Scenario 1 (Delivery Management System)
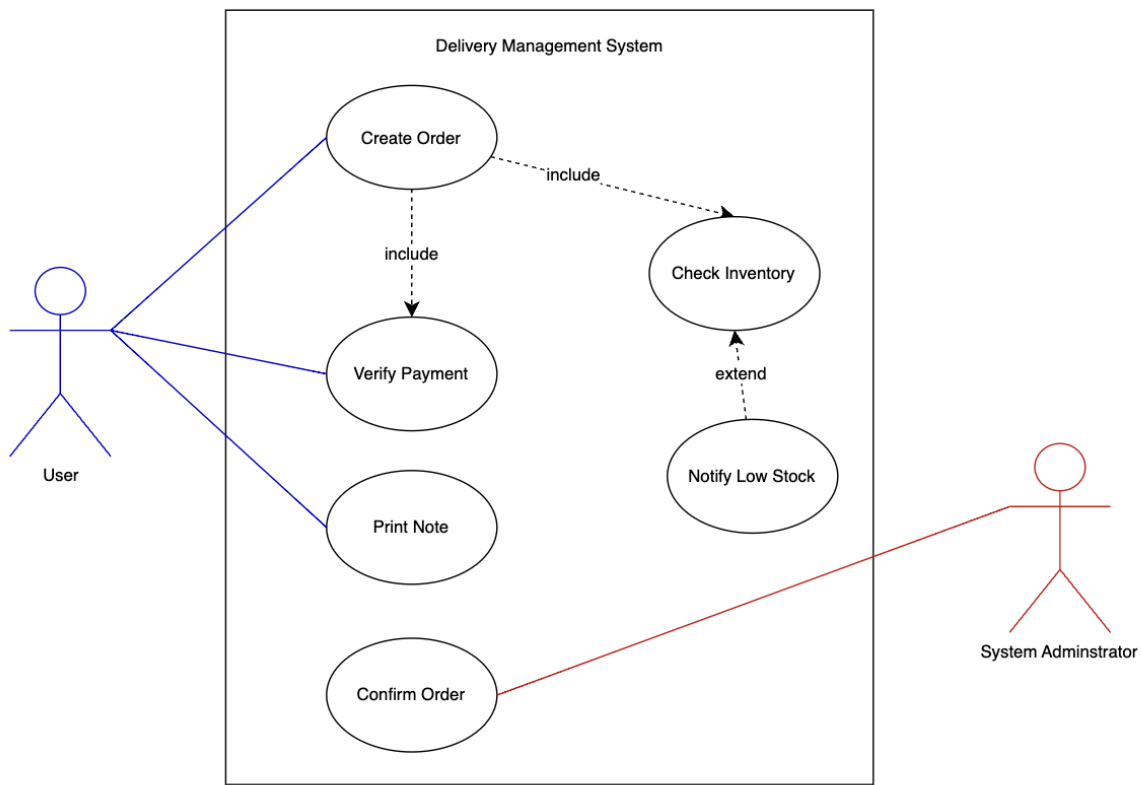
Use-Case: Create Order

Actor(s)	User
Description	Allows the User to enter and submit order details.
Preconditions	User must log into the system.
Postconditions	An order is created and stored, waiting for payment verification.
Main Flow	1. User access the order form. 2. User enters the details of the items they wish to order. 3. User submits the order for processing.
Alternative Flows	Checks inventory , if it is low stock ; it will notify the user , else it will proceed to verify payment.

