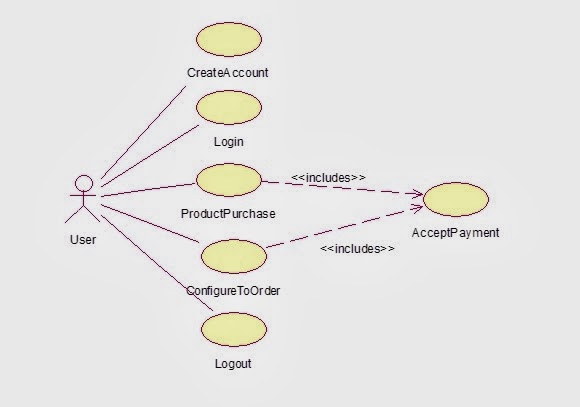
**Use Cases**

|  |  |
| --- | --- |
| Use-Cases | **Description** |
| **Manage Shopping Cart** | ·         This use case describes how the user can browse the catalog, view  his/her cart, add to or remove items from the cart, edit the quantities or empty his/her shopping cart. All scenarios result in the persistence of the cart items, so the user can retrieve his/her cart between sessions |
| **Check out** | ·         This use case describes how the client finalizes his/her purchases by checking out from the shopping cart. Payment is processed in this use case. |
| **File Complaint** | ·         This use case describes how the client can file a complaint if the goods received do not correspond to the order or are damaged. |
| **Search For Products** |  |
| **Consult Orders** |  |
| **Manage Client Account** | ·         This use case describes the operations the user can access to create, modify or detele his/her account. Some of these operations are also accessible by the system administrator whose role it is to enforce the "Terms of Use" of the online system.  ·         This use case describes the operations the user can access to create, modify or detele his/her account. Some of these operations are also accessible by the system administrator whose role it is to enforce the "Terms of Use" of the online system. |
| **Create A Client Account** | This user case describes |
| **Manage Product Catalog** | ·         This use case is used by the supplier to manage products in the catalog.  ·         The supplier can add, remove or modify products in the catalog. The system will insure that the orders placed before the actual publication of the updated catalog are honored at the old conditions. |
| **Recall Product** | ·         The supplier can place a recall on defective products, soas to encourage people to return their goods for replacement or refund. |
| **Advertise Product** | ·         This use case describes how a product is advertized by placing a announcement on the first page of the online shopping cart system. |
| **Ship Order** | ·         This use case describes how the supplier sends the goods ordered to the client. |
| **Handle Complaint** | ·         This use case describes how the supplier handles a complaint received by a client concerning the goods delivered to him. |

**[](http://2.bp.blogspot.com/-OcRo9RlfqFQ/UlPLx1b7cfI/AAAAAAAAAQI/nG1Rr9tralc/s1600/sp2.jpg)**

**Use Case - User Roles**

**Create Account**

|  |  |
| --- | --- |
| Use Case Name | Create Account |
| **Description** | First time users register with online shopping store and get access to web offerings |
| **Actor** | Any customer |
| **Precondition** | The user has not yet created an account and has access to the Online store to register |
| **Flow of Events** | 1.       User enters the following required information – user id, password, and email address, phone number, billing address and shipping address.  2.       User submits his information  3.       User is entered into the online system and sent a welcome email message to his/her registered mail id. |
| **Alternate Flow** | 1.       If the user did not enter the required information, the registration is not successful and user is asked to enter information again.  2.       If the validation on the user entered data does not pass, the user is asked to enter the information again  3.       If the user is already registered with Online Store with the same email address, he is refused access. |
| **Post-condition** | The user is successfully registered with the Online store and receives a welcome email informing him of that. |

**Login**

|  |  |
| --- | --- |
| Use Case Name | Login |
| **Description** | Users who have registered with Online store can login to gain access to the system |
| **Actor** | Any customer |
| **Precondition** | User is registered with Online store and has access to the website |
| **Flow of Events** | 1.       User enters user name and password  2.       User submits login information  3.       Online verifies the information and he is given access to the system |
| **Alternate Flow** | 1.       User enters incorrect login or password information  2.       The system displays the error and provides the option of receiving the login information via email the user registered with.  3.       Or the user can retrieve just the password through the password retrieval via the hint |
| **Post-condition** | User gains access to Online store |

