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Use Case Name:	1. Order Items	
Scenario:	Member of the website wants to buy items from the list of posted items by tenants	
Triggering Event:	Member click button 'order' on an item that he intended to buy	
Brief Description:	The system allows member to buy an item from the list of 'PostedItems' in the homepage	
Actors:	Member	
Related use cases:	Track Bought Items, Make Payment, Receive Awards	
Stakeholders:	Member	
Preconditions:	Member must be signed up and logged on into the system	
Postconditions:		
Flow of Events:	Actor	System
	1. Actor clicks order button on one of 'ItemPosted'	1.1 System/Website redirects actor to ViewItemDetail Page 1.2 System/Website display the number of item available to purchase
	2. Actor input number of items intended to buy, tick a checkbox if he wants to self-collect his item, and click submit button	2.1 System/Website notify actors that the item(s) has been added to the shopping cart 2.2 System loops to step no 1
	3. Actor clicks on checkout button to finish shopping	3.1 System/Website redirects to the payment page
	4. Actor confirm Payment by clicking submit button	4.1 System creates a new bill 4.2 System/Website create orders, each with status

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		'OrderQueued' and store it in DB 4.3 System/Website notify corresponding tenants and admin 4.4 System groups items according to their Tenant and send collection code to customer (according to number of Tenant)
Exception Conditions:	1.2 IF Member status is 'inactive' before buying, then ordering is not allowed 2.1.1 IF ItemPurchase > ItemAvailable System/Website notify actor that the number of item available is not enough and Item will not be added into the shopping cart 2.1.2 IF this item is inside Hot Item list, then System will take the price of the item from the Hot Item Table. 2.1.3 IF discount price on this item is available to the customer, then system will calculate the cost with the discounted price. After the payment, System will change the status of the associated 'NegotiatedPrice' row into 'Taken', disallowing Member to take the discount price twice. 2.1.4 IF the repair order is chosen, then System will not ask number of items, and will provide a blank space for Actor to fill the description. 4.2.1 IF payment is done with a voucher, then system creates a new row in Redeem Voucher table	

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Use Case Name:	1.1 Make Payment	
Scenario:	Member of the website proceed to pay orders after they checked out and any other outstanding amount due later after the purchase (for repair service)	
Triggering Event:	- Member clicks finish shopping button on the main page to pay for orders - Member clicks pay button on a bill that has outstanding amount	
Brief Description:	The system allows member to pay for the items/service that he will receive with certain flexibility given for the payment method	
Actors:	Member	
Related use cases:	Receive Points	
Stakeholders:	Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	2. Actor choose one payment option that is suitable for him 3. Actor input voucher code and click check validity button 4. Actor submit the payment	1.1 System/Website calculates the payable amount due, which is all order details but those with type of 'Repair' which repair is not yet decided by Member 1.2 System/Website prepares radiobuttons for payment options 2.1 System Enable the submit button 3.1 System checks the validity of the voucher, whether it is available or not, by matching the code, checking the expiration date of the promotion voucher, and searching for items which brand is supported by the promotion. 3.2 System deduct the payable amount with the voucher's value. 4.1 System/Website creates a new payment 4.2 System reward actor with some points

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Exception Conditions:	2.1.1 IF paymentMethod is not Cash on Delivery, system will display the fields required for inputting credit card information and Member will not be allowed to submit payment before filling the fields with the right info. 2.1.3 IF paymentMethod is Cash on Delivery, system will not create any new row on Payment table. The row will be created once Delivery Guys has confirmed the cash has been received. System will calculate the amount due for self-collect items which is not eligible for COD payment 3.1.1 IF voucher is invalid, then system will not deduct payable amount with the voucher 4.2.1 IF items paid are, at least, contain 1 self-collect item, system generates customerCode or TenantReceivedCode, categorized for each Tenant involved in the transaction.

Use Case Name:	1.2 Track Bought Item	
Scenario:	Member of the website wants to track the whereabout of the items bought	
Triggering Event:	Member click view order history tab to view the list of order history that he has	
Brief Description:	The system allows member to view the status of their items, whether it is taken from store, delivered, or received by customer	
Actors:	Member	
Related use cases:	Order Item	
Stakeholders:	Member	
Preconditions:	Member must have some items/services whose payment is due	
Postconditions:		
Flow of Events:	Actor	System
	1. Actor clicks on view order history page from the main page	1.1 System/Website redirect the page to ViewOrderHistory page 1.2 System/Website list every orders that he has ever taken, with a corresponding status of an order.
Exception Conditions:		

