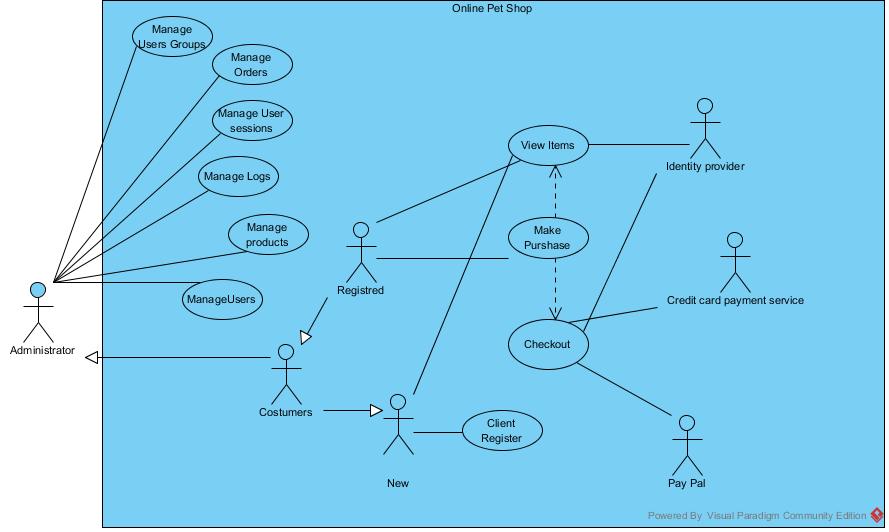
Use Cases Pet online shop

# 1. USE CASE MODEL



## 

# 2. USE CASE DESCRIPTIONS – FUNCTIONAL REQUIREMENT

## *2.1 BROWSE CATALOG*

**Description:** This use case describes how the User can search/browse the e-store catalog.

**Primary Actor**: User/Costumer

**Stakeholders**:

* **User**: Wants user-friendly interface and fast browsing speed.

Wants to browse the catalog and add items to the cart successfully.

* **Company**: Wants to satisfy user interests.

**Preconditions**: None

**Success Guarantee (Post Conditions)**:

* ‘Product Screen’ displays items and corresponding list prices for a chosen product.
* Item Screen’ displays detailed information about an individual item for sale, including a photo, if one is available.
* ‘Cart Screen’ displays the various items added to the cart, the quantity and list price of each item and the Subtotal.

**Basic flow**:

1. User opens a web browser, gives the URL for the ‘Online Pet Shop’ website in and clicks on ‘Go’ button.
2. System launches the web site.
3. User clicks on any product link in the ‘Product’ list given in top-left corner.
4. System displays ‘Category Screen’ with the products available for the category chosen in Step 3.
5. User clicks on any product link in ‘Products for this Category’ list.
6. System displays ‘Product Screen’ with list of all of the items for the product chosen in Step 5 along with the price of each item and a link labeled ‘Add to Cart’ in right column of the list.
7. User clicks on any item link in ‘Items for this Product’ list.
8. System displays ‘Item Screen’ for the item chosen in Step 7, including a photo if one is available and an ‘Add to Cart’ link.

**Extensions (Alternate Flow)**:

3a. User navigates to category page of a particular type of product by clicking on any product in the image map located in the center of the page.

4a. User views the next few items from the list of all products in category by clicking on ‘Next’ link in the bottom right corner of product list and then navigates to ‘Product Screen’ of a particular product by clicking on that product link in ‘Products for this Category’ list.

## *2.2 SEARCH CATALOG*

**Description:** This use case describes how the User can search the e-store catalog.

**Primary Actor**: User / Costumer

**Stakeholders and Interests**:

* **User**: Wants user-friendly interface and fast searching speed.

Wants to find some specific product in catalog and add items to the cart successfully.

* **Company**: Wants to satisfy user interests.

**Preconditions**: None

**Success Guarantee (Post Conditions)**:

* ‘Product Screen’ displays items and corresponding list prices for the searched product.
* Item Screen’ displays detailed information about an individual item for sale, including a photo, if one is available.
* ‘Cart Screen’ displays the various items added to the cart, the quantity and list price of each item and the Subtotal.

