**Some of the possible scenarios of the customer interactions when she/he tries to place an order:**

1. Customer visits the website
2. Customer checks the books based on the book name, its type, author and description
3. Customer selects the books he/she wants to buy and adds it to the cart
4. Customer goes to the cart and might decide not to buy a book and remove it from the cart
5. Customer finalizes the book or books he/she wants to buy and selects checkout
6. Customer gets three options, either sign up to the website before checkout, sign in to the website before checkout (assuming account already exists) or checkout as a guest
   1. Customer can either create an account in the website, providing customer details and sign in to the website
   2. If customer already has an account, then he/she signs in
   3. Or the customer selects checkout as a guest and provides delivery details
7. Customer is redirected to the payment gateway page
8. Customer selects the method of payment (card, bank or paypal) and enters his/her card number, bank account details or paypal account details
9. On successful payment, the customer is redirected to a page where he/she gets an on-screen message of successful order completion with the details of the order
10. The customer is also notified about the order completion via an email or sms

**Some of the possible scenarios what may happen for her/his orders:**

1. The seller (depending whether it is from the same distributor) or sellers (depending whether it is from the different distributors) of the books are notified that an order of a book(s) has been placed.
2. The seller verifies the payment from the customer
3. The seller then dispatches the item from their warehouse after the necessary packaging to the delivery agent
4. The delivery agent then sends the package to the customer via a certain delivery process (local or international delivery)
5. The customer receives the package after an estimated time

**Flow diagram to show how the interaction will be for such case starting from the landing page of that webstore till the order is placed:**

**Customer visit the webpage**

**Remove from cart**

**SMS/Email Notification**

**On-screen message (with order details)**

**Payment Failure**

**Payment Successful**

**Payment Gateway**

**Select checkout as guest**

**Sign In**

**Sign up**

**Add to cart**

**Select books**