# Patagonia Use Cases

Use Case Name:	Checkout Process	heckout Process ID: UC-1 Priority High				
Actor:	Customer					
Description:	The customer completes the confirming the order	e checkout process by selecting payment methods and				
Trigger:	Customer proceeds to checkou	ut				
Type:	External					
Preconditions:	<ul><li>The customer has item</li><li>The selected items are</li></ul>		rt			
	Major Steps		Informati	on for Steps		
1. Customer	proceeds to checkout	Input: Ca	t Items			
System ca applicable	lculates total cost, taxes, and discounts	Input: Pro Input: Tax	duct Price & D Rate	iscounts		
	selects payment method d, debit, PayPal, split payment)	Input: Payment Method Details				
4. System pro	ocesses payment	Output: P	ayment Confiri	mation		
5. Order is cr ID	reated and assigned an Order	Output: Order Record Created				
6. System up items	dates inventory to reflect sold	Output: Updated Inventory				
7. Order conf customer	firmation email is sent to	Output: Order Confirmation Email				

#### Postconditions:

- Order is successfully placed and recorded in the system Inventory is updated to reflect purchased items

## Exceptions:

- If payment fails, the system prompts the customer to retry or select a different payment method
- If an item is out of stock before checkout completion, the system notifies the customer to remove or replace the item

	Summary						
Inputs	Source	Outputs	Destination				
Cart Items	Shopping Cart Database	Order Confirmation	Customer				
Product Price and Discounts	Product Database	Payment Confirmation	Payment System				
Tax Rate	Tax System	Updated Inventory	Inventory Database				

Payment Method	Payment System	Order Record	Order Database	
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Use Case Name:	Adding Product to Cart	ID:	UC-2	Priority	Medium	
Actor:	Customer					
Description:	Customer adds a product to the	eir shoppin	g cart before p	roceeding to	checkout	
Trigger:	Customer selects a product to add to their cart					
Type:	External					
Preconditions:	The selected product must be available in stock					
		Informati	on for Steps			
1. Customer store						
2. System ch	ecks inventory for availability	Input: Pro	duct Stock Da	ta		
If available, system adds the product to the customer's cart		product to Input: Updated Cart				
System up price			oroduct Output: Updated Cart Total			
5. Customer continue s	can proceed to checkout or hopping	Output: Cart Updated Notification				

## Postconditions:

- The selected product is successfully added to the cart.
- The cart reflects the updated total cost.

#### **Exceptions:**

- If the product is out of stock, the system notifies the customer and prevents adding it to the cart
- If the customer removes an item, the system updates the cart accordingly.

Summary						
Inputs Source Outputs Destination						
Product ID	Product Database	Updated Cart	Shopping Cart Database			
Product Stock Data	Inventory Database	Updated Cart Total	Shopping Cart Database			

Use Case	Use Case Customer Account I		UC-3	Priority	Medium
Name:	Management				
Actor:	Customer				
Description:	Customer creates or manages payments and manage prefere		gonia account t	to track orders	s, save
Trigger:	Customer registers or logs into	Customer registers or logs into their account			
Type:	External				
Preconditions:	<ul> <li>Customer must provide valid registration information for account creation</li> <li>Returning customers must enter valid login credentials</li> </ul>				
	Major Steps		Informati	on for Steps	
	navigates to the tration page	Input: Customer Request			
<ol> <li>Customer</li> <li>If returning credentials</li> <li>If new, customer</li> </ol>	Input: Username, Password Input: Registration Form Data				
3. System ve new accou	Output: Login Success / Account Created Notification			ated	
4. Customer dashboard	Output: Account Overview Page				
5. Customer payment n	Output: Updated Account Details				
6. Customer	can view order history	Output: O	order History Di	isplayed	

## Postconditions:

- New accounts are registered successfully.
- Returning customers gain access to their dashboard.

## Exceptions:

- If incorrect login credentials are provided, the system displays an error and prompts for retry.
- If an account already exists with the given email during registration, the system prevents duplicate accounts.