**Product Purchase**

|  |  |
| --- | --- |
| Use Case Name | Product Purchase |
| **Description** | Users logged into Online store, can purchase a product online |
| **Actor** | Any customer. |
| **Precondition** | User is logged on to Online store |
| **Flow of Events** | 1.       User browses/searches for the product he needs  2.       User adds the product to the shopping cart  3.       User repeats step 1 & 2 for any other product needed  4.       The product is verified with the real-time inventory system for availability before they are placed in the shopping cart  5.       User selects checkout and enters verifies his information he registered with  6.       If the shipping or billing address are different he has the options to change it  7.       The online tax calculation system calculates the tax on the product based on the city the order is being shipped to  8.       User proceeds to the secure payment system to make payment and receive order confirmation |
| **Alternate Flow** | 1.       If the quantity of the product is marked to 0 and the user selects to checkout an error message is displayed that, its an invalid quantity |
| **Post-condition** | User checkout is verified and is taken to the payment acceptance system to complete the order |

**2.2.1.4**          **Configure to order**

|  |  |
| --- | --- |
| Use Case Name | Configured to Order |
| **Description** | Users logged into Online, can purchase a product online |
| **Actor** | Any customer. |
| **Precondition** | User is logged on to Online |
| **Flow of Events** | 1.       User browses/searches for the product he/she needs  2.       User has the option to configure the product options with additional options provided  3.       User modifies the configuration as per his need  4.       User submits the modified configuration and the price is updated accordingly  5.       User repeats step 1-4 for any other product needed  6.       The product is verified with the real-time inventory system for availability before they are placed in the shopping cart  7.       User selects checkout and enters verifies his information he registered with  8.       If the shipping or billing address are different he has the options to change it  9.       The online tax calculation system calculates the tax on the product based on the city the order is being shipped to  10.   User proceeds to the secure payment system to make payment and receive order confirmation |
| **Alternate Flow** | 1.       If the quantity of the product is marked to 0 and the user selects to checkout an error message is displayed that, its an invalid quantity |
| **Post-condition** | User checkout is verified and is taken to the payment acceptance system to complete the order |

**2.2.1.5**          **Payment**

|  |  |
| --- | --- |
| Use Case Name | Payment |
| **Description** | Payment is the secure payment acceptance system which accepts the payment from the user |
| **Actor** | Any customer. |
| **Precondition** | User has completed the checkout information and proceeded to make payment |
| **Flow of Events** | 1.       User selects to make payment for the products in his cart  2.       User has the option to select credit card or corporate account to make the payment or choose a financing option  3.       If the user selects financing, he is taken through the application process and credit approval process before he is approved for financing  4.       If the user has a corporate account setup he has the option top select it  5.       If the user selects credit card as the mode of payment, he is asked to select the type of credit card and provide the security information  6.       User’s account is accessed for the amount of purchase and on approval the order is processed  7.       User’s order is placed in the status of process till the shipping system updates it |
| **Alternate Flow** | 1.       When choosing the financing option, the credit approval engine can reject the financing. The user is given the option to modify his mode of payment to complete the purchase  2.       Incorrect credit card information will result in error and user is asked to enter the information again |
| **Post-condition** | User’s order is accepted and completed |

**2.2.1.6**          **Logout**

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| --- | --- |
| Use Case Name | Logout |
| **Description** | Logout will remove the user out of the system as an active user |
| **Actor** | Any customer. |
| **Precondition** | User is logged on the system and chooses to logout |
| **Flow of Events** | 1.       User selects the logout option  2.       User is removed from Online store as an active user and his profile is not remembered anymore  3.       User is successfully logged out taken to the home page of Online Store |
| **Post-condition** | User is successfully logged out |