**Chapter 1**

**INTRODUCTION**

**Rationale of the Study**

Ordering system throughout the world has relied on pens and papers. Problems such as missing orders and information sent to the wrong place arise. Furthermore, some could not be able to handle the massive volume of orders. Under the old manual ordering systems, it takes too much time to process.

Real time ordering and improved efficiency has been the focus of entrepreneurs. As with many business scenarios, getting rid of paper improves efficiency, reduces human error and allows information to flow to an infrastructure without a time consuming data input process. The researchers in this study intended to create an Online Information and Ordering System of Japzstur Enterprises to help the company in the problems they have encountered with their current system. Through this study, customers will be provided with all the information they want to know about the company and its products. It can also help the company become more accessible and provide better service to its customer and patrons within the area. The main advantage of this system is that it greatly simplifies the ordering process for both the customer and the administrator. The system provides the customer an interactive and up-to-date list of items, complete with all available options and dynamically adjusting prices based on the selected options. After making a selection, the item is then added to their order, which the customer can review the details of at any time before checking out. This provides instant visual confirmation of what was selected and ensures that items in the order are, in fact, what was intended.

This system also greatly lightens the load on the company’s end, as the entire process of taking orders is being automated. Once an order is placed on the webpage, it is entered into the database and then retrieved. Within several seconds, all items in the order are displayed, along with their corresponding options and delivery details, in a concise and easy to read manner. This allows the company administrator as well as the employees to quickly go through the orders as they are placed and produced the necessary items with minimal delay and confusion.

Having an automated system will greatly increase the sales and productivity of the company through the help of computer technology which can instantly process orders and analyze data which can save time and reduce the workload of the employees.

**Theoretical Background**

Order processing systems, in one form or another, have been a part of doing business for ages, and have developed alongside technology to provide powerful means of capturing, tracking and shipping customers' orders. Advanced order processing systems can span multiple continents to track and facilitate international orders, shipments and returns for a wide range of product lines and consumer segments.

An order processing system captures order data from customer service employees or from customers directly, stores the data in a central database and sends order information to the accounting and shipping departments, if applicable Order processing systems provide tracking data on orders and inventory for every step of the way (<http://smallbusiness.chron.com/definition-order-processing-systems-3197.html>).

Having a solid order processing system in place creates a win-win situation for businesses and their customers. Customers experience more reliable deliveries and accurate order fulfillment. Businesses can maximize their profitability by not misplacing or misreading orders, not to mention the long-term revenue boost that comes from consistently satisfying customers.

Today the world has become small village; it is getting closer and closer with the help of the internet. Online information and online ordering system empowers the company with an ace computer technology- the E-Commerce. Business gains independence from locations and time zones, as the internet renders it accessible from any place of the world, anytime. It’s only subject is a personal computer with Internet connection.

Reinard (2007) said that “The Internet has created the most significant impact that computer technology has offered. Businesses have incredible advertising power through the Internet that reaches a greater number of potential customers.” Advertising on the Internet offers a company the ability to reach target customers 24/7, year round, and worldwide. Also, Technology has vastly improved business communications with many positive advantages enjoyed by business owners, employees, and customers. Another instance of the advantages of Computer Technology in businesses is having an online ordering system. “Online ordering systems are becoming increasingly prevalent in today’s society across various industries “(Evans, 2010). With these kinds of programs, many customers now have the absolute freedom to choose the product or service they want among the options accessible to them. In addition to this, there are also reduced possibilities of mistakes, as a client will know full well what he wants. Also, Staff saves valuable time dealing with bookings and can spend their time elsewhere on more pressing issues.

The online information and ordering system lets the company update and organize products list or price list quite handily, as and when the need may arise. The transactions are guaranteed secure and safe using such systems. What’s more, the company gets to embrace the augmented work productivity with online information and ordering system for a truly peanut-size budget in comparison.

