

Report to



King County

King County Superior Court

ECR Online

Use Case 19 – Customer Information



Sierra

New thinking.

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REVISION LOG: USE CASE 19 – CUSTOMER INFORMATION

Revision Date	Description	Changes Made By
July 26, 2005	Initial Draft	Les Scott

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1. USE CASE 19 — CUSTOMER ACCOUNTS

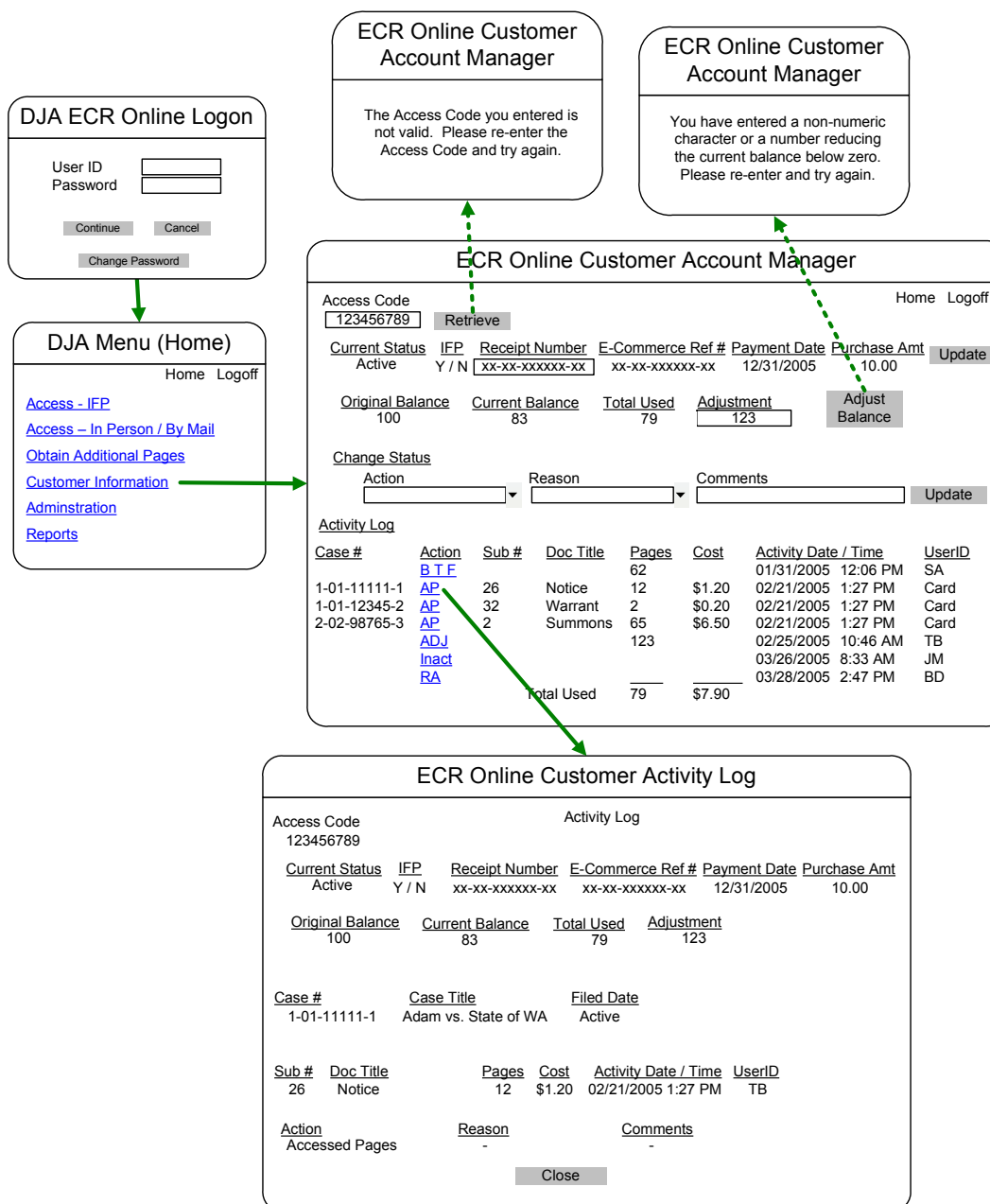
Use Case Name	Customer Information	
Use Case Number	19	
Description	<p>The Customer Information use case illustrates how DJA Staff will administer and view customer accounts within the ECR Online application.</p> <p>DJA Staff will be able to correct “Receipt Numbers” entered incorrectly, adjust the number of pages available on the subscription, or change the status of the card.</p>	
Actors	DJA Staff	
Preconditions	<ul style="list-style-type: none">• The user has logged onto a domain within King County.• The ECR Online Administrator has successfully accessed the ECR Online application and logged on.	
Triggers and Frequency	The user wishes to view or alter (modify or change status) customer account information associated with the subscriptions to the ECR Online System.	
Normal Process	Exceptional Process	
1. The user selects the “Customer Information” hyperlink.		
2. The “Customer Account Manager” screen appears		
3. The user enters the Access Code and selects the “Retrieve” button.	<ul style="list-style-type: none">• An invalid Access Code is entered. The user receives an error message.	

