**Use Case**:Placing Order for HATS (Hatfield Apple Tree Suppliers)

**Actors**: Customer

**Goal**: To successfully place an order at HATS

**Precondition**: Customer must be connected to site via Login

**Summary**: Customer logs on to HATS Site to place order for Tree/s

**Related use cases**: Cancel order and adding tree.

**Steps** - **main flow**:

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| **Actor action:** | **System Response:** |
| Customer turns on computer and access HATS web page. |  |
| Customer attempts to login using personal log in detail. If new customer will be asked to register before ordering. | System checks log in information is correct with HATS Database. (New customer will register and details saved) |
| Once logged in successfully, the customer will proceed to select items for order. | Items selected by the customer will be saved in the “Shopping cart” on the system as temporary data. |
| After customer is finished selecting items for order, and delivery address is confirmed. Payment is required. | Items and delivery address is saved by the system, made into an invoice and sent to the relevant company divisions to process the order. |
| Once payment is accepted and the order finalized, the customer can either log off or repeat the process with a new order. | Website will refresh and allow the customer to either make another order or simply log out. |

**Steps** - **exceptional flow**.

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| **Actor action:** | **System Response:** |
| Customer attempts login but either forgets password or login is invalid. | Denies access to account. |
| Customer attempts to order tree that is unavailable. | System will recommend a tree that is close in variety to original choice. |
| Concurrency issues between customer order and Database | Order may not be correctly processed due to incorrect data. |
| Website/system might be down for maintenance. | System is under maintenance so unable to be used. |
| Loss of connection to the internet mid order process, resulting in the customer having to log back in and complete the order at a different time. | If not lost, the products in “shopping Cart” will be saved for future order. |