According to David Ingram (2012), the system of ordering online is the most popularly used by online shopping websites because it is a fast way to queue in orders to be sent to the customers. No more answering the phone and reading off specials, customers can simply log in, pay via debit or credit card (although some places even offer PayPal for added security), and then choose a method in wherein they could have meet ups or choose door-to-door delivery. Proven to be faster and more efficient, many business stores even provide an online rewards system, handing out discounts or freebies to those who regularly order via the web.

For shops using online ordering, there are many perks to be gained. Not only do companies have the ability to heavily increase sales, they can do so while cutting back on labor. Employees don’t have to be paid to answer phones or take payments. The website does the work for the companies. Even if offering a small online discount, it will be more than make up for the money saved through Internet ordering. Then again, not offering an online discount might make up the difference. The best idea is to crunch the numbers and set prices to where the companies will be making money overall, outside web sales and all.

Accordingly, the researchers aim to develop and design an Online Information and Ordering System for Japzstur Enterprises.

**Chapter 2**

**THE PROBLEM**

**Statement of Objectives**

This study aims to develop an Online Gadgets Information and Ordering System website for Japzstur Enterprises that will perform the following functions:

* 1. create a dynamic website which would advertise the Japzstur Enterprises in order to attract customers to patronize their products and lessen their ads expenses;
  2. provide quick and reliable information of the products;
  3. increase efficacy in:
  4. recording of orders;
  5. recording transactions;
  6. processing of payments;
  7. retrieving of records; and
  8. generating reports.

**Significance of the Study**

The Online Information and Ordering System website for Japzstur Enterprises would definitely benefit the company, administrators, customers and researchers.

Company. It would keep track of the current orders of the customers consistently and instantly. In addition, it will improve the sales of the company as it assist the employees to have ease in inputting orders and also aide the customers to view the selected product online that would meet the customers current needs. It would complete more work in less time, and increase significant productivity among the employees.

Administrators. They can view all the products that are being displayed on the site and also they have the full rights to add, edit and delete the particular product once placed on the site such as the general information about the product like name, price and its description. The system will also help the admin to easily manage orders, maintain history of the sales and generate reports in a specific period of time.

Customers. They can guarantee a good service due to the online ordering process.

Resear chers. The study also enables the researchers to enhance their knowledge on the advantages of technology and computerization. This study has challenged them to improve their intellectual skills as well as other aspects of their personality.

**Scope and Limitation**

The study primarily involves the promotion, design and developing of an Online Information and Ordering System for Japzstur Enterprises. The design and the features of the system include the following:

Administrator:

1. login and logout;
2. view comments;
3. track order status;
4. manage product information such as:
   1. product’s name; and
   2. product’s description.
5. generate sales report.

Customers:

1. browse page;
2. post comments;
3. make order;
4. modify order;
5. track order;
6. register account;
7. login and logout for registered customers;
8. recover password;
9. receive instant email confirmation; and
10. pay through PayPal.

Company:

* 1. contains company’s profile;
  2. offers online ordering of the products; and

However, the system is not capable of the following:

1. accepts reservations; and
2. accepts credit and debit cards.

RESEARCH METHODOLOGY

Research Environment

Japzstur Enterprises is located at Highway Poblacion Pardo Cebu City (near M.Lhuillier, beside Pacific Cellular. It is just a walking distance from Pardo Public Market.





Research Map

Figure 1. Research Map of Japzstur Enterprises

**Methods and Techniques**

Systems Development Life Cycle (SDLC) was the main framework used for the development of Online Information and Ordering System of Japzstur Enterprises. SDLC is a conceptual model used in project management that describes the stages involved in an information system development project, from an initial feasibility study through maintenance of the completed application.

The Online Information and Ordering System of Japzstur Enterprises used the waterfall model in the course of its development. Also called the Linear Sequential Model, it is document driven; where the main work products that are carried from phase to phase are documents and progress is seen as flowing steadily downwards (like a waterfall) through the phases of conception, initiation, analysis, design, construction, testing, production or implementation, and maintenance.

