|  |  |
| --- | --- |
| Use Case Name: | Return item |
| ID: | UC4 |
| Scenario: | Customer returns item(s) |
| Triggering Event: | Customer brings an item back to store for a refund |
| Brief Description: | A Customer no longer wants a previously purchased item and bring it back to the store for a refund |
| Actors: | Customer |
| Assumptions: | Customer has previously purchased the item, item is still in inventory |
| Frequency of Use: | Daily |
| Related Use Cases: | Purchase item |
| Stakeholders: | Customer, Employee |
| Preconditions: | Item was previously purchased by Customer |
| Post Conditions: | Customer is refunded purchase price, inventory is updated |
| Main Course: | 1. Employee clicks ‘return item’ in POS 2. System responds asking for transaction ID    1. If transaction found, continue    2. Else end use case 3. System responds asking for item(s) IDs that are being returned    1. If item(s) IDs are found on transaction, continue    2. Else end use case 4. System responds asking for reason user is return item    1. Didn’t want anymore, damaged 5. System responds asking for Customer’s account information to refund amount to 6. Purchase amount is refunded to Customer’s account 7. If item is not damaged, add item back to inventory |
| Alternate Course: | 1. Item was not purchased at the store    1. End use case 2. Item is no longer in inventory    1. Employee manually updates inventory, proceed to Update Inventory use case |