
Group 05

**Sneakers Sales Website
Use-Case Specification: Sneakers Sales
Website System**

Version 1.2

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

Revision History

Date	Version	Description	Author
15/11/2019	1.0	Add User-case model	Phù Vĩnh Hùng
16/11/2019	1.1	Add User-case Specifications: Client Register, login/registration, edit account, manage cart, manage products, make purchase, check-out	Minh Tú
17/11/2019	1.2	Add User-case Specifications: View Orders, Manage Orders	Phù Vĩnh Hùng

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

Table of Contents

1. USE-CASE MODEL	4
2. USE-CASE SPECIFICATIONS AND FUNCTIONAL REQUIREMENT	5
2.1 Use-case: Client Register	5
2.2 Use-case: Login/Registration	6
2.3 Use-case: Edit account	7
2.4 Use-case: Manage cart	7
2.5 Use-case: Manage products	8
2.6 Use-case: Manage accounts	9
2.7 Use-case: Contact shop	10
2.8 Use-case: Make purchase	10
2.9 Use-case: Check-out	11
2.10 Use-case: View orders	11
2.11 Use-case: Manage orders	12

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

2. USE CASE SPECIFICATIONS– FUNCTIONAL REQUIREMENT

2.1 Use-case: Client Register

Use case Name	Client Register
Brief description	This use case describes how a new User can register with SNEAKER sales web.
Actors	User
Stakeholders and Interests	<p>User: Wants user-friendly interface and fast searching speed. Wants to register and create the account with ease and within a short time.</p> <p>Company: Wants to satisfy user interests and validate user information.</p>
Basic Flow	<ol style="list-style-type: none"> 1. The new use click on new 'create new Account link'. 2. The user is at Account Information screen. 3. The new use enters the following details in the Account Information Screen. <ul style="list-style-type: none"> Contact Information: <ol style="list-style-type: none"> a. First Name b. Last Name c. Street Address d. City e. State of Province f. Country g. Postal Code h. Telephone Number i. Email Credit Card Information j. Card Number k. Card Type l. Card Expiry Date 4. The user clicks on Update and the system validates all the user information and displays the signing information page. 5. User enters the new Username and Password. 6. System validates that the Username is already in use. If not, system displays the new account confirmation page. 7. System sends an e-mail notification about new account creation to User.
Pre-conditions	SNEAKER website main page is loaded.
Post-conditions	Account verification Screen' lets the user review his/her account details and then successfully register as a user of this site.

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

2.2 Use-case: Login/Registration

Use case Name	Login/Registration
Brief description	This use case describes how users gain access to the SNEAKER SALE WEB system through the login/registration (account creation) process.
Actors	Users (Customers, Administrators)
Stakeholders and Interests	<ol style="list-style-type: none"> 1. User: wants to gain access to the system for any number of reasons (e.g., maintain personal account, check order status, purchase items, administer system, etc.). 2. SNEAKER Owner: wants to ensure security of system.
Basic Flow	<ol style="list-style-type: none"> 1. The user browses to the "Sign In" page. 2. The user enters his/her username and password in the returning user section of the "Sign In" screen. 3. The system validates the username and password (successfully) and displays the user's account information page.
Alternative Flows	<ol style="list-style-type: none"> 1. The user browses to the "Sign In" page. 2. The user enters his/her username and password. 3. The system determines that the username or password is invalid and informs the user to try again.
Returning User, Forgotten Username or Password	<ol style="list-style-type: none"> 1. The user has forgotten his/her username, password, or both, and clicks the "Forgot Username/Password?" link 2. The system resets the users account and sends an e-mail notification with the new information 3. The user utilizes the new username/password information to log in following the basic flow.
New User	<ol style="list-style-type: none"> 1. The user browses to the "Sign In" page. 2. The user chooses the "New User" link on the "Sign In" page. 3. The user enters his/her account information and chooses a username and password 4. The system validates the information entered 5. The system sends the user an email invitation 6. The user must confirm their new account by clicking the link in the email 7. The user is logged in and his/her account information page is displayed.
System Administrator	System administrators follow the basic flow for this use case when logging in to the system.
Special Requirements	<p>After three consecutive unsuccessful login attempts, the user's account will be locked and must be reset by a system administrator.</p> <p>Users may not login from multiple different computers simultaneously. If this condition is detected, the user will be notified with appropriate warning/error messages.</p>
Frequency of Occurrence	Users must log in to access their account information, to process a return request, and, optionally, to place an order. The system administrator must log in to administer the system.

