**USE CASE DESCRIPTION: AGENT**

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| **Use case name:** | Order Management | |
| **Scenario:** | A customer wants to view the status of their order, place a new order, or choose a payment method. | |
| **Triggering event:** | The customer wants to manage their order. | |
| **Brief description:** | This use case describes the process of managing orders, including viewing the status of existing orders, placing a new order, and choosing a payment method. | |
| **Actors:** | Customer: The person who wants to manage their order.  System: The software application that provides order management functionality. | |
| **Related use cases:** | Might be View Order Status, Place Order, Manage Payment | |
| **Stakeholders:** | Customer: The primary stakeholder who benefits from the successful management of their orders.  Business: The business that sells products and fulfills orders benefits from efficient and accurate order management. | |
| **Preconditions:** | The customer has an account with the business and has placed at least one order.  The system is operational and accessible to the customer. | |
| **Postconditions:** | The customer has successfully viewed the status of an existing order, placed a new order, or chosen a payment method.  The system has updated the order status or created a new order. | |
| **Flow of activities:** | **Actors** | **System** |
| 1. The customer logs into their account.  2. The customer selects the "Manage Orders" option from the menu.  3. If the customer selects "View Order Status,"  4. If the customer selects "Place Order,"  5. If the customer selects "Manage Payment," | 1.1 The system authenticates the customer and displays their account information.  2.1 The system presents the options to view the status of an existing order, place a new order, or choose a payment method.  3.1 The system displays a list of their existing orders and their current status.  4.1 The system guides them through the order placement process, including selecting products, entering payment and shipping information, and confirming the order.  5.1 the system presents payment options and processes the payment according to the selected method. |
| **Exception conditions:** | 1.1 If the customer enters incorrect login credentials, the system displays an error message and prompts the customer to try again.  2. 1 If the system is unavailable, the customer is unable to manage their orders and may receive an error message.  4. 1 If there are issues processing the payment, the system displays an error message and prompts the customer to try another payment method. | |

**USE CASE DESCRIPTION: ACCOUNTANT WITH GOODS**

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| **Use case name:** | Goods Management | |
| **Scenario:** | An accountant wants to manage the company's goods and warehouses. | |
| **Triggering event:** | The accountant selects the "Goods management" function on the system interface. | |
| **Brief description:** | This use case allows the accountant to manage information about goods, including creating, updating, and deleting items, as well as importing and exporting from warehouses. | |
| **Actors:** | Accountant, System | |
| **Related use cases:** | Might be Warehouse management, Export report | |
| **Stakeholders:** | Accountant, Warehouse manager, Company management | |
| **Preconditions:** | The accountant has logged into the system.  The system has stored information about goods and warehouses. | |
| **Postconditions:** | Information about goods and warehouses has been successfully managed and stored. | |
| **Flow of activities:** | **Actors** | **System** |
| 1. The accountant selects the "Goods management" function on the system interface.  2. The accountant can create, update, or delete goods as requested.  3. If the accountant wants to manage the warehouse, they select the "Warehouse management" function on the system interface.  4. The accountant can import or export goods from the warehouse as requested.  5. If the accountant wants to export a report about goods orwarehouses, they select the "Export report" function on the system interface. | 1.1 The system displays the list of current goods.  3.1 The system displays the list of current warehouses.  5.1 The system exports the report and provides it to the accountant. |
| **Exception conditions:** | 1.1 If the accountant cannot log into the system, the system will display an error message and require them to try again or contact support.  2.1 If the system cannot update or store information about goods or warehouses, the system will display an error message and require the accountant to try again or contact support. | |

**USE CASE DESCRIPTION: ACCOUNTANT WITH AGENT**

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| **Use case name:** | Agent Management | |
| **Scenario:** | An accountant wants to manage information about agents, orders, and payments of agents. | |
| **Triggering event:** | The accountant selects the "Agent Management" function on the system interface. | |
| **Brief description:** | This use case allows the accountant to manage information about agents, including creating new agents, updating and deleting existing agents. It also enables the accountant to manage orders and payments of agents by updating the payment status of orders. | |
| **Actors:** | Accountant, System | |
| **Related use cases:** | Might be Order Management, Export Report | |
| **Stakeholders:** | Accountant, Agents, Company management | |
| **Preconditions:** | The accountant has logged into the system.  The system has stored information about agents. | |
| **Postconditions:** | The information about agents, orders, and payments of agents has been successfully managed and stored. | |
| **Flow of activities:** | **Actors** | **System** |
| 1. The accountant selects the "Agent Management" function on the system interface.  2. The accountant can create new, update or delete agents as required.  3. If the accountant wants to manage orders of an agent, they select the "Order Management" function on the system interface.  4. The accountant can update the payment status of orders as required.  5. If the accountant wants to export a report about agents or orders of agents, they select the "Export Report" function on the system interface. | 1.1 The system displays the list of existing agents.  3.1 The system displays the list of orders of the selected agent.  5.1 The system exports the report and provides it to the accountant. |
| **Exception conditions:** | 1.1 If the accountant cannot log in to the system, the system will display an error message and ask them to try again or contact the support department.  2.1.1 If the system cannot update or store information about agencies, orders, or payments, the system will display an error message and ask the accountant to try again or contact the support department.  2.1.2 If the accountant wants to create a new agency or order but has entered incorrect information, the system will display an error message and ask the accountant to update the information.  3. 1 If the accountant wants to view detailed information about an agency or order but does not have access rights, the system will display an error message and not allow them to view that information. | |