HawkTU Logistics Management System

Fully Dressed Use Cases Document

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This document contains detailed descriptions of use cases for the HawkTU Logistics and Delivery Management System. Each use case outlines the interactions between users and the system, ensuring clarity and understanding of functional requirements.

Manage Profile Information

Use Case Name	Manage Profile Information
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer/Seller
Stakeholders and Interests	• Customer/Seller: Wants to easily manage personal details and security settings. • System Administrator: Ensures data integrity and security of personal information.
Preconditions	• The user is logged into the system. • The system displays the profile management interface.
Post-conditions	• User profile is updated with the new information. • Changes are saved securely in the database.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. User navigates to the profile section.	2. System displays the profile management interface.
3. User updates their personal details (e.g., name, address, phone number).	4. System validates the inputs and checks for any required fields.
5. User modifies account security settings (e.g., password).	6. System enforces password strength rules and provides feedback.
7. User submits the updated information.	8. System saves the changes to the database and confirms the update.
Extensions	
Actor Action (or Intention)	**System Responsibility**
3a. If the password does not meet security standards, the user enters a stronger password.	**3a.** System prompts the user to enter a stronger password.
5a. If the system fails to update the profile due to server issues, the user tries again later.	**5a.** System notifies the user of the failure and advises retrying.

Update Product Listings

Use Case Name	Update Product Listings
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Seller
Stakeholders and Interests	• Seller: Wants to easily manage their product listings, adding new products, updating prices, and removing outdated or unavailable items. • Customer: Expects the catalogue to be up-to-date with accurate information. • System Administrator: Ensures data integrity and prevents errors in product listings.
Preconditions	• The seller is logged into the system. • The seller has access to the product management interface.
Postconditions	• The product listings are updated with new, modified, or removed items. • Changes are saved securely in the database and reflected in the system.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Seller navigates to the product management section.	2. System displays the product listings interface and prompts for user action
3. Seller chooses desired option. (add, delete, modify listing)	4. System prompts for product details and validates input.
5. Seller enters relevant information.	6. System authenticates the information and updates the catalogue.

Extensions	
Actor Action (or Intention)	**System Responsibility**
3a. If the seller tries to add existing item.	**3a.** System prompts error.
5a. Seller Fails to enter all required details.	**5a.** System prompts user "Fill in Required Details"

Earn and Redeem Loyalty Points

Use Case Name	Earn and Redeem Loyalty Points
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer
Stakeholders and Interests	• Customer: Wants to earn points from purchases and redeem them for rewards or discounts on future purchases. • Seller: Encourages customer loyalty by offering points for purchases and providing incentives to redeem them. • System Administrator: Ensures the accuracy of points tracking and redemption, maintaining data integrity.
Preconditions	• The customer is logged into the system. • The customer has made at least one eligible purchase to earn loyalty points.
Postconditions	• Loyalty points are updated in the customer's account after a purchase. • Points are redeemed for rewards or discounts, and the customer's point balance is adjusted.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Customer completes a purchase.	2. System calculates and adds loyalty points to the customer's account.
3. Customer views their loyalty points balance.	4. System displays the current balance of earned points.
5. Customer chooses to redeem points for a reward or discount.	6. System validates the redemption request and deducts the appropriate number of points.

Extensions	
Actor Action (or Intention)	**System Responsibility**
3a. If there is an error in calculating points, the customer contacts support.	**3a.** System logs the error and notifies support for correction.
5a. If the customer tries to redeem more points than available, they enter a valid amount.	**5a.** System prompts the customer to enter a valid redemption amount.
6a. Discount Application Fails and Customer retries.	**6a.** System notifies the customer of the failure and advises retrying.

Submit Product and Seller Reviews

Use Case Name	Submit Product and Seller Reviews
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer
Stakeholders and Interests	• Customer: Wants to provide feedback on products and sellers to help others make informed decisions and influence the quality of service. • Seller: Wants to receive feedback to improve service quality and customer trust. • Other Customers: Rely on honest reviews to evaluate products and sellers before purchasing. • System Administrator: Ensures reviews are moderated and do not contain inappropriate content.
Preconditions	• The customer is logged into the system. • The customer has made a purchase or interacted with a seller.
Postconditions	• The review is submitted and stored in the database. • The seller may view and respond to the review.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Customer navigates to the product or seller review section.	2. System displays the review submission form.
3. Customer writes feedback and provides a rating.	4. System validates the input and ensures all required fields are completed.
5. Customer submits the review.	6. System saves the review to the database and displays a confirmation message.
Extensions	
Actor Action (or Intention)	**System Responsibility**
3a. If the review contains inappropriate content, the customer revises it.	**3a.** System detects inappropriate content and prompts the customer to edit.
5a. If the system fails to save the review due to server issues, the customer tries again later.	**5a.** System notifies the customer of the failure and advises retrying.

