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| Use Case Name: | Cancel Order | |
| Scenario: | Customer Cancel Order | |
| Triggering Event: | * Customer initiates a cancellation request from their order history. * Order info | |
| Brief Description: | This use case describes how a customer cancels an existing order that has not yet been processed or shipped, using the eCommerce platform. | |
| Actors: | Customer | |
| Stakeholders: | Customer | |
| Preconditions: | * The customer is logged in. * The order exists and is in a cancellable state (e.g., "Pending" or "Processing") | |
| Post conditions: | * The order status is updated to "Cancelled". * The inventory is adjusted accordingly. * A cancellation confirmation is sent to the customer. * If payment is already made, a refund process is initiated. | |
| Flow of Activities: | Admin | System |
| 1. Customer logs into their account.  2. Customer navigates to "My Orders  3. Customer selects an order to cancel.  4. Customer clicks the "Cancel Order" button.  5 Customer confirms the cancellation. | 1.1 The system checks if the user is authorized and has access to modify  4.1 System checks if the order is cancelled.  5.1 System updates order status to "Cancelled".  5.2 System adjusts inventory.  5.3 System sends cancellation confirmation. |
| Exception Conditions: | * 1. Login fails → prompt users to re-enter credentials   4.1 Order is not in a cancellable state (e.g., already shipped) → display error.  5.1 System update fails → display error message and retries  5.4 Refund process fails → notify support and customer. | |