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Use Case Name:	2. Sign Up	
Scenario:	A person from public website would like to join the our online membership	
Triggering Event:	A person from public click on sign up button located at the main page	
Brief Description:	The system allows public viewers to join the membership	
Actors:	Public	
Related use cases:		
Stakeholders:	Public and Admin	
Preconditions:	Public people who are eligible for signing up are the ones having identification card, such as KTP.	
Postconditions:		
Flow of Events:	Actor	System
	1.Actor fills the basic information required (name, dob, etc). 2. Actor fills email address 3. Actor fills identification number and upload identification picture (KTP) 4. Actor submit the registration	2.1 System Checks whether the inputted email address has existed in DB 3.1 System checks whether the identification number has existed in DB 4.1 System create the account with verification mark 'not verified'
Exception Conditions:	2.1.1 IF email address has existed, Actor is not allowed to register 2.1.2 IF identification number has existed, Actor is not allowed to register 4.1 IF admin has reviewed the identification submission, then account status can change from 'not verified' to 'verified'	

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Use Case Name:	3. Input Repairing Decision	
Scenario:	After tenant input the repairing cost of a Member's item, Member has the right to cancel or accept the repairing cost, telling tenant whether he would like to repair his item with the given cost	
Triggering Event:	Tenant has calculated the cost of repairing the item	
Brief Description:	System allows Member to decide whether he wants to repair his item with the cost provided	
Actors:	Member	
Related use cases:	Make a Payment	
Stakeholders:	Member, Tenants	
Preconditions:	Repair status is 'CostCalculated'	
Postconditions:		
Flow of Events:	Actor	System
	2. Actor accept the price offered	1.1 System display two buttons to prepare actor to decide whether to continue or to cancel the repair 2.1 System update the status of the orderDetail into 'Repairing' and fill the dateReprDecided column with today's date 2.2 System notifies and update the corresponding tenant 2.3 System redirect actor into the payment site
Exception Conditions:	2.1.1 IF the actor response is to cancel the repair, then system update the status of the repair into 'Cancelled' and will not redirect actor to the payment page. Actor is asked to double confirm upon cancelling and notified that Cancellation fee (IDR 25000) will be imposed upon item returns.	

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Use Case Name:	4. Post Item/Repair Service	
Scenario:	A tenant put their own goods for online sales	
Triggering Event:	The tenant clicks a button to upload a new item	
Brief Description:	The system allows tenants to post their own good for sales on their own convenience, by clicking a 'Post' button	
Actors:	Tenant	
Related use cases:		
Stakeholders:	Tenant	
Preconditions:	A tenant must have an account registered in our DB and sign in to our system	
Postconditions:		
Flow of Events:	Actor	System
	1.Actor fills the information required to upload a post 2. Actor submit the information to post	2.1 System validates the information inputted 2.2 System checks whether tag is present 2.3 System tag the item with the hashtag provided in the description 2.4 System creates a new post in the DB
Exception Conditions:	1.1 IF one of information inputted is invalid, then System will refuse to create a new post and highlight invalid information	

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Use Case Name:	5. Receive Items	
Scenario:	Member wants to receive the items he has ordered	
Triggering Event:	Deliverer arrive in destination address of the member	
Brief Description:	The system allows member to confidently receive correct items from certain delivery guy.	
Actors:	Member	
Related use cases:	Input Feedback	
Stakeholders:	Member and Delivery Guy	
Preconditions:	A buying order is with status of 'Queued' or 'Delivering to Cust' A repair order is with status of 'Delivering to Cust' or 'RepairFinished'	
Postconditions:		
Flow of Events:	Actor	System
	2. Actor is asked to give OTP to the Delivery Guy/Tenant prior receiving the item	1.1 System provides an input panel in driver's interface to key in OTP 1.2 System remind Delivery Guy/Tenant not to give items to someone whose OTP is not match. 2.1 System match the OTP inputted through driver's/tenant's apps interface with the OTP available in custRecCode column in DB. 2.2 System update the status of the corresponding order to 'Received'
Exception Conditions:	2.1.1 IF the payment method is Cash on Arrival, system will remind Delivery Guy to ask the payment 2.1.2 IF Actor's OTP doesn't match with the DB, then system notifies DeliveryGuy not to give the item to the customer 2.1.3 IF item is self-collected, then Tenant directly receive OTP from customer and input the OTP through listofrelatedbillingsinterface	