Place Order

Use Case Name	Place Order
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer
Stakeholders and Interests	• Customer: Wants a seamless ordering process to purchase products efficiently. • Seller: Expects to receive confirmed orders for inventory management. • System Administrator: Ensures the order process is secure and efficient.
Preconditions	• The customer is logged into the system. • The customer has selected products to purchase.
Postconditions	• An order is created and stored in the database. • The customer receives an order confirmation.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Customer selects products and adds them to the cart.	2. System displays the cart with selected products.
3. Customer confirms delivery details.	4. System validates the delivery information.
5. Customer proceeds to payment.	6. System displays payment options (e.g., cash, card).
7. Customer completes the payment process.	8. System processes the payment and stores the order.
Extensions	
Actor Action (or Intention)	**System Responsibility**
3a. If delivery details are incomplete, the customer corrects them.	**3a.** System prompts the customer to complete missing information.
7a. If payment processing fails, the customer retries or selects a different payment method.	**7a.** System notifies the customer of the failure and provides options to retry.

Modify or Cancel Order

Use Case Name	Manage Order
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer/Seller
Stakeholders and Interests	• Customer: Wants to easily modify or cancel orders based on changing needs. • Seller: Needs to manage inventory and understand changes to orders. • System Administrator: Ensures modifications and cancellations follow established rules.
Preconditions	• The customer is logged into the system. • The order is placed and can be modified or canceled based on its status.
Postconditions	• The order is modified or canceled in the system. • Notifications are sent to the customer and seller regarding the changes.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Customer views their order history.	2. System displays current orders with options to modify or cancel.
3. Customer selects an order to modify or cancel.	4. System validates the current status of the order.
5. Customer makes changes or confirms cancellation.	6. System processes the request and updates the order status.

Extensions	
Actor Action (or Intention)	**System Responsibility**
1a. No Orders are displayed.	**1a.** System detects that no orders have been made.
3a. If the order cannot be modified/canceled due to status, the customer is informed.	**3a.** System notifies the customer of the order's status and restrictions.
5a. If modifications are invalid, the customer corrects them.	**5a.** System prompts the customer to provide valid changes.

Process Payment

Use Case Name	Process Payment
Scope	HawkTU Logistics and Delivery Management System
Level	Subfunctional
Primary Actor	Customer
Stakeholders and Interests	• Customer: Wants a secure and efficient payment process. • Seller: Expects timely confirmation of payments for orders. • Payment Processor: Requires accurate transaction handling and security.
Preconditions	• The customer is logged into the system. • The customer has selected a payment method.
Postconditions	• Payment is processed successfully and recorded in the system. • The customer receives a payment confirmation.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Customer checks out and is redirected to Payment Handler	2. System presents payment option : Cash, Card, 3rd Party
3. Customer selects an option.	4.System Prompts for required details
5. User enters required details.	6. System processes the payment with the selected payment processor.
	7. System confirms the payment and updates the order status.
	8. System sends a confirmation to the customer.

Extensions	
Actor Action (or Intention)	**System Responsibility**
5a. If payment details are invalid, the customer corrects them.	**5a.** System prompts the customer to enter valid payment information.
6a. If payment processing fails, the customer is notified.	**6a.** System notifies the customer of the failure and advises retrying.

Handle Refunds and Exchanges

Use Case Name	Handle Refunds and Exchanges
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer/Seller
Stakeholders and Interests	• Customer: Wants a simple process for returns, refunds, or exchanges. • Seller: Needs to manage returns efficiently and understand customer feedback. • System Administrator: Ensures compliance with return policies and manages records.
Preconditions	• The customer is logged into the system. • The order is eligible for a refund or exchange based on the policy.
Postconditions	• The refund or exchange is processed and recorded in the system. • Notifications are sent to the customer and seller regarding the outcome.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Customer requests a refund or exchange for a product.	2. System asks for relevant information.
3. Customer provides required information (e.g., order number, reason).	4. System processes the request and updates order status.
	5. System confirms the refund/exchange and sends notifications.

Extensions	
Actor Action (or Intention)	**System Responsibility**
1a. Requests cannot be made.	**1a.** System Detects there are no previous orders.
3a. If the required information is incomplete, the customer is prompted to provide it.	**3a.** System requests the missing information from the customer.
4a. If the product is not eligible for a refund/exchange, the customer is informed.	**4a.** System notifies the customer of eligibility criteria.

