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| **Use Case ID:** | AK-INVENTORY-COUNT | | |
| **Use Case Name:** | Store Inventory Count | | |
| **Created By:** | Matthew | **Last Updated By:** |  |
| **Date Created:** | 2020-02-18 | **Last Revision Date:** |  |
| **Actors:** | Employee / Inventory Manager | | |
| **Description:** | Go down aisle by aisle and take count of the inventory item by item. He then orders items that need re-stocking. | | |
| **Trigger:** | Request from the store owner. | | |
| **Preconditions:** | Request for store count is sent out by the store owner. | | |
| **Postconditions:** | 1. The store owner receives the final list of products and their current supply. 2. The owner then makes the order to the warehouse. | | |
| **Normal Flow:** | 1. Employee is given the list of products, organized by section. 2. Employee goes down each aisle and counts the inventory of each product one by one.   - These numbers are written next to the item of interest.   1. Each item that is low is highlighted. 2. Inventory manager receives the final count of products. 3. Inventory manager analyzes the results of the inventory count and makes decisions based on the results. | | |
| **Alternative Flows:** | Not applicable. | | |
| **Exceptions:** | 1a.  - If there are no available employees, the inventory manager takes the list of products himself.  - Step 2 is then also done by the Inventory manager himself.  3a.  - If there are no items that are currently low in stock, nothing is highlighted. | | |
| **Includes:** | N/A | | |
| **Frequency of Use:** | Once every week. | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | Inventory manager has taken into account the amount of stock in the warehouse. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | AK-PRODUCT-BOUGHT | | |
| **Use Case Name:** | Customer Purchase | | |
| **Created By:** | Younes | **Last Updated By:** |  |
| **Date Created:** | 2020-02-18 | **Last Revision Date:** |  |
| **Actors:** | 1. Customer 2. Cashier | | |
| **Description:** | The store database gets updated once a product is sold. | | |
| **Trigger:** | Customer brings product to cash register | | |
| **Preconditions:** | 1. Product information is in the system 2. Customer has intention to purchase the product | | |
| **Postconditions:** | 1. Product count decremented within database 2. Product count in database is updated | | |
| **Normal Flow:** | 1. Customer picks up item from aisle.   **-> Loop 1 until customer is finished shopping**   1. Customer brings all chosen items to cash register 2. Cashier scans item   **-> Loop 3 until all items are scanned**   1. Cashier receives payment from customer 2. Database Updated | | |
| **Alternative Flows:** | 3a.   * Customer changes mind about a product * Cashier takes product and places it in return basket * Designated employee returns items to their respective place in the isles. | | |
| **Exceptions:** | 1. If the customer forgets their **payment method**, the cashier would keep the products under the cash register for a moment until the customer returns.  2. If the customer’s card/cheque/cash doesn’t successfully get verified, the cashier takes item(s) and places it in return basket. | | |
| **Includes:** | N/A | | |
| **Frequency of Use:** | Daily | | |
| **Special Requirements:** | * Customer has a currency that can be accepted. | | |
| **Assumptions:** | Customer intends to buy selected product(s). | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | AK-RETURN-MANAGEMENT | | |
| **Use Case Name:** | Product Return | | |
| **Created By:** | Amir | **Last Updated By:** |  |
| **Date Created:** | 2020-02-18 | **Last Revision Date:** |  |
| **Actors:** | Customer & Supervisor | | |
| **Description:** | The customer indicates that he/she wants to return an item. | | |
| **Trigger:** | Customer brings item with intention to return the product. | | |
| **Preconditions:** | 1. Product information is in the system. 2. Customer purchased the item from the store. 3. Customer intends to return the item. | | |
| **Postconditions:** | 1. Product count incremented within database. 2. Customer receives a reimbursement. | | |
| **Normal Flow:** | 1. Customer brings the item to the store. 2. Customer asks for return and refund. 3. Supervisor gives the customer his/her refund. 4. Database updated. | | |
| **Alternative Flows:** | 2a. The item cannot be returned due to not having proof of purchase or the return period has expired.  2b. The item can only be exchanged. | | |
| **Exceptions:** | 3a.   * The store manager himself takes care of the customer if he is available. | | |
| **Includes:** | AK-PRODUCT-BOUGHT | | |
| **Frequency of Use:** | Approximately once a week. | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | 1. The customer is not satisfied with the purchased item. 2. The customer hasn’t damaged the item. | | |
| **Notes and Issues:** | N/A | | |

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| **Use Case ID:** | AK-PRODUCTS-IMPORT | | |
| **Use Case Name:** | Products Import | | |
| **Created By:** | Amir | **Last Updated By:** |  |
| **Date Created:** | 2020-02-18 | **Last Revision Date:** |  |
| **Actors:** | Inventory Manager / Supervisor / Employee | | |
| **Description:** | The truck full of ordered products arrives at the store. | | |
| **Trigger:** | Order placed by the store manager. | | |
| **Preconditions:** | 1. Store/stock count. 2. Store manager contacted the warehouse to order. | | |
| **Postconditions:** | 1. Ordered products shipped to the store. 2. Aisles are stocked. 3. Product count in database is updated. | | |
| **Normal Flow:** | 1. The truck arrives at the store 2. The supervisor/inventory manager checks the products list and the products shipped. 3. Employees unload the products from the truck into the stock room. 4. Take count of products that were imported. 5. Takes note of current stock by paper. | | |
| **Alternative Flows:** | N/A | | |
| **Exceptions:** | 1. Wrong item has been shipped. 2. Wrong quantities of product. 3. Delayed products shipment to the store. | | |
| **Includes:** | N/A | | |
| **Frequency of Use:** | Weekly | | |
| **Special Requirements:** | N/A | | |
| **Assumptions:** | The store manager has contacted the ware house for the list of items and the shipment date. | | |
| **Notes and Issues:** | N/A | | |