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| USE CASE NAME: | CHECKOUT |
| ID: | UC1 |
| SCENARIO: | Checkout an Item |
| TRIGGERING EVENT: | Added an item in the cart |
| BRIEF DESCRIPTION: | Customer has added an item in the cart and ready for checkout |
| ACTORS: | Customer |
| ASSUMPTIONS | Customer is already in store and ready for checkout |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Inventory, Payment |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Customer must be in store |
| POSTCONDITIONS: | Customer would able to check out the items |
| MAIN COURSE: | 1. Customer takes the cart to checkout terminal 2. Takes the item out of the card and put on check out belt 3. Cashier    1. Scans each item available on belt   4. Total payment amount visible on check out machine |
| ALTERNATE COURSE: | Customer decided not to buy the items |

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| USE CASE NAME: | Payment |
| ID: | UC2 |
| SCENARIO: | Customer ready to Pay for the items bought |
| TRIGGERING EVENT: | Items are checked out and cashier waiting to Select the Payment Method |
| BRIEF DESCRIPTION: | Cashier has scanned all the items available in cart and ready to select the payment method |
| ACTORS: | Customer, Cashier |
| ASSUMPTIONS | Customer has bought all items looking for and ready to make the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Receipt, Checkout |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Cashier has scanned all the items and ready to select the Payment Method |
| POSTCONDITIONS: | Customer has informed the Payment method to cashier |
| MAIN COURSE: | 1. Customer checks the total amount 2. Cashier asked Payment Method to customer 3. Customer check the available Payment methods 4. Customer informed the preferred Payment method to Cashier    1. Cashier selects the payment method in POS System |
| ALTERNATE COURSE: | Customer decide to cancel the checkout process |

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| USE CASE NAME: | Payment Debit Card |
| ID: | UC3 |
| SCENARIO: | Customer ready to Pay using Debit Card |
| TRIGGERING EVENT: | Items are checked out and cashier waiting for payment |
| BRIEF DESCRIPTION: | Cashier has scanned all the items available in cart and ready to accept the payment |
| ACTORS: | Customer, Cashier |
| ASSUMPTIONS | Customer has bought all items looking for and ready to make the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Debit Card, Receipt, Checkout |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Cashier has scanned all the items and ready to accept the Payment |
| POSTCONDITIONS: | Customer paid the due amount with Debit Card |
| MAIN COURSE: | 1. Customer checks the total amount 2. Swipes the Debit Card on Card Machine 3. Enters the card PIN if pops 4. Cashier see the transaction status    1. Transaction processed successfully, receipt will be printed    2. Transaction declined due to low balance available on card       1. Tell customer to use another payment method       2. Customer uses the alternative payment method |
| ALTERNATE COURSE: | Customer decide to use other alternative payment methods such as Credit card, Check |

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| USE CASE NAME: | Payment Credit Card |
| ID: | UC4 |
| SCENARIO: | Customer ready to Pay using Credit Card |
| TRIGGERING EVENT: | Items are checked out and cashier waiting for payment |
| BRIEF DESCRIPTION: | Cashier has scanned all the items available in cart and ready to accept the payment |
| ACTORS: | Customer, Cashier |
| ASSUMPTIONS | Customer has bought all items looking for and ready to make the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Credit Card, Receipt, Checkout |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Cashier has scanned all the items and ready to accept the Payment |
| POSTCONDITIONS: | Customer paid the due amount with Credit Card |
| MAIN COURSE: | 1. Customer checks the total amount 2. Swipes the Credit Card on Card Machine 3. Cashier see the transaction status    1. Transaction processed successfully, receipt will be printed    2. Transaction declined due to low credit available on card       1. Tell customer to use another payment method       2. Customer uses the alternative payment method |
| ALTERNATE COURSE: | Customer decide to use other alternative payment methods such as Debit card, Check |

