Project : Ecommerce
Title: Use Case Document
Date: 15/06/2025

Actors : 1 . Admin
        2. Users
            2.1: Buyer
            2.2: Seller

Use_case_id:
Uxx: User
Axx: Admin
UAxx: User/Admin

SN	Use_Case_Id	Title	Actor	Pre_condition	Trigger	Basic_flow	Post_condition
1	U1	Register	User	1. user is on regisration page	User clicks Signup button	1. User enter name , email and password and phone no , user type 2. User is verified . 3. User is registered	1. User is taken to the homepage 2. User can start browsing
2	U2	Login	User	1. User must be registered 2.User is on the login page	User clicks Login Button	1. User enter valid name and password 2. email password are verified. 3.User is logged in	1. user is taken to homepage/ dashboard 2. user can browse and order products
3	A1	Login	Admin	1. Admin has valid credentials	Admin Click login button	1. Admin enters user name and password 2. Credentials are verified 3. Admin is taken	1. Admin can access of admin dashboard
4	UA1	Search Products	User admin	1. User is logged in to system	User clicks search bar	1. User enters keywords or name of products 2.System displays the avilable products	1. Searched Products are displayed.
5	UA2	Filter Products	User admin	1. User is logged in to system	User clicks filter button	1. User chooses the type of filter (price, brand , category) 2. User clicks on filter button 3. filtered Items are displayed	1. Only Items that satisfy the filter are displayed

#	ID	Name	Actor	Preconditions	Trigger	Main Flow	Postconditions
6	U3	Add to cart	customer	1. Customer is loggedin 2. Product is available	Customer clicks add to cart icon	1. Customer clicks on desired product 2. Add to cart buton is clicked 3. Customer enters the desired amount 4. System adds the desired product to cart 5. System displays a message of addtion of product to cart.	1.Product is added to the cart as per the quantity required by the customer
7	UA3	Manage products	admin , seller	1. User is logged in to system 2. User has the permissions to edit 3.User is in product management page	Admin/Seller clicks on 1. add products button 2. delete product button 3.edit product button 4. Set discount	1. ADD Product a. User Clicks on add Products b. Enter all necessary product details c. Save the changes d. Product appers in the system 2. Delete Product a. User Clicks on delete products b. System gives confirmation message c. Product is removed after confirmation 3. Edit Product a. User Clicks on edit product b. Necessary details about the product are edited c. System gives confirmation message d. Product details are edited 4. Set discount	1. Product is added , discounted, edited or deleted from the system. 2. Changes are reflected in the System
8	U5	Checkout	customer	1. Customer is logged in 2. User is in the checkout page 3. Atleast one item present in cart.	1. Customer clicks Buy now	1. Customer goes to the checkout page 2. System Displays the order Summary 3. Customer chooses delivery address 4. System asks for confirmation of order 5. Customer chooses payment method	1. Proceed to payment page 2. Order summary is made 3. Order is addded to order history
9	U6	Make Payment	customer	1. Order items are selected 2. Delivery address is selected	1. Customer Selects a payment Method	1. customer selects a payment method 2. required details for the payment are entered 3. Payment is processed by system 4. order is dispatched	1. order is placed and dispatched. 2. payment is : a. successfully completed in case of card, e-wallet b. marked as pending in case of COD 3. notification is sent to seller/ admin

#	ID	Use Case	Actor	Preconditions	Trigger	Main Flow	Postconditions
10	UA4	Verify payment	admin , seller	1. Payment has been initialised by customer 2. Admin/Seller is in payment verification page	1. Admin / seller selects verify payment	1. Admin/Seller Selects a payment to verify 2. The system shows the payment details 3. Payment is confirmed and if sucessful it is marked verified	1. Payment is marked as verified 2. Order is marked complete
11	A2	Add or update tracking ID	admin, seller	1. Order has been confirmed 2. Admin/seller is loggedin	1. admin chooses assign/update tracking_id	1. Admin log in the dashboard 2. Admin goes to order management tab 3. Chooses a complete marked order 4. Adds or updates the tracking_ID 5. System sends notification to User about tracking_ID	1. tracking_Id is assigned to order. 2. Order is marked as shipped, pending, pakaging 3. Customers can view the tracking info
12	U7	Track order	customer	1. User is logged in 2. Order has been placed 3. tracking_Id has been assigned to order	1. Customer clicks on Track orders button in Myorders page	1. User navigates to Myorders Page 2. User Selects an order to track 3. User Selects on track order buttons 4. System displays the tracking details	1. User can see the current status of the order 2. User can see the expected delivery date
13	U8	Cancel order	customer	1.Customer is logged in 2. Orders have not been shipped 3. Cancellation time has not overpassed	1. Customer Clicks on cancel order in Myorders page	1. Customer navigates to my order 2. Customer selects an order to cancel 3. System prompts confirm cancel order message 4. User confirms for cancellation 5. Refund is initiated if payment was already made 6. Notification is send to Seller and Admin	1. Order is cancelled . 2. Order is removed from my orders 3. Refund is initiated
14	UA5	Initiate refund	admin, customer	1. Customer is loggedin 2. Refund eligible: a. order cancel b. product return	1.User clicks refund button after product is returned or cancelled order	1. Customer logs in to the account 2. Navigate to the order history page. 3. Click on Request refund button 4. System sends confirmation message for refund 5. System sends refund request to admin/seller 6.System sets the refund status to pending 7. Admin verifies the cancellation or order return 8. Admin approves the refund	1. Refund is processed and marks as complete 2. User receives the refund 3. Notification sent to the seller and customer about the refund success

15	UA6	Contact/Support	user admin	1. User has logged in 2. User is in Contact page	1. User clicks on contact Support	1. User clicks contact support 2. User fills a query form and submits 3. System stores the form and send received message 4. Admin reviews and provides necessary support	1. User query form is saved in system 2. User receives necessary support. 3. User is notified about the issues resolved
16	U9	Apply Discount Code	customer	1. Customer has logged in. 2. Customer is on the checkout page	1 . Customer enters the Discount code and click apply	1. Customer goes to checkout page 2. Coupon code validity is vefified by system 3. System applies the discount 4. Price of product is reduced	1. Discount is applied to the order total and price is reduced