

Customer signs up for subscription

ID: 01

Actor: Customer

Description: A user with/without an account sign up for Tune Source music subscription. The customer provides their billing information, and their account is granted the subscription status allowing them to limitlessly download and listen to songs on the system.

Trigger: A customer decided to subscribe to the Tune Source music service.

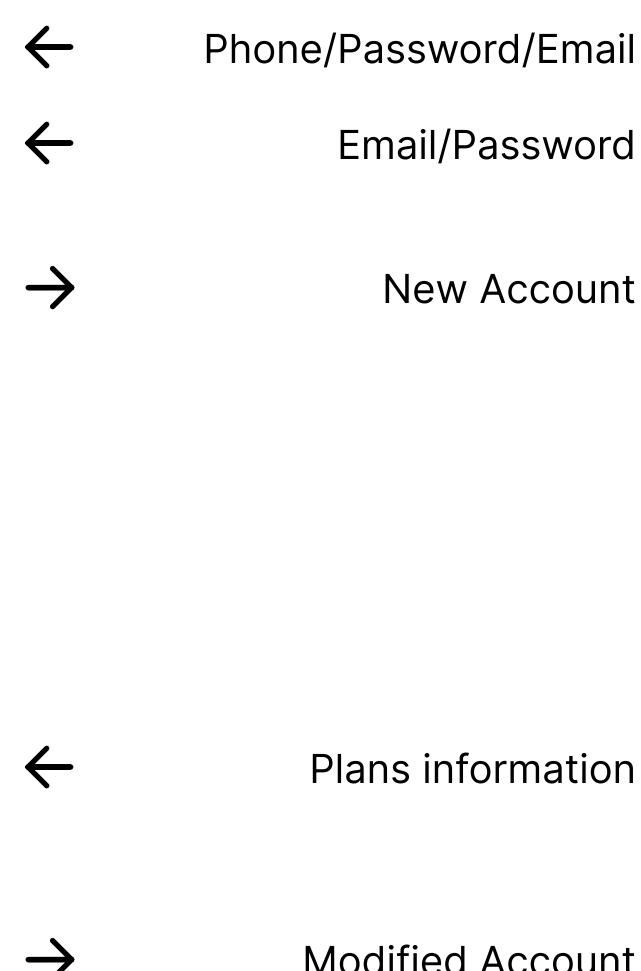
Type: External Temporal

Precondition: The website, account database, user database is online, payment system is online.

Normal Course

- 1) A customer visits the website to sign up for Tune Source music subscription.
- 2) Log-in/Sign-up step
 - a) The customer clicks on the "Sign up" button.
 - b) The customer clicks on the "Sign in" button
- 3) A sign-up/log-in page welcomes the customer, prompting them to enter their account information.
- 4) The customer fills in their information for account verification.
 - a) For new customer without account, they would have to input their email address, phone number, password and its retype to create a new account
 - b) For existing customer with an account, they only have to input their email address and password to log into the website.
- 5) After the user have successfully created or log into their account.
 - a) The system displays a success message telling the customer that their account has been created, then automatically log the user into the website.
 - b) The system displays a success message telling the customer that they have logged into their Tune Source account, then redirects them to the home page
- 6) The customer wants to subscribe to Tune Source after their account is logged in.
 - a) After the customer created a new account, the website then displays a message asking if the customer wants to sign up for Tune Source's monthly subscription, the customer clicks "Yes."
 - b) After the customer logged into an existing account, they navigate to account settings, subscription plan, and clicks "Add subscription".
- 7) The customer is taken to a site containing information of each subscription plan.
- 8) The customer chooses a plan that they want.
- 9) The website displays a form for the customer to fill in their billing information including credit card information, legal name, and billing address.
- 10) The sign-up is successful, and the subscription status of the customer's account is turned on.

Information for step



Exception:

- 1) The customer's credit card is declined (Occurs at step 9)
 - a) System displays a message saying that the customer's credit card has been declined when the system is trying to make a payment with it.
 - b) System asks the user to re-input a valid credit card number.
- 2) Account is not valid (Occurs at step 4b)
 - a) System displays a message saying that the email/password combination is invalid.
 - b) System asks the user to retype their account credential or to reset password via the "forgot password" or customer service.

