

Name: Nuha Albadi

Project: Library Checkout System

Requirements:

- UR-001: A customer must be able to sign up for the system
- UR-002: The admin must be able to add a librarian to the system
- UR-012: The customer can request a return
- UR-013: The librarian can process a refund

• **Use Case Documents:**

Use Case ID:	UR-001
Use Case Name:	Create Account
Description:	New customers can sign up for the system by entering personal information such as name, phone number, email, address, etc.

Actors:	Customer		
Pre-conditions:	The system must be up and running.		
Post-conditions:	A new customer account is created and saved to the database.		
Frequency of Use:	Daily by new customers.		
Flow of Events:		Actor Action	System Response
	1	Click on sign up link on header section	Show sign up form
	2	Fill in all required fields	
	3	Check “agree to terms of use” checkbox	
	4	Click on create account	Display “Account has been created successfully” page, send confirmation email to customer, and redirect customer to login page
Variations:	1.a Click on sign up link under login form		
Exceptions:	2.a Customer’s email already exists in the system		

	2.b Customer does not fill in all required fields 2.c Customer does not agree to terms of use
Developer Notes:	

Use Case ID:	UR-002
Use Case Name:	Add Librarian
Description:	Admin can add librarian to the system by entering librarian's personal information such as name, phone number, email, address, etc.

Actors:	Admin		
Pre-conditions:	Admin must be logged in.		
Post-conditions:	A new librarian account is created and saved to the database.		
Frequency of Use:	1-5 times a month by admin		
Flow of Events:		Actor Action	System Response
	1	Click on Add new librarian link on header section	Show librarian registration form
	2	Fill in all required fields	
	3	Click on create account	Display "Admin account has been created successfully" page and send confirmation email to librarian
Variations:			
Exceptions:	2.a Librarian's email is associated with an existing librarian in the system 2.b Admin does not fill all required fields		
Developer Notes:			

Use Case ID:	UR-012
Use Case Name:	Request Return
Description:	Customer can request a return for an order that has been placed in the last 30 days.

