

## Use Case 5: Buy Goods

### A. Characteristic Information

- *Goal in context:* Buyer issues request directly to our company, expects goods shipped and to be billed.
- *Scope:* Company
- *Level:* Summary
- *Preconditions:* We know buyer, their address, etc.
- *Success end condition:* We have not sent the goods, buyer has not sent the money.
- *Primary actor:* Buyer, any agent (or computer) acting for the customer
- *Trigger:* Purchase request comes in.

### B. Main Success Scenario

1. Buyer calls in with a purchase request.
2. Company captures buyer's name, address, requested goods, etc.
3. Company gives buyer information on goods, prices, delivery dates, etc.
4. Buyer signs for order.
5. Company creates order, ships order to buyer.
6. Company ships invoice to buyer.
7. Buyer pays invoice.

### C. Extensions

- 3a. Company is out of one of the ordered items: Renegotiate order.
- 4a. Buyer pays directly with credit card: Take payment by credit card (use case 44).
- 7a. Buyer returns goods: Handle returned goods (use case 105).

### D. Variations

1. Buyer may use phone in, fax in, Web order form, electronic interchange.
7. Buyer may pay by cash, money order, check, or credit card.

### E. Related Information

- *Priority:* Top
- *Performance target:* 5 minutes for order, 45 days until paid
- *Frequency:* 200/day
- *Superordinate use case:* Manage customer relationship (use case 2)
- *Subordinate use case:* Create order (15). Take payment by credit card (44). Handle returned goods (105).
- *Channel to primary actor:* May be phone, file, or interactive
- *Secondary actors:* Credit card company, bank, shipping service

### F. Schedule

- *Due date:* Release 1.0

### G. Open Issues

- What happens if we have part of the order?
- What happens if credit card is stolen?