The proponents also utilized the Unified Modeling Language wherein the use of standardized diagrams helped in describing and visually mapping the design and structure of the system.

**Sources of data**

The researchers gathered important information interviewing the business proprietor. The researchers also provide questionnaires for the customers and staffs to answer. The gathered data became the basis for analyzing and designing an online system for Japzstur Enterprises. Finally, the researchers made further research through relevant websites in the internet.

**Tools**

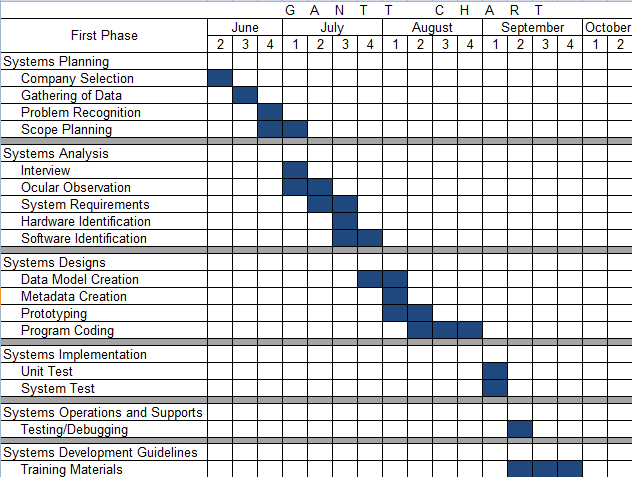
The researchers use the following software applications in developing the system:

* Wamp is used to test the website if there is no internet connectivity.
* MySQL is used for the database of the system.
* Sublime Text use for coding the system.
* Adobe Photoshop is used for designing the user interface of the system.
* Microsoft Word is used for the documentation of the system.

**Development Process**

The development process of the system takes the following phases: planning, data gathering, analysis, prototyping, design, development, implementation and testing of the system. The team analyzes the requirements, and fully understands the problems. This is a research phase that includes no building. The team attempts to ask all the questions and secure all the answers they need to build the product requirement. The developers design a technical solution to the problems set out by the product requirements, including scenarios, layouts and data models. This phase is usually accompanied by documentation for each requirement, which enables other members of the team to review it for validation. Once the design is approved, technical implementation begins. This is often the shortest phase because research and design have been done in advance. Upon completion of full implementation, testing needs to occur before the product can be released to customers. The testing team will use the design documents, personas and user case scenarios delivered by the product manager in order to create their test cases.

**Gantt Chart**



**Definition of Terms**

**Advertising.** The activity or profession of producing advertisements for commercial products or services.

**Analysis.** The examination and evaluation of the relevant information to select the best course of action from among various alternatives.

**Database.** The data stored in a computer in such a way that a computer program can easily retrieve and manipulate the data.

**Gantt Chart.** Type of bar chart that illustrates a project schedule and illustrate the start and finish dates of the terminal elements and summary elements of a project.

**Online.** Controlled by or connected to another computer or to a network.

**Ordering.** Putting something into a methodical, systematic arrangement.

**Software Application.** Computer software designed to help the user to perform singular or multiple related specific tasks.

**System.** A collection of elements or components that are organized for a common purpose.

**Transaction.** Something transacted or the fact of being transacted.

**UML(Unified Modeling Language).** A standardized general-purpose modeling language in the field of object-oriented software engineering.

**Chapter 3**

**REQUIREMENTS ANALYSIS**

This chapter consists of the system requirements that describe the distinguishable characteristics that make the system acceptable to the users. The system describes the input acceptability to the completed system. The system requirement is divided into three general categories: Functional Requirements, Non- Functional Requirements, and Usability Requirements. The structured analysis will be used to model the systems operations.

Functional Requirements

Process

Admin

The system allows the admin to do the following:

* login and logout;
* view and remove posted comments;
* search customer’s transaction history;
* track order status;
* manage product information;
* generate sales reports; and
* accepts online payment.

