Identify human actors using the system.

List tasks they may want to perform.

Identify non-human actors/other systems that may be involved.

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| --- | --- | --- | --- | --- | --- | --- |
| As a (Actor) | I want to | So that | Given that | When | Then | Comment |
| Customer | View tree orders online | I can see what I have ordered | I have ordered a tree/tree’s | I have ordered my trees of choice | I can view my tree orders online | Private individuals to garden centres |
|  | To place an order for one or more trees | I can order my tree/trees | I have selected my desired tree’s | I arrive at the online checkout | I can place my order/orders | Customers with Accounts will bypass signup |
|  | Make a request | I can provide details of desired tree | I cannot find the tree in HATS tree catalogue | I browse HATS Tree catalogue | I can place my request for future grafting | Information will be sent to growers |
|  | View trees in catalogue | I can make potential orders | I can view the catalogue | I browse through the tree catalogue | I can see what trees are available |  |
|  | Request to cancel | I can cancel my order | I cancel my order | My order is cancelled | I receive a refund |  |
| Dispatcher | Prepare trees that need to be delivered | I have the requested trees ready for dispatch | The trees are coming up to their ready-to-be dispatched date. | The appropriate time arrives for them to be dispatched | I can prepare the items for dispatch | Items on customer orders may have different dates due to different availability times of trees. |
|  | Produce a dispatch list | They can be passed on to growers for delivery | Growers need this information to select appropriate trees | Relevant orders have been prepared. | Orders dispatch list can be passed over to growers | Growers would select orders which are ready for delivery for transportation to dispatch office |
|  | Record delivery status | So that unsuccessful deliveries can be offered for re-sale | Orders have not been successfully delivered. | Dispatchers are informed by courier | Delivery status can be updated for further processing | Deliveries made by courier, not part of HATS system. |
|  | Record delivery  Status | So that successful deliveries can be removed from tree catalogue | Orders have been successfully delivered. | Dispatchers are informed by courier | Delivery status can be updated for further processing | Deliveries made by courier, not part of HATS system. |
|  | Update tree catalogue | So that the delivery status can be changed accordingly | May or may not have been delivered | Dispatchers are informed by couriers | The delivery status can be changed accordingly |  |
| Grower | Select appropriate trees for next deliveries | I can transport them to the dispatch office | Some trees are ready for dispatch | Trees are ready for dispatch | I can transport them to the dispatch office |  |
| Head Grower | Add trees to HATS system | They can be purchased by customers | They are ready for sale | They are ready for sale | They will be displayed in the tree catalogue |  |
|  | Consult customer request list | To plan work for growers | Customer requests tree which cannot be found within the catalogue | Customer browses the catalogue | Then head grower can use her experience of expected demand to allocate work to growers | Uses her experience of expected demand to decide what work the growers should do. |
|  | Give a reference to requested tree | Tree can be identified by customer | The tree is not part of the standard catalogue | Tree has had time to accept the graft and is available for sale | The Head grower can give the tree a reference |  |
|  | Add referenced Tree to catalogue | Customer can order the Tree | The tree is not part of the standard catalogue | Tree has been referenced | The tree can be added to the catalogue | Customers need to be informed of that tree has been grown is ready for sale in response to the request. |
| Non-human | Display status of Tree | Customer is updated on the status of the tree/trees | The status of tree may change based on customer orders | Customer has made an order on a tree/trees | Tree status will be adjusted accordingly | Field in database system that specifies whether the tree is available, sold or dispatched |
|  | Filter down customer searches | Customer can find desired tree/trees | Customer wants to find a specific tree | Customer is searching for a specific tree | Filter down search result | Filtering down the search result is used to make the process of finding a specific tree more likely and easier than searching through the entire catalogue manually. |
|  | Offer alternatives | So that customer buys a similar tree | The desired tree is not available | Alternative is displayed | Customer may purchase alternative |  |
|  | Ask customer to register or order | So that they can order | Customers cannot make purchase without an account | Customer is asked to register/ or order | Customer makes an account |  |
|  | Cancel order | Customer is not charged for purchase | Customer has made a request to cancel the order | Customer makes request to cancel order | The system will cancel the order. |  |
|  | Refund Customer | Customer does not pay for unwanted purchase | Customer has cancelled the order | Customer cancels order | The system automatically refunds customer |  |
|  | Calculate costs of order | Customers know how much to pay | Customer makes an order | Customer is directed to the checkout | System automatically calculates cost of orders |  |
|  | Direct customer to checkout | Customer can purchase orders | Customer selects orders | Customer clicks on checkout | System directs customer to checkout. |  |
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