**Basic flow**:

1.User opens a web browser, gives the URL for the ‘Online Pet shop“ website in

and clicks on ‘Go’ button.

2. System launches the web site.

3. User enters text in text box next to Search button and clicks on Search button.

4. System displays the matching text products.

5. User clicks on the desired link. User can navigate back to the earlier pages if wishes.

**Extensions (Alternate Flow)**:

3a If search returns no results, System displays the message “No matches found for the entered text”.

2.3 ACCOUNT INFORMATION ACCESS

**Description:** This use case describes how a new User can register with e-store

P**rimary Actor**: User/ Costumer

**Stakeholders and Interests**:

* **User**: Wants user-friendly interface and fast searching speed.

Wants to register and create the account with ease and within a short time.

**Company**: Wants to satisfy user interests and validate user information.

**Preconditions**: E-store website main page is loaded.

**Success Guarantee (Post Conditions)**:

* ‘Account verification Screen’ lets the user review his/her account details and then successfully register as a user of this site.

**Basic flow**:

1. The new use click on new 'create new Account link'.
2. The user is at Account Information screen.
3. The new use enters the following details in the Account Information Screen.

Contact Information:

1. First Name
2. Last Name
3. Street Address
4. City
5. Country
6. Postal Code
7. Telephone Number
8. Card Number
9. Card Type
10. Card Expiry Date

4. The user clicks on Update and the system validates all the user information and

displays the signing information page.

1. User enters the new Username and Password.
2. System validates that the Username is already in use. If not, system displays the

new account confirmation page.

1. System sends an e-mail notification about new account creation to User.

## *2.4 Update Account Information*

**Description:** This use case describes how a User can update his account information with e-store

**Primary Actor**: User( Costumer , Administrator)

**Stakeholders and Interests**:

* **User**: Wants user-friendly interface and fast searching speed.

Wants to update the account with ease and within a short time.

* **Company**: Wants to satisfy user interests and validate user information.

**Preconditions**: E-store website main page is loaded.

**Success Guarantee (Post Conditions)**:

* ‘Account Information Screen’ lets the user review his/her account details and then successfully modifying its contents.

**Basic flow:**

1. User Clicks on the Signin Link
2. System displays the sign In screen
3. User enters the Username and Password
4. System displays the Account Information Page.
5. User can click on the ''update Account'' link
6. User is at Modifiable Account Information Page.
7. User modifies the account information and exits the page by clicking on “Finish”.
8. System displays the confirmation message “Account Information is updated”.

**Miscellaneous:**

Steps 1 and 2 in the Basic Flow are part of the ‘Login’ use case. The basic flow of this use case ‘uses’ or ‘includes’ the ‘Login’ use case.

## *2.5 Cancel Account Information*

**Description:** This use case describes how a User can cancel his account information with e-store

P**rimary Actor**: User/ Costumer

**Stakeholders and Interests**:

* **User**: Wants user-friendly interface and fast searching speed.

Wants to cancel the account with ease and within a short time.

* **Company**: Wants to satisfy user interests and validate user information.

**Preconditions**: E-store website main page is loaded.

**Success Guarantee (Post Conditions)**:

* ‘Account Information Screen’ lets the user cancel his account.

**Basic flow**:

1. User Clicks on the Signing Link.
2. System displays the sign In screen.
3. User enters the Username and Password.
4. System displays the Account Information Page.
5. User can click on the ''Cancel Account'' link.
6. System displays the confirmation message “Account deleted”.
7. System sends an e-mail to user confirming the cancellation of the account.

## *2.6 Maintain Database*

**Description:** This use case describes how the **administrator** of the system can add and delete items from the catalog and also manage the system users.

**Stakeholders and Interests:**

**Administrator:** Wants to add/modify items in the product catalog.

**User:** Wants updated product catalog.

**Owner:** Every user who visits the site or makes a purchase has a direct bearing on the revenue and hence the profitability of the store owner.

