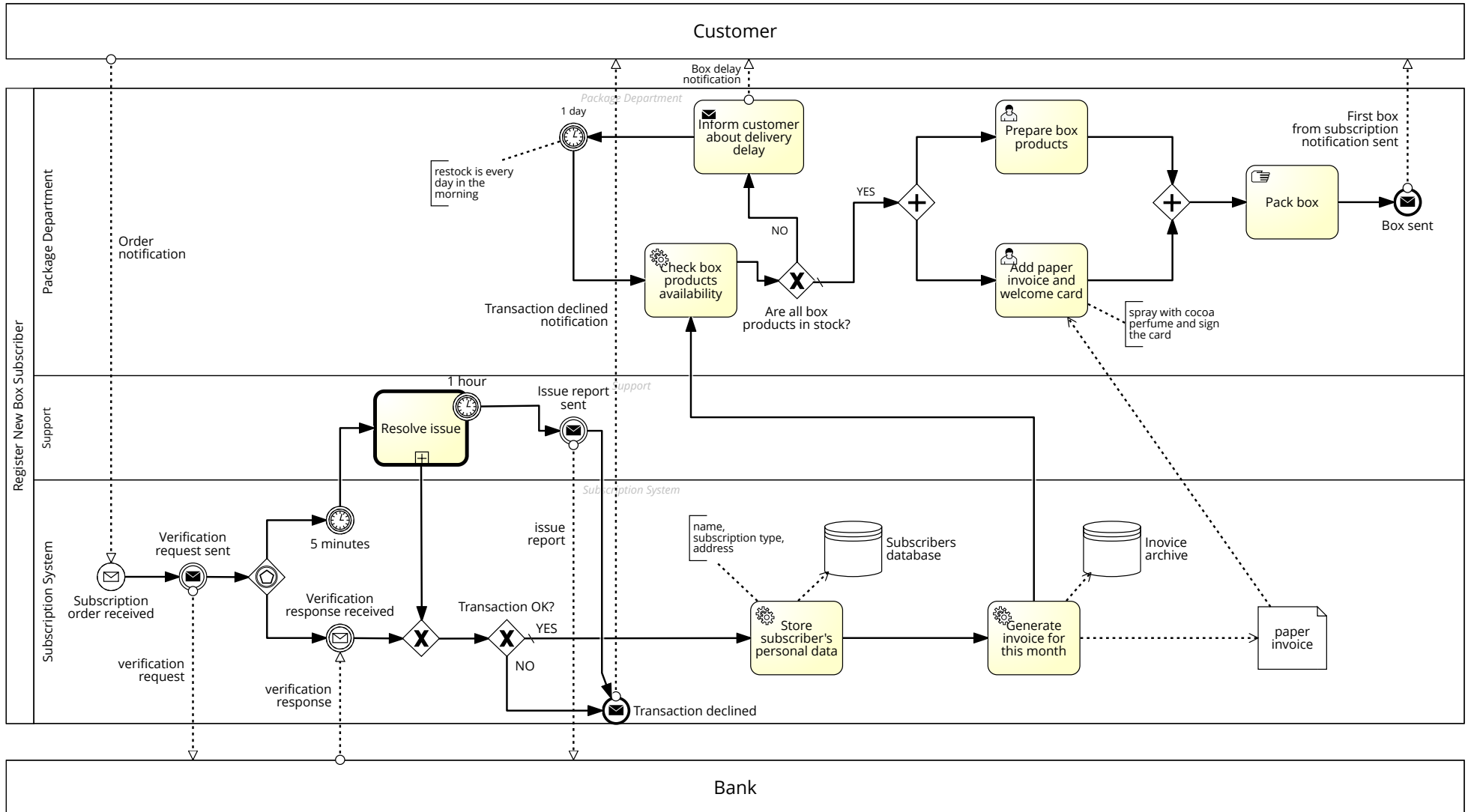


# Register New Box Subscriber L2



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- 1.) Customer orders a subscription.
- 2.) Firstly, transaction is verified in a bank. System waits for the verification response for maximum 5 minutes.
  - 2.A) If the response do not come in 5 minutes, Support will try to resolve the issue with transaction within one hour.
    - 2.A.1) If the Support can not resolve it in time (1 h), issue report is sent to the bank. Transaction is declined and customer is notified.
    - 2.A.2) If the Support resolves the issue, system continues with number 3.)
  - 2.B) If the response from the bank comes within 5 minutes, process continues to number 3.)
- 3.) System checks, if the transaction was OK.
  - 3.A) NO, transaction was declined and system notifies the customer.
  - 3.B) YES, transaction was OK and we proceed.
- 4.) System stores subscriber's data (name, subscription type and address) into the Subscribers database.
- 5.) System generates invoice for this month, archives it and print paper invoice.
- 6.) In the Package Dpt the system checks box products availability.
  - 6.A) Not all box products are in stock, Package Dpt informs customer with handwritten email about delivery delay. After 1 day (restock is every day in the morning), Package Dpt repeats number 6.) (Checking the product availability.).
  - 6.B) Yes, all box products are in stock, Package Dpt prepares box products and adds paper invoice and welcome card in parallel.
- 7.) The box is manually packed and sent. The customer is notified about box sent.