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| **Use Case Name** | **Actors** | **Scenario**  **(Typical Flows of Event )** | **Exceptions** |
| Sign Up and Profile Completion | Customer | Customer Creates Profile | If the user does not correctly sign in, the system requests to sign in via email or phone.  User have to Sign in again or Use “Lost Password”. |
| Verify Code | Customer | Customer Verifies his/her Account | If the user does not correctly verify the account, the system won’t allow access to account.  User have to select another email or phone number. |
| Search Shops | Customer | Customer Surfs through Shops List |  |
| Choose Shop | Customer | Customer Chooses his/her Desired Shops |  |
| View Products | Customer | Customer Views Products List of Chosen Shop |  |
| Add Product to Shopping Cart | Customer | Customer Adds Desired Products to his/her Shopping Cart |  |
| Make Order | Customer | Customer Submits the Order |  |
| Verify Order List | Server | Server Verifies Order List with Shops List and Working Hours | If the Order is not valid, the System Rejects Order and Saves the Order List.  User have to Make a New Order. |
| Make Payment | Customer, Bank | Customer Initiates Making Payment Through Banking Portal |  |
| Verify Payment | Customer, Bank | Bank Verifies the Transaction and Announces to the System | If the Transaction is not Verified, Bank Alarms System, and System Cancels the Purchase Process.  User have to Initiates Payment again. |
| Product Return | Customer | Customer Contacts Customer Service to Announce that he/she Wants to Return a Product |  |
| Support Acceptance | Customer, Customer Service | Customer Service Checks if the Product Can be Returned | If the Return Request is not Verified by Customer Service, the Return Process is Terminated.  User can Submit Another Return Request. |
| Feedback | Customer | Customer Submits Feedback about Both Shop and Courier |  |
| Assign Courier for Returning Product | Customer Service, Courier | Customer Service Assigns a Courier to Return the Product |  |
| Transfer Shop Info | Courier, Server | Server Transfers Shop Information to Courier |  |
| Search & Assign Courier | Courier, Server | Server Performs Courier Search on System to Find a Courier for the Purchase Process | If a chosen courier rejects the request, the server continues the search to find another courier.  If a chosen courier accepts the request, the order will be designated to the courier |
| Transfer Product | Customer, Courier, Shop Owner | Courier Delivers the Products Order to and from the Customer from and to the Shop |  |
| Order List Info | Courier, Server | Server Sends Order List Product and Information to Courier and Receive the Order List |  |
| View Feedback | Courier, Shop Owner | Courier and Shop Owner View their Feedback Rates |  |
| Registration | Courier, Shop Owner, Contractor | Shop Owner and Courier Submit their Info and Register Through Contractor |  |
| Product List Edition | Shop Owner | Shop Owner can Add, Edit or Delete his/her Shop Product List |  |