The Scrumbags

CSE 216

Handle Returns Use Case (Casual)

*Main Success Scenario:* A customer arrives with one or more items to return, and the receipt used to purchase the items. The cashier collects the items and uses the POS system to record each returned item one by one. The system asks the cashier to confirm, and then updates inventory accordingly. If the customer paid with a credit card, the system reimburses the credit card. If the customer paid with cash, the cashier reimburses them with store credit.

*Alternate Scenarios:* If the customer paid by credit and the reimbursement to their card is rejected, the system informs the cashier, who relays the message to the customer, and gives the customer store credit instead.

If the customer tries to return an item that is not found in the system after scanning, the system displays the error and asks the cashier to try again.

If the cashier scans an item and then the customer decides he does not want to return that item, the cashier deletes that item from the total.