**Pre-Condition:** to Online Pets Shop product web page is loaded. The administrator is logged into the system.

**Post-Condition:** The user successfully manages the users and the catalog.

**Basic Flow**

1. The system prompts the user to select one of the following two options:
   * Manage Catalog
   * Manage Users
2. If the user selects the “**Manage Catalog**” option, the system prompts the user to select one of the following two options:

* Add new item
  + Modify existing item, i.e., update or remove item.

2A. If the user selects the “***Add new item***” option,

2a. The system prompts the user to select an appropriate category and product (or create a new category/product if one does not exist) to place the item)

2b. The user select the appropriate category and product.

2c. The system prompts the user to enter the item details like Item Name, Quantity Available, Price and Item Image.

2d. The user keys in the requested item details and clicks “Submit”.

2e. The system updates the item in the selected category/product in the database.

2B. If the user selects the “***Modify Existing Item***” option,

2a. The system prompts the user to navigate to the appropriate item.

2b. The user navigates to the item that he wants to modify.

2c. The user either removes the item from the catalog by clicking “Remove Item” or modifies the Item Name, List Price, Quantity or Item Image and clicks Update.

2d. The system updates the information in the database.

1. If the user selects the “**Manage Users**” option, the system prompts the user to select one of the following two options:
   * Add User
   * Modify User

3A. If the user selects the “**Add User**” option,

3a. The system displays the “Add new user” page to the user.

3b. The user enters the user details like name, address, etc and selects the access right (normal user/ administrator) of the user and clicks Submit.

3c. The system updates the new user details in the database.

3B. If the user selects the “**Modify User**” option,

3a. The system prompts the admin to search for the user.

3b. The user searches for the user he wants to modify.

3c. The system displays the user details to the admin.

3d. The admin modifies any of the user details like name, address, card details, access rights and clicks Update.

3e. The system updates the details in the database.

**Extensions (Alternative Flows):**

**2A. 2d 1 Incomplete Item Information**

If the user fails to enter any of the mandatory item information like Item Name, Quantity and Price then the system displays an appropriate error message to the user.

**3A. 3b.1 Incomplete User Information**

If the user fails to enter any of the mandatory user information like user Name or Password then the system displays an appropriate error message to the user.

**3 Incomplete Selection**

If the user does not select any of the options add user or modify user then the

system displays an appropriate error message to the user.

## *2.7 Navigating Finance Information*

**Description:** This use case describes how the User of the system can navigate through the financing information.

**Primary Actor**: User

**Stakeholders and Interests**:

User: Wants easy accessibility of the financing information.

Company: Wants to satisfy user interests.

**Preconditions**: ‘Online Pet shop’ page should be loaded.

**Success Guarantee (Post Conditions)**:

User is able to browse through the financing information successfully.

User can check his balance.

User can check the history information of his payments.

**Basic flow**:

1. User clicks on “Financing link”.
2. System displays the “Financing” main page.
3. User clicks on ‘History’ link in the Screen.
4. System displays the ‘Payment History Screen’showing the dates and amount of

intallments.

**Extensions (Alternate Flow)**:

3a 1. User clicks on ‘Balance’ link in the Screen.

2. System displays the ‘Balance Payment' screen showing the amount due on

the user.

3b 1. User clicks on ‘Financing Details’ link in the Screen.

2. System displays the ‘Details on loan' screen showing the loan details.

*2.8 LOGIN/REGISTRATION*

**Description**

This use case describes how users gain access to the e-Store system through the login/registration (account creation) process.

**Primary Actors**

Users (Customers, Administrator)

**Stakeholders and Interests**

1. User: wants to gain access to the system for any number of reasons (e.g., maintain personal account, check order status, purchase items, administer system, etc.).
2. Online Pets shop: wants to ensure security of system.
3. Pre-Condition: the user is on the "Sign In" screen.
4. Post-Condition: the user is either logged in or failed to log in and is appropriately notified.

**Basic Flow (Returning User, Valid Username/Password)**

1. The user browses to the "Sign In" page.
2. The user enters his/her username and password in the returning user section of the "Sign In" screen.
3. The system validates the username and password (successfully) and displays the user's account information page.

**Extensions (Alternative Flows):**

1. The user browses to the "Sign In" page.
2. The user enters his/her username and password.
3. The system determines that the username or password is invalid and informs the user to try again.

