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| **Use Case ID:** | 41 | | | |
| **Use Case Name:** | Checking Updating status of delivery. | | | |
| **Created By:** | Syed Ajaz Haider Zaidi | | **Last Updated By:** |  |
| **Date Created:** | 28/03/2019 | | **Last Revision Date:** |  |
| **Actors:** | | Checking status of delivery. | | |
| **Description:** | | A customer can track the status of delivery for the product. | | |
| **Trigger:** | | This use case will be triggered after the successful payment for the product. | | |
| **Preconditions:** | | **1. Customer should complete the payment step successfully.**  **2. Product is approved by the merchant and order details are updated at his/her end.** | | |
| **Postconditions:** | | 1. Customer is able to see all the updates regarding delivery. | | |
| **Normal Flow:** | | 1. Customer Checks the delivery status.  2. Get updates for the courier service carrying that product and location of arrival of the product.  3. Finally gets the contact number of the courier agent and date of product arrival. | | |
| **Alternative Flows:** | |  | | |
| **Exceptions:** | | In step 1 of normal flow if the status is not updated -  1a. The customer can throw a query for the status update. | | |
| **Includes:** | | Steps 1-3 in the normal flow would be required for all types of delivery status updates | | |
| **Frequency of Use:** | | Till the arrival of product. | | |
| **Special Requirements:** | |  | | |
| **Assumptions:** | | 1. The product related tracking data is updated on the ‘Track Status’ page on the regular basis. | | |
| **Notes and Issues:** | | 1. Status is being updated at the merchant end.  2. Status is updated to delivered but customer did not received the product. | | |