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| **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** | **Actor action System response**  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.  5. System updates the order . and notifies the customer. |
| **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** |
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| **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** | **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. |
| **Alternative Flow** | If the details are missing, display Information not available for this item. |

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| **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** | 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** | - If the replacement item is not available, the system notifies sales staff to offer a refund or backorder option. - If the item to be exchanged is damaged, a partial refund may be offered. |

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| **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** | 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** | - If the return item does not match the order, the return is rejected. - If the item is damaged or outside the return window, the system prompts for manual approval or rejection. |

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| **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** | **Actor action System response**  1. Inventory Manager logs into the system. 2. Selects the item to update. 3. Modifies details such as price, quantity, or description. 4. Saves changes.  5. System confirms the update. |
| **Alternative Flow** | - If the item is not found, the system shows an error message. - If invalid data (e.g., negative price) is entered, the system prompts for correction. |

| **Use Case No.** | **16** |
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| **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. |
| **Normal flow** | **Actor action System response**  The Finance Officer selects the  option to generate financial reports.  2. The system prompts the Finance  Officer to select a time period  (e.g., month, quarter, year).  3.The system retrieves income,  expenses, and profit margin data  from the database for the selected  period.  4.The system generates the financial  report based on the retrieved data.  The system displays the financial  report to the Finance Officer. |
| **Alternative Flow** | If financial data is incomplete, display "Unable to generate report due to incomplete data." |

| **Use Case No.** | **17** |
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| **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. |
| **Normal flow** | **Actor action System response**  1.The Finance Officer logs into  the system and navigates to the  expense tracking section.  2. The system prompts the Finance  Officer to enter or view expense  data (e.g., furniture purchases,  operational costs).  3. The system retrieves existing  expense data and allows the Finance  Officer to input new expenses.  4. The system updates the expense  records and displays an expense . report to the Finance Officer. |
| **Alternative Flow** | If expense data is missing, display No expense data available. |

| **Use Case No.** | **18** |
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| **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. |
| **Normal flow** | **Actor action System response**    1.The Finance Officer selects the  option to view sales data.  2. The system retrieves sales records . (including total sales, refunds,  and discounts) from the database.  3. The system displays a detailed view  of the sales data for the selected period  to the Finance Officer. |
| **Alternative Flow** | If sales data is missing, display No sales data available. |