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Use Case Name:	5.1 Input Feedback	
Scenario:	Member gives feedback after the whole transaction is complete (order is well received)	
Triggering Event:	A transaction is complete and member choose to provide feedback to related tenants	
Brief Description:	The system allows member to give a one-time satisfaction response toward the goods or services sold by the tenant	
Actors:	Member	
Related use cases:	Receive Items	
Stakeholders:	Member and Tenants	
Preconditions:	The corresponding order which feedback is to be given must be completed with a status of "Received"	
Postconditions:		
Flow of Events:	Actor	System
	2. Actor clicks on feedback link button next to specific order 3. Actor choose one of the satisfaction smiley and type a comment regarding the chosen smiley	1.1 System enable the link to give feedback to corresponding order which has status "Received" 2.1 System redirect actor to the feedback page 3.1 System write the feedback on DB and disallow member to give additional feedback 3.2 System notify tenant that a feedback is given and give option to reply
Exception Conditions:	1.1.1 IF specific order has not completed yet (e.g. status is not 'Received') then Actor is not allowed to give feedback for the order 1.1.2 IF the Actor is banned, he won't be able to give feedback at all times	

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Use Case Name:	6. Search Items	
Scenario:	Member or public website viewers can see items sold in the website	
Triggering Event:	Member click search item of an item	
Brief Description:	System allows actor to search for items posted by tenants	
Actors:	Member or Public	
Related use cases:		
Stakeholders:	Member and Public	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor click following tenant tab 2.Actor click a tenant 3.Actor filter tenants item based on category 4. Actor search items based on tags or items	1.1 System displays tenants that are followed along with a timeline filled with updates of their item. 2.1 System displays items of the tenant 3.1 System displays the items based on category 4.1 System checks whether author search items based on names or tags 4.2 System sort the list of items based on author's search key according to number of transaction made 4.2 System lists the items that are available (items > 0)
Exception Conditions:	1.1 IF no hash sign is on the search box, then system assumes actor wants to search items with similar names to the inputted text 1.2 IF a hash sign is found on the search box, system assumes actor wants to search items that is tagged with the inputted hashtag	

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Use Case Name:	7. Receive Request	
Scenario:	After member request for repairing his item, the item will be sent to the tenant to which he request service. Tenant will calculate the cost required to repair the item	
Triggering Event:	Member's to-be-repaired item arrives at Tenant's store	
Brief Description:	System allows actor to reject or accept the item a member request	
Actors:	Tenant	
Related use cases:		
Stakeholders:	Delivery Guy and Tenant	
Preconditions:	Repair status is 'Delivering to Tenant'	
Postconditions:		
Flow of Events:	Actor	System
	1. Actor request to inspect the items upon arrival 2. Actor give the OTP to the Delivery Guy 3. Actor input the cost of repairing the item according to his calculation	1.1 System request Actor to give OTP to the driver carrying the item (from tentReprRecCode). 1.2 System provides an input panel in driver's interface to key in OTP 1.3 System reminds delivery guy not to give the item if OTP doesn't match 2.1 System validates the OTP inputted 2.2 System update the status of the repair into 'TenantReceived' 3.1 System reminds Actor to wait for Member's reaction (Accept/Reject) 3.2 System update the status of the repair into 'CostCalculated' 3.3 System enables Member to make decision regarding the repair.
Exception Conditions:	1.1 IF OTP is invalid, then Actor is not allowed to make any changes to the repair item (e.g. input the repair cost) 2.1.3 IF item is self-collected, then Member directly receive OTP from Tenant and input the OTP through listofAllBillingsInterface	

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Use Case Name:	8. Reply Feedback	
Scenario:	Tenant reply to the feedback after the whole transaction is complete (order is well received)	
Triggering Event:	Member has given feedback for a specific order that has the tenant's item.	
Brief Description:	The system allows Tenants to give a one-time reply to the satisfaction response given by Member about the goods/services they sold.	
Actors:	Tenant	
Related use cases:		
Stakeholders:	Member and Tenants	
Preconditions:	A specific order contains feedback given from Member that has no reply yet	
Postconditions:		
Flow of Events:	Actor	System
	2. Actor clicks on feedback link button next to specific order 3. Actor submit the reply text that he wants	1.1 System marked specific order in which feedback has been given by Member 1.2 System enable the link to give reply to specific order 2.1 System redirect actor to the feedback page 3.1 System write the feedback on DB and disallow Actor to give additional reply
Exception Conditions:	1.1.1 IF specific order has no feedback yet then Actor can't reply the feedback 1.1.2 IF the Actor is banned, he won't be able to reply feedback at all times	

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Use Case Name:	9. Submit Message	
Scenario:	Member and tenant are allowed to communicate prior to transactions. This will allow member to ask further questions and negotiate the price.	
Triggering Event:	Member starts communicating to the tenant	
Brief Description:	System allows Member to chat with one another	
Actors:	Member, Tenant	
Related use cases:		
Stakeholders:	Member, Tenant	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor submit a message to Tenant	1.1 System creates a new inbox for linking the two actors 1.2 System notifies actor that a message has been sent
Exception Conditions:	1.1.1 IF inbox linking to particular member and tenant has existed, then the messages system will use the existing inbox	

