Online Shopping System

Use-Case Specification: Order management

Version 1.0

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 01/12/2021 | 1.0 | Final version | Nguyen Xuan Bach |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Table of Contents

1. Use-Case Name 4

1.1 Brief Description 4

2. Flow of Events 4

2.1 Basic Flow

2.2.1 All 4

2.2.2 Cancellation order 4

2.1.3 Return/Refund 5

2.2 Alternative Flows 5

3. Special Requirements 5

4. Preconditions 5

4.1 Seller registered 5

5. Postconditions 5

6. Extension Points 5

6.1 Register 5

Use-Case Specification: Order management

# Use-Case Name

## Brief Description

The order management use case allows a Shopee **Seller** to manage orders.

# Flow of Events

## Basic Flow

# 1. The User actor log in to shopee through a registered account.

2. The **User** actor select the Seller channel on the top left of the screen to switch to the Seller channel. The **User** actor now becomes the **Seller** actor.

3. The seller channel interface shows up.

4. The **Seller** actor look at the left sidebar and click on the **Order Management** option under the **Ship** option.

5. The **Order Management** option drops down 3 sections to manage the shipping process including: All, Cancellation order, Return/Refund.

### All

1. The **Seller** actor clicks on the All section.

2. The screen switches to the interface that displays all of the orders that the **Seller** actor manages.

3. The **Seller** actor search for any order using the Find orders search box on the main screen at the left hand side.

4. The **Seller** actor input the order date next to the search box to display orders in some period of time.

5. The actor can export all the data about the orders to an excel file and download by clicking the Export button next to the order date input.

6. The actor can also access Series delivery by clicking the orange Series Delivery button.

7. Orders are displayed by: Product, Total Orders, Countdown Status, Ship, Manipulate.

8. The actor can click on the ship button next to the Countdown Status to see all of the shipping options.

9. After finished managing orders, the actor can click on the Home page button on the top left conner to return to the seller channel.

### Cancellation order

1. The **Seller** actor clicks on the Cancellation order section.

2. The screen switches to calcellation order interface.

3. The actor can manage orders just like the All section.

4. The actor chooses one of the three filers under the find orders search box including: All, Waiting for a response, Cancelled.

5. Orders are displayed by: Product, Total Orders, Countdown Status, Ship, Manipulate.

6. The actor clicks on the All filter, the screen displays all of the orders that has been cancelled or not cancelled.

7. The actor clicks on the Waiting for a response filer, the screen displays all of the orders that is waiting for a response from the actor.

8. The actor clicks on ther Cancelled filter and displays all of the orders that has been cancelled.

9. After finished managing orders, the actor can click on the Home page button on the top left conner to return to the seller channel.

### Return/Refund

1. The **Seller** actor clicks on the Return/Refund section.

2. The screen switches to Return/Refund order interface.

3. The actor can manage orders just like the All section.

4. The actor chooses one of the three filers under the find orders search box including: All, Unprocessed, Processed.

5. Orders are displayed by: Product, Refund amount, Countdown Status, Manipulate.

6. The actor clicks on the All filter, the screen displays all of the orders that has been demanded to return or refund.

7. The actor clicks on the Unprocessed filter, the screen displays all of the orders that is not yet processed, which means they haven’t been decided to return or refund.

8. The actor clicks on the Processed filter, the screen displays all of the orders that has been returned or refund.

9. After finished managing orders, the actor can click on the Home page button on the top left conner to return to the seller channel.

## Alternative Flows

### None

# Special Requirements

None

# Preconditions

## Seller registered

The **User** actor has to provide information and register first to become a seller.

# Postconditions

None

# Extension Points

## Register

The extension is invoked if the **User** actor access the seller channel without have registered their seller information. The system will ask the actor to input required information then the system will redirect the actor to the seller channel.