Monitor Inventory Levels

Use Case Name	Monitor Inventory Levels
Scope	HawkTU Logistics and Delivery Management System
Level	System Level
Primary Actor	Automated Management System
Stakeholders and Interests	• Sellers: Rely on the system to maintain optimal stock levels for customer demand. • System Administrators: Ensure the system operates effectively to manage inventory.
Preconditions	• The system is initialized and running. • Inventory data is current and accurately reflects stock levels.
Postconditions	• Inventory levels are continuously monitored and updated by the system. • Notifications are generated for items that require restocking.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. System continuously monitors current inventory levels.	2. System displays inventory status, including stock quantities and alerts.
3. System records updates to inventory levels based on sales or new stock.	4. System triggers notifications for low-stock items.

Extensions	
Condition	**System Responsibility**
1a. If inventory data is outdated, the system prompts for a refresh.	**1a.** System notifies stakeholders of the need to refresh data.
3a. If an update fails, the system logs the error.	**3a.** System alerts stakeholders about the failure and suggests retrying.

Oversee Fleet Operations

Use Case Name	Oversee Fleet Operations
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Fleet Manager
Stakeholders and Interests	• Fleet Manager: Wants to ensure efficient allocation of resources and timely deliveries. • Driver: Needs to be informed of assignments and routes. • System Administrator: Ensures the fleet management system is functional and secure.
Preconditions	• The fleet manager is logged into the system. • The fleet data is available and up-to-date.
Postconditions	• Fleet operations are monitored, and vehicle locations are tracked. • Updates on resource allocation are available to the fleet manager.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Fleet manager views the current fleet status and vehicle locations.	2. System displays real-time vehicle locations and operational status.
3. Fleet manager assigns vehicles to deliveries based on availability.	4. System updates the assignment and informs relevant drivers.
	5. System tracks delivery progress and notifies the manager of any delays.

Extensions	
Actor Action (or Intention)	**System Responsibility**
1a. If a vehicle is unavailable, the fleet manager is notified.	**1a.** System alerts the fleet manager of vehicle status and availability.
3a. If an assignment fails, the fleet manager is informed.	**3a.** System notifies the fleet manager of the failure and suggests alternatives.

Track Orders by ID

Use Case Name	Track Orders by ID
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer/Guest
Stakeholders and Interests	• Customer: Wants to monitor the status and location of their order for timely updates. • Guest: Aims to check order status without needing to log in. • System Administrator: Ensures the tracking system functions correctly and securely.
Preconditions	• The order has been placed and assigned a unique tracking ID.
Postconditions	• The customer or guest can view the current status and location of the order.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
1. Customer or guest enters the tracking ID on the tracking page.	2. System retrieves the order details associated with the tracking ID.
	3. System displays the current status and location of the order.
4. Customer or guest reviews the order status and estimated delivery time.	

Extensions	
Actor Action (or Intention)	**System Responsibility**
1a. If the tracking ID is invalid, the system notifies the user.	**1a.** System displays an error message indicating the tracking ID is not found.
3a. If there is a system error, the customer or guest is informed.	**3a.** System alerts the user of any issues retrieving order details.

Ship Items Door-to-Door

Use Case Name	Ship Items Door-to-Door
Scope	HawkTU Logistics and Delivery Management System
Level	User Goal
Primary Actor	Customer
Stakeholders and Interests	• Customer: Wants to send items directly to others with reliable tracking. • Recipient: Expects to receive items securely and track their shipment. • System Administrator: Ensures the shipping process is efficient and secure.
Preconditions	• The customer is logged into the system. • The items to be shipped are prepared for shipment.
Postconditions	• The item is shipped, and both parties receive tracking information.

Main Success Scenario	
Actor Action (or Intention)	**System Responsibility**
	1. System asks for delivery details (Drop off, Pickup Address, Item Type)
2. Customer provides relevant information.	3. System validates information and asks for a confirmation
4. Customer confirms the shipment details and chooses a payment method.	5. System processes the payment and prepares the shipment.
	6. System generates a unique tracking number for the shipment.
	7. System sends tracking information to both the customer and recipient.
Extensions	
Actor Action (or Intention)	**System Responsibility**
3a. Customer re-enters details.	**3a.** System alerts customer that details are invalid/incomplete and asks to retry.
5a. If payment fails, the customer is notified to retry.	**5a.** System displays an error message indicating the payment failure.