Customer

The system is capable of processing the following:

* order products;
* modify order;
* ­­login to an existing account;
* register a new account;
* recover forgotten password;
* email an instant confirmation message;
* post his/her comments; and
* pay order online.

­­­ Inputs

The system should be able to accept the following data:

Admin:

* login information;
* product information in order to add or edit a product; and
* date range input in order to search for customer history and to generate sales reports.

Customer:

* login information;
* registration information;
* existing email address for password recovery;
* updated customer profile information;
* update order details; and
* comments.

Outputs

The system should be able to generate or display the following outputs:

Admin:

* posted comments;
* order details of the customer;
* customer history details;
* updated product information; and
* sales reports.

Customer:

* order details; and
* updated order and personal details.

**Non-Functional Requirements**

These are the different constraints and standard of the software. These are the modes of the software, how it should develop and what the required tools for its development. These are the non-functional requirements of the Japzstur Enterprises:

* Any user— an admin, staff or a customer, can access their accounts with the use of their username and passwords.
* The system alerts the user with any form of errors.
* Security of the records requiring password to the users.
* Only authorized users— an admin and staff, can access the database of the system.
* Customer receives an email or call of their order status.

Usability Requirements

It specifies how easy the system must be able to use and shows how the functionality is to be perceived by the user. These are the constraints in using the system:

* the users must be knowledgeable in operating a computer.
* the graphical user interface of the GUI is simple, user-friendly and easy to navigate;
* the system environment is visually appealing; and
* the system has a database setup which supports large files storage;

Use Case Model

A Use Case Model describes the proposed functionality of a new system. A use case represents a discrete unit of interaction between an actor (human or machine) and the system. Each use case describes the functionality to be built in the proposed system, which can include another use case’s functionality or extend another use case with its own behavior.

The two types of use case models are business use case, which involves external actors; and system use case, which involves internal actors. Since all actors in the Japzstur Enterprises are internal, the proponents utilized the system use case model.

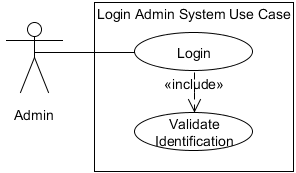


Figure 1. Login Admin System Use Case

Use case name: Login Admin

Purpose: To be able to login to the admin panel.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The administrator clicks Admin Login link.

Post-condition: The administrator has successfully logged on to the admin page.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Admin Link  3. Input username and password  4. Click Login button | 2. Load Admin Login UI  5. Validate Identification  (refer to Validate Identification use case for the steps) |

Use case name: Validate Identification

Purpose: To be able to verify login details.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The administrator clicks Admin login link.

Post-condition: The administrator has successfully logged on to the Admin page.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
|  | 1. Check database for a match  1.1 If match is found  1.1.1 Display Admin page  2.1 False  1.2.1 Display error message  1.2.2 Go back to Step 3 of Login Admin |

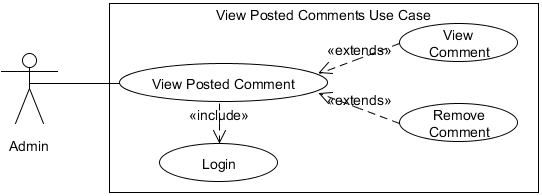


Figure 2. View Posted Comments Use case

Use case name: View Posted Comment

Purpose: To be able to view all comments posted by the customers.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Posted Comments link.

Post-condition: The Administrator has successfully viewed all customers’ comment.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Admin login (refer to Admin login use case for the steps.) 2. Click Posted Comments link   4. Choose Action   1. View Comment 2. Remove Comment | 3. Load Posted Comments UI  4.1 If Action 1  (refer to View Comment Use case for the steps)  4.2 If Action 2  (refer to Remove Comment Use case for the steps |

Use case name: View Comment

Purpose: To be able to view a comment posted by a customer.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the View Comment link.

