

Sample Use Case Description

Use Case UC3: List All Orders

Primary Actor: Customer

Pre-condition

- The customer is logged into the BookMaster web-based system.
- The system has recorded orders placed by the customer.

Post-condition

- A list of all orders placed by the customer is displayed, including relevant details such as order status, date ordered, and items in the order.

Main Success Scenario

1. Customer logs into the BookMaster web-based system using their username and password.
2. Customer navigates to the “My Orders” section from the main menu.
3. Customer clicks on the option to “View All Orders.”
4. System fetches all orders placed by the customer from the database.
5. System displays a comprehensive list of all orders placed by the customer, including order ID, order date, status, and items in each order.
6. Customer reviews the displayed list of orders.
7. Customer logs out of the BookMaster system.

Alternate Scenario

- Step 5: If the Customer wants to filter or sort the list of orders:
 - 5a. Customer selects specific filter or sort criteria (e.g., by order date, status, or total amount).
 - 5b. System applies the selected filter or sort criteria and updates the displayed list of orders.
 - 5c. Continue from Step 6 in the Main Success Scenario.

Exception Scenario

- Step 1: If the Customer cannot log into the system due to incorrect login information:
 - 1a. System displays an error message indicating incorrect login credentials.
 - 1b. Customer uses the “Forgot Password” option to reset their password.
 - 1c. Customer follows the password reset instructions and logs in again.
 - 1d. Continue from Step 2 in the Main Success Scenario.
- Step 2: If the Customer cannot access the “My Orders” section due to a system error:
 - 2a. System displays an error message indicating the issue.
 - 2b. Customer contacts customer support to report the issue.
 - 2c. Customer support resolves the issue.

- 2d. Customer retries accessing the “My Orders” section and continues from Step 2 in the Main Success Scenario.
- Step 4: If the System cannot retrieve orders due to a database error:
 - 4a. System displays an error message indicating a database retrieval issue.
 - 4b. Customer reports the issue to customer support.
 - 4c. Customer support resolves the database issue.
 - 4d. Customer retries the operation and continues from Step 3 in the Main Success Scenario.

Extends Use Case UC4: Cancel Order

Primary Actor: Customer

Pre-condition

- The customer is logged into the BookMaster web-based system.
- The customer has viewed the list of orders from the “UC3: List All Orders” use case.
- The order to be canceled has not yet been packed and shipped.

Post-condition

- The selected order is marked as canceled in the system.
- The customer receives a confirmation of the cancellation.
- The stock for the canceled order is updated accordingly.

Main Success Scenario

1. Customer identifies an order they wish to cancel from the list displayed in the “List All Orders” use case.
2. Customer selects the order and clicks on the “Cancel Order” button.
3. System checks the status of the selected order to ensure it has not been packed and shipped.
4. System marks the order as canceled.
5. System updates the stock on hand for each item in the canceled order.
6. System sends a cancellation confirmation to the customer via email.
7. Customer receives the cancellation confirmation.

Alternate Scenario

- Step 2: If the Customer wants to cancel multiple orders:
 - 2a. Customer selects multiple orders and clicks on the “Cancel Selected Orders” button.
 - 2b. System checks the status of each selected order to ensure they have not been packed and shipped.
 - 2c. System marks each eligible order as canceled.

- 2d. System updates the stock on hand for each item in the canceled orders.
- 2e. System sends a cancellation confirmation to the customer via email for each canceled order.
- 2f. Continue from Step 7 in the Main Success Scenario.

Exception Scenario

- Step 3: If the System finds that the order has already been packed and shipped:
 - 3a. System displays an error message indicating that the order cannot be canceled as it has already been packed and shipped.
 - 3b. Customer can choose to contact customer support for further assistance.
 - 3c. Customer may select another order to cancel and continue from Step 2 in the Main Success Scenario for Cancel Order.