

Use Case Name: Select Item

Summary: Customer selects an item they want to buy

Actor: Customer

Precondition: System is idle, waiting for customer to select

Description:

1. Customer enters the website and looks for something to buy
2. Customer finds item they want, adds to cart
3. Step 2 is repeated until customer looks to purchase
4. Customer selects that they would like to buy their items in their cart

Alternatives:

- If the customer does not find the items they want, the site is exited
- If the customer adds their items to the cart but doesn't buy, the cart is saved for next time
- If a customer removes an item from their cart, that item is not bought when they decide to buy

Postcondition: Customer has sent a purchase request

Use Case Name: Pay for Item

Summary: Customer pays for the items they want to buy

Actor: Customer

Precondition: Inventory management system has confirmed items are in stock

Description:

1. Once inventory management system confirms the items are in stock, the customer is asked for payment
2. Customer enters their payment method
3. Customer pays
4. Funds are confirmed by system

Alternatives:

- If the customer does not pay, the item is not shipped
- If the customer's payment is declined, the item is not shipped

Postcondition: The item is paid for and ready to be shipped

Use Case Name: Return Item

Summary: Customer returns item

Actor: Customer

Precondition: Customer has received their item

Description:

1. Customer ships item back to warehouse
2. Item returns to warehouse
3. Item is inspected
4. Once the return is approved the money is sent back to customer
5. Customer receives money
6. The item is returned to the warehouse with a special barcode

Alternatives:

- If the return is not approved, item is sent back to customer
- If the return is lost in shipping a refund is automatically sent

Postcondition: The item is returned and customer has their money

Use Case Name: Inspect Returned Item

Summary: Inspector ensures item is valid for return

Actor: Inspector

Precondition: Returned item has arrived at warehouse

Description:

1. Returned item arrives at warehouse
2. Inspector goes through package and checks returned items
3. If approved, the inspector enters the items into the warehouse with a special barcode, and the inventory management system returns the item to the appropriate spot
4. If denied, the item is repackaged and sent back to the customer

Alternatives:

- If the return cannot be resold because of a defect, the item is recorded as defected and thrown out

- If the items are lost in shipping when being sent back to the customer, a refund is automatically sent
- If a customer attempts to return an item after already being denied, the item is automatically denied and shipped back

Postcondition: The return has been inspected

Use Case Name: Return with special barcode

Summary: Item is returned with a special barcode

Actor: Inspector

Precondition: Returned item has been approved

Description:

1. Extend Inspect returned item use case
2. The item is removed from packaging by inspector
3. The item is given a special barcode
4. The item is given to the inventory management system to return to the warehouse
5. The item is returned to the warehouse in the correct spot

Alternatives:

- If the item's spot has been moved, return the item to the new spot
- If the item has sold out and its original spot has been replaced, place the returned item in the first available new spot
- If the wrong barcode is placed on the item, return the item to the inspector to get the correct barcode
- If the inspector makes an error in approving an item that should have been rejected, the item is disposed of as the customer has already received a refund

Postcondition: The item is ready to be resold

Use Case Name: Ship back to customer

Summary: Item is sent back to the customer

Actor: Inspector

Precondition: Returned item has been rejected

Description:

1. Extend Inspect returned item use case
2. The item is repackaged by inspector
3. The item is sent back to the mail trucks
4. The item is shipped back to the customer

Alternatives:

- If the item is rejected, but the inspector realises a mistake before it is shipped back, the inspector will retrieve the item and accept it
- If the item is rejected, but the inspector realises a mistake after it is shipped back, a refund will be issued to the customer regardless

Postcondition: The item is sent back to the customer