Post-condition: The Administrator has successfully viewed a customer’s comment.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click View Comment link. | 2. Display Comment. |

Use case name: Remove Comment

Purpose: To be able to delete a comment posted by a customer.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Remove Comment link.

Post-condition: The Administrator has successfully removed a customer’s comment.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Remove Comment link. | 2. Delete comment from the Posted Comments UI.  3. Update database. |

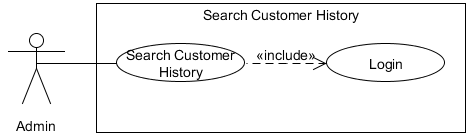


Figure 3. Search Customer History System Process

Use case name: Search Customer History

Purpose: To be able to search a customer transaction history.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Customer History Link.

Post-condition: The Administrator has successfully searched a customer transaction history.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Login Admin  (refer to Login Admin use case for the steps)  2. Click Customer History link  4. Input search parameters | 3. Load Customer History UI  5. Display results |

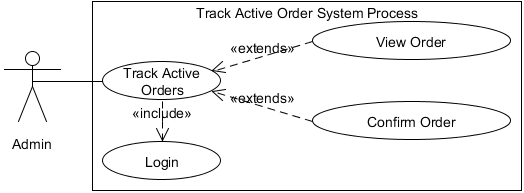


Figure 4.Track Active Order System Process

Use case name: Track Active Order

Purpose: To be able to monitor customers with active orders.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Order Status link.

Post-condition: The Administrator has successfully monitored active orders.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Admin login  (refer to Admin login use case for the steps.)  2. Click Order Status link  4. Choose Action   1. View Order 2. Confirm Order | 3. Load Order Status UI  4.1 If Action 1  (refer to View Order use case for the steps)  4.2 If Action 2  (refer to Confirm Order use case for the steps  4.3 Else  4.3.1 Exit() |

Use case name: View Order

Purpose: To be able to view the full order details of a customer.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Order Status link.

Post-condition: The Administrator has successfully viewed a customer’s full order details.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click View Order link. | 2. Display customer’s full order details. |

Use case name: Confirm Order

Purpose: To be able to confirm customer’s order

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Order Status link.

Post-condition: The Administrator has successfully confirmed a customer’s orders.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Confirm Order link. | 2. Sends order confirmation e-mail.  2. Remove details from the Order Status UI.  3. Update database. |

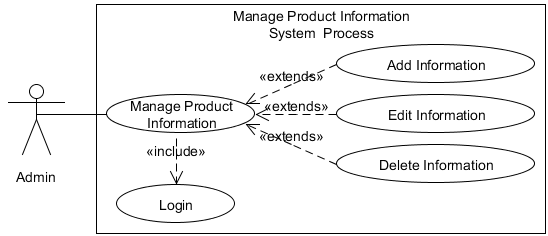


Figure 5. Manage Product Information System Process

Use case name: Manage Product Information

Purpose: To be able to manage the product’s information.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Manage Product link.

Post-condition: The Administrator has successfully managed product’s information.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Login Admin  (refer to Login Admin use case for the steps)  2. Click Manage Product link  4. Choose Action:  1. Add Information  2. Edit Information  3. Delete Information | 3. Load Manage Product UI  4.1 if Action 1  (refer to Add Information for the steps)  4.2 if Action 2  (refer to Edit Information for the steps)  4.3 if Action 3  (refer to Delete Information for the steps)  4.4 Else  4.4.1 Exit() |

Use Case Name: Add Information

Purpose: To be able to add new information.

Triggering Actor: Admin

Benefiting Actor: Admin

Pre-Condition: The admin clicks on the Manage Product link.

Post-Condition: The admin has been successfully saved the product’s information in the database.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Add link  3. Input information details  4. Click Save button | 2. Load Add Information UI  5. Validate input details  5.1 If valid  5.1.1 Save to database  5.1.2 Display updated Manage Product UI  5.2 Else  5.2.1 Display error message  5.2.2 Go back to step 3 |

Use Case Name: Edit Information

Purpose: To be able to edit information.