**Returning User, Forgotten Username or Password**

1. The user has forgotten his/her username, password, or both, and clicks the "Forgot Username/Password?" link
2. The system resets the users account and sends an e-mail notification with the new information
3. The user utilizes the new username/password information to log in following the basic flow

**New User**

1. The user browses to the "Sign In" page.
2. The user chooses the "New User" link on the "Sign In" page.
3. The user enters his/her account information and chooses a username and password
4. The system validates the information entered
5. The system sends the user an e-mail invitation
6. The user must confirm their new account by clicking the link in the e-mail
7. The user is logged in and his/her account information page is displayed.

**System Administrator**

System administrators follow the basic flow for this use case when logging in to the system.

**Special Requirements**

* After three consecutive unsuccessful login attempts, the user's account will be locked and must be reset by a system administrator.
* Users may not login from multiple different computers simultaneously. If this condition is detected, the user will be notified with appropriate warning/error messages.

**Technology and Data Variation List**

None

**Frequency of Occurrence**

Users must log in to access their account information, to process a return request, and, optionally, to place an order. The system administrator must log in to administer the system.

## *2.9 Process Returns*

**Description**

This use case describes how customers can request Return Merchandise Authorizations (RMAs) using the e-Store system.

**Primary Actors**

Customers, Credit Card Payment Service, Pay Pal, Card Payment Vendor

**Stakeholders and Interests**

Customer: wants to return an item (or items) purchased through the e-Store system.

Pre-Condition: the customer has purchased an item and wishes to return it.Post-Condition: the customer has received either approval to return the item(s), or a denial of the return request.

**Basic Flow (RMA Granted)**

1. The customer logs in to the e-Store system.
2. The customer browses to the "Return Products" page and requests an RMA.
3. The customer logs out of the e-Store system (optionally).
4. The e-Store system notifies support personnel of the pending RMA.
5. Support personnel approve the RMA request.
6. The e-Store system notifies the customer of the request approval and sends further instructions via e-mail.
7. The customer ships the item(s) back to Online Pets Shop according to the instructions
8. The receiving department at to Online Pets Shop acknowledges the receipt in the e-Store system
9. The e-Store system refunds the customer's payment
10. The e-Store notifies the customer of the receipt and refund via e-mail.

**Extensions (Alternative Flows):**

**RMA Denied**

1. The customer logs in to the e-Store system.
2. The customer browses to the "Return Products" page and requests an RMA.
3. The customer logs out of the e-Store system (optionally).
4. The e-Store system notifies support personnel of the pending RMA.
5. Support personnel deny the RMA request.
6. The e-Store system notifies the customer of the request denial via e-mail.

**RMA Approved, With Card Payment**

1. The customer logs in to the e-Store system.
2. The customer browses to the "Return Products" page and requests an RMA.
3. The customer logs out of the e-Store system (optionally).
4. The e-Store system notifies support personnel of the pending RMA.
5. Support personnel approve the RMA request.
6. The e-Store system notifies the customer of the request approval and sends further instructions via e-mail.
7. The customer ships the item(s) back to Online Pets Shop according to the instructions
8. The receiving department at Online Pets Shop acknowledges the receipt in the e-Store system
9. The e-Store system contacts the card payment vendor to refund the customer's payment to their credit card.
10. The e-Store system notifies the customer of the receipt and refund via e-mail.

**Special Requirements**

None

**Technology and Data Variation List**

None

**Frequency of Occurrence**

N/A

## *2.10 Process Help Request*

**Description**

This use case describes how customers can get service and support using the e-Store system.

**Primary Actors**

Customers,Credit card payment Service,Pay Pal,Administrator

**Stakeholders and Interests**

1. Customer: wants to get help/support with a product, service, or e-Store issue.
2. Online Pets Shop: wants to ensure customer satisfaction.
3. Pre-Condition: none.
4. Post-Condition: The customer has received the desired help/support.

**Special Requirements**

None

**Technology and Data Variation List**

None

**Frequency of Occurrence**

N/A

## *2.11 Accept Payment Online*

**Description!**

This use case describes how Credit cart Payment services can accept the payment from the e-Store system.

