Use Case	Add New Customer
Description	Add new customers to the database, accept billing information
Actors	Administrator
Assumption	all fields must be filled in to add a new customer. No null values will be allowed
Step	Administrator will gather information from customer and enter it into the system
issues	
Use Case	update Customer Information
Description	update customers to the database, modify customer billing information
Actors	Administrator
Assumption	all fields must be filled in modify customer. No null values will be allowed
Step	Administrator will gather new information from customer and enter it into the system
issues	
Use Case	Delete Customer data
Description	Mark customer as inactive in the database, remove billing data. Customer non billing data will remain in the system for 5 years for reference information. After 5 years of inactivity all customer data is removed.
Actors	Administrator
Assumption	all field for billing must be mark as inactive and date recorded in the system. Customer data will remain for tracking purchase history and warranty information.
Step	Administrator will get authorization from the customer to remove them from system to purchase new items
issues	
Use Case	remove inventory items
Description	when inventory is delpelted and will not be reordered the Inventory specialst can delete the item from the system.
Actors	Inventory Specialist
Assumption	the inventory specalist will not be able to delete item until the quanity is 0, any negative or positive amounts must be resolved before an inventory item can be removed from the system

Step	a report will be generated when item reach a level of 0, inventory specialist will evaluate if reorder is required if not the item will be removed
issues	
Use Case	Update inventory item
Description	Update current inventory
Actors	inventory specialist
Assumption	As item information is updated, inventory specialist will be able to make updates to reflect inventory changes
Step	as the new updated inventory comes in, the item need to be last in the queue, old items must be depleted before an update is made
issues	need to create a way for new item to be in a temperary que until old inventory is depleted
Use Case	Add new inventoy
Description	Add new inventoy item to be available for customers
Actors	intentory specialist
Assumption	New item is add to the system. All information descibing the new product must be filled in no Null values will be allowed
Step	after information is entered UPC will be checked against current inventory. After confirmed item is new it will be entered into the system
issues	
Use Case	Check Product Availability
Description	Check current quantities of available inventory
Actors	Inventory Specialist, Customer and Customer Service
Assumption	accurate quanity information will be diplayed. If quanity is over 1 a sales can be made
Step	if item is available customer can purchase, If item is lower than 5 inventory specialist will be alerted to reorder. Customer service can check quanity on hand to server the cutomer will inventory questions
issues	
Use Case	order Product
Description	used to order products for customers
Actors	Customer
Assumption	quanity on hand is accurate once order is made information is sent to shipping company
Step	

issues	
Use Case	Check order status
Description	check status of current order
Actors	Customer, Customer Service
Assumption	customer can check online staus of order, customer service can check staus of order when inquiries are made.
Step	customer will check online order status through a portal. Customer serve will be able to check staus by order number when a customer calls in
issues	
Use Case	Cancel order
Description	Orders that have been created by the customer can be cancels
Actors	Customer Service
Assumption	Customer will provide the order number to check the staus of the order, if order has not been shipped order can be cancels
Step	once verification the item has not left the warehouse customer service will be able to cancel the order and return the item to the warehouse
issues	keeping accurate informtaion on shipping status between order shipper and company.