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Use Case Name:	10. Set Negotiated Price	
Scenario:	After Member and Tenant have discussed the agreed price through our messaging system, Tenant is allowed to give certain price cut of certain product to a specific Member.	
Triggering Event:	Tenant wants to give certain cut price to their product	
Brief Description:	System allows tenant to sell items at prices lower than those prices posted at the ItemPost	
Actors:	Tenant	
Related use cases:		
Stakeholders:	Member, Tenant	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor click 'Give Discount' button on the a particular post made by the actor 2. Actor keys in customer email address to whom he wants to give discount. 3. Actor keys in the new price after the discount for a particular item 4. Actor clicks submit button to submit the new price	1.1 System prepares two textboxes to be filled with customer email address and the price after the discount 4.1 System warns tenant that the action is non-reversible, disallowing tenant to give the 2nd discounted price to certain customer. 4.2 System creates a new row for NegotitatedPrice Table with status of 'NotTaken' 4.3 System notify Member who is given the discount that the discount will only be effective within 2 hours.
Exception Conditions:		

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Use Case Name:	11. Mark Favourite Item	
Scenario:	Member desires to bookmark an posted item on the	
Triggering Event:	Member or Actor click on 'Like' Button to make an item into his favourite list	
Brief Description:	System allows Member to save an item he likes	
Actors:	Member	
Related use cases:		
Stakeholders:	Member	
Preconditions:	Member must be logged on to the system	
Postconditions:		
Flow of Events:	Actor	System
	1.Actor clicks a like button on the main page consisting multiple items	1.1 System save the item by creating a new row in FavoriteItem table
Exception Conditions:		

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Use Case Name:	12. Dispute	
Scenario:	In a case where Member or Tenant is disappointed with a transaction, Member or Tenant can start a complaint to each other. The complaint is then resolved by Admin or Member or Tenant themselves.	
Triggering Event:	Member or Actor click on dispute button on the corresponding item	
Brief Description:	System allows Tenant and Member to dispute or complaint to each in the case of disatisfaction	
Actors:	Member and Tenant	
Related use cases:		
Stakeholders:	Member, Tenant, and Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor clicks on a particular order that he wants to dispute 2. Actor choose an appropriate reason to dispute and fill the textbox with commentary regarding the dispute 3. Actor submit the dispute	1.1 System redirects actor to the dispute page 1.2 System prepares one listbox with options filled with related reasons to dispute the opposing transaction partner and a blank textbox 3.1 System create a new Dispute table row, and safe the commentary to the corresponding Message table 3.2 System enable resolve button for the creator of the dispute 3.3 System notifies actor's partner transaction that one of the item has been disputed
Exception Conditions:	3.1.1 IF dispute for a particular item has existed, then system will use the corresponding Dispute row instead of making a new one 3.1.2 IF dispute has been resolved, then System will not allow both sides of disputer and disputee to communicate further inside the dispute	

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Use Case Name:	13. Notify finish repair	
Scenario:	Member's item being repaired is now fully repaired and ready to be delivered back to Member's address. Tenant notify the system that the item is ready for pick up.	
Triggering Event:	Tenant click button finished repairing	
Brief Description:	System requires Tenant to notify Member whenever the item has been fully repaired.	
Actors:	Tenant	
Related use cases:		
Stakeholders:	Tenant	
Preconditions:	Repair status is 'Repairing'	
Postconditions:		
Flow of Events:	Actor	System
	1. Actor choose items to mark finish repairing 2. Actor click button 'finished repairing' 3.Actor click Yes	1.1 System take notes of the items that are checked to finish repairing 2.1 System double confirm the action by warning actor that his action is non-reversible. 2.1 System updates the status of the repair into 'RepairFinished' 2.2 System notifies Admin that the item is ready to be sent back to the owner's address.
Exception Conditions:	2.2.1 Every self-collected orders that has the same Tenant is generated a collection code	

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Use Case Name:	14. Resolve Dispute	
Scenario:	Whenever a dispute case is done, either Member or tenant, or the admin can close the case by clicking the resolve button	
Triggering Event:	One of the actors clicking resolve button	
Brief Description:	System allows Dispute to be closed when the case is resolved, so that Admin can easily monitor disputes that haven't been resolved	
Actors:	Member, Tenant, Admin	
Related use cases:		
Stakeholders:	Member, Tenant, and Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor click resolve button located below the text field 2. Actor confirm his action	1.1 System double confirm the action by warning actor that his action is non-reversible 2.1 System update the corresponding dispute status into 'Resolved' 2.2System make a closing message to the dispute, saying that the dispute is now closed. 2.3 System disable any dispute controls (submit button, textfield, etc) available in the page.
Exception Conditions:		

