**Customer purchase case:**

Customer enters URL in browser and navigates to purchase order tab. User places order and fills out all necessary fields required. Customer then places all information needed from credit card to make purchase valid. Customer then receives confirmation email once order is placed, user can track order and keep up to date on item(s).

**Customer return case:**

Customer enters website and navigates to the return instructions page and gathers all necessary information needed on client and server side to make the return. Customer Downloads instruction page and follows on screen instructions needed to make exchange/return. Customer sends back product and waits for Cocoa bean to receive package before receiving refund.

**Search for a product case:**

Customer enters website and navigates to the search bar found in the header. User then enters product name or sequence of number related to an item. Website redirects customer to product being searched for.

**New product addition to catalog (admin/privileged):**

User navigates to Cocoa bean URL. Then in the header logs into site where if they have a set of permissions they will have a new admin button where they can add or remove products.

**Product fulfillment case (printing shipping invoice and label):**

Cocoa bean receives customers order and begins process to ship out order(s). CB checks order and packages related products with a personal thank you message to customer. Send packages of products via UPS to be sent worldwide or local Post offices within the Continental US. Customers receive product within 2weeks of order.

**Contact us Case:**

User directed URL to Cocoa bean, then on the homepage click the “Contact Us” tab found under the navigation bar or on the bottom located in the sitemap. Once the page loads, User will be shown developers and designers who participated in Cocoa bean and have the option to email each individual.

**Sign Up/Register Case:**

User goes to Cocoa bean website, on the top right side located in the header and tries to login. System rejects new user (unless previously registered) and prompts user to the registration screen. User enters their email address and password, and the conformation password. User checks their email site for the email that the system sent and gets the confirmation link. The user selects this confirmation link.

**Checkout Case:**

Customer can click “Checkout” located under the login section and site prompts user to a checkout page. User will then enter all necessary fields needed in order to validate, this includes billing and shipping address as well as payment info.

**Login Case:**

The system requests that the customer to enter his/her name and password. The customer enters his/her name and password. The system validates the entered name and password and logs the customer into the system and returns them to the homepage. If in the customer enters an invalid name and/or password, the system displays an error message. The customer can choose to either return to the beginning of the login page or cancel the login.

**Google Search Case:**

While doing a search for chocolate covered mangos, link for Cocoa bean will appear for user to click. Relevance is shown due to cocoa bean having this product readily available for user to view and/or purchase. Once link is clicked, user is redirected to Cocoa bean homepage.