Postconditions:

- 1) After a customer has signed up for a subscription
 - a) A new account is created with subscription status assigned to it along with credit card information for recurring payments.
 - b) An existing account is assigned subscription status along with credit card information for recurring payments.
- 2) The account owner can enjoy the perks of the subscription plan just by logging into their account.
- 3) A receipt of the transaction must be made, stored on the system, and sent to the customer.

Customer buys a gift card

ID: 02

Actor: Customer

Description: A customer comes to the Tune Source website to buy a gift card. After the payment is complete, the customer is provided with a code that can be redeemed for the credit that they have paid for.

Trigger: A customer decided to buy a gift card from Tune Source website.

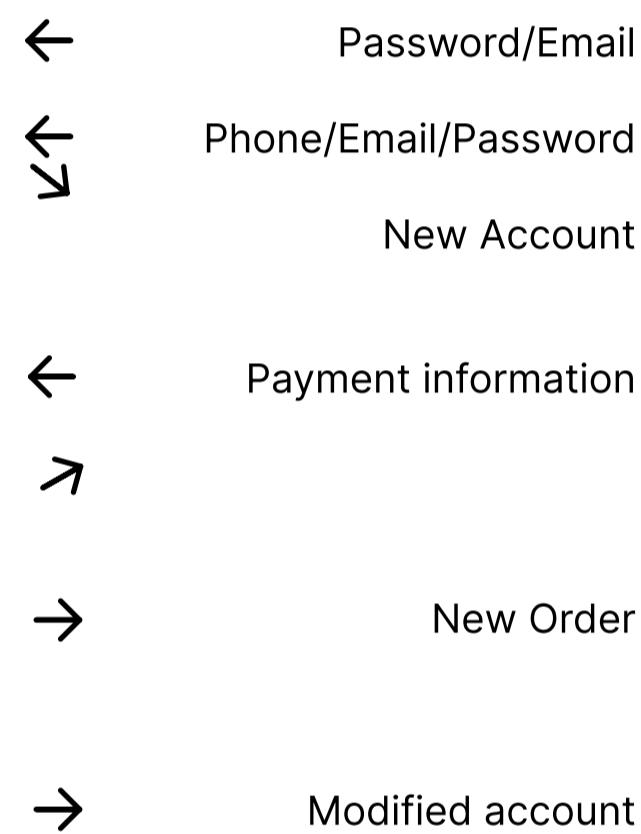
Type: External Temporal

Precondition: The website, account database, user database is online, payment system is online.

Normal Course

- 1) A customer visits the Tune Source website.
- 2) The customer clicks on the Gift Card section.
- 3) The customer chooses the card(s) that they want to purchase.
- 4) The customer clicks "Add to cart".
- 5) The customer clicks on the cart symbol, the website takes them to their cart.
- 6) The customer clicks "Checkout".
- 7) After clicking "Checkout", the user is prompted with a log in form.
 - a) The customer fills in their account information to log into their account
 - b) The customer clicks on the "Sign up" button and signs up for a new account before making a purchase.
 - c) The customer clicks on the "Check out as guest" button and makes a purchase without a Tune Source account.
- 8) The website displays a payment information form.
 - a) For customer that logged into an account with saved information, the payment information is automatically filled, the customer needs to double-check to ensure that the information is correct.
 - b) For customer that checks out anonymously or has an account without saved payment information, they need to fill out each of the information field to make a payment.
- 9) The customer clicks on the submit buttons and the payment is successful.
- 10) The website displays a success message saying that the payment has been made for their order.
- 11) After the payment is made
 - a) For logged-in customer, the gift card codes can be accessed through their account information section.
 - b) For all customers, the gift card code is emailed via the email address and phone number that they provided in step 8.

Information for step



Exception:

- 1) The customer's credit card is declined (Occurs at step 9)
 - a) System displays a message saying that the customer's credit card has been declined when the system is trying to make a payment with it.
 - b) System asks the user to re-input a valid credit card number.
- 2) Account is not valid (Occurs at step 7a)
 - a) System displays a message saying that the email/password combination is invalid.
 - b) System asks the user to retype their account credential or to reset password via the "forgot password" or customer service.

Postconditions:

- 1) The account that makes the purchase will have the gift card stored in the account.
- 2) Gift card code must always be sent via email and text message via the address and number that the customer provides during the checkout stage.
- 3) A receipt of the transaction must be made, stored on the system, and sent to the customer.