Shopee

Use-Case Specification: Buyer Manage Order

Version 1.0

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 29/11/2021 | 1.0 | First Draft | Lý Hoài Thu |
| 06/12/2021 | 1/0 | Final Draft | Lý Hoài Thu |

Table of Contents

1. Buyer Manage Order 4

1.1 Brief Description 4

1.1.1. Search, View Order 4

1.1.2. Create Order 4

1.1.3. Cancel Order 4

2. Flow of Events 4

2.1 Basic Flow 4

2.1.1. Search, View Order 4

2.1.2. Create Order 5

2.1.3. Cancel Order 6

2.2 Alternative Flows 6

2.2.1 Search, View Order 6

2.2.2 Create Order 6

2.2.3 Cancel Order 6

3. Special Requirements 6

3.1 Search, View Order 6

3.2 Create Order 6

3.3 Cancel Order 6

4. Preconditions 7

4.1 Search, View Order 7

4.2 Create Order 7

4.3 Cancel Order 7

5. Postconditions 7

5.1 Search, View Order 7

5.2 Create Order 7

5.3 Cancel Order 7

6. Extension Points 7

6.1 Search, View Order 7

6.2 Create Order 7

6.3 Cancel Order 7

7. Prototype 7

7.1 Search, View Order 8

7.2 Create Order 10

7.3 Cancel Order 12

Use-Case Specification: Buyer Manage Order

# Buyer Manage Order

## Brief Description

## 1.1.1. Search, View Order

This use-case allows users with buyer accounts to search and view their orders’ information and status.

## 1.1.2. Create Order

This use-case allows users with buyer accounts to create an order.

## 1.1.3. Cancel Order

This use-case allows users with buyer accounts to cancel an order.

# Flow of Events

## Basic Flow

## 2.1.1. Search, View Order

- User hover the mouse on their user name or their profile picture at the most right of the header, the user name turn into transparent and a categories with white background and black text appears including: My Account, My Purchase, Log Out. Clicks on “My Purchase” , on clicking, the text turns green.

## - System redirect to “My Purchase” page with 6 categories arranged next to each other in order: All, To Pay, To Ship, To Receive, Completed, Cancelled. Under the categories bar is the search box where user can search their order using order ID, product name and seller name. The default category when system redirects user to is “All” where orders are displayed in list form with information: seller name with a orange “Chat” button user clicks on it and a chat window with seller will open. On the left and white button “View Shop” on the right of the “Chat” on the most right of the order is the order status in green text and the category that the order is in in orange color. Under the seller section are a small square product picture, product name, quantity, price, under the product information on the most right is “Order Total:”, below it is button “Order Received” in orange color and “Contact Seller” in white color. *(Figure 1 / 7.1 Search, View Order)*

- User enters the order ID or product name or seller name on the search box and clicks on search icon

- System redirects to the My Purchase page with related orders displayed in form of list with information: seller name, order shipping status, categories the order is in, product’s name, variation, quantity, unit price, order total and 2 or 3 buttons whose content depends on the order shipping status. *(Figure 2 / 7.1 Search, View Order)*

- User clicks on the product of the order.

- System redirects to the product details page with information displayed: OrderID on the top right, progress bar under the order ID with time and date each phase is completed, under it is estimated receiving time on the left, 3 buttons whose content depends on the shipping status of the order: “Buy Again”, “Contact Seller” and “View Shop Rating” if the order has been rated, “Contact Seller” and “Cancel Order” if the package is being prepared,“Rate”, “Contact Seller”, “Buy Again” if order has been received but hasn’t been rated, “Contact Seller”, “Order Received” and “Request to refund” if order is being delivered; Delivery Address including receiver name, phone number, address, on the right of it is the timeline of shipping status, products details displayed in the “My Purchase” page, on the most right under the product(s) are Merchandise Subtotal, Shipping, Shopee Voucher Applied, Order Total and Payment Method. There is a “Back” button to the left of the Order ID where user can clicks on to return to the “My Purchase” page. *(Figure 3 / 7.1 Search, View Order)*

## 2.1.2. Create Order

- User chooses product variation by clicking buttons at the “Variation” section under the shipping section. When clicking, the button changes from white to orange outline.

- System displays the unit price of the product under the product name and number of available item next to the adjustment box at the “Quantity” section.

- Use chooses quantity by clicking on +, - buttons (the default quantity is 1) or enters the value in the quantity box. The quantity must be smaller than the available quantity else the system shows warning message in orange text: “You have reached the maximum quantity available for this item”

- System displays the product with that variation unit price.

- User clicks on orange “Buy Now” button in the product details page. *(Figure 1 / 7.2 Create Order)*

- System displays pop-up message “Item has been added to your shopping cart” and redirects to the ‘Shopping Cart” page displays list of products in list form with seller name, product (product’s name, variations) to the left of each product there is a checkbox where user clicks on to choose the procduct, Unit Price, Quantity with adjust button + and -, Total Price and Actions (Delete and Find Similar) displayed next to each other, under the products is “Add shop voucher code” and shipping discount text with content :” ₫25.000 off shipping on orders from ₫50.000; ₫70.000 off shipping on orders from ₫300.000 Learn more” when user clicks on “Learn more”, a drop down message with shipping fee will appear. There is a moving footer vertically in 3 part. On the right of the first part is “PlatformVoucher” and “Select Or Enter Code” user clicks on it and will be moved to “Voucher” page, the second part is “Shopee Coins” with a checkbox on the left of the text, user clicks on it if he/she wants to use Shopee Coins, the last part is Total (number of item): <total price> next to it is the orange “Check Out” button on the left are options in black text: Select All (number of item), Delete and orange text Move to My Likes, user clicks on any button it will perform the action like its name. *(Figure 2 / 7.2 Create Order)*

- User clicks on the checkbox of the product(s) want to purchase, the price of the product will be updated in the “Total” at the footer and clicks on “Check Out”.