<p>4. The "Customer Account Manager" screen refreshes and contain the current information in the following fields:</p> <ul style="list-style-type: none"> • Access Code • Current Status (Read Only) • IFP (Yes / No) • Receipt Number (editable) / E-Commerce Ref # (Read Only) • Payment Date (Read Only) • Purchase Amt (Read Only) • Original Balance (Read Only) • Current Balance (Read Only) • Total Used (Read Only) <p>The following fields display all records associated with the subscription (read only):</p> <ul style="list-style-type: none"> • Case # • Action • Sub # • Doc Title • Pages • Cost • Activity Date/Time • UserID • Total Pages • Total Cost 	<ul style="list-style-type: none"> •
<p>5. To adjust the number of pages available on the subscription the DJA Staff enters the number of pages to add or subtract from the current balance then selects "Adjust Balance".</p>	<ul style="list-style-type: none"> • The user enters a non-numeric in the adjustment field the user is displayed an error and re-directed to enter the information again.
<p>6. The "Customer Account Manager" screen refreshes with the "Current Balance" being updated to reflect the new total.</p>	
<p>7. To change the status of the account select an "Action" from the drop down list, "Reason" from the drop down list, add "Comments" as appropriate then select "Update".</p> <ul style="list-style-type: none"> • Suspend • Inactivate • Reactivate 	

8. The "Customer Account Manager" refreshes with the Action being added to the table and the "Current Status" is updated to reflect the change.	
9. To view additional detail about a specific line entry select the action hyperlink associated with the line entry.	
10. The "Customer Activity Log" appears in a popup with the following fields displaying as read only: <ul style="list-style-type: none"> • Access Code • Current Status • IFP • Receipt Number / E-Commerce Ref # • Payment Date • Purchase Amt • Original Balance • Current Balance • Total Used • Case # • Case Title • Filed Date • Sub # • Doc Title • Pages • Cost • Activity Date/Time • UserID • Action • Reason • Comments 	
11. the user selects the "Close" button to close the popup window and return to the "Customer Activity Log"	
Post Condition	The user has successfully viewed, added or modified the Customer Accounts associated with a subscription.

2. NORMAL PROCESS

2.1. Overview



2.2. Steps 1

DJA Menu (Home)

[Home](#) [Logoff](#)

[Access - IFP](#)
[Access – In Person / By Mail](#)
[Obtain Additional Pages](#)
[Customer Information](#)
[Administration](#)
[Reports](#)

2.3. Steps 2 – 9

ECR Online Customer Account Manager

[Home](#) [Logoff](#)

Access Code

[Retrieve](#)

<u>Current Status</u>	<u>IFP</u>	<u>Receipt Number</u>	<u>E-Commerce Ref #</u>	<u>Payment Date</u>	<u>Purchase Amt</u>	Update
Active	Y / N	<input type="text" value="xx-xx-xxxxxx-xx"/>	xx-xx-xxxxxx-xx	12/31/2005	10.00	

<u>Original Balance</u>	<u>Current Balance</u>	<u>Total Used</u>	<u>Adjustment</u>	Adjust Balance
100	83	79	<input type="text" value="123"/>	

Change Status

<u>Action</u>	<u>Reason</u>	<u>Comments</u>	Update
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Activity Log

Case #	Action	Sub #	Doc Title	Pages	Cost	Activity Date / Time	UserID
	B T F			62		01/31/2005 12:06 PM	SA
1-01-11111-1	AP	26	Notice	12	\$1.20	02/21/2005 1:27 PM	Card
1-01-12345-2	AP	32	Warrant	2	\$0.20	02/21/2005 1:27 PM	Card
2-02-98765-3	AP	2	Summons	65	\$6.50	02/21/2005 1:27 PM	Card
	ADJ			123		02/25/2005 10:46 AM	TB
	Inact					03/26/2005 8:33 AM	JM
	RA					03/28/2005 2:47 PM	BD
Total Used				79	\$7.90		

