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| **Name** | Make Payment | |
| **Summary** | Customer Makes Payment for Grocery Order. | |
| **Priority** | 4 | |
| **Pre-Condition** | Proceed to check out | |
| **Post-condition** | Successfully complete payment process | |
| **Primary Actor** | Register User | |
| **Main Scenario** | **Step** | **Action** |
|  | **1.** | Customer visit the website and log in. |
| **2.** | Add items into cart |
| **3.** | Reviews the items in cart and click “proceed to checkout” |
| **4.** | Check for any discount or promotions and apply them to the total. |
| **5.** | Display total amount to pay. |
| **6.** | Display available payment options. (Credit card / debit card / online transfer / cash on delivery) |
| **7.** | Choose the payment method. |
| **8.** | Enter payment details and submit click “Submit payment” |
| **9.** | System validates the enter payment details. |
| **10.** | System display the final payment summary with the total amount and select payment method for conformation. |
| **11.** | Conform the payment by clicking “Confirm payment” |
| **12.** | System sends payment authorization request to the bank. |
| **13.** | Bank sends a request to customer to authorization the payment and sent “OTP” code via email / SMS. |
| **14.** | Bank authorization the payment send conformation to the system. |
| **15.** | System update order status to “paid” and send conformation order message to customer. |
|  | **16.** | Display successful message payment receipt. |
| **17.** | If the user choose payment as cash on delivery ,  Delivery person hand over the Order to customer |
| **18.** | Customer pay total amount to delivery person. |
| **19.** | Delivery person update to the system ( Received payment ) |
| **20.** | System send payment conformation and order details via email / SMS. |
| **Extension** | **Step** | Branching Actions |
|  | **9.a** | Invalid payment Details: If the customer enters incorrect payment details, the system will display an error. |
| **9.b** | Card is expired |
| **11.a** | Order cancelled by customer. |
| **11.b** | Change payment method. |
| **13.a** | Authentication Faild. If the customer fails to complete the required authentication, such as OTP (One-Time Password). |
| **13.b** | Payment time out. |
| **14.a** | Insufficient funds. |
| **14.b** | Payment error. |