

Use Case No.	11		
Use Case Name	Update Customer Order		
Actor	Sales Staff		
Description	Sales staff can update a customer's order by modifying item quantities, adding or removing products.		
Precondition	The order must exist in the system and be in an editable state.		
Postcondition	The customer order is updated, and notifications are sent if necessary.		
Normal Flow	<table border="0"> <tr> <td style="vertical-align: top;"> Actor action 1. Sales staff logs into the system. 2. Searches for the customer order. 3. Edits the order (add/remove items or change quantities). 4. Saves the changes. . </td> <td style="vertical-align: top; text-align: right;"> System response 5. System updates the order and notifies the customer. </td> </tr> </table>	Actor action 1. Sales staff logs into the system. 2. Searches for the customer order. 3. Edits the order (add/remove items or change quantities). 4. Saves the changes. .	System response 5. System updates the order and notifies the customer.
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Alternative Flow	If the order is not found, an error message is displayed. If items are out of stock, the system notifies sales staff and prevents updates.		

Use Case No.	12												
Use Case	View Detailed Furniture Information												
Type	Primary												
Actor	Customer												
Description	Customers can click on a furniture item to view detailed information such as dimensions, material, price, and stock availability.												
Precondition	Furniture details must be stored in the system.												
Postcondition	Detailed product information is displayed.												
Normal flow	<table border="0"> <thead> <tr> <th>Actor action</th><th>System response</th></tr> </thead> <tbody> <tr> <td>1. browses the furniture catalog.</td><td></td></tr> <tr> <td>Customer clicks on a furniture item to view its details.</td><td></td></tr> <tr> <td>.</td><td>2.The system retrieves the furniture information (dimensions, material, price,stock availability) from the . database.</td></tr> <tr> <td>.</td><td>3. The system displays the detailed . information for the selected</td></tr> <tr> <td>.</td><td>furniture item.</td></tr> </tbody> </table>	Actor action	System response	1. browses the furniture catalog.		Customer clicks on a furniture item to view its details.		.	2.The system retrieves the furniture information (dimensions, material, price,stock availability) from the . database.	.	3. The system displays the detailed . information for the selected	.	furniture item.
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Alternative Flow	If the details are missing, display Information not available for this item.												

Use Case No.	13
Use Case Name	Exchange Product
Actor	Sales Staff
Description	Sales staff can process product exchanges by replacing the original item with a new one and updating the inventory.
Precondition	The original item must be returned, and the replacement item must be available in inventory.
Postcondition	The original item is returned, and the replacement item is handed over. Inventory is updated accordingly.
Normal Flow	<ol style="list-style-type: none"> 1. Sales staff logs into the system. 2. Verifies the returned item. 3. Confirms availability of the replacement item. 4. Updates the order to reflect the exchange. 5. Hands over the replacement item, updates the inventory, and confirms the exchange with the customer.
Alternative Flow	<p>If the replacement item is not available, the system notifies sales staff to offer a refund or backorder option.</p> <p>If the item to be exchanged is damaged, a partial refund may be offered.</p>

Use Case No.	14
Use Case Name	Process Product Return
Actor	Sales Staff
Description	Sales staff can process returns by accepting the returned item, refunding the customer, and updating inventory.
Precondition	The return request must correspond to an existing order in the system.
Postcondition	The returned item is added back to inventory, and the customer is refunded.
Normal Flow	<ol style="list-style-type: none"> 1. Sales staff logs into the system. 2. Selects the customer's order. 3. Verifies the returned item. 4. Updates the order to reflect the return. 5. System processes the return, refunds the customer, and updates the inventory.
Alternative Flow	<p>If the return item does not match the order, the return is rejected.</p> <p>If the item is damaged or outside the return window, the system prompts for manual approval or rejection.</p>

Use Case No.	15
Use Case Name	Update Furniture Items
Actor	Inventory Manager
Description	The Inventory Manager updates the details of existing furniture items, such as price, quantity, and description.
Precondition	The furniture item must exist in the inventory database.
Postcondition	The item details are updated, and the system reflects the changes.
Normal Flow	<div> <div> Actor action </div> <div> System response </div> </div> <ol style="list-style-type: none"> Inventory Manager logs into the system. Selects the item to update. Modifies details such as price, quantity, or description. Saves changes. System confirms the update.
Alternative Flow	<p>If the item is not found, the system shows an error message.</p> <p>If invalid data (e.g., negative price) is entered, the system prompts for correction.</p>

Use Case No.	16										
Use Case	Generate Financial Reports										
Type	Primary										
Actor	Finance Officer										
Description	The finance officer can generate reports showing income, expenses, and profit margins for a specified period.										
Precondition	Financial data must be up to date.										
Postcondition	The financial report is generated.										
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Alternative Flow	If financial data is incomplete, display "Unable to generate report due to incomplete data."										

Use Case No.	17												
Use Case	Track Expenses												
Type	Primary												
Actor	Finance Officer												
Description	The finance officer can log and track all business expenses related to furniture purchases, operational costs, etc.												
Precondition	Expense data must be available.												
Postcondition	The expense report is displayed.												
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Alternative Flow	If expense data is missing, display No expense data available.												

Use Case No.	18						
Use Case	Review Sales Data						
Type	Primary						
Actor	Finance Officer						
Description	The finance officer can access and review detailed sales data, including total sales, refunds, and discounts applied.						
Precondition	Sales data must be recorded in the system.						
Postcondition	Sales data is displayed for review.						
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Alternative Flow	If sales data is missing, display No sales data available.						

