

	option.
4	The Seller encounters technical difficulties with the system, and they are unable to enter the relative location.
5	The system displays an error message, indicating that the relative location could not be added at this time due to technical issues.
6	The Seller tries to refresh the page and make several more attempts to add the relative location, but the issue persists.
7	Frustrated and unable to proceed, the Seller decides to proceed without specifying the relative location.
8	The Seller's product listing is posted without the relative location information.
9	The product listing becomes visible to potential buyers on the Student U Marketplace, but it lacks the location context.
10	Buyers who browse the marketplace might find it less informative and may not have a clear idea of the Seller's location.
11	A Buyer interested in the product contacts the Seller and asks about their location.
12	The Seller responds with their location details in a separate message.
13	If the Buyer experiences any issues or misunderstandings due to the missing location information, they can contact Customer Service for assistance.

### 2.3.7 Manage Complaints

Intent	This is for the customer service agents in order to manage complaint request from users (buyers and sellers) about transactions made on the Student U Marketplace
Scope	Student U MarketPlace
Primary Actor	Customer Service
Secondary Actors	Buyer and Seller
Preconditions	Users have submitted a complaint

Trigger	User(buyer or seller) contacts customer service by putting in a complaint request
Success Post Condition	Buyer or Seller is able to resolve any issue regarding anything on the marketplace
Failed Post Condition	Buyer or Seller isn't able to contact customer service

### Sunny Day Scenario

Step	Action
start	This scenario beings with a seller encountering the issue that their shipment from a buyer was not received
1	The User logs into their Student U Marketplace account
2	The User navigates to the "Customer Service" section or a dedicated "Contact Us" feature, where they can submit a complaint request
3	the user provides details of their issue regarding the missing package
4	the user submits the complaint request
5	customer service receives the complaint request in their system
6	a customer service representative reviews the complaint and assesses its nature and severity
7	the customer service representative contacts the seller stating the issue, and resolution
8	the customer service representative also contacts the buyer stating the issue is undergoing resolution
9	the buyer has stated that the package has not shipped yet due to personal matters and will send out the package asap
10	this scenario ends with customer service representative closing the complaint request

### Rainy Day Scenario

Step	Action
start	This scenario begins with a seller encountering the issue that