

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: <ol style="list-style-type: none"> Salesperson is authenticated. Pending offers datastore is available and on-line. Vehicle inventory datastore is available and on-line. Rejected offers datastore is available and on-line. 			
Normal Course: <ol style="list-style-type: none"> Salesperson specifies the offer vehicle using the Vehicle ID number. The system checks for any pending offers on the vehicle. If there is an offer pending on the vehicle, the system notifies the salesperson and the use case ends. If there are no pending offers on the vehicle, the system asks if this is a new offer or an offer revision. If this is an offer revision, <ol style="list-style-type: none"> The salesperson specifies the ID of the previous offer. The system fills the offer form with the content of the previous Offer from the Rejected Offers datastore. Otherwise, <ol style="list-style-type: none"> The system fills the offer form with details on the offer vehicle. Salesperson supplies/modifies additional information for the offer, including customer information and the specific offer details (Cash Plus trade-in Value, desired dealer options). The system displays offer summary. The salesperson is asked to obtain customer permission to confirm the offer. If not confirmed, the offer is discarded, otherwise, the confirmed offer is stored as a Pending Offer. A Copy of the Pending Offer is printed for the customer. A Pending Offer Notice is sent to the Sales Manager for evaluation and approval. 		Information for Steps: <ul style="list-style-type: none"> ← Vehicle ID ← Existing Pending Offers → Offer Pending Notice ← Offer Type ← Offer ID ← Previous offer details ← Vehicle details ← Customer details ← Offer details → Offer Summary ← Offer Confirmation → New Pending Offer → Pending Offer → Pending Offer Notice 	
Postconditions: <ol style="list-style-type: none"> Pending Offer is stored. Sales Manager is sent notice of pending offer. 			
Summary			
Inputs	Source	Outputs	Destination
Vehicle ID Existing Pending Offers	Salesperson Pending Offers datastore	Offer Pending Notice Offer Summary New Pending Offer	Salesperson Customer Pending Offer datastore
Offer Type Offer ID Previous Offer details	Salesperson Salesperson Rejected Offers datastore	Pending Offer Pending Offer Notice	Customer Sales Manager
Vehicle datastore Customer details Offer details	Vehicle details Customer Salesperson		

FIGURE 4-11
Major Use Cases with Information for Steps Completed

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"> Sales manager is authenticated. Pending offer is available in the Pending Offers datastore. 			
Normal Course:		Information for Steps:	
<ol style="list-style-type: none"> The Sales Manager retrieves the Pending Offer from the Pending Offer datastore. The sales Manager uses the Vehicle ID number to retrieve the Vehicle Record on the vehicle The system prompts the Sales Manager to Accept or Reject the offer. If the offer is rejected, <ol style="list-style-type: none"> The system prompts the Sales Manager to provide a reason for the rejection. An offer rejection notice including the reason is sent to the salesperson. 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. If the offer is accepted, <ol style="list-style-type: none"> The system uses information from the Pending Offer to produce a Sales Contract. The Sales Contract is stored in the Pending Sales Contracts datastore. Two copies of the Sales Contract are printed for the Salesperson and customer. The Pending Offer is removed from the Pending Offers datastore and stored in the Accepted Offers datastore. The customer deposit is recorded in the Deposits datastore 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. 		<ul style="list-style-type: none"> ← Pending offer ID ← Pending offer ← Vehicle ID ← Vehicle details ← Offer decision ← Reason for Rejection → Offer Rejection Notice → New Rejected Offer → New Sales Contract → Sales Contract → New Accepted Offer → Purchase Deposit → Shop Work Order 	
Postconditions:			
<ol style="list-style-type: none"> Sales Contract is recorded in Pending Sales Contract datastore. Pending Offer is removed from Pending Offers and added to Accepted Offers or to Rejected Offers Customer deposit amount is recorded for bookkeeper. Work to be done on the sale vehicle is recorded as a Show Work Order and Shop Manager is notified. 			
Summary			
Inputs	Source	Outputs	Destination
Pending offer ID Pending offer	Sales Manager Pending Offers datastore	Offer Rejection Notice New Rejected Offer	Salesperson Rejected Offers datastore
Vehicle ID Vehicle details Offer decision Reason for Rejection	Sales Manager Vehicle datastore Sales Manager Sales Manager	New Sales Contract Sales Contract New Accepted Offer	Sales Contract datastore Customer/Salesperson Accepted Offers datastore
		Purchase Deposit Shop Work Order Shop Work Order Notice	Deposits datastore Shop Work Orders Datastore Shop Manager

FIGURE 4-11 (continued)

Use Case Name: Take delivery		ID: UC-5	Priority: High								
Actor: Salesperson											
Description: This use case describes how the salesperson completes the vehicle sale to the customer.											
Trigger: Customer has the final payment for the vehicle.											
Type: <input checked="" type="checkbox"/> External <input type="checkbox"/> Temporal											
Postconditions: 1. Salesperson is authenticated. 2. Sales Contract is available in Pending Sales Contract datastore.											
Normal Course: 1. The Salesperson retrieves the Sales Contract using the contract number. 2. The System asks the salesperson to confirm that the customer accepts the vehicle and has provided the required payment (cash plus trade-in). 3. If confirmed, a. the system stores the Sales Contract in the Final Sales Contract datastore. b. A Final Sales Contract is printed for the customer. c. Payment is recorded. Otherwise, the use case ends.		Information for Steps: Sales Contract ID Vehicle accepted confirmation Payment submission verification New Final Sales Contract Final Sales Contract Final Payment									
Postconditions: 1. The Sales Contract is recorded in the Final Sales Contract datastore. 2. Payment is recorded.											
Summary <table border="1"> <thead> <tr> <th>Inputs</th> <th>Source</th> <th>Outputs</th> <th>Destination</th> </tr> </thead> <tbody> <tr> <td>Sales Contract ID Vehicle accepted confirmation Payment submission verification</td> <td>Salesperson Customer Salesperson</td> <td>New Final Sales Contract Final Sales Contract Final Payment</td> <td>Final Sales Contract datastore Customer Payments datastore</td> </tr> </tbody> </table>				Inputs	Source	Outputs	Destination	Sales Contract ID Vehicle accepted confirmation Payment submission verification	Salesperson Customer Salesperson	New Final Sales Contract Final Sales Contract Final Payment	Final Sales Contract datastore Customer Payments datastore
Inputs	Source	Outputs	Destination								
Sales Contract ID Vehicle accepted confirmation Payment submission verification	Salesperson Customer Salesperson	New Final Sales Contract Final Sales Contract Final Payment	Final Sales Contract datastore Customer Payments datastore								

FIGURE 4-11 (continued)