Use-Case: Verify Payment

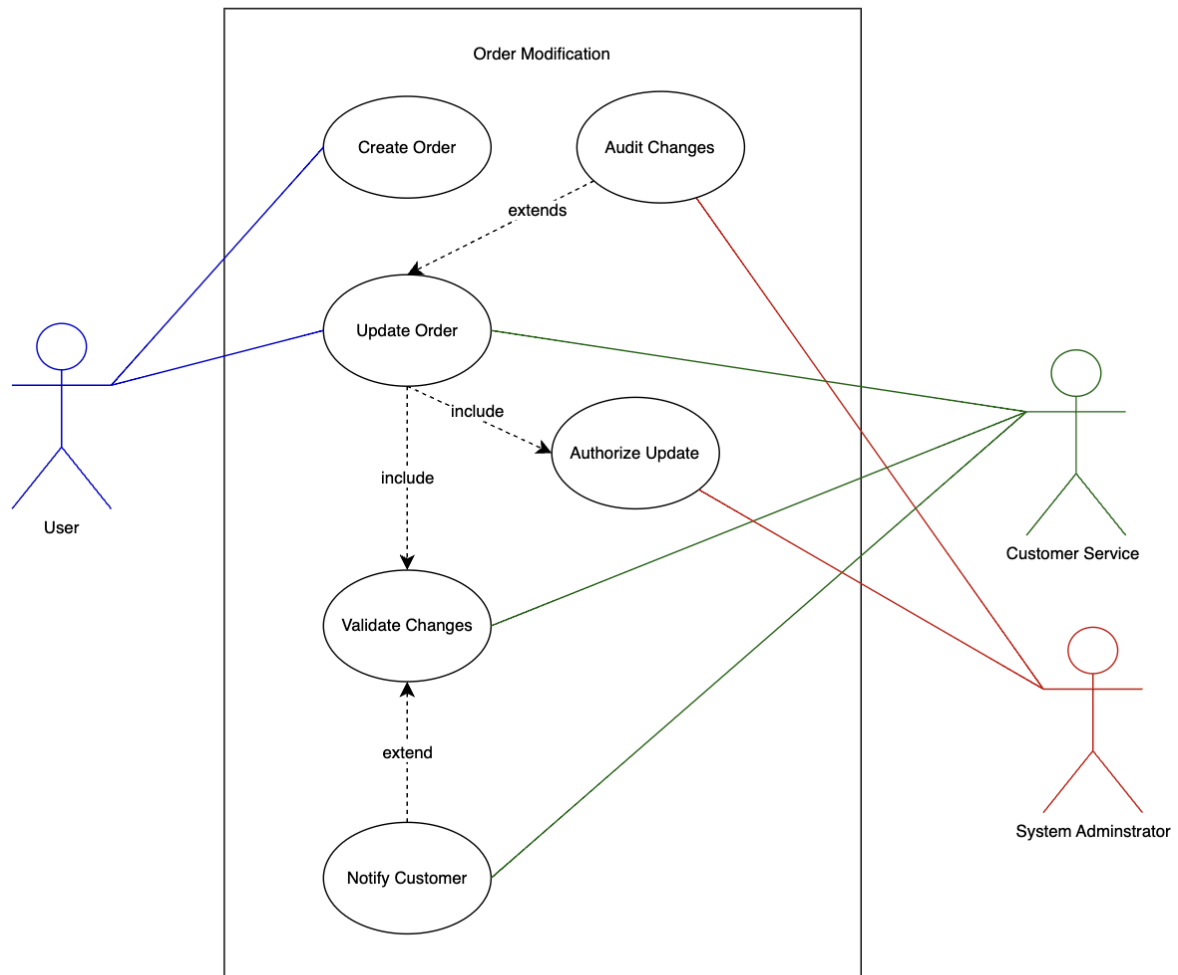| Actor(s)	User
Description	Check the validity of the payment method provided by the User.
Preconditions	An order has been created.
Postconditions	Payment is confirmed as valid, and the order proceeds to confirmation.
Main Flow	1. User provides payment details. 2. System verifies payment details. 3. Payment is approved or denied based on processor response.
Alternative Flows	If payment is denied, the User is prompted to enter a new payment method.

Use-Case: Print Note

Actor(s)	User
Description	Generates a printable note detailing the order for the User.
Preconditions	Order has been confirmed and payment verified.
Postconditions	A printable note is generated and available for the User.
Main Flow	1. User selects the option to print the order note. 2. System generates the note based on the order details. 3. Note is made available to the User for printing.

Use-Case: Confirm Order

Actor(s)	User
Description	Finalizes the order details and prepares the order for pickup.
Preconditions	Order has been created and payment verified.
Postconditions	Order is confirmed and moved to the next stage in the processing.
Main Flow	1. System reviews all order details for accuracy. 2. Order is marked as confirmed in the system. 3. User receives confirmation of the order.

Scenario 2 (Order Modification)

Use-Case: Update Order

Actor(s)	User
Description	Enables the User to make changes to an existing order.
Preconditions	User has created an order and desires to modify it.
Postconditions	The order details are updated in the system.
Main Flow	1. User selects an existing order. 2. User modifies the order details. 3. User submits the updated order.
Alternative Flows	If changes are not permitted, the User is informed why and asked to make changes.

Use-Case: Authorize Update

Actor(s)	System Administrator
Description	Checks if the updates made by the User are permissible under company policy.
Preconditions	User has submitted an order update.
Postconditions	Update is either authorized or denied.
Main Flow	1. System Administrator reviews the changes made by the User. 2. System Administrator authorizes or denies the update based on policy.
Alternative Flows	If the update is denied, the User is notified and asked to make different changes.

