

NextGen POS System

Use Case: Handle Returns



Essentials

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| Use Case UC2: | Handle Returns |
| Scope: | Point of Sale System |
| Level: | User Goal |
| Goal in Context: | The customer returns bought items and gets the money back. The cashier registers the returned items in the register and returns the money to the customer. |
| Actors: | Primary: <ul style="list-style-type: none">- Cashier: registers the returned items and gives the money back to the customer. |
| | Secondary <ul style="list-style-type: none">- Customer: returns bought items and gets money |
| Preconditions: | Cashier is identified and authenticated |
| Postconditions: | Items are registered. Customer got the money. |
| Failed End Condition: | - |
| Trigger: | Customer with items to return arrives at point-of-sales |
| Main Scenario: | <ol style="list-style-type: none">1. Customer arrives at POS checkout with items to return.2. Cashier starts a return process.3. Cashier records identifier of returned item.4. System records return line item and presents item description, price, and running total. Price calculated from a set of price rules.5. Cashier repeats step 3-4 until done with all items.6. System presents total with taxes calculated.7. Cashier tells Customer the total and gives the money to the customer.8. System logs completed return and sends return information to Inventory system (to update inventory).9. System presents receipt.10. Customer leaves with receipt. |

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| Extensions: | <i>*<put here there extensions, one at a time, each referring to the step of the main scenario></i> <i><Steps altered#>.<#> <condition>: <action description ></i> |
| Open Issues: | <i>*<list of issues awaiting decision affecting this use case ></i> |

Related Information

<this section contains additional information for a more detailed and complete use case description. This information is usually added in a third or fourth description iteration>

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| Special Requirements: | <i>*<list additional or detailed technological or data requirements either for the whole use case or for individual steps. In the later case reference the step number from the above scenario descriptions.></i> |
| Priority: | <i>*<how critical to your system / organization, use the standard categories use in your organizations></i> |
| Performance: | <i>*<The amount this use case or a single step should take.></i> |
| Frequency: | <i>*<how often it is expected to happen></i> |
| Due Date: | <i>*<date or release needed></i> |
| Super Use Cases: | <i>*<name of use case(s) that includes this one></i> |
| Sub Use Cases: | <i>*<links to sub use cases></i> |

** The use case description is not complete; it is filled out only as far as needed for the course.*

[Description](#) | [Case Studies](#)