Case Study of a Retail Online Ordering System

Document Information

Document Name	Case Study – Retail Online Ordering System.
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Purpose of this document

This document defines the Business requirements and Functional requirements for the Online ordering system in a Retail Ecommerce website. The Documents defines the Business process models for the Online Ordering system.

Scope

A Retail Ordering Experience for the Customer who wants to order items online.

Functional Requirements

1. The Customer should view Items and check out in cart.

2. The Customer should be able to make changes to the cart.

3. The Order Specialist should view the cart and create Purchase Order.

4. The Shipping Specialist should calculate the Shipping cost for the Order.

5. The Customer should be able to Choose the Payment method.

6. The Customer should be able to Enter the Payment details.

7. The Bank system should authorize the payment and process the payment.

8. The Customer should receive the Billing Statement after the Payment.

Context Diagram

This diagram shows the entire Online ordering system from a High level. The diagram explains how a customer places an order, how the order is processed, how the shipping cost are calculated and how the payment is made and finally the order is shipped to the customer. It shows the databases interaction in the system too.
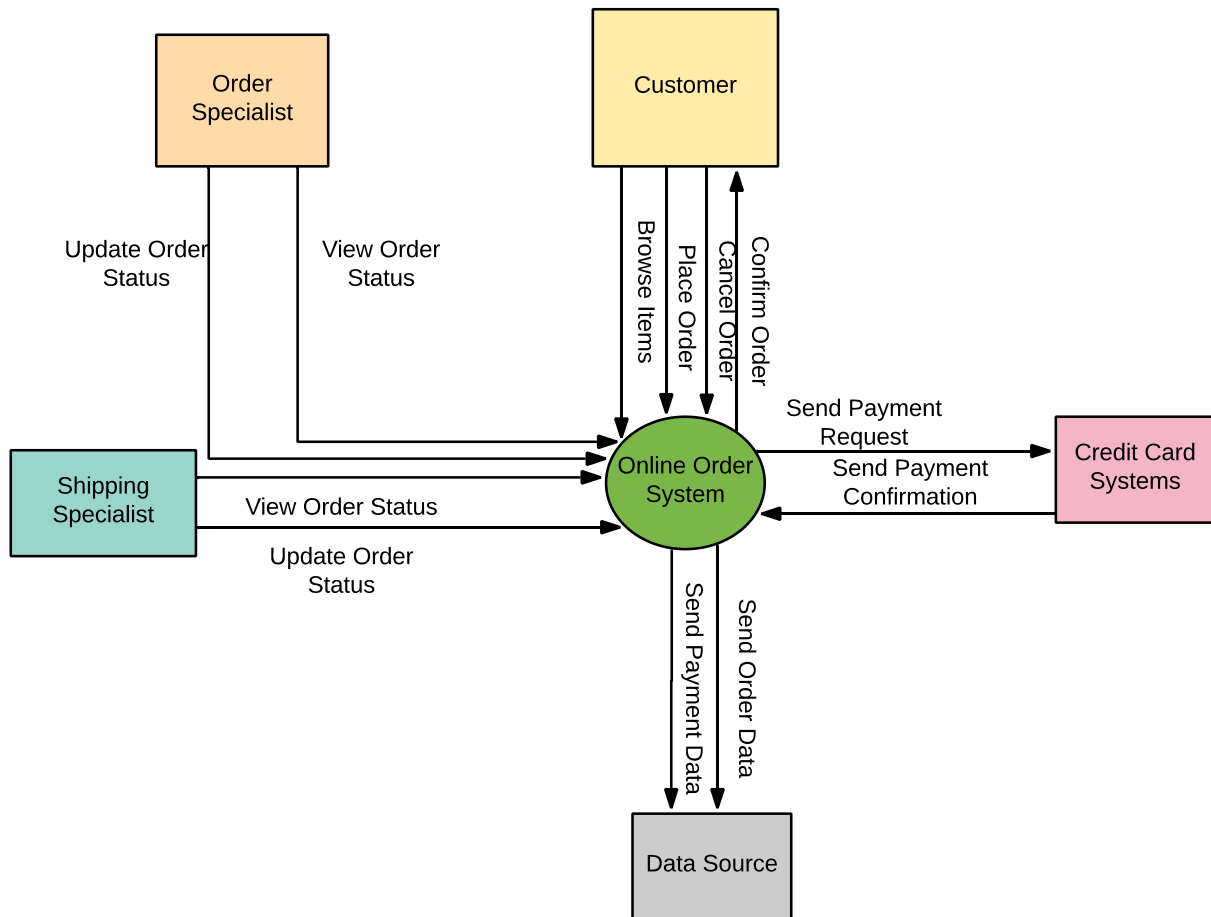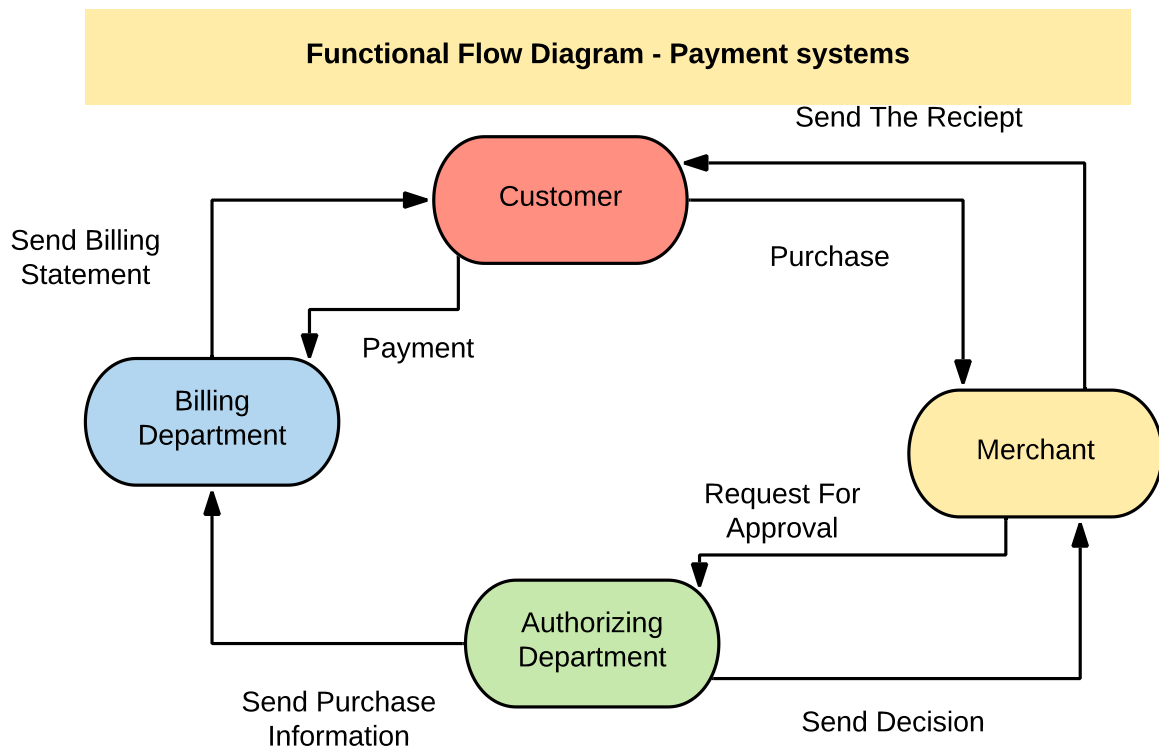
Functional Flow Diagram - Payment Systems

