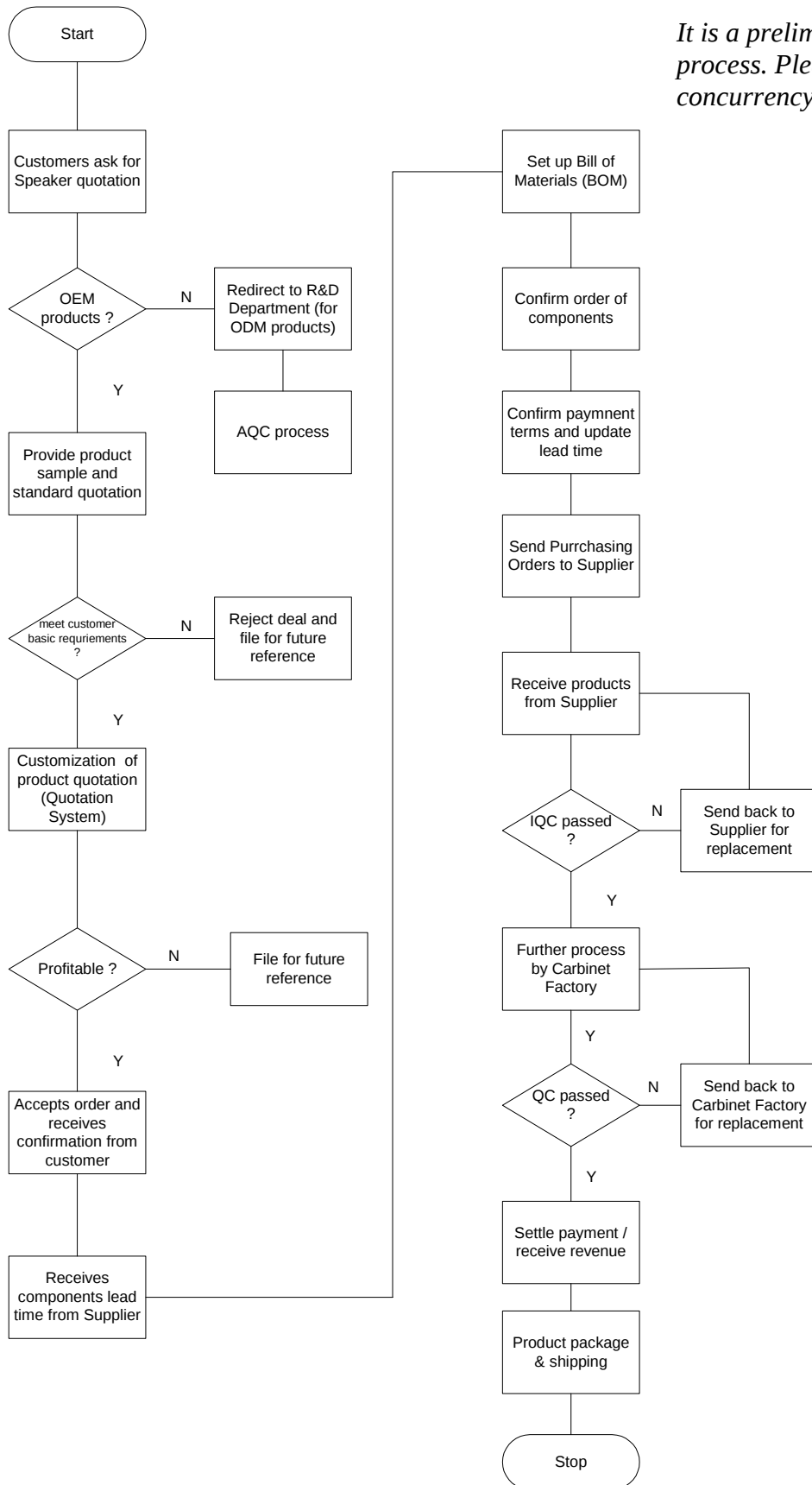
