

Name	Sign a contract
Actors	Customer, Organization employee
Triggers	The customer and organization employee access the system after the loan application has been approved.
Pre-conditions	<p>The status of the loan application is approved.</p> <p>The contract document with loan conditions is created and sent to actors.</p> <p>All the details of the loan application are filled.</p>
Post-conditions	<p>The loan application is transitioned into Contract.</p> <p>Actors receive confirmation regarding contract signature.</p>
Main flow	<ol style="list-style-type: none"> 1. The customer is notified regarding the approved loan application. 2. The customer accesses the system. 3. The customer reviews and signs the contract. 4. The organization employee reviews and signs the contract. 5. The loan application is transitioned into contract. 6. The confirmation and signed contract is sent to both actors.
Alternative flows	<ol style="list-style-type: none"> 1. System error happens during the contract signing - the user is asked to retry. 2. The customer notices discrepancies in the loan application details and rejects the contract. The contract is sent back to the organization employee to be corrected. 3. The organization employee notices discrepancies in the loan application and sends it back to the customer for correction.

Name	Terminate a contract
Actors	Customer, Organization Employee
Triggers	The customer provides a reason and requests contract termination.
Pre-conditions	A valid contract exists. The customer has either fully repaid the loan, or has provided a valid reason.
Post-conditions	If the termination request is approved the contract is marked as terminated and both parties are notified. If the termination request is rejected, the contract remains active and the customer is notified.
Main flow	<ol style="list-style-type: none"> 1. The customer has fully repaid a loan or has a valid reason for contract termination. 2. The customer accesses the system and requests the contract termination. 3. The organization employee reviews the request and approves or rejects it. 4. The contract status changes, if the termination is approved. The contract status remains the same if termination is rejected. 5. The customer is notified of the decision.
Alternative flows	<ol style="list-style-type: none"> 1. System error happens while requesting the termination - the user is asked to retry. 2. The customer requests termination without a valid reason, or without fully repaying the loan - the organization employee rejects the request.

Name	Apply for a loan
Actors	Customer, Shop employee
Triggers	Customer visits the shop and selects a product of interest.
Pre-conditions	Customer selects a product from a shop related to the organization. The product is eligible to be purchased through a loan. Customer provides necessary contact details.
Post-conditions	The loan application is created. The loan application is forwarded to the organization for the review and decision.
Main flow	<ol style="list-style-type: none"> 1. The customer visits a shop. 2. The customer selects a product and requests a loan. 3. The customer provides required information. 4. The shop employee creates a loan application and fills relevant details. 5. The shop employee forwards loan application to the organization
Alternative flows	<ol style="list-style-type: none"> 1. System error happens while creating the loan application - the user is asked to retry. 2. The customer fails to provide all the required information - the shop employee notifies the customer to provide missing details. 3. After viewing the loan application details, the customer changes their mind and decides not to proceed with the loan.