**Primary Actors** Credit cart Payment services,Pay Pal

**Stakeholders and Interests**

Credit cart Payment servicesEasy browsing for payments details.

**Basic Flow:**

1. Credit cart Payment services Personnel can click on Credit cart Payment services page.
2. Click on 'E-Payment link'.
3. Click on 'Customer Payment' link.
4. System displays the Customer Payment Page.
5. Credit cart Payment services Person can view the details and accept the payment

by clicking 'Payment Received'.

**Special Requirements**

Credit cart Payment services has access to all the credit/debit card companies and banks

to confirm the e-payment given by customers.

**Technology and Data Variation List**

None

**Frequency of Occurrence**

N/A

**3.Outline for the use case Browse Products and Place Orders**

*Basic Flow*

1. Browse Products

2. Select Products

3. Identify Payment Method

4. Identify Shipping Method

5. Confirm Purchase

*Alternative Flows*

A1 Keyword Search

A2 No Product Selected

A3 Product Out of Stock

A4 Payment Method Rejected

A5 Shipping Method Rejected

A6 Product Explicitly Identified

A7 Order Deferred

A8 Ship to Alternative Address

A9 Purchase Not Confirmed

A10 Confirmation Fails

**The essential form of the use case Browse Products and Place Orders**

User Action System Response

1. Browse product offerings Display product offerings

2. Select items for purchase Record selected items and quantities

3. Provide payment instructions Record payment instructions

4. Provide shipping instructions Record shipping instructions

5. Complete transaction Record transaction and provide receipt

**The conversational form of the use case Browse Products and Place Orders**

User Action System Response

1. Browse product offerings Display product offerings, showing

categories selected by the user

2. Select items for purchase For each selected item in stock, record

selected items and quantities, reserving

them in inventory.

3. Provide payment instructions Record payment instructions, capturing

payment terms and credit card type,number,

and expiration date using a secure protocol.

4. Provide shipping instructions Record shipping instructions, capturing billing

address, shipping address,shipper preferences,

and delivery options.

5. Complete transaction Record transaction and provide receipt

containing a list of the products ordered, their

quantity and prices, as well as the billing and

shipping addresses and the payment terms. The

credit card information should be partially

omitted, displaying only the last 4 digits of the

credit card number.

**The narrative form of the use case Browse Products and Place Orders**

1. The use case starts when the Customer selects to browse the catalogue of

product offerings. The system displays the product offerings showing the

categories selected by the Customer.

2. The Customer selects the items to be purchased. For each selected item that

is in stock the system records the items and quantity required, reserving

them in inventory.

3. The system prompts the Customer to enter payment instructions. Once

entered, the system records payment instructions, capturing payment

terms and credit card type, number, and expiration date using a secure

protocol.

4. The system prompts the Customer to enter shipping instructions. Once

entered, the system records the shipping instructions, capturing billing

address, shipping address, shipper preferences, and delivery options.

5. The system prompts the Customer to confirm the transaction. Once confirmed,

the system records the transaction details and provides a receipt containing

a list of the products ordered, their quantity and prices, as well as the

billing address, shipping address, and payment terms. Credit card

information is partially omitted, displaying only the last 4 digits of the

credit card number

**An extract from the fully described use case Browse Products and Place Orders**

Basic Flow

1. The use case starts when the actor Customer selects to browse the

catalogue of product offerings

.

**{Display Product Catalogue}**

2. The system displays the product offerings highlighting the product categories associated with the Customer’s profile

.

**{Select Products}**

3. The Customer selects a Product to be purchased entering the number of items required.

4. For each selected item that is in stock the system records the product identifier

and the number of items required, reserving them in inventory and adding them to the Customer’s shopping cart

.

**{Out of Stock}**

5. Steps 3 and 4 are repeated until the Customer selects to order the

products

.

**{Process the Order}**

6. The system prompts the Customer to enter payment instructions

.

7. The Customer enters the payment instructions

.

8. The system captures the payment instructions using a secure protocol

.

9. Perform Subflow Validate Payment Instructions