# Use Case: Order Processing – In-store shopping

|  |  |  |
| --- | --- | --- |
| Use Case name | **Order Processing** | |
| Actors | Customer, Clerk | |
| Pre-conditions | Products have been put on the conveyor; Customer has proceeded to checkout | |
| Post-conditions | A receipt has been printed; Transaction has been approved | |
| Frequency | Approx. 50 orders/day | |
| Flow of events | **Actor** | **System** |
| 1. The customer presents a product. |  |
| 2. The clerk scans the product. | 3. The system updates the current order list and subtotal price. |
| *Steps 1-3 are repeated until the customer is satisfied* | |
| 4. The customer proceeds to checkout. | 5. The system displays the total amount to pay. |
| 6. The customer pays the displayed amount. |  |
| 7. The clerk prints an invoice with all the purchased products, total price, etc. | 8. The system resets and is ready for a new order. |
| Alternative flows | **1a. The customer decides to return an item after it has been scanned.** | |
| 1. The clerk removes the product from the order. | 1. The system removes the product from the customer’s shopping cart and updates the subtotal. |
| **4a. The customer applies a voucher.** | |
| 1. The customer presents a voucher. |  |
| 1. The clerk scans the voucher. | 1. The system reads the code, finds the corresponding discount percentage, and subtracts the calculated amount from the total price. |
| **4b. The voucher is expired, invalid, or it has been already used.** | |
|  | 1. The system displays an error message and the price is not updated. |
| **6a. The customer’s payment method is rejected.** | |
| 1. The clerk prompts the customer for another attempt. |  |
| 2. The customer attempts to pay again. | 3. After 3 unsuccessful attempts, the entire order is cancelled. |
|  | 4. The system resets and is ready for a new order. |
| Special Requirements | * There has to be at least 1 product before the customer can proceed to checkout. * The customer may use only 1 voucher per order. | |