

InformU Use Case Descriptions:

**Assumptions:**

1. Only specific company employees can add products or employees to their respective Dbs
2. View Products and the ordering process model the customer side of the customer experience.
- 3.

**USE CASE NAME:** Add Products **ID:** 1 **Importance Level:** MED

**PRIMARY ACTOR:** Administrator

**Description:** company reps add products to the product DB.

**TRIGGER:** Input/Upload Product Data

**TRIGGER TYPE:** External

**MAJOR INPUTS:**

Product Name  
Product Code  
Product Type  
Product Vendor  
Product Description  
Amount In Inventory  
Buy Price  
MSRP

**MAJOR OUTPUTS:**

Product Table in Db  
Individual Product Entries

**MAJOR STEPS:**

1. Create product table in Db
2. Input product table columns names
  - 2.1 Create foreign keys
3. Input relevant information for each product

**USE CASE NAME:** View/Search Products **ID:** 2 **Importance Level:** HIGH

**PRIMARY ACTOR:** Customer

**Description:** Customer views or searches through all available products in the product Db, through a search process base on product type and perhaps product code

**TRIGGER:** Customer views products page on website or Queries Db from search function of website

**TRIGGER TYPE:** External

**MAJOR INPUTS:**

Website products page views  
Customer search queries from official website  
Data from product

**MAJOR OUTPUTS:**

Customer side product info on site  
Search results from queries to product Db

**MAJOR STEPS:**

1. customer views/clicks through to/searches products page of website
2. product info accessed from Db or
  2. customer Query run by Db and results populated to page
3. customer selects individual products if desired and clicks through to their page

**USE CASE NAME:** Place Order **ID:** 3 **Importance Level:** HIGH

**PRIMARY ACTOR:** Customer

**Description:** Customer reviews order Inventory

**TRIGGER:** Customer reviews orderInventory and confirms that the products selected are indeed the products they desire to purchase, selecting "continue" or similar option on click through.

**TRIGGER TYPE:** External

**MAJOR INPUTS:**

Complete Order Inventory  
"CheckOut" Selected on from product inventory  
Stored Customer information

**MAJOR OUTPUTS:**

create new table "Order" from Inventory  
ProductCode

**MAJOR STEPS:**

1. display current order inventory
2. show option to continue as shown or edit
3. create "Order" entry in respective table with info from selected order Inventory

**USE CASE NAME:** Process Customer Payment      **ID:** 4      **Importance Level:** HIGH

**PRIMARY ACTOR:** Administrator

**Description:** Automatic processes proprietary to the company or our software vendors process payment with major credit cards and their respective clearinghouse companies.

**TRIGGER:** Payment input by customer during checkout click through process

**TRIGGER TYPE:** External

**MAJOR INPUTS:**

Customer Number  
Account Number  
Billing Address  
Purchase Amount  
Date  
ProductCode  
Shipping Address  
OrderID  
SecurityCode  
Security Question?  
Security Question Answer  
Purchase Amount  
Product ID

**MAJOR OUTPUTS:**

Account Number  
Purchase Amount  
Billing Address  
ProductCode  
Date to "Order Table"  
Shipping Address  
OrderID

**MAJOR STEPS:**

1. Access stored billing info or use entered info
2. provide payment to credit card clearinghouse
3. confirm payment is accepted
4. accrue revenue through accounting process

**USE CASE NAME:** Return Requests      **ID:** 5      **Importance Level:** med/HIGH

**PRIMARY ACTOR:** Client

**Description:** This use case describes how clients submit return requests

**TRIGGER:** The client submits transaction information at our online returns center.

**TRIGGER TYPE:** External

**MAJOR INPUTS:**

Product Name  
Date  
Description of Return  
Warranty Information  
Checking Account Number  
Routing Number

**MAJOR OUTPUTS:**

Automated receipt of return request  
Return ID generated

**MAJOR STEPS:**

1. Inserts transaction information
  - 1.1. Transaction info accessed from DB
2. Customer transaction is queried
  - 1.2 Request receipt is populated to page

**USE CASE NAME:** Processing Returns      **ID:** 6      **Importance Level:** med/HIGH

**PRIMARY ACTOR:** Administrator

**Description:** This use case describes how the administrator processes returns

**TRIGGER:** The administrator is alerted of return

**TRIGGER TYPE:** External

**MAJOR INPUTS:**

Automated request receipt  
Return ID

**MAJOR OUTPUTS:**

Scanned Return ID  
Product validation  
Warranty Validation  
Transaction History  
Return Approval  
Reimbursement

**MAJOR STEPS:**

1. Review request in returns table
  - 1.1 Verify product
  - 1.2 Verify warranty
  - 1.3 Verify client return history
2. Make approval decision
  - 2.1 Send notification to client
3. Reimburse funds into customer account number that is on file
4. Update tables based on returned product information

**USE CASE NAME:** Add Products      **ID:** 7      **Importance Level:** MED

**PRIMARY ACTOR:** Administrator

**Description:** company reps add products to the product DB.

**TRIGGER:** Input/Upload Product Data

**TRIGGER TYPE:** External

**MAJOR INPUTS:**

Product Name  
Product Code  
Product Type  
Product Vendor  
Product Description  
Amount In Inventory  
Buy Price  
MSRP

**MAJOR OUTPUTS:**

Product Table in Db  
Individual Product Entries