Business Requirements Document

ONLINE ORDER PROCESS

1. Introduction

This document describes the business process for handling an online order in an e-commerce platform, starting from browsing products and ending with delivery confirmation. It defines the main actors, steps involved, decision points, and business rules that govern the order flow.

2. Actors

- **Customer**: Initiates the order process by browsing and purchasing products.
- **E-commerce Platform**: Manages product catalog, cart, checkout, payment processing, and notifications.
- **Payment Processor**: Handles the authorization and execution of payment transactions.
- **Warehouse**: Prepares the order for shipment after payment confirmation.
- **Delivery Service**: Delivers the ordered products to the customer.

3. Process Flow Overview

1. Customer browses the product catalog.
2. Customer adds products to the cart.
3. Customer proceeds to checkout.
4. System checks if products are in stock.
5. If stock is available, the customer is redirected to payment.
6. If stock is unavailable, the customer is notified and the order is canceled.
7. During payment, if the transaction fails, the customer can retry up to three times.
8. If the maximum number of retries is exceeded, the order is canceled.
9. Upon successful payment, the system sends an order confirmation to the customer.
10. The warehouse prepares the shipment.
11. The delivery service ships the product.
12. The system sends a delivery confirmation to the customer once the product is delivered.

4. Business Rules

- Products must be available in stock to proceed with checkout and payment.
- Customers are allowed up to **three** payment attempts in case of failure.
- If payment fails after three attempts, the order is automatically canceled, and the customer is notified.
- An order confirmation must be sent within **5 minutes** after successful payment.
- A delivery confirmation must be sent within **24 hours** after the order has been shipped.
- Customers must be immediately notified if selected products are no longer available at checkout.