

USE CASE NAME:	Scan Item
ID:	UC1
SCENARIO:	Customer scans item barcode
TRIGGERING EVENT:	Customer needs to checkout and scan item into system
BRIEF DESCRIPTION:	Customer has item to purchase and scans the item barcode
ACTORS:	Customer
ASSUMPTIONS:	Customer has item to scan
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Scan membership, scan coupons
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Item has not been scanned yet
POSTCONDITIONS:	Item will be scanned into system for purchase
MAIN COURSE:	<ol style="list-style-type: none"> 1. System will prompt customer to start scanning 2. Customer will scan item's barcode 3. System will recognize code 4. System will instantiate the item object
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. Item code does not work <ol style="list-style-type: none"> a. Manually input item b. Have a custom item with adjustable price

USE CASE NAME:	Print Receipt
ID:	UC2
SCENARIO:	System prints receipt with item list and totals
TRIGGERING EVENT:	Customer has completed payment and purchase is complete
BRIEF DESCRIPTION:	Receipt will be printed out with all items purchased and payment confirmed
ACTORS:	Customer
ASSUMPTIONS:	Customer has completed purchase
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Payment, Sales report
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Items are being scanned and totaled
POSTCONDITIONS:	Receipt will be printed for customer records
MAIN COURSE:	<ol style="list-style-type: none"> 1. Customer will finish paying 2. System will ask if they want receipt emailed or printed 3. If emailed, receipt will be emailed to customer using membership email 4. If printed, paper receipt will print out with item list and total price and payment
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. If printer does not work <ol style="list-style-type: none"> a. Troubleshoot printer b. Refill paper if needed c. Print from sales records database accessed by manager 2. If email is not received <ol style="list-style-type: none"> a. Have email confirmed with extra confirmation input field b. Have verification email sent to make sure customer has access to inputted email

USE CASE NAME:	Payment
ID:	UC3
SCENARIO:	Customer inserts cash/card to pay off owed balance
TRIGGERING EVENT:	Customer has finished scanning items and has selected to pay
BRIEF DESCRIPTION:	Pay screen will prompt the customer to insert cash or card and follow the pin pad instructions to complete payment. Balance will be zeroed out and payment is complete.
ACTORS:	Customer
ASSUMPTIONS:	Customer has finished scanning items and selected to pay
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Scan items, print receipt, return items
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Customer has finished scanning items
POSTCONDITIONS:	Balance owed will be 0 and customer will receive receipt
MAIN COURSE:	<ol style="list-style-type: none"> 1. Customer will select pay option 2. Customer will insert cash or card 3. Payment amount will be subtracted from balance owed 4. Change will be given if extra cash was used 5. Balance will reach 0 and system will prompt if customer wants receipt emailed or printed
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. System won't receive customer's cash or card <ol style="list-style-type: none"> a. Try different bills or card b. Check for bill's authenticity c. Inform customer's card may be rejected for undisclosed reasons d. Troubleshoot machine and test other known working payment methods

USE CASE NAME:	Use coupon
ID:	UC4
SCENARIO:	Customer uses coupon for discount
TRIGGERING EVENT:	Customer has item that matches coupon for discount
BRIEF DESCRIPTION:	Item scanned in system matches coupon item and system takes advertised percentage off item
ACTORS:	Customer
ASSUMPTIONS:	Customer has item and coupon in hand
FREQUENCY OF USE:	daily
RELATED USE CASES:	Making a purchase
STAKEHOLDERS:	Grocery store
PRECONDITIONS:	Item is sold at regular price
POSTCONDITIONS:	Item is sold at discounted price
MAIN COURSE:	<ol style="list-style-type: none"> 1. Customer scans item into system 2. Customer scans coupon 3. System checks if coupon is expired 4. System takes percentage off of item price before tax 5. Coupon can only be used once per purchase
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. Item does not match coupon: <ol style="list-style-type: none"> a. Discount is not applied 2. Coupon is expired: <ol style="list-style-type: none"> a. Discount is not applied 3. Coupon is scanned multiple times: <ol style="list-style-type: none"> a. System does not recognize multiple coupons