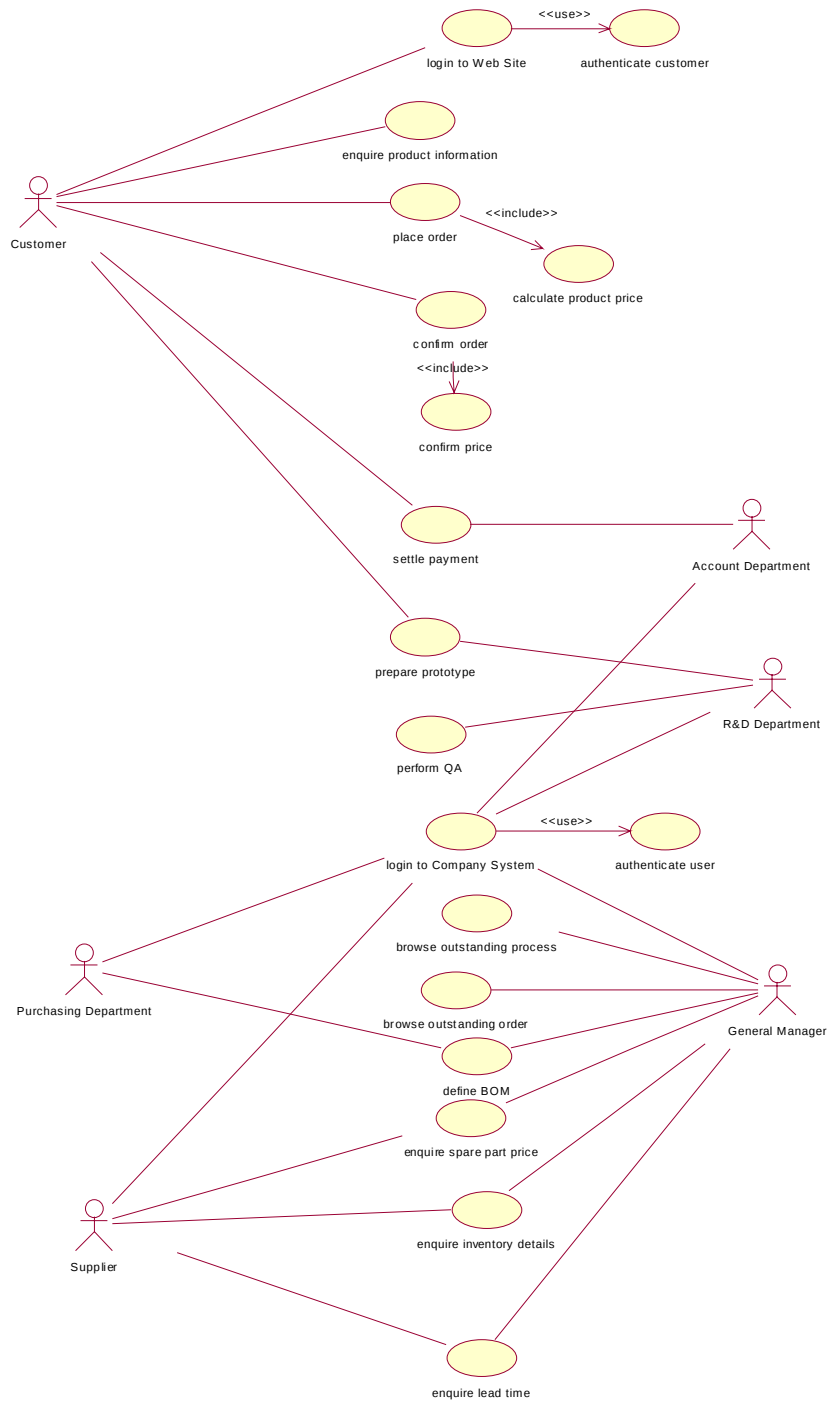