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Use Case Name:	15. View Orders	
Scenario:	Actors are allowed to see transactions that are related to them. In this case Admin can see all transactions made with different tenants and customer, while Tenant can only see its own transactions.	
Triggering Event:	Actors click view orders button	
Brief Description:	System allows actors to view orders and sort them according to dates, status, customers. Admin, as he can see different tenants, is allowed to sort the orders to different tenants as well.	
Actors:	Admin or Tenant	
Related use cases:		
Stakeholders:	Admin and Tenant	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor click on list of bills button 2. Actor is allowed to query specific Bill (Admin can sort orders based on different tenants) 3. Actor click a bill 4. Actor sort orders according to their status	1.1 System redirect actor to page showing Bills related to the Tenant (admin get to access all bills) 2.1 System query the database and get Bills with desired ID 3.1 System redirect actor to page showing orders related to the chosen Bill 4.1 System query the database and get transactions sorted with the desired sorting.
Exception Conditions:		

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Use Case Name:	16. Request Delivery	
Scenario:	After orders have been placed by Member, Admin assigns delivery guys to deliver orders from Tenant to Customer or pick up repair orders from Customer to Tenant and return them from Tenant to Customer	
Triggering Event:	Actor click assign deliverer button and put the deliverer's name	
Brief Description:	System allows admin to give a manual assignment of the delivery guys to the orders that is ready for delivery or pick up.	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin and Delivery Guy	
Preconditions:	There is at least one new order with status 'Queued' that has no delivery guy assigned OR A repair order with status of 'RepairFinished' or 'Cancelled'	
Postconditions:		
Flow of Events:	Actor	System
	1.Actor browse to List all delivery guys page 2. Actor choose an idle delivery guys 3. Actor adds tasks to the delivery guys.	1.1 System displays all idle delivery guys. 2.1 System display a detailed info of the selected delivery guys 2.1 System change the status of the order to 'Picking from Tenant' 2.2 System generate and send an OTP code, from collectionCode column
Exception Conditions:	2.2.1 IF list of orders contains buy item, system update order status of the corresponding list to Picking from Tenant and generate collection code to delivery guy 2.2.2 IF list of orders contains repair item to pick up, System update the order status of the corresponding list to Picking From Customer to delivery guy 2.2.3 IF list of orders contains repair to deliver back, System update the order status of the corresponding list to Picking From Tenant to delivery guy	

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Use Case Name:	17. Deliver Item	
Scenario:	Orders or repairs have been ready to be delivered back to Member's customer address	
Triggering Event:	Delivery guys arrived at Tenant's store	
Brief Description:	System allows Tenant to have his sold item delivered with confidence of sending to the right Customer (Member) through the right Delivery Guy	
Actors:	Delivery Guys	
Related use cases:		
Stakeholders:	Delivery Guys and Tenant	
Preconditions:	An Order with type 'Buy' and status 'Queued' OR With type 'Repair' and status 'RepairFinished' or 'Cancelled'	
Postconditions:		
Flow of Events:	Actor	System
	2. Actor give the OTP to the Tenant	1.1 System prepares an empty field on the Tenant's interface to input OTP (collectionCode column) from the delivery guy 1.2 System remind Tenant not to give the item if OTP is wrong 2.1 System validate Actor's OTP 2.2 System update the order status to 'Delivering to Customer'
Exception Conditions:	2.1.1 IF Actor's OTP is wrong, system cannot proceed the repair status to the next step 2.1.2 IF Actor has picked up every item from Tenant, System generate OTP for every customers involved in the order list, and send the codes to the corresponding Member (from custRecCode column)	

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Use Case Name:	17.1 Pick Up Item from Cust	
Scenario:	Member's item to be repaired is going to be sent to the tenant's store for initial lookup and getting estimation of its repair cost.	
Triggering Event:	Delivery guys arrived at the Member's address	
Brief Description:	System allows Member to send repair item to a tenant store with confidence of sending to the right delivery guys	
Actors:	Delivery Guys	
Related use cases:		
Stakeholders:	Member, Delivery Guys	
Preconditions:	An Order with 'Picking from Cust' status with type 'Repair'	
Postconditions:		
Flow of Events:	Actor	System
	2. Actor give the OTP to the customer	1.1 System prepares an empty field on the Member's interface to input OTP (CollectionCode column) from the driver 1.2 System remind Member not to give the item if OTP is wrong 2.1 System validate Actor's OTP 2.2 System update the order status to 'Delivering to Tenant'
Exception Conditions:	2.1.1 IF Actor's OTP is wrong, system cannot proceed the repair status to the next step 2.2.1 IF Actor has picked up every item from Customer, System generate OTP for every Tenant involved in the order list, and send the codes to the corresponding Tenant (from tentReceivedCode column)	

