USE CASE NARRATION

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| GROUP MEMBERS: | Javeria Hassan (9517) | Jaweria Asif (9442) |

**E\_COMMERCE SHOP**

Author: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Use Case Name: | Place New Order | Use Case Type:   * *Business Requirement* * *System Analysis* |
| Use Case ID: |  |
| Priority: | High |
| Source: |  |
| Primary Business Actor: | * Customer (Alias, Login) Registered User * Customer (Alias, Place Order) Registered User | |
| Primary System Actor: | * Customer (Alias, Login) Check User Authentication * Customer (Alias, Place Order) Check User Authentication | |
| Other Participated Actors: | * Suppliers (Supply customer order) (External server) * Ware House (Alias, Distributor)(External Server) * Vendors (We buy products from Vendors) (External server) * Accounts (External server) | |
| Other Interested Stockholders: | * Marketing------ Interested in sales activity in order to plan new promotions. * Management--------- Interested in order activity in order to evaluate company performance and customer satisfaction. | |
| Description: | This use case describes the event of a customer submitting a new order to E-commerce Shop products via the World Wide Web. The customer selects the items he or she wishes to purchase, but he or she has to log in first. If he or she is not a register user then they have to sign up first. System will verify their account, and then they can add products in their cart or in a wish list, Once the customer has selected products and they proceed to checkout, they filled their shipment details and select payment method, then the customer products selection as well as their payment method will be verified. Once the products are verified as being in stock and if a customer selects an online payment method, then payment should be received first otherwise a packing order is sent to ware house for it to prepare the shipment. For any product not in stock, a back order is created. On completion, the customer will receive an order confirmation. | |
| Precondition: | The customer submitting an order must be a registered user.  The customer has to log in first, if he or she wants to place an order. | |
| Trigger: | This use case is initiated when a customer selects the option to enter a new order. | |
| Typical Course of Events: | **Actor Action** | **System Response** |
| **Step 1:** The customer requests the option to enter a new order. | **Step 2:** System checks whether a customer is log in or not. If log in then the system show him/her the cart products, if any product is not available in cart then the system shows him/her the catalogue of products, otherwise he/she will redirect towards the sign up page. |
| **Step 3:** The customer browses the available products and selects the ones he or she wishes to purchase, along with quantity. | **Step 4:** Once the customer has completed the selections and proceed to check out, the system retrieves from file and presents the customers demographic information (shipping and billing address). |
| **Step 5:** The customer verifies demographic information (Shipping and billing details). If no changes are necessary, the customer responds accordingly (to continue). | **Step 6:** For each product ordered, the system verifies the product availability and determines an expected ship date, determines the cost of the total order. If an item is not immediately available, it indicates the product is back ordered or that it has not been released for shipping (for pre-orders). If an item is no longer available, that is indicated also. The system then displays a summary of the order to the customer for verification. |
| **Step 7:** The customer verifies the order. If no changes are necessary, the customer responds accordingly (to continue). | **Step 8:** The System checks the status of the customer’s account. If satisfactory, the system prompts the customer to select the desired payment option (cash on delivery or pay immediately through online banking system). |
| **Step 9:** The customer responds by selecting the desired payment option. | **Step 10:** The system displays a summary of the order, including the desired payment option, to the customer for verification. |
| **Step 11:** The customer verifies the order, if no changes are necessary, the customer responds accordingly (to continue). | **Step 12:** The System records the order information (including back orders, if necessary) |
|  | **Step 13:** Once the order is received, the system determines the Appropriate distribution center and release order to be filled. |
|  | **Step 14:** Once the order is proceed, the system generates order confirmation and displays it to the customer as well as sending it to the customer via email. |