Use-Case: Validate Changes

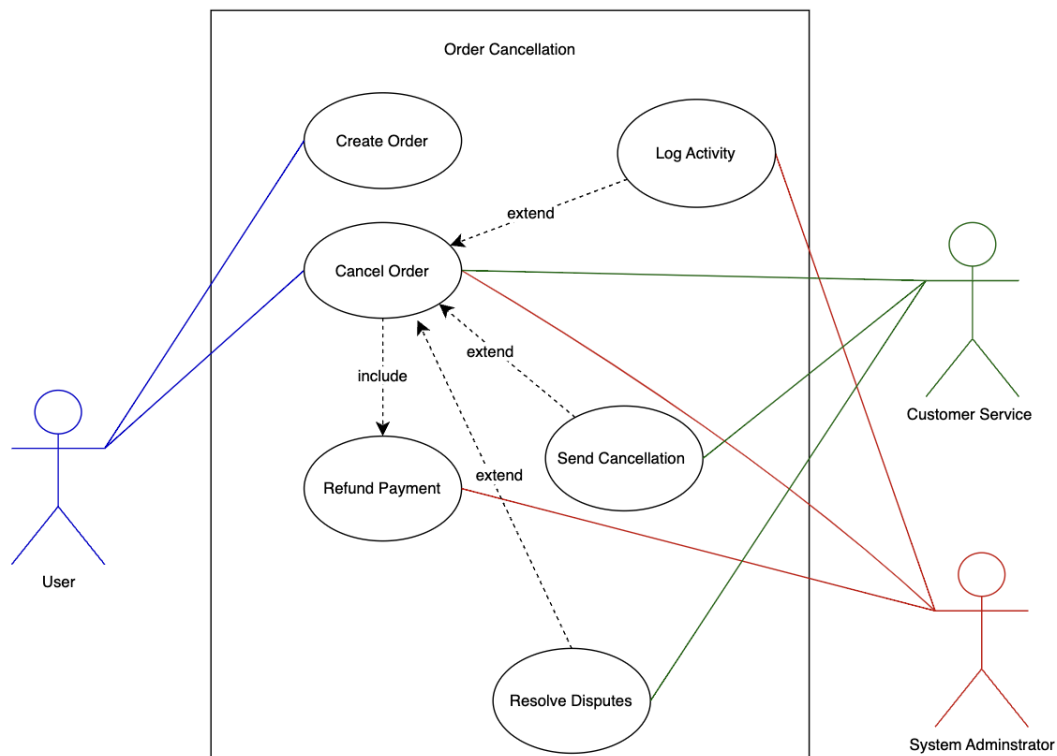| Actor(s)	Customer Service
Description	Ensures all updates comply with system constraints and data integrity requirements.
Preconditions	An update has been authorized.
Postconditions	Changes are validated and applied to the order, or the User is notified of issues.
Main Flow	1.Customer Service reviews changes for compliance. 2. Changes are accepted or flagged for correction.
Alternative Flows	If changes are invalid, the User is informed and must resubmit the update.

Use-Case: Notify Customer

Actor(s)	Customer Service
Description	Sends notifications to the User regarding the status of their order update, especially if issues arise.

Preconditions	Changes have been validated but require User awareness for example delays or critical alterations.
Postconditions	User is informed about the update status or required actions.
Main Flow	1. Notification criteria are met during change validation. 2. Customer Service sends a notification to the User.

Use-Case: Audit Changes

Actor(s)	System Administrator
Description	Reviews and logs the changes made to orders for auditing purposes, ensuring accountability and traceability.
Preconditions	Changes have been made to an order.
Postconditions	An audit log is created documenting the changes.
Main Flow	1. System Administrator accesses the updated order. 2. Administrator reviews and logs the changes in an audit trail.

Use-Case: Cancel Order

Actor(s)	User
Description	Allows the User to cancel an existing order before it is completed.
Preconditions	An order exists and has not been dispatched or completed.
Postconditions	The order is marked as cancelled in the system.
Main Flow	1. User selects an existing order. 2. User requests cancellation. 3. System processes the cancellation and updates order status.
Alternative Flows	If the order is already in dispatch or fulfilled, cancellation may not proceed, and the user is notified accordingly.

Use-Case: Refund Payment

Actor(s)	System Administrator
Description	Processes a refund of payment back to the User's account following an order cancellation.
Preconditions	An order has been cancelled successfully.
Postconditions	The payment made by the User is refunded.
Main Flow	1. System identifies payment associated with the cancelled order. 2. System processes the refund transaction. 3. User receives confirmation of the refund.
Alternative Flows	If a refund cannot be processed automatically, the system administrator may need to handle it manually.

Use-Case: Log Activity

Actor(s)	System Administrator
Description	Logs details of the order cancellation in the system for record-keeping and auditing purposes.
Preconditions	An order has been cancelled.
Postconditions	A log entry is created detailing the cancellation.
Main Flow	1. System captures details of the cancellation. 2. System logs these details into the audit log. 3. System Administrator reviews and verifies the log entry.

Use-Case: Send Cancellation

Actor(s)	Customer Service
Description	Notifies the User of the cancellation status and details, including information about the refund.
Preconditions	An order has been cancelled.
Postconditions	The User is informed about the cancellation and any subsequent actions.
Main Flow	1. System generates a notification message based on the cancellation details. 2. Customer Service sends the notification to the User. 3. User receives the notification.
Alternative Flows	If the user's contact information is not up-to-date, alternative methods of contact may be used.

Use-Case: Resolve Disputes

Actor(s)	Customer Service
Description	Handles any disputes or complaints from the User regarding the order cancellation or refund process.
Preconditions	A dispute has been raised by the User.
Postconditions	The dispute is resolved satisfactorily, with documentation of the resolution added to the system.
Main Flow	1. User contacts Customer Service with a dispute. 2. Customer Service reviews and investigates the claim. 3. Resolutions are applied, and both User and system records are updated.
Alternative Flows	If the dispute cannot be resolved at the customer service level, it may be escalated to a higher authority within the company.