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Use Case Name:	17.2 Receive COD payment	
Scenario:	Member decided to pay in cash for the items he has ordered. Delivery guys will ask for the cash upon arrival at Member's destination address	
Triggering Event:	Delivery guys arrived at the Member's address	
Brief Description:	System allows Member to pay outstanding amount through Cash on Delivery (COD)	
Actors:	Delivery Guys	
Related use cases:		
Stakeholders:	Member, Delivery Guys	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	2. Actor submit the amount paid by Member through the input field	1.1 System calculate the amount due of orders arriving at Member's location The calculation is : CODpayment = totalOutstanding Where : totalOutstanding = the sum of all prices of product bought in an order + sum of delivery fee – the sum of all payments Made – Vouchers inputted to the system 1.2 System shows to total amount that must be paid to delivery guys in his interface 2.1 System create a new row in Payment table containing the amount inputted through input field 2.2 System calculate the change of the transaction. 2.3 System create a new row in Payment table containing the change amount given to the customer (written in negative sign)
Exception Conditions:		

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Use Case Name:	18. Block Account	
Scenario:	Admin recognizing a Member who didn't obey the rule is given right to block Member's account.	
Triggering Event:	Admin click the 'Block' button on a specific Member	
Brief Description:	System allows Actor to block Member using their Admin's interface	
Actors:	Admin	
Related use cases:		
Stakeholders:	Member, Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor click 'View Member' button to see all the Member 2. Actor query the specific Member using account ID or the Member's name 3. Actor click the 'block' button	1.1 System list All Member with style of 10 Members in each page 2.1 System displays the specific Member that the Actor wants to find 3.1 System double confirm Actor regarding his action 3.2 System update the account status to 'Inactive' or 'Blocked'
Exception Conditions:		

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Use Case Name:	19. Verify Account	
Scenario:	Members who have signed up and submit the copy of his Identification Card (KTP) will be allowed to	
Triggering Event:	Admin click button 'Verify' on a specific Member	
Brief Description:	System makes sure that the identification number inputted by Member match with their identification card.	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin, Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor click 'View Member' button to see all the Member 2. Actor query the specific Member using account ID or the Member's name 3. Actor click the 'Verify' button 4. Actor click 'Confirm Verify' button	1.1 System list All Member with style of 10 Members in each page 2.1 System displays the specific Member that the Actor wants to find 3.1 System display the Member's identification number and the pictures he submitted 4.1 System update the verification Mark for the account into 'Verified'
Exception Conditions:		

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Use Case Name:	20. Set Hot Item	
Scenario:	Admin wants to update the customer homepage to show the items that the company wants to advertise.	
Triggering Event:	Admin click submit button to submit the updates	
Brief Description:	System allows actor to update the hot item lists on the homepage of the website	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor query the item id that he seeks to find 2. Actor click one of the item 3.Actor click set as hot item button 4. Actor provides the description for the promotion and click “Add to Hotlist” button to add the item into the list	1.1 System query the list of items with the provided item ID and display it to the Actor 2.1 System redirect actor to PostedItemDetailInterface 2.2 System display detailed info about the item 3.1 System open a popup showing fields required to fill 4.1 System checks whether item has been previously set as hot item 4.2 System checks whether past payment is still active 4.3 System checks whether tenant’s account owning the item is still active 4.4 System add a new row to the database saying that the item has been added into the hotlist and ready to advertise.
Exception Conditions:		

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Use Case Name:	21. Create New Tenant/Delivery Guy	
Scenario:	A new delivery guy/tenant is arrived and ready to interact with the system. Admin authorize the interaction by creating accounts for them	
Triggering Event:	Admin click create button to create new item	
Brief Description:	System restricts the creation of tenant/delivery guy account by only authorizing admin to create new accounts for them.	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin, Tenant, Delivery Guy	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor navigates to the account creation page through the dashboard and list of accounts page. 2. Actor click the tenant/delivery guy tab 3. Actor click create new account button 4. Actor submit information required by clicking a button	1.1 System redirect actor to the desired page 2.1 System filters and displays accounts that corresponding to the tab opened. 3.1 System open new page containing empty fields required for creating new account (delivery guy/tenant) 4.1 System creates new account
Exception Conditions:		

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Use Case Name:	22. Redeem Rewards	
Scenario:	Member who has enough points want to redeem a prize	
Triggering Event:	Member click redeem button	
Brief Description:	System allows member to redeem prize according to the points that he has.	
Actors:	Member	
Related use cases:		
Stakeholders:	Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor click View Prize button to see available reward prizes 2. Actor click a prize 3. Actor click redeem doorprize	1.1 System list the reward prizes that are available in the system (not expired) 2.1 System displays the specific reward that Member wants to see 2.2 System confirms whether actor is capable of redeeming such prize 3.1 System double confirm Actor regarding his action 3.2 System creates new row in RedeemReward table with status 'Not Taken'
Exception Conditions:	2.2.1 IF actor's point is less than what is required, then redeem button is disabled.	

