**Use Case**

1. **Customer Purchase case:**  
   Customer select item(s) – places item in cart – clicks cart to proceed to check out –fills information (name, billing address, shipping address, payment method) – if information is already known proceed to check out – verify information and order (if any the is incorrect option to edit information – click done – page goes to a completed order message (option email sent to user with order information)
2. **Customer Return case: [Resolution Center]**  
   If a customer finds a product not to their satisfaction they will head to the ‘Returns’ portion of website – Fill out return form ( includes item detail, when it was sent, description of the issue) – Issue description: Faulty defective item, Not the item I ordered, Doesn’t fit for the purpose I wanted it for etc. – Click proceed – Verify accuracy of information (if anything is incorrect option to edit information) – Click submit – send to message page with message stating return case has been received.

After review of return case customer is sent a shipping label – customer ships item back to company – company either reimburse customer full amount or sends the correct or new item

1. **New product addition to catalog (admin/privileged):**Admin and privileged users are allowed to add products to the catalog
2. **Product fulfillment case (printing shipping invoice and label):**  
   After payment has been received – Fulfillment receives a notice (documentation includes product, address to be shipped to and shipment method) – shipping label is made – item is placed in box with shipping label attached – box is sent to carrier and shipped
3. **Search for a product case:**  
   Search bar  
   Navigation  
     
   Search bar – user types in key words for search inside text field – user then presses button labeled search – Page is displayed with included search result of products  
     
   Navigation – Parts, Brands, Deals and Trade – Users Can select from the Navigation bar and narrow their search for what they want.
4. **Customer Complaints case:**  
   User goes to Resolution Center – Go to complaint section – open up a new case - fill out form including information such as name, product, timeline, statement of the issue (or can be chosen from dropdown list) – After completing the information customer submit the report to be reviewed.
5. **Canceling a purchase/Transaction:**  
   Open a case within 7 days of the purchase (timing is important/critical)  
     
   If money is still being processed user is allowed to click cancel and the order it stopped (fulfillment center is notified) – afterwards case is closed  
     
   If the money was processed but item was not yet shipped – customer is allowed to click cancel order (fulfillment center is notified) – money is returned to their account in 3 to 5 business days – afterwards case is closed  
     
   If Item was shipped – Canceling purchase if no longer possible and customer will be redirected to return policy. Customer must be noted that they’ll have to wait until they receive the package – afterwards case is closed
6. **Leaving Feedback:** (Recommendation system - Customers and privileged users have access to review products and services)  
   Those who buy products can rate on the Star Rating for all Products  
   The star rating can be viewed by all  
   Text box is used to submit review for product  
   Reviews can be viewed by all  
     
   Those who purchased and want to review a product – below the product they have option to leave a star rating and/or a review
7. **Check Status of a purchase/track purchase:**  
   Go to purchase History – Click Order Tracking  
   Display is shown with check marks on area order has fulfilled  
   Areas: Accepted - In Transit - Shipped
8. **Finding a Missing Package:**  
   User files a case of missing package  
     
   Our end: Case file is reviewed – order information is reviewed (package tracking, address and documentation of who accepted order)  
   Varies links (departments) in the delivery process are contacted:  
   Fulfillment center is contacted  
   Carrier is contacted  
     
   If package is found, retrieve package and redeliver to correct address  
   If package is not found, resend another product of the same choice to the customer.