### Dispute Transactions

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| **Use Case ID: UTL TRANS 002** | | | |
| **Use Case Name:**  **Talabat request on dispute module** | | | |
| **Description** | | Allow PAM users to review all Talabat transactions through back-end “counter”. | |
| **Stakeholders** | |  | |
| **Service Channels** | | Backend users | |
| **Analyzed by** | | Abdelrhaman Almomani | |
| **SRS documented by** | | Abdelrhaman Almomani | |
| **Developed by** | |  | |
| **Pre-conditions** | | | |
| **#** | **Description** | | **Business Rules** |
| 1. | Check “[General Requirements](#_General_Requirements)” above. | |  |
|  | The user should attache the civil card in the system by using a special device. | | The system should fetch the civil ID from the attached card. |
| **Basic Scenario** | | | |
| **#** | **Description** | | **Business Rules** |
|  | User should access the transactions info screen. | |  |
|  | The user should enter the civil ID of labor. | | we will use a card reader to get the labor civil id automatically |
|  | The user should click on “جلب الطلب” button to review the selected transaction. | |  |
|  | The system should call this procedure when the user click on get oreder “جلب الطلب” :  sec\_pkg.get\_transactions\_by\_civil\_id (  p\_user\_id VARCHAR2,  p\_labor\_civil\_id varchar2,  is\_success OUT NUMBER,  trans\_id OUT NUMBER,  taskflow\_id OUT VARCHAR,  RETURN\_MESSAGE OUT VARCHAR  ); | | p\_user\_id => login Username  **In this case the system should pass the “trans\_id” to the next screen.**  **Hint:**  **The procedure should returen the screen** “taskflow\_id” **so the system should open screen according to the return value from this field.** |
| **Prototype** | | | |
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#### REQUIRED FUNCTIONS AND PROCEDURES TO BE CREATED

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| Package name | sec\_pkg | | |
| Function/procedure | Procedure | name | get\_dispute\_transactions |
| In parameters | p\_user\_id VARCHAR2,  p\_labor\_civil\_id varchar2 | | |
| Description | يعمل على استرجاع الطلبات المحوله الى علاقات العمل بحيث يتم استرجاع الطلبات بالاعتماد على الرقم المدني للعامل  اذا كان رقم العامل p\_labor\_civil\_id ليس من ضمن البيانات ادنها يجب اظهار الرسالة التالية :  لا يوجد طلب للعامل  SELECT  I.trans\_id,  I.trans\_parent\_id,  I.service\_id,  I.trans\_stage,  I.labor\_id,  (SELECT CIVIL\_ID FROM MPM\_LABOR\_PROFILE\_TRANS WHERE TRANS\_PARENT\_ID = I.trans\_id) AS CIVIL\_ID,  IV.TASKFLOW\_ID  FROM  mpm\_work\_visa\_trans I, UTL\_SERVICE II , SEC\_MENUS IV  WHERE I.trans\_stage = 13 AND II.SERVICE\_ID = I.SERVICE\_ID AND II.MENU\_ID = IV.MENU\_ID and (SELECT CIVIL\_ID FROM MPM\_LABOR\_PROFILE\_TRANS WHERE TRANS\_PARENT\_ID = I.trans\_id) =: p\_civil\_id  UNION ALL  SELECT  I.trans\_id,  I.trans\_parent\_id,  I.service\_id,  I.trans\_stage,  I.labor\_id,  (SELECT CIVIL\_ID FROM MPM\_LABOR\_PROFILE\_TRANS WHERE TRANS\_PARENT\_ID = I.trans\_id) AS CIVIL\_ID,  IV.TASKFLOW\_ID  FROM  MPM\_WORK\_PERMIT\_TRANS I, UTL\_SERVICE II , SEC\_MENUS IV  WHERE I.trans\_stage = 13 AND II.SERVICE\_ID = I.SERVICE\_ID AND II.MENU\_ID = IV.MENU\_ID and (SELECT CIVIL\_ID FROM MPM\_LABOR\_PROFILE\_TRANS WHERE TRANS\_PARENT\_ID = I.trans\_id) =: p\_civil\_id ; | | |
| Expected to return | is\_success OUT NUMBER,  trans\_id OUT NUMBER,  taskflow\_id OUT VARCHAR,  RETURN\_MESSAGE OUT VARCHAR | | |