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Use Case Name:	23. Set Reward Prize	
Scenario:	Admin want to add new reward prize in the system	
Triggering Event:	Admin click set reward prize button	
Brief Description:	System allows admin to add new reward prize	
Actors:	Member	
Related use cases:		
Stakeholders:	Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor click View Prize button to see available reward prizes 2. Actor click add a prize 3. Actor click add new prize	1.1 System list the reward prizes that are available in the system 2.1 System displays the fields required to fill when creating new prize 3.1 System double confirm Actor regarding his action 3.2 System creates new row in Reward table
Exception Conditions:	.	

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Use Case Name:	24. Give Reward Claimed	
Scenario:	Admin has customers who want to collect their physical reward	
Triggering Event:	Admin click give reward button	
Brief Description:	System allows admin to add new reward prize	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin and Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor ask Member to give his email/KTP/customerID and the reward prize to be claimed 2. Actor click the reward prize that wants to be redeem from the list of prizes 3.. Actor query the member claiming the reward prize to the system 4. Actor click give reward prize	 2.1 System redirect actor to Reward Prize detail page 2.2 System displays all members that have redeem their points to this prize. 3.1 System displays the specific Member 4.1 System double confirm Actor regarding his action 4.2 System update the status in RedeemReward table into 'Taken'
Exception Conditions:	.	

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Use Case Name:	25. Follow/Unfollow A Tenant	
Scenario:	Member who wants to get updates from certain Tenants can follow their activity	
Triggering Event:	Admin click give reward button	
Brief Description:	System will display the activity of tenants in the order of their update of items	
Actors:	Member	
Related use cases:		
Stakeholders:	Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	2. Actor click a posted item on homepage 3. Actor click follow tenant button 4. Actor click unfollow tenant	1.1 System shows list of items according to how often transactions related to the items are made in homepage, and prioritizes paid item on top of the list 2.1 System displays item's detail 3.1 System creates new row in 'Following Tenant' table with appropriate data. 4.1 System updates the row created when actor follow the tenant with the date when Actor unfollow the tenant.
Exception Conditions:	.	

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Use Case Name:	26. Authorize Voucher	
Scenario:	Member who wants to get updates from certain Tenants can follow their activity	
Triggering Event:	Admin click give reward button	
Brief Description:	System allows tenant to issue new voucher for Member	
Actors:	Member	
Related use cases:		
Stakeholders:	Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1. Actor click view voucher lists 2. Actor click create new voucher 3. Actor submit required information	1.1 System displays the list of vouchers 2.1 System redirects to create new voucher interface and displays required fields for creating new vouchers 3.1 System double confirm actor's action 3.2 System creates new voucher with the required information forming one row of Voucher table
Exception Conditions:	.	

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Use Case Name:	27. Pay Debt to Tenant	
Scenario:	As admin received every income from the sales of Tenants' good, he must return the revenue back to the corresponding Tenant	
Triggering Event:	Admin click pay button	
Brief Description:	System allows admin to compute the amount of debt to Tenant for cashed back	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor clicks 'Tenants to Pay" button 2. Actor click a tenant to pay 3. Actor input the end date of the range	1.1 System redirects Actor to TenantstoPay List page 1.2 System sums all order detail's sold prices and voucher discounts, grouped to each Tenant, and displays the result next to the corresponding Tenant 2.1 System redirects actor to PaymentRanges interface for putting the end date to which actor will pay 3.1 System calculates the payment needed 3.2 System marks orders in the date ranges that have been paid 3.3 System creates a new row in TenantPayReceipt page 3.4 System redirect actor to Pay Receipt interface showing payments record.
Exception Conditions:	.	

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Use Case Name:	28. View Spending on Voucher	
Scenario:	Admin with the mall management needs a report on how much vouchers value go to each Tenant to know the amount management has to spend when paying back the revenue to Tenants	
Triggering Event:	Admin visits voucher detail page	
Brief Description:	System allows admin to check how many vouchers value need to be repaid to each Tenant	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor clicks a voucher from lists of Vouchers	1.1 System redirects Actor to VoucherDetailInterface 1.2 System sums all order detail's voucher discounts, grouped to each Tenant, and displays the result next to the corresponding Tenant
Exception Conditions:	.	

