

System

E-Commerce Database [ECD]

Description: ECommerce Database system has four actors Customers, Inventory Manager, Payment Manager and Delivery Manager. The System will keep a track of purchases, sales, inventory, delivery, payment, etc. Customers can view, search, order and make comments of some items which are posted by inventory managers. Inventory manager can add, delete or modify items. Delivery manager is in charge of delivery, who will report whether an order is delivered or not. Finally, the role of Payment Manager is to assert if the customer's payment info are correct.

Customers will be able to view all the information online.

System Actors

Customer [User]

Description: A type of user who can browse through the e-commerce website, search for items, order items and post comments about items available on the website. The customer can make a payment online for the items he/she has purchased.

Kind of : #User

Inventory Manager [Inventory Manager]

Description: The authority who is in order of managing all the inventory including updating/adding/deleting

Kind of: #Inventory Manager

Payment Manager [Payment Manager]

Description: The authority that manages the Customer's payment actions.

Kind of: #Payment Manager

Delivery Manager

Description: The Delivery Manager is in charge of assigning orders made by user to the shipper/carrier for delivery

Kind of: #Delivery Manager

Use Cases

1. Search for items through categories

Description : A customer searches for items that he/she wishes to purchase. The customer may browse through different categories of items available on the website.

Step by Step Description:

[#User]: The user selects appropriate category under which the item falls

[#ECD]: The system returns the desired category selected.

2. Search for an item through the search tab

Description: A customer can search an item by entering its name in the search tab

Step By Step Description:

[#User]: The user enters name of the item in the search tab

[#ECD]: The system returns the results for the item that the user entered.

3. Add Items to shopping cart:

Description: The customer can add desired items to the shopping cart

Step By Step Description:

[#User]: The customer clicks on “add item to shopping cart’ button on the item description page

[#ECD]: The system displays the shopping cart with the item added to it

4. Delete Items from the shopping cart:

Description: The customer can delete items from the shopping cart

Step By Step Description:

[#User]: The customer clicks on “delete item” button on the shopping cart page

[#ECD]: The system displays the shopping cart with the item deleted from the list of items in the shopping cart

5. Checkout from the shopping cart:

Description: The customer can proceed for payment using the checkout feature

Step by Step Description:

[#User]: The customer clicks on “checkout” button on shopping cart page

[#ECD]: The system displays the payment page to the customer

6. Confirm Payment

Description: The customer can confirm payment after entering all the details

Step by Step Description:

[#User]: The customer enters all the details like billing address, shipping address, payment method, payment details and clicks on “confirm payment” button.

[#Payment Manager]: Verifies all the details to be correct authorizes the payment

[#ECD]: Displays order confirmation page when the transaction is successful

7. View order details

Description: The customer can view the details of the order he/she places

Step by Step Description:

[#User]: The user clicks on the “view orders” tab to view the order details and enters the order ID.

[#ECD]: The system navigates the user to the respective order based on the unique order ID.

8. Check order status:

Description: The customer can keep a track of the items by viewing the order status page

Step By Step Description:

[#User]: The customer clicks on the “check order status” tab

[#ECD]: The system requests the order ID from the customer

[#User]: The customer enters the unique Order ID.

[#ECD]: The system displays the status of the order to the customer

9. Post a Comment on Item Details page:

Description: The customer can post a comment about an item that is made available by the inventory manager, which the customer has purchased before

Step by step description:

[#User]: The Customer clicks on the “post a comment” button on item details page

[#ECD]: The system displays the text box where user can enter his/her comments about the item

[#User]: The customer enters his/her comments and click on “add comment” button

[#ECD]: The system displays the customer’s comment unders the comments section of a particular item on the item details page

10. View Item details

Description: The customer can view details of the item that he/she desires to purchase

Step by step Description:

[#User]: The customer click on the items displayed through a particular search

[#ECD]: The system displays the details of the item like name of the item, quantity available,

cost of the item and discount on the item.

[#User]: The customer browses through the details of the item.

11. Request New Item

Description: The customer can request for new items that they cannot find in the store

Step by step Description:

[#User]: The customer search for a certain item

[#ECD]: The system cannot find a match

[#User]: The customer can click on “request” button

[#ECD]: The system will store the request until the inventory manager added the new item

12. Add new item

Description: The inventory Manager can add new item to the system

Step by step Description:

[#Inventory Manager]: Inventory Manager adds a new item and edits the detail

[#ECD]: The system stores the new item

13. Update item Info

Description: The inventory Manager can edit the detail of an item including title, price, discount and number available.