USE CASE NAME:	Verify ID
ID:	UC5
SCENARIO:	Customer need to verify they are 21 to purchase alcohol
TRIGGERING EVENT:	An alcoholic product is scanned into system
BRIEF DESCRIPTION:	After alcohol is scanned, system will prompt customer to display ID and staff member will verify photo and birthdate.
ACTORS:	Customer and Cashier
ASSUMPTIONS:	Alcohol cannot be purchased without valid ID
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Item purchases
STAKEHOLDERS:	Grocery Store
PRECONDITIONS:	Customer cannot purchase alcohol
POSTCONDITIONS:	Customer can purchase alcohol
MAIN COURSE:	<ol style="list-style-type: none"> 1. User scans alcohol product into system 2. System prompts for user to wait for staff member to verify ID 3. Staff checks photo ID 4. Staff overrides system prompt with Staff ID 5. Staff enters birthdate into system 6. System calculates age and if age is 21 and up, customer can continue with purchase.
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. Customer does not have valid ID: <ol style="list-style-type: none"> a. System prohibits sale of alcohol

USE CASE NAME:	Weigh Item
ID:	UC6
SCENARIO:	Customer has a produce item that needs to be weighed
TRIGGERING EVENT:	Produce item gets scanned into system
BRIEF DESCRIPTION:	Member scans produce item and system prompts customer to weigh the produce on the scale.
ACTORS:	Customer
ASSUMPTIONS:	Produce item gets scanned
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Quantity change, scan items
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Customer has produce items to purchase
POSTCONDITIONS:	Weight is found and total price is calculated for item
MAIN COURSE:	<ol style="list-style-type: none"> 1. Customer just scanned a produce item 2. System prompts customer to weigh item 3. Customer sets item(s) on scale 4. System multiplies price per pound 5. System goes back to scanning items
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. The scale does not detect item <ol style="list-style-type: none"> a. Ensure that item is for produce b. Troubleshoot hardware to make sure it is working c. Calibrate with known weight

USE CASE NAME:	Change Quantity
ID:	UC7
SCENARIO:	Customer changes quantity of repeat items so they don't have to scan them all individually
TRIGGERING EVENT:	Customer scans in item they have more of
BRIEF DESCRIPTION:	Customer changes quantity of item scanned in
ACTORS:	Customer
ASSUMPTIONS:	Customer has multiple identical items
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Scanning items, weighing items
STAKEHOLDERS:	Grocery store
PRECONDITIONS:	Customer scans in item
POSTCONDITIONS:	Items quantity changes and total is calculated
MAIN COURSE:	<ol style="list-style-type: none"> 1. Customer scans in item 2. Customer chooses change quantity button 3. System prompts for the total number of items 4. Customer types in the number of items 5. Total is calculated and a prompt to confirm appears 6. Customer confirms and scanning items continue
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. Customer did not put in the correct amount <ol style="list-style-type: none"> a. Cashier checks and counts items b. Change quantity button can be pushed again to change quantity

USE CASE NAME:	Return item
ID:	UC8
SCENARIO:	Customer is unsatisfied with product and wants a return/refund
TRIGGERING EVENT:	Customer brings item and receipt for refund
BRIEF DESCRIPTION:	Customer brings return item(s) and receipt to staff and staff scans receipt and items and gives customer the refund amount
ACTORS:	Customer and Cashier
ASSUMPTIONS:	Customer is unsatisfied with product or changed their mind
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Purchasing items
STAKEHOLDERS:	Grocery store
PRECONDITIONS:	Customer has items they want to return
POSTCONDITIONS:	Customer returns items and gets refund
MAIN COURSE:	<ol style="list-style-type: none"> 7. Staff scans receipt 8. Receipt object will be found 9. Item will be scanned into system 10. Item will be found in receipt object 11. The price + tax will be calculated 12. System will confirm refund amount paid back
ALTERNATE COURSE:	<ol style="list-style-type: none"> 2. Customer does not have receipt <ol style="list-style-type: none"> a. Customer cannot make returns without receipt b. If membership number was entered, we can pull past receipt objects for return c. Verification code would have to go to phone to confirm user 3. Item has already been eaten: <ol style="list-style-type: none"> a. Product cannot be returned b. Customer may call supplier for any kind of problem with food and get a refund from them. 4. Item was never on any past receipts: <ol style="list-style-type: none"> a. Item cannot be returned