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

Pre-Condition	The user is on the "Sign In" screen.
Post-Condition	The user is either logged in or failed to log in and is appropriately notified.

2.3 Use-case: Edit account

Use case Name	Edit account
Brief description	This use case describes how a User can update his account information with SNEAKER.
Actors	User
Stakeholders and Interests	User: Wants user-friendly interface and fast searching speed. Wants to update the account with ease and within a short time. Company: Wants to satisfy user interests and validate user information.
Basic Flow	<ol style="list-style-type: none"> 1. User Clicks on the Signin Link 2. System displays the sign In screen 3. User enters the Username and Password 4. System displays the Account Information Page. 5. User can click on the "update Account" link 6. User is at Modifiable Account Information Page. 7. User modifies the account information and exits the page by clicking on "Finish". 8. System displays the confirmation message "Account Information is updated".
Pre-conditions	SNEAKER website main page is loaded.
Post-conditions	Account verification Screen' lets the user review his/her account details and then successfully modifying its contents.

2.4 Use-case: Manage cart

Use case Name	Manage cart
Brief description	This use case describes how an actor can modify items in the shopping cart.
Actors	Users (Customers)
Stakeholders and Interests	User: Wants to browse/purchase electronic items from the Store. SNEAKER Owner: Every user who visits the site or makes a purchase has a direct bearing on the revenue and hence the profitability of the store owner.
Basic Flow	<ol style="list-style-type: none"> 1. The user clicks on one of the category in the left frame of the screen and navigates to the item he wishes to add to the cart and clicks on the "Add to Cart" link. 2. The system displays the Cart Screen with the all the old items and the newly added item. The subtotal field displays the total cost of the shopping cart. 3. The user repeats steps 3 and 4 for all the items he wants to add to the cart.

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

	<p>4. The user modifies the item quantity for one or multiple items and clicks "Update Cart".</p> <p>5. The system updates the new quantity and displays the modified line item totals and subtotal to the user.</p> <p>6. The user clicks the "Remove" link to remove any of the items in the cart.</p> <p>The system deletes the item from the cart and adjusts the sub-total accordingly.</p>
Alternative Flows	<p>a. User proceeds to adding Items to cart and modifying cart without logging in.</p> <p>b. If the user enters a non-positive or non-integer quantity the system displays an appropriate error message.</p> <p>c. If user closes the window without proceeding for payment, the cart is stored in the system for a pre-decided number of days, before getting flushed, so that the user can return to the cart in the future.</p> <p>d. 'Refresh cart' feature is available for resetting the cart.</p>
Special Requirements	Multiple users should be able to add items to cart simultaneously.
Frequency of Occurrence	There is a possibility that multiple users will add an item to the same cart simultaneously from different locations.
Pre-Condition	The actor is on the Cart Screen and have already logged in.
Post-Condition	The user successfully modifies existing items in the cart or adds new items to the cart.

2.5 Use-case: Manage products

Use case Name	Manage products
Brief description	This use case describes how the administrator of the system can add and delete items from catalog or orders.
Actors	Users (Administrators)
Stakeholders and Interests	<p>Administrator: Wants to add/modify items in the product catalog.</p> <p>User: Wants updated product catalog.</p> <p>Owner: Every user who visits the site or makes a purchase has a direct bearing on the revenue and hence the profitability of the store owner.</p>
Basic Flow	<p><input type="checkbox"/> If the user selects the "Manage Catalog" option, the system prompts the user to select one of the following two options:</p> <ul style="list-style-type: none"> ● Add new item ● Modify existing item, i.e., update or remove item. <p><input type="checkbox"/> If the user selects the "Add new item" option,</p> <p>a. The system prompts the user to select an appropriate category and product (or create a new category/product if one does not exist) to place the item)</p> <p>b. The user select the appropriate category and product.</p> <p>c. The system prompts the user to enter the item details like Item Name,</p>

