Salesperson is authenticated.</div><div>2. Pending offers datastore is available and on-line.</div><div>3. Vehicle inventory datastore is available and on-line.</div><div>4. Rejected offers datastore is available and on-line.</div></div>			
Normal Course: <div><div><div>1. Salesperson specifies the offer vehicle using the Vehicle ID number.</div><div>2. The system checks for any pending offers on the vehicle.</div><div>3. If there is an offer pending on the vehicle, the system notifies the salesperson and the use case ends.</div><div>4. If there are no pending offers on the vehicle, the system asks if this is a new offer or an offer revision.</div><div>5. If this is an offer revision,<div><div>a. The salesperson specifies the ID of the previous offer.</div><div>b. The system fills the offer form with the content of the previous Offer from the Rejected Offers datastore.</div></div></div><div>Otherwise,<div><div>a. The system fills the offer form with details on the offer vehicle.</div></div></div><div>6. Salesperson supplies/modifies additional information for the offer, including customer information and the specific offer details (Cash Plus trade-in Value, desired dealer options).</div><div>7. The system displays offer summary.</div><div>8. The salesperson is asked to obtain customer permission to confirm the offer.</div><div>9. If not confirmed, the offer is discarded, otherwise, the confirmed offer is stored as a Pending Offer.</div><div>10. A Copy of the Pending Offer is printed for the customer.</div><div>11. A Pending Offer Notice is sent to the Sales Manager for evaluation and approval.</div></div></div> <div><div>Information for Steps:</div><div><div>Vehicle ID</div><div>Existing Pending Offers</div><div>Offer Pending Notice</div><div>Offer Type</div><div>Offer ID</div><div>Previous offer details</div><div>Vehicle details</div><div>Customer details</div><div>Offer details</div><div>Offer Summary</div><div>Offer Confirmation</div><div>New Pending Offer</div><div>Pending Offer</div><div>Pending Offer Notice</div></div></div>			
Postconditions: <div><div>1. Pending Offer is stored.</div><div>2. Sales Manager is sent notice of pending offer.</div></div>			
Summary			
Inputs	Source	Outputs	Destination
Vehicle ID	Salesperson	Offer Pending Notice	Salesperson
Existing Pending Offers	Pending Offers datastore	Offer Summary	Customer
		New Pending Offer	Pending Offer datastore
Offer Type	Salesperson		Customer
Offer ID	Salesperson	Pending Offer	Customer
Previous Offer details	Rejected Offers datastore	Pending Offer Notice	Sales Manager
Vehicle datastore	Vehicle details		
Customer details	Customer		
Offer details	Salesperson		

FIGURE 4-11

Major Use Cases with Information for Steps Completed