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| USE CASE NAME: | Payment Check |
| ID: | UC5 |
| SCENARIO: | Customer ready to Pay using Check |
| TRIGGERING EVENT: | Items are checked out and cashier waiting for payment |
| BRIEF DESCRIPTION: | Cashier has scanned all the items available in cart and ready to accept the payment |
| ACTORS: | Customer, Cashier |
| ASSUMPTIONS | Customer has bought all items looking for and ready to make the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Credit Card, Debit Card, Receipt, Checkout |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Cashier has scanned all the items and ready to accept the Payment |
| POSTCONDITIONS: | Customer paid the due amount with Check |
| MAIN COURSE: | 1. Customer checks the total amount 2. Customer signs the Check for the total amount 3. Cashier scans the check 4. Cashier see the check status    1. Transaction processed successfully, receipt will be printed    2. Transaction declined due to low cash available on Bank Account       1. Tell customer to use another payment method       2. Customer uses the alternative payment method |
| ALTERNATE COURSE: | Customer decide to use other alternative payment methods such as Credit card, Debit Card, Cash |

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| USE CASE NAME: | Payment Cash |
| ID: | UC6 |
| SCENARIO: | Customer ready to Pay using Cash |
| TRIGGERING EVENT: | Items are checked out and cashier waiting for payment |
| BRIEF DESCRIPTION: | Cashier has scanned all the items available in cart and ready to accept the payment |
| ACTORS: | Customer, Cashier |
| ASSUMPTIONS | Customer has bought all items looking for and ready to make the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Credit Card, Debit Card, Check, Receipt, Checkout |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Cashier has scanned all the items and ready to accept the Payment |
| POSTCONDITIONS: | Customer paid the due amount with Cash |
| MAIN COURSE: | 1. Customer checks the total amount 2. Customer gives the cash to cashier 3. Cashier check the amount and enter the payment in register 4. Cashier gives the exchange to Customer if available    1. Transaction processed successfully, receipt will be printed    2. Transaction declined due to low credit available on card       1. Tell customer to use another payment method       2. Customer uses the alternative payment method |
| ALTERNATE COURSE: | Customer decide to use other alternative payment methods such as Credit card, Check |

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| USE CASE NAME: | Return an Item |
| ID: | UC7 |
| SCENARIO: | Customer want to return an item |
| TRIGGERING EVENT: | Customer is in store to return an item |
| BRIEF DESCRIPTION: | Customer is in store to returns an item and payment will be refunded back to customer |
| ACTORS: | Customer, Cashier |
| ASSUMPTIONS | Customer has bought the item with in last 30 days and is in returnable condition |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Receipt, Payment |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Item bought from the same store or chain of stores |
| POSTCONDITIONS: | Item would be returned, and amount will be refunded to customer |
| MAIN COURSE: | 1. Customer is in line to return an item 2. Cashier checks the item whether item is eligible for return or not 3. Item is in returnable state and cashier scans the item    1. Item is bought with in last 30 days and eligible for return       1. Ask customer how they would like to get the refund          1. To the account used for payment             1. Refund the amount to account used for payment             2. Print the refund receipt          2. Give Cash             1. Give the cash to the customer             2. Print the refund Receipt    2. Item bought earlier than last 30 days and not eligible for return       1. Inform customer |
| ALTERNATE COURSE: | Customer decide to exchange an item instead of return |

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| USE CASE NAME: | Sales Report |
| ID: | UC8 |
| SCENARIO: | Store Manager want to check the Daily Sales Report |
| TRIGGERING EVENT: | Store Manager logs into the Sales Dashboard |
| BRIEF DESCRIPTION: | Store Manager like to evaluate the Total Sales |
| ACTORS: | Store Manager |
| ASSUMPTIONS | Store Manager has logged into the Dashboard application and has rights to check the report |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Payments, Inventory |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Employee is designated as Store Manager and has access of Dashboard Application |
| POSTCONDITIONS: | Store Manager would able to see or print the Sales Report |
| MAIN COURSE: | 1. Store Manager login to the Dashboard Application 2. Store Manager clicks on the Report link    1. Store Manager selects the Sales Report    2. Store Manager gets the Sales Report on link with Print option 3. Store Manager doesn’t get option to see the Sales Report    1. Connect with Store IT team and reports an access issue |
| ALTERNATE COURSE: | Store Managers check the Inventory report and check the sales manually |

