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| **Use Case ID:** | 41 | | | |
| **Use Case Name:** | Checking Updating status of delivery. | | | |
| **Created By:** |  | | **Last Updated By:** |  |
| **Date Created:** | 29/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Checking status of delivery. | | |
| **Description:** | | Admin will update the status of delivery for the products. Customer can check status of delivery. | | |
| **Trigger:** | | After the successful payment for the product, this use case will be triggered. | | |
| **Preconditions:** | | **1. The payment step should be successfully completed by the customer.**  **2. Product is approved by the merchant.**  **3. Order details are updated at his/her end.** | | |
| **Post conditions:** | | Customer is able to see all the delivery updates. | | |
| **Normal Flow:** | | 1. Customer checks the delivery status.  2. Get updates for the courier service carrying that product.  3. Get the contact number of the courier agent and product arrival date. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | In step 1 of normal flow if the status is not updated -  1a. The customer throws a query for the status update. | | |
| **Includes:** | | Steps 1-3 in the normal flow would be required for all types of delivery status updates | | |
| **Frequency of Use:** | | Till the product arrives. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | The product related tracking data is updated on the “Track Status” page on regular basis. | | |
| **Notes and Issues:** | | 1. Status is updated at the merchant end.  2. Status is updated to deliverer but customer does not receive the product. | | |