Triggering Actor: Admin

Benefiting Actor: Admin

Pre-Condition: The admin clicks on the Manage Product link.

Post-Condition: The admin has been successfully updated the product’s information in the database.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Edit link  3. Edit product details  4. Click Save button | 2. Load Edit Information UI  5. Validate input details  5.1 If valid  5.1.1 Save to database  5.1.2 Display updated Manage Product UI  5.2 Else  5.2.1 Display error message  5.2.2 Go back to step 3 |

Use Case Name: Delete Information

Purpose: To be able to delete information.

Triggering Actor: Admin

Benefiting Actor: Admin

Pre-Condition: The admin clicks on the Manage Product link.

Post-Condition: The admin has been successfully update deleted the product’s information in the database.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Click Delete link  3. Choose Action:  3.1 Click Yes  3.2 Click No | 2. Load Delete Information UI  3.1 If Action 1  3.1.1 Delete Information  3.1.2 Update database  3.1.3 Display updated Manage Product UI  3.2 Else  3.2.1 Exit() |

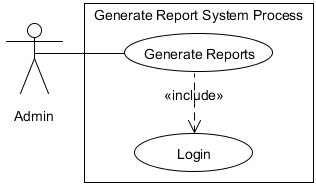


Figure 6. Generate Report System Process

Use case name: Generate Report

Purpose: To be able to generate sales report.

Triggering Actor: Administrator

Benefiting Actor: Administrator

Pre-condition: The Administrator clicks on the Reports link.

Post-condition: The Administrator has successfully generated reports.

Steps:

|  |  |
| --- | --- |
| Administrator | System |
| 1. Login Admin  (refer to Login Admin use case for the steps)  2. Click Reports link  4. Input date range | 3. Load Reports UI  5. Display results |

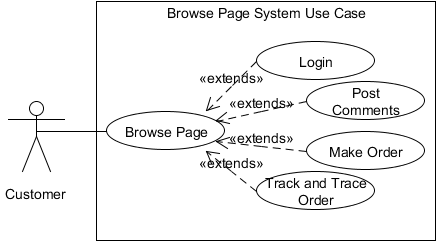


Figure 7. Browse Page System Use Case

Use case name: Browse Page

Purpose: To be able to browse the pages of the website.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer types the URL of Japzstur Enterprises website.

Post-condition: The customer has successfully browsed the website.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 1. Type website URL  3. Choose Action:  1. Login  2. Post Comments  3. Make Order  4. Track Order | 2. Load Home Page UI  3.1 If Action 1  (refer to Login Customer use case for the steps)  3.2 If Action 2  (refer to Post Comments use case for the steps)  3.3 If Action 3  (refer to Make Order use case for the steps)  3.4 If Action 4  (refer to Track Order use case for the steps)  3.5 Else  3.5.1 Exit() |

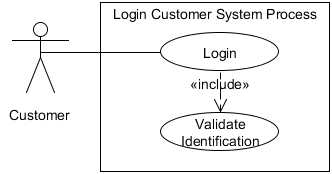


Figure 8. Login Customer System Process

Use case name: Login Customer

Purpose: To be able to login to the customer’s account.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer is on the login page.

Post-condition: The customer has successfully logged on.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 2. Input email address and password  3. Click Login button | 1. Display Login Form UI  4. Validate Identification  (refer to Validate Identification use case for the steps) |

Use case name: Validate Identification

Purpose: To be able to verify login details.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer is on the login page.

Post-condition: The customer has successfully logged on.

Steps:

|  |  |
| --- | --- |
| Customer | System |
|  | 1. Check database for a match  1.1 If match is found  1.1.1 Display customer’s account  1.2 Else  1.2.1 Display error message  1.2.2 Go back to step 2 of Login Customer |

Use case name: Register New Account

Purpose: To be able to register a new account.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer clicks on “Click here” to register link.

