

online shopping management

usecase1 : processing order

step1 : start
step2 : search for an item in the search menu
step3 : click on search
step4 : if item not found
 product not available
step5 : click on the product
step6 : click on the buy now option
step7 : enter the address on which the parcel
should be delivered
step8 : click on deliver
step9 : stop

usecase2 : return and exchange

step1 : start
step2 : click on exchange product if the product
received is damaged or it does not match the
quality or size
step3 : enter the altered data for the new product
that is to be exchanged
step4 : enter the reason for exchange
step5 : else click on return if you dont want the
product anymore or it is damaged
step6 : enter the reason for returning
step7 : refund amount after returning product
step8 : stop

usecase3 : payments

step1 : start
step2 : select payment method
step3 : if payment is online
step4 : enter the required details
step5 : click on place your order
step6 : order placed successfully
step7 : else entered details is wrong and redirect
to the page saying invalid data
step8 : else if payment is cash on delivery then
step9 : select place your order
step10 : order placed successfully
step11 : stop

usecase4 : customer account management

step1 : start
step2 : click login
step3 : if the customer already has an account
then
step4 : enter customer id and password
step5 : click continue
step6 : login successful
step7 : else entered password is wrong
step8 : if new customer then click sign up
step9 : enter user details
step10 : click continue
step11 : account created successfully
step12 : else user already exists
step13 : stop