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

	<p>Quantity Available, Price and Item Image.</p> <p>d. The user keys in the requested item details and clicks "Submit".</p> <p>e. The system updates the item in the selected category/product in the database.</p> <p><input type="checkbox"/> If the user selects the "Modify Existing Item" option,</p> <p>a. The system prompts the user to navigate to the appropriate item.</p> <p>b. The user navigates to the item that he wants to modify.</p> <p>c. The user either removes the item from the catalog by clicking "Remove Item" or modifies the Item Name, List Price, Quantity or Item Image and clicks Update.</p> <p>d. The system updates the information in the database.</p>
Alternative Flows	<p>Incomplete Item Information</p> <ul style="list-style-type: none"> • If the user fails to enter any of the mandatory item information like Item Name, Quantity and Price then the system displays an appropriate error message to the user.
Pre-Condition	The SNEAKER store product web page is loaded. The administrator is logged into the system.
Post-Condition	The user successfully manages the catalog.

2.6 Use-case: Manage accounts

Use case Name	Manage accounts
Brief description	This use case describes how the administrator of the system manage the system users.
Actors	Users (Administrators)
Basic Flow	<p><input type="checkbox"/> If the user selects the "Manage Users" option, the system prompts the user to select one of the following two options:</p> <ul style="list-style-type: none"> ○ Add User ○ Modify User <p><input type="checkbox"/> If the user selects the "Add User" option,</p> <p>a. The system displays the "Add new user" page to the user.</p> <p>b. The user enters the user details like name, address, etc and selects the access right (normal user/ administrator) of the user and clicks Submit.</p> <p>c. The system updates the new user details in the database.</p> <p><input type="checkbox"/> If the user selects the "Modify User" option,</p> <p>a. The system prompts the admin to search for the user.</p> <p>b. The user searches for the user he wants to modify.</p> <p>c. The system displays the user details to the admin.</p> <p>d. The admin modifies any of the user details like name, address, card details, access rights and clicks Update.</p> <p>e. The system updates the details in the database.</p>

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

Alternative Flows	<input type="checkbox"/> Incomplete User Information ✓ If the user fails to enter any of the mandatory user information like user Name or Password then the system displays an appropriate error message to the user. <input type="checkbox"/> Incomplete Selection ✓ If the user does not select any of the options add user or modify user then the system displays an appropriate error message to the user.
Pre-Condition	The SNEAKER store product web page is loaded. The administrator is logged into the system.
Post-Condition	The user successfully manages the users.

2.7 Use-case: Contact shop

Use case Name	Contact shop
Brief description	This use case describes how customers can get service and support using the SNEAKER shop system.
Actors	Customers, Support Personnel
Stakeholders and Interests	Customer: wants to get help/support with a product, service, or SNEAKER shop issues. Owner: wants to ensure customer satisfaction.
Pre-Condition	None.
Post-Condition	The customer has received the desired help/support.

2.8 Use-case: Make purchase

Use case Name	Make purchases
Brief description	This use case describes how the User of the system can make payments.
Actors	User
Stakeholders and Interests	User: Wants better payment options. Company: Wants to satisfy user interests.
Basic Flow	<ol style="list-style-type: none"> 1. User clicks on "Financing link". 2. System displays the "Financing" main page. 3. User clicks on 'Make Payments' link in the Screen. 4. System displays the 'Payment Screen'. 5. User enters the following information. <p>Applicant Information:</p> <ul style="list-style-type: none"> - First Name - Last Name - Mode of Payment <p>If mode of payment debit/credit card</p>

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

	<ul style="list-style-type: none"> - Credit card number - Credit expiry Date - Card Type <p>If mode of payment is cheque</p> <ul style="list-style-type: none"> - Cheque Number - Routing Number - Bank Name - Account Number <p>6. User clicks on 'Submit' button. 7. System displays 'Confirm the payment information again' to the User. 8. User click on 'Confirm'. 9. System sends a confirmation e-mail to the User.</p>
Special Requirements	If payment is done through the credit/debit card, there is a requirement of consulting the credit/debit company for confirming the account and payment.
Pre-Condition	'SNEAKER shop' page should be loaded.
Post-Condition	User is able to pay online successfully. A Confirmation Id is generated by the system. Confirmation e-mail is sent by the system to the User.

