Fully dressed Use Cases

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| Use Case Name | Process Sale Order | |
| Actors | Sales assistant | |
| Pre-condition | Employee is logged into the system, the system has a stable connection to the database | |
| Post-condition | Successfully created sale order | |
| Flow of events | Actor | System response |
|  | 1. Customer places an order through phone or email. |  |
|  | 2. Sales assistant starts a new sale. | 3. System creates a new blank sale. |
|  | 4. Sales assistant inputs a product id and quantity. | 5. System returns product details and subtotal. |
|  | 6. Repeat steps 4-5 as necessary |  |
|  | 7. Sales assistant inputs customer id | 8. System returns customer details and links the customer to the sale |
|  | 9. Sales assistant either tells the customer over the phone the total and gets confirmation or sends a confirmation email with the sale information. |  |
|  | 10.Sale assistant prints out an invoice and the delivery note and attaches it to the order. |  |

**Use case:** Process Sale Order  
**Scope:** Database Sale Order Processing System  
**Level:** User goals  
**Primary actor:** Sales Assistant  
**Preconditions:** Sales Assistant is logged into the system, an order has been placed by a customer.  
**Success Guarantee:** A Sale order with all the desired products has been created and saved. Discounts are applied according to customer’s membership. Stock and inventory are updated appropriately. An invoice is generated and printed out to be sent to the customer.  
**Main success scenario:**

1. Sales assistant creates a new Sale Order.
2. System displays a new blank Sale Order.
3. Sales assistant enters the customer identifier.
4. System displays customer information, name, address, city, zipcode and discount (if any).
5. Sales assistant enters the product identifier and quantity.
6. System displays sale line item with the item description, price, and sub-total. Prices are calculated based on a set of price rules.  
   *Sales assistant repeats steps 5-6 until order is filled.*
7. Sales assistant checks the order is correct and confirms the order.
8. System records the completed sale order, generates an invoice for the customer, and updates the stock accordingly.

**Extensions**

\*a. At any time customer requests to cancel the order.

1. Sales assistant cancels the order.
2. System does not record any information and exits.

3.a. Customer is not in the database.

1. Sales assistant enters the customer details manually.
2. Continue from main success scenario 5.

5.a. Product is not found by the system.

1. Sales assistant gives the option to the customer to continue or cancel the order.
   1. Customer tells sale assistant to cancel the order.
      1. Sale assistant cancels the order.
      2. System does not record any information, product stock remains unchanged, and system exits.
   2. Customer tells sale assistant to continue the order without the product.
      1. Sale assistant continues from main success scenario 5 without the missing product.

5.b. Insufficient quantity of product to fill order.

1. System creates a warning message display insufficient stock.
2. Sales assistant gives the options to the customer to continue with a new quantity or to remove the product from the order or cancel the whole order.
   1. Customer tells the sales assistant to change the quantity of the product.
      1. Sales assistant changes the quantity of the product.
      2. System displays the updated sale line item.
      3. Continue from main success scenario 5.
   2. Customer tells the sales assistant to remove the product from the order.
      1. Sale assistant removes the sale line item with the product.
      2. System displays the updated sale order without the product.
      3. Continue from main success scenario 5.
   3. Customer tells the sales assistant to cancel the whole order.
      1. Sales assistant cancels the order.
      2. System does not record any information, product stock remains unchanged and system exits.