

User stories

User story 1

As a contractor customer, I want to be able to place orders online using my mobile phone so that I can quickly and conveniently order supplies while I'm on the job site.

Acceptance criteria

- **User Authentication:** Contractor customers must be able to log in to their accounts securely using their mobile devices. And the system should support biometric login where possible for faster access.
- **Product Catalog Access:** Customers must be able to easily browse or search the entire product catalog from their mobile devices.
- **Information integrity:** User detail information must be provide before place order, such as user address. If the user information does not exist, ask the user to register.
- **Order Placement Process:** The order placement process should be simple and intuitive, allowing customers to add items to their cart, review the order, and complete the purchase with minimal steps.
- **Payment Options:** The mobile system should support multiple payment methods, including credit/debit cards, bank transfers, and account-based payments, and the payment process should be secure, with clear confirmation of successful transactions.
- **Order Confirmation:** Upon placing an order, customers should receive an immediate confirmation on their mobile device, including an order summary, expected delivery date, and a unique order ID.
- **Order Tracking:** After placing an order, customers should be able to track the status of their order directly from their mobile device.

Usage Scenario

Online Ordering and Promotions for LC's Contractor Customers

Chris, an electrical contractor and long-time customer of LC, is at a busy construction site, juggling multiple tasks. He realizes he needs more circuit breakers to complete the installation. However, with limited time to place the order, Chris pulls out his smartphone and opens LC's online ordering system.

He quickly accesses the system to check product availability and place an order. First, he locates the specific circuit breakers required for the project and adds them to his cart. Before finalizing the order, Chris looks for any available discounts or promotions to save money. Once satisfied, he swiftly completes the purchase, ensuring that the supplies will be delivered as soon as possible. It is crucial for Chris to confirm that the order has been successfully placed and will arrive on time.

Actor	Chris, an electrical contractor and long-time customer of LC
Environment	A busy construction site

Goal	Chris wants to quickly order additional electrical supplies that are needed for the project and take advantage of targeted promotions to save money on his purchase
Tasks	1. Login the online ordering system
	2. Loading user information
	3. Browsing catalogues
	4. Adding items to shopping cart
	5. Placing order
	6. Payment options
	7. Order conforming
	8. Review order
	9. Order track