This diagram shows the payment function of the customer. It explains the flow of functions when customer places an order for payment. The different entities involved in the flow are listed and the flow of actions between them is described.

The Following actions takes place in the flow

1. The Customer places a purchase order to the Merchant.
2. The Merchant send the Purchase order for approval.
3. The Authorizing department either approves or disapproves the request.
4. After prior approval the customer send the payment info to the Billing department.
5. The Billing department sends the Billing statement to the customer.

Functional Flow Diagram - Payment systems

Send The Reciept

Customer

Send Billing
Statement

Purchase

Payment

Billing
Department

Merchant

Request For
Approval

Authorizing
Department

Send Purchase
Information

Send Decision

Cross Functional Flow Diagram / Swim Lane Diagram

This is a Swim lane representation of the Payment process of the Customer. The Flow starts from the Customer making a purchase order to completing the order. The following actors are involved in the flow

1. The Customer
2. The Merchant (the Store)
3. The Credit card company.

Cross Functional/Swim Lane Diagram - Payment Process
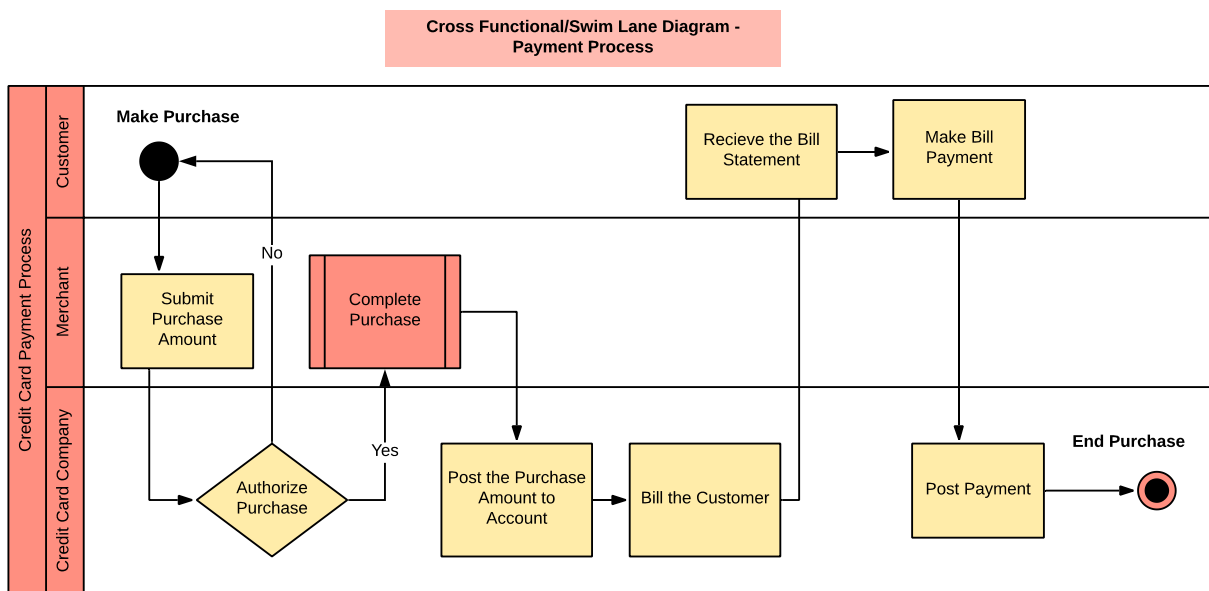
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