

FIGURE 7-7
 Brief description of *Create new order* use case.

Create new order description

When the customer calls to order, the order clerk and system verify customer information, create a new order, add items to the order, verify payment, create the order transaction, and finalize the order.

FIGURE 7-8

Intermediate description of the telephone order scenario for *Create new order*.

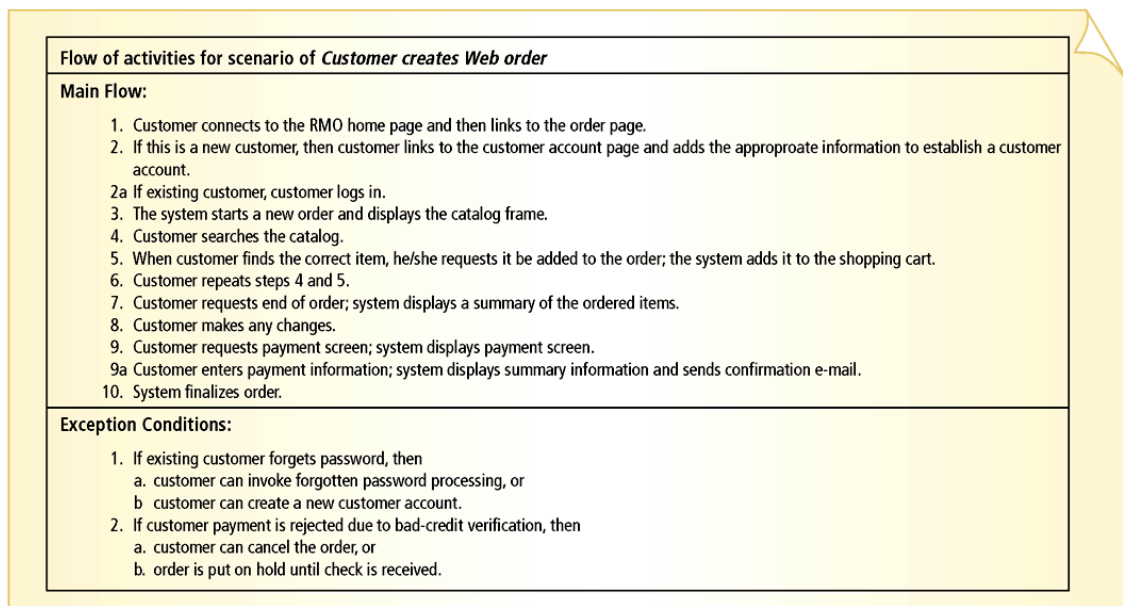
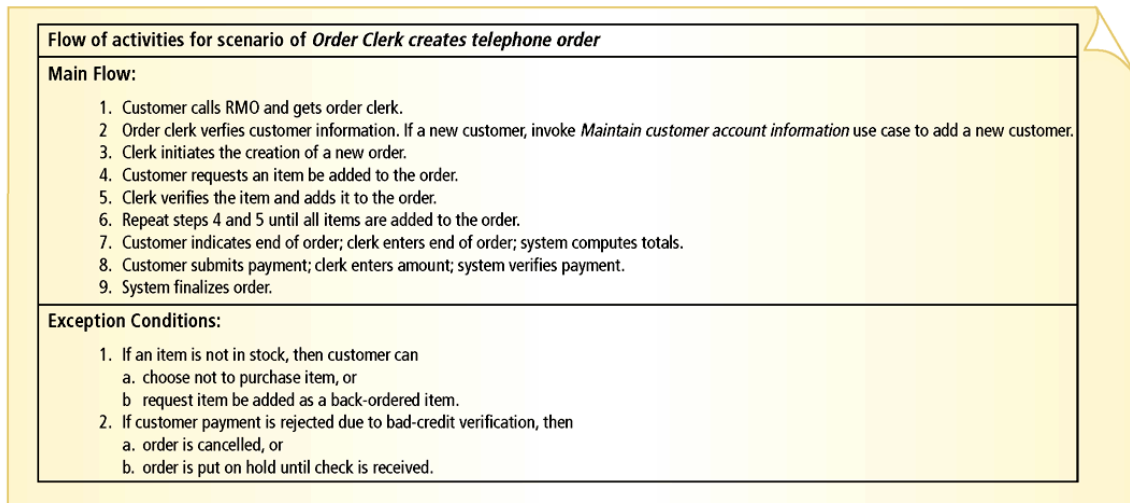


FIGURE 7-9

Intermediate description of the Web order scenario for *Create new order*.