USE CASE NAME:	Scan membership
ID:	UC9
SCENARIO:	Member customer scans membership card to record points
TRIGGERING EVENT:	Member customer scans membership card
BRIEF DESCRIPTION:	Member customer scans membership card or inputs phone number and earns points to redeem for discounts
ACTORS:	Member Customer
ASSUMPTIONS:	Customer is already a member
FREQUENCY OF USE:	Anytime a user wants to earn points
RELATED USE CASES:	Get membership, scan items
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Customer has membership
POSTCONDITIONS:	Customer will earn points for purchases and get discounts on member-only sales
MAIN COURSE:	<ol style="list-style-type: none"> 1. Member scans membership card or inputs phone number into system 2. Membership is confirmed and accepted 3. Item scanning continues
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. Membership is not accepted <ol style="list-style-type: none"> a. Check if card has been issued into system b. Check if phone number is correct

USE CASE NAME:	Redeem Points
ID:	UC10
SCENARIO:	Member customer redeems membership points for discounts
TRIGGERING EVENT:	Member customer pushes redeem points button to receive discounts.
BRIEF DESCRIPTION:	Member scans membership and points are displayed. Member may redeem points to take discount amount off of total balance.
ACTORS:	Member customer
ASSUMPTIONS:	Customer has membership and enough points to redeem
FREQUENCY OF USE:	Anytime a user wants to redeem points
RELATED USE CASES:	Get membership, scan membership, payment
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Customer has membership and points to redeem
POSTCONDITIONS:	Total price will be reduced based on how many points are redeemed
MAIN COURSE:	<ol style="list-style-type: none"> 1. Customer scans membership 2. During item scanning, points will be displayed on the interface 3. Notification will state whether customer has enough to redeem for a discount today 4. If there are enough points, customer can push redeem points 5. The total balance will be reduced based on number of points redeemed
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. Customer states they have more points than displayed <ol style="list-style-type: none"> a. Check sales records for member and show customer all their purchases and points redeemed in the past. Customer can have it emailed. 2. Points aren't taking the right amount off the balance <ol style="list-style-type: none"> a. Make sure customer understand the exchange rate from points to dollars

USE CASE NAME:	Get membership
ID:	UC11
SCENARIO:	Non-member customer gets store membership
TRIGGERING EVENT:	Non-member wants to sign up for store membership
BRIEF DESCRIPTION:	Non-member wants to receive points to get discounts on future purchases by inputting their phone number.
ACTORS:	Non-member
ASSUMPTIONS:	They currently do not have a membership
FREQUENCY OF USE:	Anytime a user does not have membership
RELATED USE CASES:	Enter member number/scan membership
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Currently does not have a membership
POSTCONDITIONS:	Non-member will become a store member
MAIN COURSE:	<ol style="list-style-type: none"> 1. Non-member gets prompt to ask if they would like to create a membership. 2. User touches "Yes". 3. System asks for phone number 4. User enters phone number and hits "enter" 5. System will check if number already exists 6. If number is new, a prompt to have verification code texted or voice called. 7. After code is verified, membership will be created. 8. User now has access to special sales and can accrue points with each purchase.
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. If phone number is incorrect: <ol style="list-style-type: none"> c. Have user enter phone number again 2. If phone number already exists: <ol style="list-style-type: none"> a. Enter another number 3. Hacker used someone else's number to verify: <ol style="list-style-type: none"> a. Staff can verify with user that their phone number is correct. b. Override the previous membership so current user can verify their number. 4. User doesn't have a cellphone: <ol style="list-style-type: none"> a. Give user a paper form to input to system later

USE CASE NAME:	Sales Report
ID:	UC12
SCENARIO:	Manger/Owner needs to view daily/monthly/yearly sales reports for business/tax reporting
TRIGGERING EVENT:	Manager access is logged in and sales record option is selected
BRIEF DESCRIPTION:	Manger/Owner views daily/monthly/yearly sales reports for business/tax reporting
ACTORS:	Manager/Owner
ASSUMPTIONS:	Store has sales records in database
FREQUENCY OF USE:	Daily
RELATED USE CASES:	Print receipt
STAKEHOLDERS:	The grocery store
PRECONDITIONS:	Daily/monthly/yearly report is required
POSTCONDITIONS:	Daily/monthly/yearly report is printed
MAIN COURSE:	<ol style="list-style-type: none"> 1. Manager logs in 2. Manager selects daily/monthly/ or yearly sales report 3. Manger selects the date/month/year range 4. Report is pulled from database 5. Manager can view or print the report
ALTERNATE COURSE:	<ol style="list-style-type: none"> 1. No data for date range <ol style="list-style-type: none"> a. Make sure there are no dates in the future b. Make sure the store was not closed that day for holidays or other reasons c. Make sure queries are working for database storage