**Iteration**: E2 **Date**: August 28, 2017

**Version**: 2

**Description/Overview**: A visitor wishes to purchase the items in his/her shopping cart. The visitor indicates the desire to ‘check out’. Once authenticated, the customer must confirm his/her address and personal data is correct, enter the appropriate payment and shipping information and confirm the decision to place the order. An order email is generated and dispatched to the customer, who then awaits the shipment of the order.

**Actor(s)**: Visitor/Customer

**Typical Course of Events:**

1. The use case begins when a visitor decides to purchase the items in his/her shopping cart
2. The visitor views his/her shopping cart
   1. **System Response:**  the current date displays
   2. **System Response**: all items display in the cart with the product name, quantity, item price
   3. **System Response**: the subtotal for the order, the tax amount, the shipping cost, and the grand total for all items display beneath the cart **\*013**
   4. **System Response**: the visitor views the options to allow for making modifications , updating the cart, to continue shopping, or to check out
3. The visitor indicates he/she wishes to ‘check out’
   1. **System Response**: a check for customer authentication takes place and the customer is already authenticated and authorized
   2. **System Response**: the customer is shown his/her current billing address and personal data
4. The customer can make any required modifications to his/her billing address, and personal data
   1. **System Response**: the customer is shown the shipping address area.
5. The customer confirms that the shipping address is the same as the billing address
   1. **System Response**: data is validated and saved
   2. **System Response**: the customer is shown the various payment options
6. The customer indicates the method of payment and provides the appropriate payment information
   1. **System Response**: the payment information is validated and passes validation
7. The customer indicates the desire to finalize the order transaction
   1. **System Response**: the payment gateway accepts the payment and returns an acceptance code which is displayed
   2. **System Response**: the cart data becomes order data, and it is associated with the logged in customer)
   3. **System Response**: the order status is set to ‘awaiting fulfillment’
   4. **System Response**: a confirmation message is displayed
   5. **System Response**: an order confirmation email is generated and dispatched to the customer with the basic order information, and a link to view all the details
8. The customer awaits the shipment of his/her order

**Alternative Course of Events:**

Line 3 – The visitor elects to leave the shopping cart area without making a purchase

Line 3 – The visitor is not logged in. He/she should be redirected to log in. Should the visitor not be a re-turning customer a new account will need to be created [See Use Case: Manage Customer Account] **\*011**

Line 5 – The customer is shipping the order to a different address than the one on file. The customer will indicate the address for the shipment and it becomes associated with the order

Line 7 – The customer does not finalize the order, the use case ends without an order taking place

**Error Conditions:**

Line 2 – System error. Log error and display appropriate message asking visitor to either reload the page or contact the web administrator via an email link provided.

Line 6 – Payment method does not validate. Prompt customer to re-try or use another method of payment.

Line 7 – An error occurs within the order transaction that necessitates a rollback . Inform the customer.

Line 8 – The email failed to send due to a system error. Log the error and display a message to the customer indicating that the email confirmation could not be sent…and to contact the administrator (provide admin email link)

**Business Rule Applications:**

011 – Account Verification Process

012 – Order Status Values

013 – Shipping Costs