USE CASE Example

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| USE CASE 5 | Buy Goods | |
| Goal in Context | Buyer issues request directly to our company, expects goods shipped and to be billed. | |
| Scope & Level | Company, Summary | |
| Preconditions | We know Buyer, their address, etc. | |
| Main Success Scenario | Buyer has goods, we have money for the goods. | |
| Failed End Condition | We have not sent the goods, Buyer has not spent the money. | |
| Primary,  Secondary Actors | Buyer, any agent (or computer) acting for the customer.  Credit card company, bank, shipping service | |
| Trigger | purchase request comes in. | |
| DESCRIPTION | Step | Action |
|  | 1 | Buyer calls in with a purchase request |
|  | 2 | Company captures buyer's name, address, requested goods, etc. |
|  | 3 | Company gives buyer information on goods, prices, delivery dates, etc. |
|  | 4 | Buyer signs for order. |
|  | 5 | Company creates order, ships order to buyer. |
|  | 6 | Company ships invoice to buyer. |
|  | 7 | Buyers pays invoice. |
| EXTENSIONS | Step | Branching Action |
|  | 3a | Company is out of one of the ordered items:  3a1. Renegotiate order. |
|  | 4a | Buyer pays directly with credit card:  4a1. Take payment by credit card (use case 44) |
|  | 7a | Buyer returns goods:  7a. Handle returned goods (use case 105) |
| SUB-VARIATIONS |  | Branching Action |
|  | 1 | Buyer may use  phone in,  fax in,  use web order form,  electronic interchange |
|  | 7 | Buyer may pay by  cash or money order  check  credit card |