

Gift Your Old Gear - Use Case Diagram

Element	Description
Use Case	Process Gift Your Old Gear
Description:	<p>Gift Your Old Gear is a sustainability initiative by Viv's Vintage Wear where customers can donate any brand and type of clothing in good usable condition. These items are donated to charity, and as a thank you, customers receive 15% off their next Viv's purchase. The scheme has helped contribute to over 650 beneficiaries with over 100,000 individual items donated. The 15% discount must be used on the same day as the donation, applies per transaction (not per item), and cannot be combined with other offers or used to purchase gift cards</p>
Primary Actor	Customer
Stakeholders	<ul style="list-style-type: none">• Customer: Donate clothes and receive discount• Sales Assistant: Process donations efficiently and correctly• Sales Assistant: Process donations to charity• Charity Organizations: Waits to receive clothes for donation• Store Manager: Wants to maintain donation quality and track discounts• Viv's Vintage Wear: Aims to promote sustainability and customer loyalty
Preconditions	<ol style="list-style-type: none">1. Sales Assistant is logged in the EPOS system2. Customer has clothes/accessories to donate
Postconditions	<ol style="list-style-type: none">1. Donation is stored in the system2. Customer gets back 15% discount for their purchase3. Donated items are tagged for charity collection4. Donation statistics are updated in the system
Main Success Scenario	<ol style="list-style-type: none">1. Customer brings items for donation to the desk2. Sales Assistant checks each item for quality and usability3. Sales Assistant confirms items meets donation criteria4. Sales Assistant stores the donation details in the system:<ul style="list-style-type: none">- Number of items- Type of items (clothing/accessories)- General condition5. System generates a receipt for donated items6. System applies 15% discount for customer's next purchase7. Sales Assistant places items in the charity collection area8. System updates automatically donation statistics

Element	Description
Alternative Flow 2a	<p>Items do not meet quality inspection:</p> <ol style="list-style-type: none"> 1. Sales Assistant explains to customer why items cannot be accepted 2. Customer gets back items 3. Use case ends
Alternative Flow 3a	<p>Not every item meets criteria:</p> <ol style="list-style-type: none"> 1. Sales Assistant separates acceptable from unacceptable items 2. Sales Assistant explains to customer the decision 3. Continue with main flow for acceptable items only 4. Customer gets back rejected items
Alternative Flow 7a	<p>Customer has no immediate purchase:</p> <ol style="list-style-type: none"> 1. Sales Assistant informs customer that the 15% discount is only valid for immediate purchases 2. Customer decides whether to make a purchase now or leave the discount 3. Use case ends
Alternative Flow 7b	<p>Customer tries to use discount with other offers:</p> <ol style="list-style-type: none"> 1. System blocks combination of discounts 2. Sales Assistant tells customer about discount policy 3. Customer chooses one of the available discounts to apply 4. Continue with the discount chosen