**Use Case Description/Specification viết theo style tuyến tính**

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| **Use Case Specification** | | | |
| **Use Case ID and Name:** | SALES.MGT.01 – Create an order | | |
| **Created By:** | Hoàng Ngọc Trinh | **Date Created:** | Jul-23, 2023 |
| **Primary Actor:** | Cashier | **Secondary Actors:** |  |
| **Trigger:** | A cashier indicates that he/she wants to create an order upon receiving a customer’s request to make a purchase | | |
| **Description:** | The “create an order” use case represents the process performed by the cashier to create a new order for a customer at a super market/convenience store. The cashier uses a barcode reader to scan sold products. The casher then handles the payment, either via cash or wallet/card, and finalizes the order. | | |
| **Preconditions:** | PRE-1: The barcode reader, printer is connected and functioning correctly  PRE-2: The card-reader/payment gateway device, is connected and functioning correctly  PRE-3: The cashier is logged into the system (appropriate authorization) | | |
| **Post–conditions:** | POST-1: The order is successfully created and stored in the system  POST-2: The membership info is updated to reflect the customer purchase  POST-3: The inventor is updated to reflect the products purchased | | |
| **Normal Flow:** | 1. The cashier initiates the “Create an order” use case by selecting the menu “Create new order” on the system 2. The cashier asks the customer if he/she would like to record his/her purchase for membership benefits (by asking the customer the phone number) 3. The system activates the barcode reader to allow scanning products [see 1-AF] 4. The cashier scans each product’s barcode using the barcode reader [see 1-AF] 5. For each scanned product, the system identifies the product details: id, name, price, quantity, promotion (if any) and adds the item into the order 6. The system calculates the total order amount at whole 7. After scanning all of the desired products, the casher asks the customer for the preferred payment method (cash, wallet, card) [see 2-AF] 8. The customer chooses the “Cash” payment option [???phiếu quà tặng thay tiền mặt] 9. The cashier confirms the payment and finalizes the order 10. The system updates the inventory accordingly, generates/prints the receipt/bill and returns to the customer, update membership benefits (if any) | | |
| **Alternative Flows:** | 1-AF: The barcode reader fails to scan a product/doesn’t work correctly   1. The casher manually enters the product details including the product code and quantity via GUI [??? Nhập sai mã s/p] 2. For each manually entered product, the system identifies the product details: id, name, price, quantity, promotion (if any) and adds the item into the order 3. Return to STEP 6 (NF) of normal flow   2-AF: The customer chooses the “wallet” payment option   1. The system checks the customer’s wallet balance to ensure it covers the total order amount 2. If the wallet balance is sufficient, the system deducts the amount from the customer’s wallet [??? Tiền trong ví ko đủ] 3. Return to STEP 9 (NF) of normal flow   ?-AF: | | |
| **Exceptions:** | 1-EF: At any time, the app cannot communicate with the server/core system (due to network malfunction/technical issues), the system displays an error message. The cashier calls the technical support for supporting purpose | | |
| **Priority:** | **High (Medium, Low)** | | |
| **Frequency of Use:** | **High** (ảnh hưởng đến UI/UX, dính đến nonfunctional requirements), nếu tần suất sử dụng tính năng này cao, thì có chiến lược design/implement tính năng này sao cho hiệu quả; để sau này khi đem vào sử dụng phải cực kì hiệu quả, nhanh gọn cho phía user | | |
| **Business Rules:** | **BR-1:** The system must support different payment method (cash, wallet, card…)  **BR-2:** The payment process has an option to record the customer payment by using physical voucher  **BR-3:** Using phone number to record/keep track the customer membership info | | |
| **Other Information:** |  | | |
| **Assumptions:** |  | | |