

	their shipment has yet to arrive
1	The user logs into their Student U Marketplace account
2	the User navigates to the "Customer Service" section where they can submit a complaint request
3	Though this scenario ends with the buyer unsuccessfully entering the complaints User interface because there was an error and an error message pops up

2.3.8 Review Buyer

Intent	The intent of this use case is to provide feedback and a rating system for a buyer based on their experience during transactions held within the scope of the application
Scope	Student U Marketplace
Primary Actor	College Student Users (Seller)
Secondary Actors	College Student Users (Buyer)
Preconditions	Seller has logged in and Transaction has been completed
Trigger	Seller selects the "Review Buyer" option on the "Completed Transactions" section
Success Post Condition	Review and rating for the Buyer is saved and adjusts average rating Confirmation Message is present when Seller submits review
Failed Post Condition	System is unable to save the review and an error message is displayed to Seller to prompt them to try again later.

Sunny Day Scenario

Step	Action
Start	Seller completes transaction with Buyer

Step 1	Seller goes to “Completed Transactions” section in the app
Step 2	Seller selects the recent transaction and notices the name of the Buyer
Step 3	Seller selects the recognized Buyer and clicks on “Review Buyer” option
Step 4	System shows a 5-star rating system and a short comment section
Step 5	Seller selects 5 stars and writes an excellent review
Step 6	Seller clicks “Submit Review.”
Step 6	System saves the response and gives a confirmation message stating “Thank you for reviewing Jane Doe”
End	Buyer’s profile is updated with new review, and the average rating changes if applicable

Rainy Day Scenario

Step	Action
Start	Seller completes transaction with Buyer
Step 1	Seller goes to “Completed Transactions” section in the app
Step 2	Seller selects the recent transaction and notices the name of the Buyer
Step 3	Seller selects the recognized Buyer and clicks on “Review Buyer” option
Step 4	System shows a 5-star rating system and a short comment section
Step 5	Seller rates the transaction a 1 star and gives a terrible rating
Step 6	Seller tries to submit review
Step 7	System displays an error message stating “We are unable to process your input. Please try again later!”
End	Seller gets frustrated closes the app and decides to not use the app again since it is unreliable