**Use Case UC0003 – Business to Customer Delivery**

**Use Case Info:**

**Use Case Name:** UC0003 – Business to Customer Delivery

**System:** The Idaho Souvenir Store website

**Actor:** Regular customer ordering products and wanting delivery option.

**Use Case Description:**

**Scenario:** The scenario for this use case is a customer that would like to purchase products and have them delivered

**Trigger:** Customer logs in

**Preconditions:** Customer has active account with privileges for purchasing items.

**Steps:**

1. Customer finds products to buy.

2. Customer adds products to cart.

3. Customer clicks on the check out page.

4. Customer selects pickup.

5. Customer enters financial info.

6. Customer clicks order.

7. Store curates order and has it stored for pickup.

**Postconditions:**

1. Customer receives items

2. Customer contacts store with any concerns.

3. Adjustments are made for customer concerns.

4. Return window closes.

5. Order archived.

**Exceptions:**

Customer calls to place order online.

**Exception Flow:**

1. Customer calls to place order online.

2. Store clerk answers and validates user info.

3. Store clerk places order for customer.

4. Normal steps post conditions are followed

**Exceptions:**

Product is out of stock.

**Exception Flow:**

1. Product is grayed out.

2. Customer is notified via contact preference.

3. Coupon is given to customer for inconvenience.

4. Item is adjusted on their order.

5. Normal steps and post conditions apply.

**Use Case Summary:**

**Goal:** Provide seamless experience for customer from beginning to end.

**Open Issues:**

1. What if a customer would like to order on two credit cards?

2. What if customer credit card is stolen?

**Alternative Actions:** Direct customer to in store or phone number if issues arise.

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| **Date** | **Version** | **Name** | **Description** |
| 11/12/2021 | 1.0 | Atlee Hlavinka | Approval of Use Case Scenario |