Book Alley

Use-Case Specification: Manage orders

Version 2.0

Revision History

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Use-Case Specification: Manage orders

# Use-Case Name

## Brief Description

The managed orders use case in Book Alley enables sellers to manage their orders more efficiently.

# Flow of Events

## Basic Flow

1. The seller logs into their account on the e-commerce platform.
2. After logging in, the seller navigates to the orders dashboard.
3. The seller reviews the list of pending orders that need attention.
4. Clicking on a specific order, the seller can view detailed information about the order, including customer details, book details, and order status.
5. The seller updates the order status based on the current state (e.g., processing, shipped, delivered).
6. If necessary, the seller generates an invoice for the order
7. If the order is marked as "shipped," the seller proceeds to pack the books and arrange for shipping.
8. The system automatically updates the inventory to reflect the shipped items.
9. The customer is notified of the order status change, and if applicable, provided with tracking information.
10. Once the order is delivered and confirmed, the system archives the completed order for record-keeping.

## Alternative Flows

### Inventory issue

1. The seller notices a discrepancy between the ordered quantity and the available inventory.
2. The seller updates the order status to "On Hold" and contacts the customer to explain the situation.
3. The seller takes steps to restock the book(s) in question.
4. Once the inventory is restocked, the seller updates the order status and notifies the customer of the new status.
5. The seller proceeds with packaging, shipping, and updating the inventory as per the normal flow.

# Special Requirements

## Secured authentication

* Implement robust authentication measures within the system to ensure secure access, preventing unauthorized entry into the seller's account and safeguarding sensitive information.

## Real-time inventory update

* Enable real-time updates to the inventory system, ensuring prompt and accurate reflections of stock levels. This proactive approach helps prevent overselling and maintains the integrity of available stock.

## Order notification

* Establish a notification system to promptly inform the seller of new orders and any changes in order status. This real-time communication keeps the seller well-informed and allows for timely responses to customer orders.

## Integration with shipping providers

* Facilitate seamless integration with shipping providers, allowing for the creation of shipping labels, tracking information, and efficient order fulfillment. This integration streamlines the shipping process and enhances overall order management.

## Invoice generation

* Provide support for the generation of invoices as needed by the seller for order transactions. This feature ensures that sellers can easily create and manage invoices, contributing to a smooth and organized order processing workflow.

# Preconditions

## Internet connectivity

* Ensure the user's device has a stable internet connection for accessing the website and utilizing its features without interruptions.

## Seller is logged in

* Authenticate and log in the seller before granting access to the book management functionality, enhancing the security of the system.

## System availability

* Maintain the website in an operational state, ensuring it is consistently up and running for seamless user access.

## Valid seller account

* Verify that the seller possesses a valid and active account on the e-commerce platform, ensuring legitimacy and authorized access to the system.

## Updated product catalog

* Grant the logged-in seller the necessary permissions to add, update, or remove books from their inventory, ensuring an accurate and up-to-date product catalog.

## Sufficient inventory

* Ensure that there is an ample quantity of inventory available for the books being sold, preventing issues related to stock shortages.

## Authenticated session

* Require the seller to have an authenticated session to access the orders management functionality, reinforcing security measures within the system.

# Postconditions

## Updated order status

* Following order processing, promptly update the order status to accurately reflect the current state (e.g., processed, shipped, delivered), providing real-time information to both the seller and the customer.

## Updated inventory

* Ensure the inventory is promptly updated to mirror changes resulting from order processing, such as a decrease in stock after shipping. This guarantees that the available stock levels remain accurate.

## Notification sent

* Implement a notification system to inform the customer of any changes in the order status, including shipping confirmation or delivery updates, enhancing transparency and customer satisfaction.

## Archived orders

* Archive completed orders systematically for historical and record-keeping purposes, facilitating efficient order management and retrieval of past transaction details.

## Invoice record

* Maintain a record of generated invoices associated with the respective orders, providing a comprehensive overview of financial transactions for reference and auditing purposes.

## Shipping documentation

* Generate shipping labels and related documentation for orders marked as "shipped," streamlining the shipping process and contributing to effective order fulfillment.

# Extension Points

## Discounts and promotions

* Enable sellers to create and apply custom discounts or promotions for their products by implementing a flexible discount engine. Sellers should be able to configure discounts based on various criteria, offering versatility in promotional strategies.

## Advanced analytics

* Facilitate advanced analytics features for sellers to gain profound insights into sales performance, customer behavior, and inventory management. This extensibility allows sellers to make informed decisions and optimize their business strategies.

## Dynamic pricing strategies

* Implement a framework that empowers sellers to apply dynamic pricing strategies based on factors such as demand, inventory levels, or market conditions. This dynamic approach enables sellers to adapt pricing strategies to the ever-changing market dynamics.

## Return and refund policies

* Provide extension points for sellers to define and implement custom return and refund policies, allowing for flexibility to accommodate different business models and customer service approaches. This ensures that sellers can tailor their policies to meet specific business requirements and customer expectations.