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|------------------------------|--|--|
| Use Case Name: | Create new order | |
| Scenario: | Create new telephone order | |
| Triggering Event: | Customer telephones RMO to purchase items from the catalog. | |
| Brief Description: | When customer calls to order, the order clerk and system verify customer information, create a new order, add items to the order, verify payment, create the order transaction, and finalize the order. | |
| Actors: | Telephone sales clerk. | |
| Related Use Cases: | Includes: <i>Check item availability</i> . | |
| Stakeholders: | Sales department: to provide primary definition. Shipping department: to verify information content is adequate for fulfillment. Marketing department: to collect customer statistics for studies of buying patterns. | |
| Preconditions: | Customer must exist. Catalog, Products, and Inventory items must exist for requested items. | |
| Postconditions: | Order and order line items must be created. Order transaction must be created for the order payment. Inventory items must have the quantity on hand updated. The order must be related (associated) to a customer. | |
| Flow of Events: | Actor | System |
| | <ol style="list-style-type: none"> 1. Sales clerk answers telephone and connects to a customer. 2. Clerk verifies customer information. 3. Clerk initiates the creation of a new order. 4. Customer requests an item be added to the order. 5. Clerk verifies the item (<i>Check item availability</i> use case). 6. Clerk adds item to the order. 7. Repeat steps 4, 5, and 6 until all items are added to the order. 8. Customer indicates end of order; clerk enters end of order. 9. Customer submits payment; clerk enters amount. | <ol style="list-style-type: none"> 3.1 Create a new order. 5.1 Display item information. 6.1 Add create an order item. 8.1 Complete order. 8.2 Compute totals. 9.1 Verify payment. 9.2 Create order transaction. 9.3 Finalize order. |
| Exception Conditions: | <ol style="list-style-type: none"> 2.1 If customer does not exist, then the clerk pauses this use case and invokes <i>Maintain customer information</i> use case. 2.2 If customer has a credit hold, then clerk transfers the customer to a customer service representative. 4.1 If an item is not in stock, then customer can <ol style="list-style-type: none"> a. choose not to purchase item, or b. request item be added as a back-ordered item. 9.1 If customer payment is rejected due to bad-credit verification, then <ol style="list-style-type: none"> a. order is cancelled, or b. order is put on hold until check is received. | |

FIGURE 7-10

Fully developed description of the telephone order scenario for *Create new order*.

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|------------------------------|--|---|
| Use Case Name: | Create new order | |
| Scenario: | Create new Web order | |
| Triggering Event: | Customer logs on to the RMO Web site and requests to purchase an item. | |
| Brief Description: | Customer logs in and requests the new order form. The customer searches the catalog on-line and purchases items from the catalog. The system adds the purchased items to the order. At the end the customer enters credit-card information. | |
| Actors: | Customer. | |
| Related Use Cases: | Includes: <i>Register new customer, Check item availability.</i> | |
| Stakeholders: | Sales department: to provide primary definition. Shipping department: to verify information content is adequate for fulfillment. Marketing department: to collect customer statistics for studies of buying patterns. | |
| Preconditions: | Catalog, Products, and Inventory items must exist for requested items. | |
| Postconditions: | Order and order line items must be created. Order transaction must be created for the order payment. Inventory items must have the quantity on hand updated. The order must be related (associated) to a customer. | |
| Flow of Events: | Actor | System |
| | <ol style="list-style-type: none"> 1. Customer connects to the RMO home page and then links to the order page. 2. If this is a new customer, then customer links to the customer account page and adds the appropriate information to establish a customer account. 2a. If existing customer, customer logs in. 3. Customer searches catalog. 4. When customer finds the correct item, he/she requests it be added to the order. 5. Repeat steps 3 and 4. 6. Customer requests end of order. 7. Customer makes any changes. 8. Customer requests payment screen. 9. Customer enters payment information. | <ol style="list-style-type: none"> 2.1 Create new customer record. 2a.1. Validate customer account. 2.2. Create a new shopping cart order; display order form with catalog frame. 3.1 Display products from catalog based on searches and selections. 4.1 Add item to shopping cart order. 6.1 Display shopping cart items, with totals and amounts due; edit and submit buttons. 8.1 Display payment details screen. 9.1 Accept payment, finalize order, send confirmation e-mail. |
| Exception Conditions: | <ol style="list-style-type: none"> 4.1 If an item is not in stock, then customer can <ol style="list-style-type: none"> a. choose not to purchase item, or b. request item be added as a back-ordered item. 8.1 If customer payment is rejected due to bad-credit verification, then <ol style="list-style-type: none"> a. order is cancelled, or b. order is put on hold until check is received. | |

FIGURE 7-11

Fully developed description of the Web order scenario for *Create new order*.