2.9 Use-case: Check-out

Use case Name	Check-out
Brief description	This use case describes how Credit payment Services can accept the payment from the SNEAKER webshop system.
Actors	Credit payment Services
Stakeholders and Interests	Credit payment Services easy browsing for payments details.
Basic Flow	<ol style="list-style-type: none"> 1. Credit payment Services Personnel can click on Credit payment Services. 2. Click on 'E-Payment link'. 3. Click on 'Customer Payment' link. 4. System displays the Customer Payment Page. 5. Credit payment Services Person can view the details and accept the payment by clicking 'Payment Received'.
Special Requirements	Credit payment Services has access to all the credit/debit card companies and banks to confirm the e-payment given by customers.

2.10 Use-case: View orders

Use case Name	View order
Brief description	This use case describes how an actor can view their order
Actors	Users (Customers)

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

Stakeholders and Interests	User: Wants to view products which customer ordered
Basic Flow	<ol style="list-style-type: none"> 1. The user clicks on one of the category in the right frame of the screen next to the cart icon 2. The system displays the View Order Screen with the all the orders. 3. The View Order show information about order including: <ul style="list-style-type: none"> - Order Number - Process - Price - Estimated delivery date 4. The user can cancel the order by click the buttons name "Cancel" and fill in the reason. 5. The user can comment to rate the products
Alternative Flows	<ol style="list-style-type: none"> a. User proceeds to view order without logging in. b. User proceeds to view order without making any purchased
Special Requirements	Multiple users should be able to View Order simultaneously.
Pre-Condition	The actor is on the Home Page and have already logged in.
Post-Condition	The user successfully view order or cancel existing orders.

2.11 Use-case: Manage orders

Use case Name	Manage accounts
Brief description	This use case describes how the administrator of the system manage the system orders.
Actors	Users (Administrators)
Basic Flow	<ul style="list-style-type: none"> <input type="checkbox"/> If the user selects the "Manage Orders" option, the system prompts the user to select one of the following two options: <ul style="list-style-type: none"> ○ Add Order ○ Modify Order ○ View order delivered ○ View order not delivered <input type="checkbox"/> If the user selects the "Add Order" option, <ol style="list-style-type: none"> a. The system displays the "Add new order" page to the user. b. The user enter the new orders details like name, address, phone, number of products, order number, estimated delivery date and clicks Submit. c. The system updates the new order details in the database. <input type="checkbox"/> If the user selects the "Modify Order" option, <ol style="list-style-type: none"> a. The system prompts the admin to search for the order.

Sneaker Sales Website	Version: 1.2
Use-Case Specification: Sneakers Sales Website System	Date: 17/11/2019

	<p>b. The user searches for the order number he wants to modify.</p> <p>c. The system displays the order details to the admin.</p> <p>d. The admin modifies any of the user details like name, address, phone, number of products, order number, estimated delivery date, delivered or not, etc and clicks Update.</p> <p>e. The system updates the details in the database.</p> <p><input type="checkbox"/> If the user selects the “View Order Delivered” option,</p> <p>a. The system will show user all the order which delivered.</p> <p>b. User can click Modify in order to update the order.</p> <p><input type="checkbox"/> If the user selects the “View Order Not Delivered” option,</p> <p>a. The system will show user all the order which not delivered yet.</p> <p>b. User can click Modify in order to update the order.</p>
Alternative Flows	<p><input type="checkbox"/> Incomplete User Information</p> <p>✓ If the user enter invalid information like address, phone, number of products then the system displays an appropriate error message to the user.</p> <p><input type="checkbox"/> Incomplete Selection</p> <p>✓ If the user does not select any of the options add order or modify order then the system displays an appropriate error message to the user.</p>
Pre-Condition	The SNEAKER store product web page is loaded. The administrator is logged into the system.
Post-Condition	The user successfully manages the orders.

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