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| **Use case** | Create order |
| **Actor** | Employee |
| **Pre-conditions** | The product and the customer already exist. |
| **Post-conditions** | The order has been made and the product(s) has been assigned. |
| **Flow of events** | **System** |
| 1. The customer either calls or e-mails to buy. 2. The employee makes an order and adds the customer’s account 3. The product(s) is boxed.   5. The van(s) takes it and begins its trip to the customer. | 3. Creates an order. The customer is added to it. The delivery status changes to “pending”.    6. The product(s) is delivered. The delivery status changes to “delivered”. |
| **Alternative flow** | 2a. The customer is not in the system, so the employee creates him and then the order.  2b. The product(s) is not available for the date wanted, so the employee contacts the customer for further information |