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Use Case Name:	29. Pay Outstanding Bid	
Scenario:	Member won a bid and is required to pay the outstanding balance	
Triggering Event:	Member click pay button in ListOfOrders page	
Brief Description:	System requires member to pay the bid that he won	
Actors:	Admin	
Related use cases:	Make A Payment	
Stakeholders:	Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor clicks View Past Bills 2. Actor clicks a bill 3.Actor click pay on a bid order	1.1 System redirects Actor to ListofAllBilling Interface 1.2 System displays all past bills that he has made 2.1 System redirects Actor to ListofAllOrders Interface 2.2 System displays all past payments for the bill and all orders for the bill 3.1 System redirects Actor to payment interface 3.2 System transfer the payable amount to payment interface 4.1 System notifies actor the payment is successful 4.2 System update the order status from 'unpaid' to 'queued'
Exception Conditions:	.	

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Use Case Name:	30. Involve in Bid	
Scenario:	Member can bid items that is sold by bidding method	
Triggering Event:	Member click bid button in the homepage	
Brief Description:	System allows Member to bid items that are sold by bidding	
Actors:	Member	
Related use cases:		
Stakeholders:	Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor clicks join Bidding 2. Actor clicks bid 3.Actor input new bid price value	1.1 System redirects Actor to ItemDetail Interface 1.2 System displays information regarding the item 1.3 System displays the last bid 2.1 System displays pop up for inputting new bid price 3.1 System create new rows in bidding table 3.2 System notifies other Member whose bids have been exceeded by Actor
Exception Conditions:	.3.1.1 IF bid price is lower than the previous price, then system will deny the bid	

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Use Case Name:	31. Notify Bid Winner	
Scenario:	As a bid is expired, admin has to inform Member with the highest bid that he has won the item	
Triggering Event:	Admin click notify button in the webpage	
Brief Description:	System allows Admin to notify the winner of the bid	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin and Member	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	2. Actor click an item to view details 3. System click Notifies Winner	1.1 System displays all bidding items in ListofAllBidItem page 2.1 System get all Bids related to the item 3.1 System create new billing and order with status unpaid 3.2 System send an email to the winning customer
Exception Conditions:	3.1.1 IF bid item is not yet expired when admin click notifies actor, then System will make bid item immediately expired.	

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Use Case Name:	32. Post Bidding Item	
Scenario:	Posting a bid item is only available through admin account as Management should be the only one selling with bidding method.	
Triggering Event:	Admin click post new item button	
Brief Description:	System only allows admin to post bidding items	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor click post new item 2. Actor submit post information	1.1 System redirect actor to post bid page 1.2 System prepares fields for inputting data 2.1 System create new posted item with order type of 'Bid' 2.2 System creates a first row in Bidding table as limit for minimum bidding price
Exception Conditions:		

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Use Case Name:	33. Set Paid SEO	
Scenario:	Tenant who want his item to be listed on top of search result is allowed to pay according to management agreement.	
Triggering Event:	Admin click payment button	
Brief Description:	System allows admin to input tenant payment record for the SEO to the database	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor query the item id that he seeks to find 2. Actor click one of the item 3.Actor click pay SEO 4. Actor provides the description for the promotion and click "Add to Hotlist" button to add the item into the list	1.2 System query the list of items with the provided item ID and display it to the Actor 2.1 System redirect actor to PostedItemDetailInterface 2.2 System display detailed info about the item 3.1 System open a popup showing fields required to fill 4.1 System checks whether past payment is still active 4.2 System checks whether tenant's account owning the item is still active 4.3 System add a new row to the database saying that the item has been prioritized in the list of items
Exception Conditions:		

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Use Case Name:	34. Set Refunded Item	
Scenario:	An order that receive disputes, if not yet on delivery, might be fully refunded to the customer upon request	
Triggering Event:	Admin click refund button	
Brief Description:	System allows admin to set which orders receiving dispute to be refunded, if the order is not yet on delivery	
Actors:	Admin	
Related use cases:		
Stakeholders:	Admin	
Preconditions:		
Postconditions:		
Flow of Events:	Actor	System
	1.Actor query the order id that he seeks to find 2. Actor click one of the disputed order 3.Actor click refund	1.3 System query the list of orders with the provided item ID and display it to the Actor 2.1 System redirect actor to DisputePage 2.2 System display detailed info of the order 2.3 System displays the dispute conversations made in the past. 3.1 System notify actor that the action is non-reversible 3.2 System gains confirmation from the actor 3.3 System updates the order status and takes note of the refund in Payment table
Exception Conditions:	2.2.1 IF the order status is ‘Refunded’, or NOT {‘Queued’, ‘RepairFinished’}, system disable the refund button on the dispute page	

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