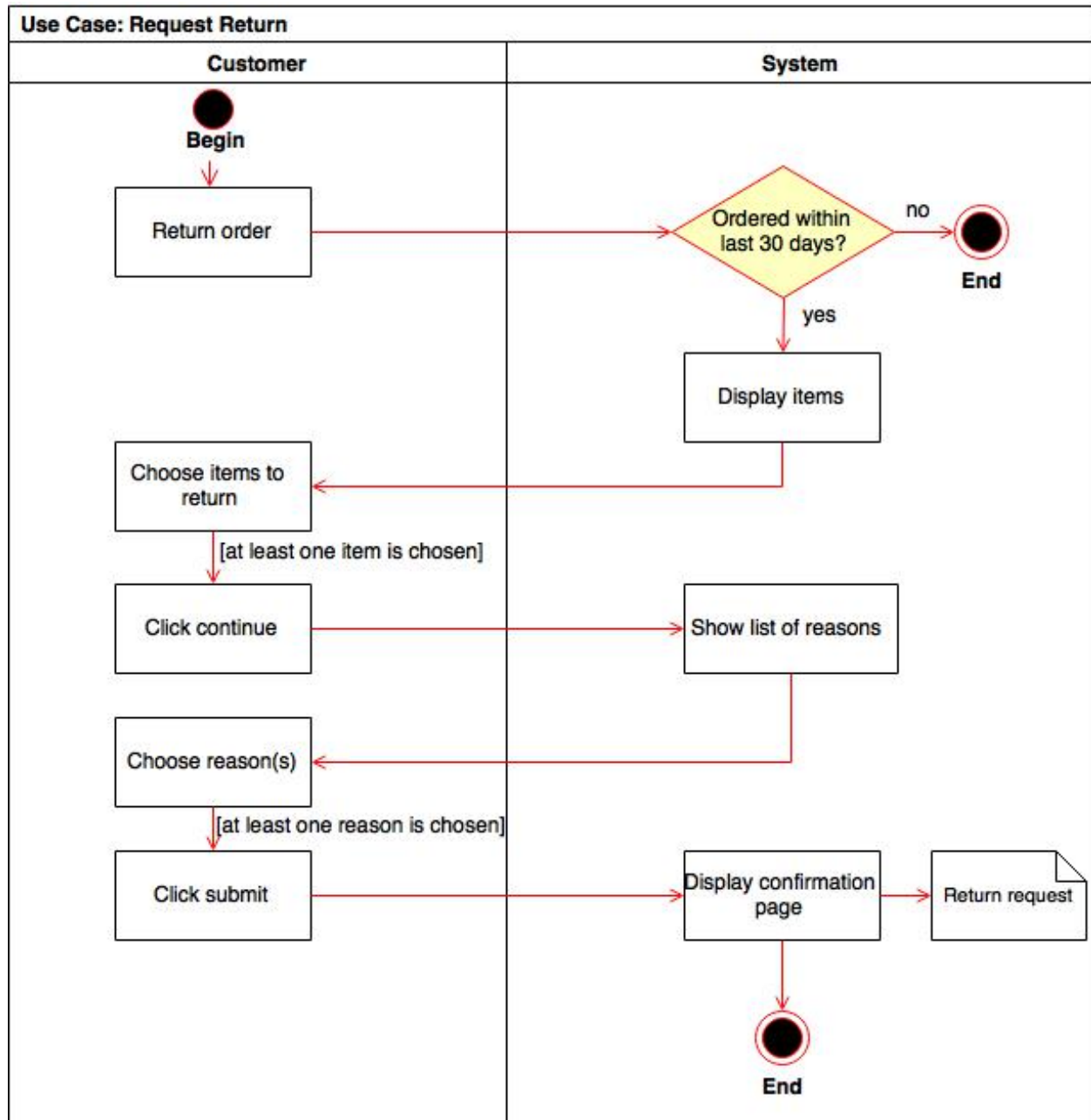
Actors:	Customer		
Pre-conditions:	Customer is logged in Customer has previous order(s) in the system.		
Post-conditions:	A return request is created.		
Frequency of Use:	Daily by customers.		
Flow of Events:		Actor Action	System Response
	1	Click on "Return Order" link in orders page	Ask user to choose one or more items to return
	2	Choose one or more items to return	
	3	Click continue	Show list of reasons for return
	4	Check one or more reasons for return	
	5	Click on submit	Display return request number and return shipment instructions
Variations:			
Exceptions:	1.a Order has been placed more than 30 days ago 2.a Customer does not choose an item to return 4.a Customer does not choose a reason for return		
Developer Notes:			

Use Case ID:	UR-013
Use Case Name:	Process Refund
Description:	Librarian can issue a refund upon receiving returned items.

Actors:	Librarian		
Pre-conditions:	Librarian is logged in. A return Request that is associated with the returned items exists in the system.		
Post-conditions:	A refund is issued back to the customer's credit/debit card and return request is closed.		
Frequency of Use:	Daily by librarians		
Flow of Events:		Actor Action	System Response
	1	Click on process refund in header section	Prompt librarian to enter a return request number
	2	Enter a return request number	Display a return request along with returned items
	3	Click on issue refund	Display confirmation message and send email confirmation to customer
Variations:			
Exceptions:	2.a Return request number is not valid		
Developer Notes:			

- **Activity Diagram:** The following activity diagram is created by Nuha Albadi, and it documents the flow of the following use case:

- Use Case Name: Request Return
- Requirement ID #: UR-012
- Description: Customer can request a return



• **User Interactions:** The following sequence diagram is created by Nuha Albadi, and it documents the flow of the following use case:

- Use Case Name: Request Return
- Requirement ID #: UR-012
- Description: Customer can request a return

