**Use Case Document**

**Customer Ordering System**

**Kirk Brown**

**CIT360**

**June 3, 2018**

**Table of Contents**

[Introduction 3](#_Toc515795006)

[Sample Use Case 3](#_Toc515795007)

# Introduction

This Use Case has been developed for the new system for customer ordering material based on the design team’s gathering of business and functional area requirements. The Customer Ordering System will replace the manual ordering processes currently utilized. We have identified business needs for reducing man hours for ordering and leveraging existing software platforms (i.e. SAP) to help manage material ordering and inventory management. The new Customer Ordering System will be designed to meet these business needs and improve our overall business strategy.

# Sample Use Case

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of Use Case:** | Customer Ordering System | | | |
| **Created By:** | Kirk Brown | | **Last Updated By:** | Kirk Brown |
| **Date Created:** | 06/03/2018 | | **Last Revision Date:** | 06/03/2018 |
|  | |  | | |
| **Description:** | | Customer submits order | | |
| **Actors:** | | Customer, Customer Ordering System | | |
| **Preconditions:** | | 1. Customer has items in online shopping cart 2. Items are available and in stock | | |
| **Postconditions:** | | 1. Payment method is processed, placing funds in our accounts 2. Order is transmitted to Fulfillment Team 3. Inventory is reduced by counts ordered | | |
| **Flow:** | | 1. Existing customer creates order 2. Customer submits order 3. Inventory is verified 4. Payment transaction is completed 5. Inventory level is adjusted 6. Order is transmitted to Fulfillment Team | | |
| **Alternative Flows:** | | In step 1 of the normal flow, if the customer does not have an account   1. User creates new user account 2. User enters payment information 3. User is allowed to continue creating order (Go to step 1 of flow) | | |
| **Exceptions:** | | In step 4 of the normal flow, if the payment is denied   1. User is sent to payment information entry form 2. User fills out form and submits 3. Payment is verified 4. If successful, continue with step 5 above | | |
| **Requirements:** | |  | | |

Sponsor Acceptance

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

This free Use Case Document Template is brought to you by [www.ProjectManagementDocs.com](http://www.ProjectManagementDocs.com)