Book Alley

Use-Case Specification: Checkout

Version 2.0

Revision History

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Use-Case Specification: Checkout

# Use-Case Name

## Brief Description

The checkout process at Book Alley is designed to provide a seamless and convenient experience for users looking to finalize their book purchases. Whether customers prefer traditional cash transactions or the ease of online payments, Book Alley caters to both preferences.

# Flow of Events

## Basic Flow

1. The user adds books to their shopping cart by browsing the website and clicking on "Add to Cart" for the desired books.
2. The user navigates to the shopping cart to review the selected items, quantities, and total price.
3. The user clicks on the "Checkout" button to initiate the checkout process.
4. If the user is not logged in, they are prompted to log in or register for an account. If they are already logged in, this step is skipped.
5. The user provides shipping details, including name, address, and preferred shipping method.
6. The user enters payment details, such as cash or online payment
7. The user reviews the order summary, including items, quantities, shipping information, and total cost.
8. The user confirms the order and clicks on the "Place Order" button.
9. The system processes the order, charges the user, and displays a confirmation message with the order details.

## Alternative Flows

### Payment information

* After entering payment details, if the payment transaction fails (e.g., insufficient funds, declined card), the system informs the user about the payment failure.

### Retry payment

* The user is prompted to update payment information or try an alternative payment method.

### Successful payment

* Once payment is successful, the user continues from the point of order review.

# Special Requirements

## Secure transaction

* Book Alley prioritizes the security of user transactions by implementing industry-standard encryption protocols. The system employs robust encryption algorithms such as SSL/TLS to secure the communication channels between the user's device and the server.

## Inventory management

* Book Alley's inventory management system operates in real-time, constantly updating the availability of books as purchases are made. This dynamic system prevents overselling by immediately adjusting the inventory count when a user completes the checkout process

## User authentication

* To enhance security and ensure that only authorized users can place orders, Book Alley requires user authentication before proceeding to the checkout stage. Users are prompted to log in or create an account, providing a unique username and password.

## Shipping options

* The system should provide multiple shipping options with associated costs for the user to choose from during the checkout process.

# Preconditions

## Internet connectivity

* Book Alley's online checkout system relies on a stable internet connection to ensure a smooth and uninterrupted user experience. Users are prompted to check their internet connectivity before initiating the checkout process.

## User is authenticated

* User authentication is a fundamental precondition for initiating the checkout process. Before users can proceed, they must either log in to their existing account or provide the necessary information to create a new account.

## Items in cart

* To proceed with the checkout process, users must have items in their shopping cart. Book Alley's intuitive interface allows users to easily add and remove items from their cart, providing a summary of selected items and their quantities.

## System availability

* The availability of the website is a critical precondition for a successful checkout process. Book Alley employs robust server infrastructure, redundancy measures, and regular maintenance schedules to minimize downtime.

## Valid address

* Users are required to provide a valid shipping address during the checkout process. The system validates the address format to ensure accuracy and prevent delivery issues. Clear prompts and guidelines assist users in entering their address information correctly, reducing the likelihood of errors.

## Valid payment information

* Valid payment information, such as credit card details or PayPal accounts, is essential for completing the checkout process. Book Alley's system securely processes and stores payment information in compliance with industry standards, safeguarding user data against unauthorized access.

# Postconditions

## Order confirmation

* Include a prominent call-to-action on the order confirmation page, inviting users to download or print a copy of their order summary for their records.
* Provide links or buttons that allow users to easily navigate back to the homepage or continue browsing, ensuring a seamless transition to other areas of the website

## Payment authorization

* Display a clear and concise message on the payment authorization page, reassuring users that their payment has been successfully authorized and providing an estimated timeframe for fund capture.
* In case of any payment authorization issues, redirect users to a dedicated support page or offer a direct link to customer service contacts for prompt assistance.

## Inventory update

* Send a notification to the user, informing them that their password has been successfully updated and prompting them to use the new credentials for future logins.
* Provide clear instructions on the password change confirmation page on how to recover the account in case the user forgets the new password, ensuring a smooth account recovery process.

## Confirmation email

* Customize the confirmation email template to include personalized elements such as the user's name and a thank-you message for their purchase, enhancing the overall user experience.
* Include links to relevant customer support resources within the confirmation email, allowing users to easily access assistance if needed.

## Order tracking

* Provide a dedicated and easily accessible order tracking page within the user's account, displaying real-time updates on the status of their order, expected delivery date, and tracking number.

# Extension Points

## Multiple payment methods

* Offer a diverse range of payment options, including credit/debit cards, digital wallets, and other region-specific payment methods, catering to a broader audience.
* Clearly communicate the advantages and any potential fees associated with each payment method, ensuring users can make informed decisions based on their preferences.

## Vouchers

* Provide users with the ability to apply multiple vouchers or discount codes during the checkout process, fostering a sense of flexibility and increased satisfaction.
* Implement an intelligent voucher system that suggests relevant discounts or promotions based on the user's purchase history, encouraging repeat business.

## Address book

* Allow users to save, edit, and delete multiple shipping addresses in their address book, streamlining the checkout process for users who frequently send gifts or order items to different locations.
* Implement an option for users to set a default shipping address, ensuring a faster and more convenient checkout experience for their most common delivery location.

## Order customization

* Integrate a user-friendly interface during the checkout process that allows users to add personalized messages, select gift wrapping options, or choose from other customization features.
* Implement a visual preview of the customized order, giving users a real-time view of how their customization choices will appear.

## Save shopping cart

* Allow users to save their current shopping cart for future sessions, promoting a convenient and seamless shopping experience over multiple visits.
* Implement an automatic reminder system to notify users if they have items in their saved cart during subsequent visits, encouraging them to complete their purchase.