# List some of the possible scenarios of the customer interactions when she/he tries to place an order.

* From landing page directly search the book name
  + Key in book name in main search bar and click search
  + Select the book listed and choose the right product (SKU) then add to cart
* Select category from main search bar and click search without key in any info for example user select Book category and click search button.
  + Page direct to Book category main page.
  + User browses recommendation books and top sales book list
  + Select product and add to cart
* Select Book category and select sub category from category navigation bar. For example: select Book -> Fiction
  + Page direct to Fiction book main page
  + User browses recommendation fiction books and top sales in fiction category
  + User select book and choose corresponding product (SKU) then add to cart
* User login first then directly click shopping cart
  + In shopping car there is previous added book
  + User select those books want to buy then click check out proceed to payment

# List some of the possible scenarios that may happen for her/his orders

Order Flow: Order -> Payment -> Shipping -> Buyer Confirm

1. Order successfully created
2. Order successfully created but user cancelled the order. No payment yet.
3. Order successfully created and use proceed to payment but payment process trigger timeout. Then order was automatically cancelled
4. Buy requests to cancelled the order. Admin help to cancelled the order. No payment yet.
5. Order is OK and payment is accepted.
6. Order is OK and payment is accepted. Before goods is shipped. User request cancel the order and request to refund. Fully refund to buy and order is closed.
7. Order is OK and payment is accepted. Before goods is shipped. User request cancel the order and request to refund. Due to some reasons, buy cannot fully refund to buyer. So Admin come to handle this partial refund use case.
8. Order is OK, payment is accepted and goods is shipped.
9. Order is OK, payment is accepted. Due to stock issue, some goods shipped first and some goods shipped later. But all shipped to buyer.
10. Order is OK, payment is accepted. Due to stock issue, some goods shipped first and some goods are no stock. Buyer requests to stop the shipping those and request refund.
11. Buyer received the goods and confirmed received from system. Order is closed.
12. Buyer received the goods and decline to keep the goods. The goods return to seller and process refund.

# Create a flow diagram to show how the interaction will be for such case starting from the landing page of that webstore till the order has placed

Business Flow: (details refer to flowchart.pdf)