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| USE CASE NAME: | Receipt Selection |
| ID: | UC9 |
| SCENARIO: | Cashier want to generate the receipt after successful sale and refund |
| TRIGGERING EVENT: | Cashier triggers the receipt |
| BRIEF DESCRIPTION: | Cashier selects the receipts |
| ACTORS: | Cashier |
| ASSUMPTIONS | Cashier has processed the cart and processed the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Payments, Inventory |
| STAKEHOLDERS | Cashier, Customer |
| PRECONDITIONS: | Cashier has access on the register and has executed the steps to process the Sale |
| POSTCONDITIONS: | Cashier would trigger Paper or Electronic Receipt |
| MAIN COURSE: | 1. Cashier scans the item in cart 2. Process the Payments 3. Customer want to get the receipt 4. Cashier selected the type of receipt    1. Paper    2. Electronic |
| ALTERNATE COURSE: | Customer won’t need a receipt |

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| USE CASE NAME: | Paper Receipt |
| ID: | UC10 |
| SCENARIO: | Cashier want to generate the receipt after successful sale and refund |
| TRIGGERING EVENT: | Cashier triggers the paper receipt |
| BRIEF DESCRIPTION: | Cashier selects the paper receipts to get the print of receipt |
| ACTORS: | Cashier |
| ASSUMPTIONS | Cashier has processed the cart and processed the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Payments, Inventory |
| STAKEHOLDERS | Cashier, Customer |
| PRECONDITIONS: | Cashier has access on the register and has executed the steps to process the Sale |
| POSTCONDITIONS: | Cashier would trigger Paper Receipt |
| MAIN COURSE: | 1. Cashier scans the item in cart 2. Process the Payments 3. Customer want to get the receipt 4. Cashier selected the Paper receipt    1. Paper Receipts printed by printer connected to POS |
| ALTERNATE COURSE: | Customer won’t need a receipt or want electronic receipt |

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| USE CASE NAME: | Electronic Receipt via Email |
| ID: | UC11 |
| SCENARIO: | Cashier want to generate the receipt after successful sale and refund |
| TRIGGERING EVENT: | Cashier triggers the electronic receipt |
| BRIEF DESCRIPTION: | Cashier selects the electronic receipt |
| ACTORS: | Cashier |
| ASSUMPTIONS | Cashier has processed the cart and processed the payment |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Payments, Inventory |
| STAKEHOLDERS | Cashier, Customer |
| PRECONDITIONS: | Cashier has access on the register and has executed the steps to process the Sale |
| POSTCONDITIONS: | Cashier would trigger Electronic Receipt |
| MAIN COURSE: | 1. Cashier scans the item in cart 2. Process the Payments 3. Customer want to get the receipt 4. Cashier selected the Electronic receipt    1. Gets the confirmation on screen of email delivery |
| ALTERNATE COURSE: | Customer won’t need a receipt or want Paper receipt |

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| USE CASE NAME: | Inventory Report |
| ID: | UC12 |
| SCENARIO: | Store Manager want to check the Inventory Report |
| TRIGGERING EVENT: | Store Manager logs into the Report Dashboard |
| BRIEF DESCRIPTION: | Store Manager like to evaluate the Store Inventory |
| ACTORS: | Store Manager |
| ASSUMPTIONS | Store Manager has logged into the Dashboard application and has rights to check the report |
| FREQUENCY OF USE: | Daily |
| RELATED USE CASES: | Payments, Sales |
| STAKEHOLDERS | Store |
| PRECONDITIONS: | Employee is designated as Store Manager and has access of Dashboard Application |
| POSTCONDITIONS: | Store Manager would able to see or print the Sales Report |
| MAIN COURSE: | 1. Store Manager login to the Dashboard Application 2. Store Manager clicks on the Report link    1. Store Manager selects the Inventory Report    2. Store Manager gets the Inventory Report on link with Print option 3. Store Manager doesn’t get option to see the Inventory Report    1. Connect with Store IT team and reports an access issue |
| ALTERNATE COURSE: | Store Managers check the Inventory report and check the sales manually |