

## Use Case Description

Summary: Customer enters an order request to purchase product/services from the online fulfillment system. The customer will chose what they want and then pay for it. The customer's payment method is checked, and when it goes through they are given information about the transaction.

Actor: Customer

Precondition: Customer has decided they want to use our service.

Main sequence:

1. Customer log-ins to their account, or registers for one and inputs all pertaining information (payment, delivery location, preferences)
2. System retrieves customer account information, including the customer's credit card details.
3. Customer goes to request an order/service.
4. System checks the customer's credit card for the purchase amount and (if approved) creates a payment purchase authorization number.
5. System creates a delivery order containing order details, customer account ID, and payment authorization number.
6. System confirms approval of purchase and displays order information to customer (time till delivery, total cost)
7. System sends email confirmation to customer and asks if they would like to leave feedback.

Alternative sequences:

Step 1: Customer goes to leave feedback for a previous order. They would have the ability to merely thumbs up or write a review.

Step 1: Customer merely wants to see the new offers or services that are available to them.

Step 3: If authorization of the customer's payment method is denied (e.g., invalid card numbers or insufficient funds on the payment method used), the system prompts the customer to enter a different payment method or an alternate of the same payment method. The customer can either enter a different credit card number or cancel the order.

Postcondition: System has created a delivery order for the customer.