It is a preliminary business process. Please refine it with concurrency and swimlanes

3. Use Case Diagram



4. Use Case Model

A. Actor Description

A.1 Customer

A customer represents a person or a Company or some representatives (i.e. a buying agent) within a business organization. Customer makes use of this system to order and enquire for information of our products from our Company by Fax and Internet as well as to send order and settle with payment and invoices.

A.2 Account Department

The Account Department is a division of our Company responsible for checking account balances.

A.3 R & D Department

The R&D department in our Company is responsible for the research and development of new product in the Audio Industry. The department also prepares prototype and Quality Assurance of the final product before delivery to Customers.

A.4 General Manager

General Manager is responsible in overlook of the complete process and monitor the appropriated Departments and Suppliers in carry out their duties. i.e. the Ordering system, planning for the new product development, liaise with Customers on price and product features, liaise with Suppliers on price and delivery, BOM approval etc.

A.5 Purchasing Department

Purchasing Department is responsible for the sourcing and purchasing of parts and products for our Company. The Department calculates of the delivery time and work out schedule and price with the suppliers in according with the BOM prepared by the General Manager.

A.6 Supplier

The Supplier represents a Company or a Factory, which supplies our Company with parts or semi-finished product in a finishing product. The suppliers also provide us with services in Original Equipment Manufacturer (OEM) according to our requirements.

B. Use Case Description

B.1 Enquire product information

Purpose: Allow Customers to visit our Web Site to view our latest Audio products, they can request for sample and pricing information

Actor: Customer

Preconditions: Not Applicable

Flow of events:

1. Visit our Company web site.
2. Click on product information enquiry button on Web.
3. Customer can enquire specific product by clicking the highlighted product
4. Customer could contact us by entering the contact information on the Web.
5. Sales representatives from our Company would contact corresponding potential customers for their ordering / pricing or sample requests.

B.2 Place order

Purpose: Allow Customers to place order from our Web Site.

Actor: Customer

Preconditions: Not Applicable

Flow of events:

1. Visit our Company web site.
2. Click on Product Ordering button on Web.
3. Select the products (highlighted product codes) they want to order.
4. Enter quantity and date of delivery on the corresponding columns.
5. For existing customers, enter customer number and for new customers, enter their contact information. Customer number will be generated for new customers who have placed order successfully.
6. Sales representatives from our Company would contact corresponding potential customers to confirm order procedure.

B.3 Calculate product price

Purpose: Allow Customers to calculate product price from our Web Site.

Actor: Customer

Preconditions: Not Applicable

Flow of events:

1. Visit our Company web site.
2. Click on Product Ordering button on Web.
3. Select the products (highlighted product codes) they want to order.
4. Customer calculates the product prices interactively through the Web.

B.4 Confirm order

Purpose: Allow Customers to confirm order from our Web Site.

Actor: Customer

Preconditions: Customers with orders placed

Flow of events:

1. Visit our Company web site.
2. Click on Product Ordering button on Web.
3. Select the products (highlighted product codes) they want to order.
4. Enter quantity and date of delivery on the corresponding columns.
5. For existing customers, enter customer number and for new customers, enter their contact information. Customer number will be generated for new customers who have placed order successfully.
6. Click Confirm Order button on Web.
7. Acknowledgement will be sent to Customer by e-mail.

B.5 Confirm price

Purpose: Allow Customers to confirm price from our Web Site.

Actor: Customer

Preconditions: Customers with orders placed

Flow of events:

1. Visit our Company web site.
2. Click on Product Ordering button on Web.
3. Select the products (highlighted product codes) they want to order.
4. Enter quantity and date of delivery on the corresponding columns.
5. For existing customers, enter customer number and for new customers, enter their contact information. Customer number will be generated for new

-
- customers who have placed order successfully.
 6. Click Confirm Order button on Web.
 7. Acknowledgement will be sent to Customer by e-mail.

B.6 Settle Payment

Purpose: Allow Customers to enquire payment settlement from our Web Site.

Actor: Customer, Account Department

Preconditions: Customers with sales history

Flow of events:

1. Visit our Company web site.
2. Enter Customer Number and password.
3. If authentication is unsuccessful, no further access to the system is allowed.
4. If authentication is successful click on Payment Settlement Enquiry button on Web.
5. The payment transactions will be displayed by transaction dated in descending order.
6. The payment types include cash payment, check payment and credit card payment. However, credit card payment should not exceed credit limit.

B.7 Prepare prototype

Purpose: Allow Customers to request product prototypes from our Web Site.

Actor: Customer, R & D Department

Preconditions: Must be registered Customers (i.e. with valid Customer Number)

Flow of events:

1. Visit our Company web site
2. Click on Product Ordering button on Web.
3. Select the products (highlighted product codes) they want to order.
4. Enter quantity and date of delivery on the corresponding columns.
5. For existing customers, enter customer number and for new customers, enter their contact information. Customer number will be generated for new customers who have placed order successfully.
6. Click Confirm Order button on Web.
7. Acknowledgement will be sent to Customer by e-mail.