Step by step Description:

[#Inventory Manager]: Inventory Manager makes change to the product info

[#ECD]: The system stores the updated information

14. Check order status

Description: The inventory Manager can check the status of a certain order in case customers have any concerns or for service.

Step by step Description:

[#Inventory Manager]: The Inventory Manager inputs the unique Order ID

[#ECD]: The system returns the detail of the order including item detail, payment status and delivery status

15. Check request for items

Description: The inventory manager can check comments about an item that which the customers has purchased before

Step by step description:

[#Inventory]: The Inventory Manager checks all the request for new items

[#ECD]: The system displays the customer's requests

[#Inventory]: The Inventory Manager adds the new items that users request and close the request

16. Payment Information Entry

Description: The customer enters his payment information for the first time.

Step-by-step Description:

[#User] - The customer enters credit card information to his own profile records.

[#ECD] - The System stores the information

17. Authorization

Description: When the customer enters his payment information, the payment manager approves or disapproves the entry.

Step-by-step Description:

[#User] - The customer enters credit card information to his own profile records.

[#ECD] - The system notifies the payment manager that a new entry has been made by a customer to add credit card information.

[#Payment Manager] - The Payment Manager approves/disapproves the request.

[#ECD] - The system notifies the user about the success/failure of his actions.

18. Query the payment information

Description : The Customers wants to view the payment information which he has entered the system.

Step-by-step Description:

[#User] - A customer requests his payment information from the system

[#ECD] - The system returns the information which was approved by the Payment Manager

19. Validation of payment information

Description - The Payment manager set checks for validating payment information

Step-by-step Description:

[#User]- A customer decides to proceed to payment

[#Payment Manager]- Payment Manager enters the validation policy checks which need to be performed by the system.

[#ECD]-The system performs a validation task

20. Update Payment Information

Description: The customer enters his payment information which needs to be updated.

Step-by-step Description:

[#User] - The customer enters credit card information to his own profile records to update it.

[#ECD] - The System updates the information

21. Delete Payment Information

Description: The customer deletes his payment records from the system

Step-by-step Description:

[#User] - The customer enters information which needs to be deleted from his profile.

[#ECD] - The System deletes the information

22. Update item status

Description: Once System records successful payment, payment manager update the status of the purchased item.

Step-by-step Description:

[#ECD] : The system returns items with received payment

[#Payment Manager]: The Payment Manager updates item status to 'ready for delivery'

23. Get unassigned orders

Description: The Delivery Manager can view the details of all unshipped/unassigned orders placed by users

Step by Step Description:

[#Delivery Manager]: The Delivery Manager clicks on the "orders" tab and selected unassigned orders to view the details for all unassigned orders.

[#ECD]: The system displays all unassigned orders.

24. Assign Orders

Description: The Delivery Manager can assign any orders placed to various carriers

Step by Step Description:

[#Delivery Manager]: The Delivery Manager selects an unassigned order and requests the #ECD to assign it to a carrier

[#ECD]: The system assigns the carrier based on the User's shipping address and prompts the Delivery Manager for confirmation

[#Delivery Manager]: The Delivery Manager accepts the assigned carrier

[#ECD]: The System updates the order as shipped

25. Change Carrier/Shipper

Description: The Delivery Manager can change the carrier of any order

Step by Step Description:

[#Delivery Manager]: The Delivery Manager selects an order and selects a carrier for it

[#ECD]: The system assigns the requested carrier and updates the record

26. Add Carrier/Shipper

Description: The Delivery Manager can add a carrier to the system

Step by Step Description:

[#Delivery Manager]: The Delivery Manager clicks on 'add/remove carriers' and inputs the details for a new carrier

[#ECD]: The system adds the carrier to the database

27. Remove Carrier/Shipper

Description: The Delivery Manager can remove a carrier from the system

Step by Step Description:

[#Delivery Manager]: The Delivery Manager clicks on 'add/remove carriers' and selects a carrier to be removed

[#ECD]: The system removes the carrier from the database