- System redirects to the “Checkout” page displaying “Delivery Address” including: receiver’s name, phone number and default address, if he/she wishes to change the address, clicks on the blue “CHANGE” option, a drop-down list of saved address will be displayed along with the option “Add” and “Manage Address”; “Products Ordered” including: product(s)’s name, Unit Price, Amount, Item Subtotal; “Shop Voucher” with option “Select Voucher” user clicks on it, a drop-down will appear with textbox for user to enter the code; under “Shop Voucher” is “Message” with textbox next to it where user can type in message, this textbox is optional, to the right of “Message” is “Shipping Option” including: type of service (Nhanh (default), Hỏa Tốc), estimated received date, “CHANGE” option if user want to change the type of service, shipping fee; Order Total (number of item): <total price>. Below products’ information section is voucher section including: “Shopee Voucher” and “Shopee Coins”. Under it is “Payment Method” section with buttons including: “Shopee Pay”, “Credit card/Debit Card”, “Shopee Wallet”, “Cash On Delivery”. Which method is unavailable (doesn’t have enough money to pay for the order), the button will be in active. When user clicks on button, a list of available method with a radio button to the left of each method is displayed. *(Figure 3 / 7.2 Create Order)*

- User chooses payment method if user chooses ShopeePay or Credit Card/Debit Card, system redirects to the “Payment Passcode” screen with a content pop-up user enters passcode or PIN number and clicks “CONFIRM” to continue the process.

- User clicks on “Place Order” button

- If no error occurs, system redirects to the “My Purchase” page in the ‘To Ship” category with GUI same as the second notation of 2.1.1. View Order function. *(Figure 4 / 7.2 Create Order)*

## 2.1.3. Cancel Order

- User hover the mouse on their user name or their profile picture at the most right of the header, the user name turn into transparent and a categories with white background and black text appears including: My Account, My Purchase, Log Out. Clicks on “My Purchase” , on clicking, the text turns green.

## - System redirect to “My Purchase” page with 6 categories arranged next to each other in order: All, To Pay, To Ship, To Receive, Completed, Cancelled. Under the categories bar is the search box where user can search their order using order ID, product name and seller name. The default category when system redirects user to is “All” where orders are displayed in list form with information: seller name with a orange “Chat” button user clicks on it and a chat window with seller will open. On the left and white button “View Shop” on the right of the “Chat” on the most right of the order is the order status in green text and the category that the order is in in orange color. Under the seller section are a small square product picture, product name, quantity, price, under the product information on the most right is “Order Total:”, below it is button “Contact Seller” in orange color and “Cancel Order” in white color.

- User clicks on white button “Cancel Order” of the order he/she wants to cancel.

- A dialog of ‘Select Cancellation Reason” appears with message “Please select a cancellation reason. Take note that upon order cancellation, refund process time may take up to 24-48 hours for ShopeePay and longer for other payment methods” under the message are 3 reasons with a radio button on the left of each reason, displayed in the list form respectively: “Need to change delivery address”, “Seller is not responsive to my inquiries”, “Others / change of mind” . Users chooses a reason and clicks “CANCEL ORDER” (the button will not be active until user has chosen a reason). *(Figure 1 / 7.3 Cancel Order)*

- If no error occurs, system redirects to the “My Purchase” page at “Cancelled” category with the canceled order appears at the top followed by list of old canceled order. The canceled order is displayed in the same form of order displayed in “All” category in 2.1.1. View Order function at step 2. However instead of having 2 button “Order Received” and “Contact Seller” it will have 3 buttons: an orange button “Buy Again”, 2 white button “Contact Seller” and “Cancel Details. *(Figure 2 / 7.3 Cancel Order)*

## 2.2.Alternative Flows

## 2.2.1. Search, View Order

No Alternative Flow

## 2.2.2. Create Order

No Alternative Flow

## 2.2.1. Cancel Order

No Alternative Flow

# Special Requirements

## 3.1. Search, View Order

No Special Requirements

## 3.2. Create Order

No Special Requirements

## 3.3. Cancel Order

No Special Requirements

# Preconditions

## Search, View Order

User has purchased at least one order.

## Create Order

User has card registered with Shopee or ShopeePay account if he/she wants to place order with those method.

## Cancel Order

Order’s status must be either “To Pay” or “To Ship”

# Postconditions

## Search, View Order

No Postcondition

## Create Order

No Postcondition

## Cancel Order

No Postcondition

# Extension Points

## Search, View Order

No Extension Points

## Create Order

No Extension Points

## Cancel Order

No Extension Points

# Prototype

## View Order

**Graphical user interface, text, email

Description automatically generated**

*Figure 1*

*Graphical user interface, text, website

Description automatically generated*

*Figure 2*

Graphical user interface, application

Description automatically generated

*Figure 3*

## Create Order

Graphical user interface, text, application, website

Description automatically generated

*Figure 1*

*Graphical user interface, website

Description automatically generated*

*Figure 2*

*Graphical user interface, text, application, email

Description automatically generatedGraphical user interface, application, Teams

Description automatically generated*

*Figure 3*

*Graphical user interface, application, website

Description automatically generated*

*Figure 4*

## Cancel Order

*Graphical user interface, application

Description automatically generated*

*Figure 1*

*Graphical user interface, text, website

Description automatically generated*

*Figure 2*