Post-condition: The client has successfully registered a new account.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 1. Click “Click here” to register link  3. Input personal details  4. Agree to the Terms and Condition  5. Click Confirm button | 2. Load Registration Form UI  6. Validate all input details  6.1 If valid  6.1.1 Display customer’s account  6.2 Else  6.2.1 Display error message  6.2.2 Go back to step 3 |

Use case name: Recover Password

Purpose: To be able to recover a customer’s password.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer is on the recover lost password page.

Post-condition: The customer has successfully recovered his password.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 2. Input email address  3. Click Recover button | 1. Display Recover Password Form UI  4. Validate Email Address  4.1 If valid  4.1.1 Send password to email address  4.2 Else  4.2.1 Display error  4.2.2 Go back to step 2 |

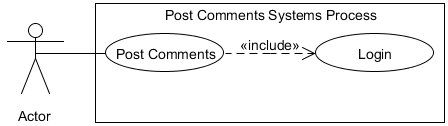


Figure 9. Post Comments System Process

Use case name: Post Comments

Purpose: To be able to post comments.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer clicks on the Comment link.

Post-condition: The customer has successfully posted comments.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 1. Click Comment link  3. Input comment  4. Click Post button | 2. Load Comment Form UI  5. Validate input  5.1 If valid  5.1.1 Choose Action:  1. Login Customer  2. Register Customer  5.1.1.1 If Action 1  (refer to Login Customer use case for the steps)  5.1.1.1.1 If successful  5.1.1.1.1.1 post comment  5.1.1.1.2 Else  5.1.1.1.1.2 Exit()  5.1.1.2 If Action 2  (refer to Register New Account use case for the steps)  5.1.1.2.1 If successful  5.1.1.2.1.1 post comment  5.1.1.2.2 Else  5..1.11.2.2.1 Exit()  5.2 Else  5.2.1 Go back to step 3 |

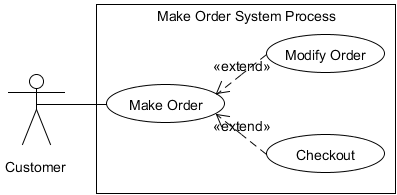


Figure 10. Make Order System Process

Use case name: Make Order

Purpose: To be able to order a product.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer clicks on the Products menu.

Post-condition: The customer has successfully made an order.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 1. Click Products menu  3. Select product to be added on cart by clicking Add to Cart button  4. Click Shopping Cart button  6. Choose Action:  1. Modify Order  2. Checkout | 2. Loads Products page  5. Load Shopping Cart UI    6.1 If Action 1  (refer to Modify Order use case for the steps)  6.2 If Action 2  (refer to Checkout use case for the steps)  6.3 Else  6.3.1 Exit() |

Use case name: Modify Order

Purpose: To be able to modify order details.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer clicks on the Modify button.

Post-condition: The customer has successfully modified order details.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 1. Clicks Modify button  3. Edit Order or Personal Details | 2. Loads Modify Details Page UI  4. Save changes to the database |

Use case name: Checkout

Purpose: To be able to purchase the ordered products.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer clicks on PayPal button.

Post-condition: The customer has successfully made an order.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 1. Click PayPal button  3. Fill up information  4. Pay for the order | 2. Redirect to PayPal Sandbox page  5. Check if customer has fully paid for the order  5.1 If Yes  5.1.1 Send confirmation e-mail to the customer  5.2 If No  5.2.1 Cancel order |

Use case name: Track and Trace Order

Purpose: To be able to track and trace order current location.

Triggering Actor: Customer

Benefiting Actor: Customer

Pre-condition: The customer clicks on the Track and Trace Order button.

Post-condition: The customer has successfully traced order details.

Steps:

|  |  |
| --- | --- |
| Customer | System |
| 1. Clicks Track and Trace Order button | 2. Redirects to LBC Express Track and Trace page |