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| **Use Case “Refund Order”**   1. **Use case code**   UC00X   1. **Brief Description**   This use case describes the interaction between Customer and the Payment System when the Customer wishes to request a refund for a completed transaction**.**   1. **Actors**    1. Customer: The individual requesting the refund.    2. Payment System: The seller or service provider responsible for initiating the refund process.    3. Merchant: The system handling the payment and refund processing. 2. **Preconditions**  * The customer must have completed a valid transaction. * The refund request must meet the conditions stated in the seller's refund policy (order not yet confirmed). * The transaction must exist in the Payment System database**.**  1. **Basic Flow of Events**   1.Customer clicks on the box to view order history via email.  2.Customer chooses to refund 1 order.  3.Customer enters the necessary information fields for refund verification.  4.If the request is valid, the system sends the refund request to the Payment System via API.  5.The payment system authenticates the transaction.  6.The payment system checks the database to verify the transaction details.  7.The system receives the refund result and sends a notification to the user.  8.If the refund is successful, the system updates the database corresponding to the order.   1. **Alternative flows**   Table N-Alternative flows of events for UC Place order   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **No** | **Location** | **Condition** | **Action** | **Resume location** | |  | At Step 4 | If the transaction cannot be found in the database: | the Payment System denies the refund request and notifies the customer. | Resumes at Step 3 | |  |  |  |  |  |  1. **Input data**   Table A-Input data of step 3   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **No** | **Data fields** | **Description** | **Mandatory** | **Valid condition** | **Example** | |  | Mã đơn hàng | Enter OrderId | Mandatory | String | e9b4e2cc-5e23-497a-b52d-1352162e0deb | |  | Số hóa đơn | Enter transaction invoice number | Mandatory | Number | 72984016 | |  | Mã giao dịch | Enter order transaction code | Mandatory | Number | 14777026 | |  | Ngày giao dịch | Enter transaction date | Mandatory | Format yyyy-MM-dd hh:mm:ss | 2025-01-01 20:14:40 | |  | Tổng số tiền | Enter total amount | Mandatory | Number | 62500 |  1. **Output data**   Table B-Output data of step 7   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **No** | **Data fields** | **Description** | **Display format** | **Example** | |  | Mã phản hồi | Error code sent back | Number | 00 | |  | Thông báo | Error report | String | Succes |  1. **Postconditions** |