

Sarah's SuperClub System

Date: 11/2/15

Version: 1.00

Use Case Name:	Place New Order	
Use Case ID:	MSS-SUC002.00	
Priority:	High	
Source:	Requirement — MSS-R1.00 Requirements Use Case — MSS-BUC002.00	
Primary Business Actor:	Club Member (Alias — Active Member, Member)	
Primary System Actor:	Club Member (Alias — Active Member, Member)	
Other Participating Actors:	<ul style="list-style-type: none"> • Warehouse (Alias — Distribution Center) (external receiver) • Accounts Receivable (external server) 	
Other Interested Stakeholders:	<ul style="list-style-type: none"> • Marketing – Interested in sales activity in order to plan new promotions. • Procurement – Interested in sales activity in order to replenish inventory. • Management – Interested in order activity in order to evaluate company performance and customer (member) satisfaction. 	
Description:	This use case describes the event of a club member submitting a new order for SuperClub products via the World Wide Web. The member selects the items he or she wishes to purchase. Once the member has completed shopping, the member's demographic information as well as account standing will be validated. Once the products are verified as being in stock, a packing order is sent to the warehouse for it to prepare the shipment. For any product not in stock, a back order is created. On the completion, the member will be sent an order confirmation.	
Precondition:	The individual submitting the order must be an active club member. The member must log in to the system (provide identification) to enter an order.	
Trigger	This use case is initiated when the member selects the option to enter a new order.	
Typical Course of Events:	Actor Action	System Response
	<p>Step 1: The member requests the option to enter a new order.</p> <p>Step 3: The member browses the available items and selects the ones he or she wishes to</p>	<p>Step 2: The system responds by displaying the catalog of the SuperClub products.</p> <p>Step 4: Once the member has completed the selections, the system retrieves from file and presents the member's demographic information (shipping and</p>

	<p>purchase, along with the quantity.</p> <p>Step 5: The member verifies demographic information (shipping and billing addresses). If no changes are necessary, the member responds accordingly (to continue).</p> <p>Step 7: The member verifies the order. If no changes are necessary, the member responds accordingly (to continue).</p> <p>Step 9: The member responds by selecting the desired payment option.</p> <p>Step 11: The member verifies the order. If no changes are necessary, the member responds accordingly (to continue).</p>	<p>billing addresses).</p> <p>Step 6: For each product ordered, the system verifies the product availability and determines an expected ship date, determines the price to be charged to the member and determines the cost of the total order. If an item is not immediately available, it indicates the product is back-ordered or that it has not been released for shipping (for preorders). If an item is no longer available, that is indicated also. The system then displays a summary of the order to the member for verification.</p> <p>Step 8: The system checks the status of the member's account. If satisfactory, the system prompts the member to select the desired payment option (to be billed later or pay immediately with a credit card).</p> <p>Step 10: The system displays a summary of the order, including the desired payment option, to the member for verification.</p> <p>Step 12: The system records the order information (including back orders if necessary).</p> <p>Step 13: Invoke use case <i>MSS-AUC01.00, Determine Appropriate Distribution Center and Release Order to Be Filled</i>.</p> <p>Step 14: Once the order is processed, the system generates an order confirmation and displays it to the members as well as sending it to the member via email.</p>
<p>Alternative Courses:</p>	<p>Alt-Step 3: The member enters search criteria to retrieve a specific item or to display a reduced list of items to browse and order from.</p> <p>Alt-Step 5: If changes are required, the member updates the appropriate shipping, billing, or e-mail addresses and tells the system to store them accordingly. The system will validate the changes and, if successful, will store the new information to file.</p> <p>Alt-Step 7: If the order requires changes, the member can delete any item no longer wanted to change the order quantity. Once the member has completed the order changes, the system reprocesses the order (go to step 6). If the member requests to do additional shopping, go to step</p>	

	<p>3. If the member needs to change the demographic information, go to step 5.</p> <p>Alt-Step 8: If the member's account is not in good standing, display to the member the account status, the reason the order is being held, and what actions are necessary to resolve the problem. In addition, an e-mail is sent to the member with the same information. The system prompts the member to hold the order for later processing or cancel the order. If the member wishes to hold the order, the system records the order information and places it in hold status and then displays the SuperClub main page. If the member chooses to cancel the order, the system clears the inputted information and then displays the SuperClub main page. Terminate the use case.</p> <p>Alt-Step 10: If the member selects the option to pay by credit card, the system prompts the member to enter the credit card information (number and expiration date) and reminds the member that the billing address on file must match the billing address the credit card provided. The member enters the required information and requests that the system continues. The system validates the credit card account provided. If the account cannot be validated, the system notifies the member and requests an alternative means of payment. If the member cannot provide an alternative means at this time, he or she can choose either to hold or to cancel the order. If the member wishes to hold the order, the system records the order information and places it in hold status and then displays the SuperClub main page. If the member chooses to cancel the order, the system clears the inputted information and then displays SuperClub main page. Terminate the use case.</p> <p>Alt-Step 11: If the order requires changes, the member can delete any item no longer wanted to change the order quantity. Once the member has completed the order changes, the system reprocesses the order (go to step 6). If the member requests to do additional shopping, go to step 3. If the member needs to change the demographic information, go to step 5.</p> <p>Alt-Step 12: If all items ordered are on back order, the order is not released to the distribution center.</p>
Conclusion:	This use case concludes when the member receives a confirmation of the order.
Postcondition:	The order has been recorded and, if the ordered products were available, released to the distribution center. For any product not available a back order has been created.
Business Rules:	<ul style="list-style-type: none"> • Member must have a valid e-mail address to submit online orders. • Member is billed for products only when they are shipped.
Implementation Constraints and	<ul style="list-style-type: none"> • Use case must be available to the member 24 X 7. • Frequency – It is estimated that this use case will be executed

Specifications:	3,500 times per day. It should support up to 50 concurrent members.
Assumptions:	<ul style="list-style-type: none">• Product can be transferred among distribution centers to fill orders.• Procurement will be notified of back orders by a daily report (separate use case).• The member responding to a promotion or using credits may affect price of each ordered item.• The member can cancel the order at any time.
Open Issues	None.