Summary						
Inputs	Source	Outputs	Destination			
Customer Request	Customer Database	Login Success	Authentication System			
Username, Password	Authentication System	Account Created Notification	Authentication System			
Registration Form Data	Authentication System	Account Overview	Customer Database			

Login Credentials	Authentication System	Updated Account Details	Customer Database
	System	Details	i I

Use Case Name:	Shipping an Order		<b>ID</b> : UC-4		Priority	High	
Actor:	Warehouse Employee						
Description:	Employee packs and ships customer orders						
Trigger:	Customer places order						
Type:	External						
Preconditions:	<ul><li>Customer has place</li><li>Products are in sto</li></ul>		he order				
	Major Steps			Informa	tion for Steps		
Order deta     warehouse	ils are transmitted to the system		Input: Ord	ler Details, C	ustomer Inform	ation	
	<ol> <li>Warehouse employee picks and packs the products</li> </ol>			duct Inventor	у		
3. Packed ord	der is sent out for delivery		Output: U	pdated Produ	ıct Inventory		
	System sends email with tracking number and confirmation of shipping			Output: Confirmation Email, Tracking Number			
5. Customer	receives product						
6. System co	nfirms successful delivery		Output: C	onfirmed Del	ivery Notification	on	
Postconditions: Cu	stomer decides to keep or re	eturr	n products	from the orde	r		
Exceptions: If custo	omer order is lost during shi	ppin	g, a new or	der will be cr	eated and sent		
		Sun	nmary				
Inputs	Source		Output	ts	Destina	ation	
Order Details Customer Details Product Inventory	Order Database Customer Database Inventory Database	Tra Co	nfirmation acking Num infirmed De itification	ber C	ustomer ustomer ustomer		

Use Case Name:	Processing Customer	Returns	ID:	UC-5	Priority	High
Actor:	System Admin					
Description:	Receiving, and refundi	ling products that	at a custo	mer wish	es to return	
Trigger:	Customer initiates a re	eturn request				
Type:	External					
Preconditions:		st provide valid				
		- item made be engine for retain based on company pency				
	Major Steps			Infor	mation for Ste	ps
<ol> <li>Customer website</li> </ol>	initiates a return reques	st via the	Input: R	Return Re	quest	
a. IF	erifies eligibility based on in-eligible, send custom eclining option to return		Input: R	Return Elig	gibility Criteria	
<ol> <li>System er return</li> </ol>	mails customer with instr	ructions for	Output:	Return Ir	nstructions Em	nail
4. Customer						
5. Warehous	Warehouse receives returned items					
6. Staff inspe	ects returned items					
	items are deemed unfit					
	end products back to cus					
7. System pr	ocesses refund or replace	cement	Output: Payment Update			
a. IF	ventory with returned iter product is defective, DC ventory		Output:	Inventory	/ Update	
System sends the customer an email confirming the refund or replacement			Output: Refund Confirmation			
Postconditions: Sta	atus of return updated to	o "complete"				
Exceptions: If product is in-eligible for return, cancel process						
		Summary				
Inputs	Source	Out	puts		Destina	ation
Return Request Return Eligibility C	Customer criteria Return Database	Payment Upo Inventory Up Refund Conf	date	ln۱	nyment Databa ventory Datab ustomer	

Use Case Name:	Process and Fulfill Repair Request	ID: UC-6 Priority		High	
Actor:	Employee				
Description:	Receiving customer products and rep	airing the	em		
Trigger:	Customer initiates a repair request				
Type:	External				
Preconditions:	<ul> <li>Product is manufactured by P</li> </ul>	atagonia			
	Major Steps		Infor	mation for Ste	ps
to the web		Input: R	epair Red	quest Form	
for repair	brings/ships the product to the store				
a. IF	epts the repaired item the item is un-repairable, the item will returned to customer or recycled				
4. Store rece	ives payment for repair	Input: Repair Fee			
5. Repair Iter	n Inventory is updated	Input: Repair Item Inventory			
6. Store will o	order materials to repair item	Output: Material Request			
7. Store will repair item  a. IF item is un-repairable, the item will be returned to customer, repair fee will be refunded, and product will be returned or recycled					
8. Store will r and indica a. IF wo			ompletion No I Item Trackin		
Postconditions: Cu  Exceptions: Item is	stomer receives repaired product				
LACEPHONS. REIN IS	o un-repairable				

Summary					
Inputs	Source	Outputs	Destination		
Repair Request Form	Database	Material Request	Warehouse		
Repair Fee	POS	Repair Completion Notification	Customer		
	i	Repaired Item Tracking Number	Customer		