2.4. Steps 10 – 11

ECR Online Customer Activity Log						
Access Code		Activity Log				
123456789						
<u>Current Status</u>	<u>IFP</u>	<u>Receipt Number</u>	<u>E-Commerce Ref #</u>	<u>Payment Date</u>	<u>Purchase Amt</u>	
Active	Y / N	xx-xx-xxxxxx-xx	xx-xx-xxxxxx-xx	12/31/2005	10.00	
<u>Original Balance</u>	<u>Current Balance</u>	<u>Total Used</u>	<u>Adjustment</u>			
100	83	79	123			
<u>Case #</u>	<u>Case Title</u>	<u>Filed Date</u>				
1-01-11111-1	Adam vs. State of WA	Active				
<u>Sub #</u>	<u>Doc Title</u>	<u>Pages</u>	<u>Cost</u>	<u>Activity Date / Time</u>	<u>UserID</u>	
26	Notice	12	\$1.20	02/21/2005 1:27 PM	TB	
<u>Action</u>	<u>Reason</u>	<u>Comments</u>				
Accessed Pages	-	-				
<div>Close</div>						

3. EXCEPTIONAL PROCESSES

3.1. Step 3 (Exceptional Process)

ECR Online Customer Account Manager

The Access Code you entered is not valid. Please re-enter the Access Code and try again.

ECR Online Customer Account Manager

Access Code

123456789

Retrieve

Home

Logoff

Current Status	IFP	Receipt Number	E-Commerce Ref #	Payment Date	Purchase Amt	Update
Active	Y / N	xx-xx-xxxxxx-xx	xx-xx-xxxxxx-xx	12/31/2005	10.00	

Original Balance

100

Current Balance

83

Total Used

79

Adjustment

123

Adjust Balance

Change Status

Action

Reason

Comments

Update

Activity Log

Case #	Action	Sub #	Doc Title	Pages	Cost	Activity Date / Time	UserID
	BTF			62		01/31/2005 12:06 PM	SA
1-01-11111-1	AP	26	Notice	12	\$1.20	02/21/2005 1:27 PM	Card
1-01-12345-2	AP	32	Warrant	2	\$0.20	02/21/2005 1:27 PM	Card
2-02-98765-3	AP	2	Summons	65	\$6.50	02/21/2005 1:27 PM	Card
	ADJ			123		02/25/2005 10:46 AM	TB
	Inact					03/26/2005 8:33 AM	JM
	RA					03/28/2005 2:47 PM	BD
			Total Used	79	\$7.90		

In this exceptional process, the user entered a “Subscription Key” that was invalid. The user is displayed an error message and directed to re-enter the information.

3.2. Step 5 (Exceptional Process)

ECR Online Customer Account Manager

You have entered a non-numeric character or a number reducing the current balance below zero. Please re-enter and try again.

ECR Online Customer Account Manager

Access Code

Home

Current Status	IFP	Receipt Number	E-Commerce Ref #	Payment Date	Purchase Amt	
Active	Y / N	<input type="text" value="xx-xx-xxxxxx-xx"/>	xx-xx-xxxxxx-xx	12/31/2005	10.00	<input type="button" value="Update"/>

Original Balance
100

Current Balance
83

Total Used
79

Adjustment

Change Status
Action Reason Comments

Activity Log

Case #	Action	Sub #	Doc Title	Pages	Cost	Activity Date / Time	UserID
	B T F			62		01/31/2005 12:06 PM	SA
1-01-11111-1	AP	26	Notice	12	\$1.20	02/21/2005 1:27 PM	Card
1-01-12345-2	AP	32	Warrant	2	\$0.20	02/21/2005 1:27 PM	Card
2-02-98765-3	AP	2	Summons	65	\$6.50	02/21/2005 1:27 PM	Card
	ADJ			123		02/25/2005 10:46 AM	TB
	Inact					03/26/2005 8:33 AM	JM
	RA					03/28/2005 2:47 PM	BD
Total Used				79	\$7.90		

In this exceptional process, the user entered an “Adjustment” value that was non-numeric or a number reducing the “Current Balance” below zero. The user is displayed an error message and directed to re-enter the information.