Use Case Name: Order a ticket	ID: UC-1	Priority: High

Actor: Customer

Description: Customer specifies the ticket that is desired to be ordered. The system satisfies the request by accepting the order of ticket and completing it with the online purchase.

Trigger: Customer needs a ticket for entering the event.
Type: External

Preconditions:
1. Ticket is available to user.
2. User is authorized.
3. User has bank account for purchasing the ticket.

Normal Course:	Information for steps:
1.0 Order a ticket online	
1. User signs in their account	Account opening
2. Ticket is added to the basket	Ticket choosing
3. "Purchase" button is clicked	Step for purchasing
4. Delivery way for the ticket is selected	How to get ticket
5. Number of ticket(s) is(are) selected	Number of tickets
6. Bank account information is entered	Related personal info
7. Terms&Conditions and Privacy Policy are accepted	Purchase safely
8. Confirm the ticket	Approval of ticket
Alternative Courses:	
1. The user is purchasing the ticket for the first time	Sign up is needed
2. Online delivery way consists of 2 choices: mail & social media	Get the ticket via mail or social media
3. The user may have discounts/coupons depending on the number of full purchase (no cancellation/refund is necessary to be found in the purchase history of user)	Discount chance
4. Online delivery to foreign countries requires additional payment	Additional payment
5. The ticket can be refunded more than 2 days prior to the event with some amount of charging	Refund-Charge case

Postconditions:
1. Ticket is confirmed by user.
2. Online delivery of the ticket is realized immediately by the choice of user.
3. Ticket sales point is notified and the ticket is sent to that place in case of manual delivery.
4. Bank account information is removed automatically from the database.

Exceptions:
1. Ticket is not available for user because of user's location, time frame
2. Delivery to the particular country is not found
3. Problem happens during the payment
4. The user asks to cancel the order
5. The user asks to exit the purchasing process
6. The user asks to purchase a ticket for different event
7. The system executes the Normal Course again
8. The system terminates the use case

Summary

Inputs	Source	Outputs	Destination
Delivery way Number of tickets Bank account information	System User	Confirmation of the ticket by the system Online form of ticket / Paper ticket	Customer's mail / social media Ticket sales point