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| Use Case | Sell item |
| Description | This use case depicts the process of a user (seller) listing items for sale on a platform for online thrift stores. As part of this procedure, sellers can upload item descriptions and photographs, set prices, and arrange shipment. |
| Actors | Seller(User)  Online thrift platform |
| variations | Sellers may choose to include additional item description details  Sellers may set fixed prices  Online store may offer option for seller to sell items |
| Non-functional | Usability: provide intuitive and user-friendly interface for sellers to list items  Performance: The system should be able to efficiently handle a high number of listings and user interactions.  User data and payment information should be handled securely.  Reliability: During peak usage periods, the system should be available and reliable.  Scalability: The system should be able to scale to handle an increase in the number of users and listings. |
| Issues | User-generated content management entails managing and moderating user-generated listings and interactions.  Payment processing: Ensuring secure and dependable transaction payment processing.  Legal and regulatory compliance: Ensuring that e-commerce and privacy regulations are followed.  Returns and disputes: Creating procedures for processing returns and settling conflicts between sellers and the platform. |

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| Use Case | Buy item |
| Description | This use case depicts a user (buyer) viewing and purchasing items for sale on an online thrift store platform. Buyers can use the platform to browse item details, make purchases, and finalise transactions. |
| Actors | Buyer(User)  Online thrift platform |
| variations | Buyers may search and filter items based on various categories  Buyers may choose different payment methods  Buyers may opt for different shipping options and carriers  Online store may facilitate dispute in case of issues with purchased items |
| Non-functional | Usability: The system should provide a simple and easy-to-use interface for purchasers to browse and buy things.  Performance: The system should respond quickly to searches, item views, and transactions.  User data and payment information should be handled securely.  Reliability: During peak usage periods, the system should be available and reliable.  Scalability: The system should be able to scale to handle an increase in the number of users and listings. |
| Issues | Payment Processing: Ensuring secure and reliable payment processing for events.  Seller-buyer communication: Implementation of a message or communication system on the platform.  Compliance with laws and regulations: Ensuring compliance with e-commerce and data protection regulations.  Returns and Disputes Handling: Establish processes for handling returns and resolving disputes between buyers and sellers. |