BPMN

Customer

Place order

Store

Home Delivery / **Store**

Request customer to create new order

Remove order

Request Payment

Process payment

Print bill

Order bill

Verify address, number and email e.g. no 123 456 789 phone

Manual task does not pass any data -1 (User task does)

Is verified?

no

yes

Verify information

Accept order

Notify customer and request trying again

Package order

Order sent

Save Order

Missing flow -1

Order database

24 hours

cancel order

This should be probably Send event -1

Request to try again

Check for availability in store

Store inventory

Is available?

yes

no

longer delivery accepted

longer delivery not accepted

Missing message flows -1

Unable to fulfill order

Request Central storage for availability

Change delivery time

Change delivery time in Order and request user to accept longer delivery

Central storage

Receive request

Missing message flow

Check central inventory

Central inventory

Is available ?

yes

no

Request supplier for possible delivery time

Manual task is not use for messaging. You can use Receive/Send message task or Receive/Send event -0,5

Can be delivered?

yes

no

Supplier
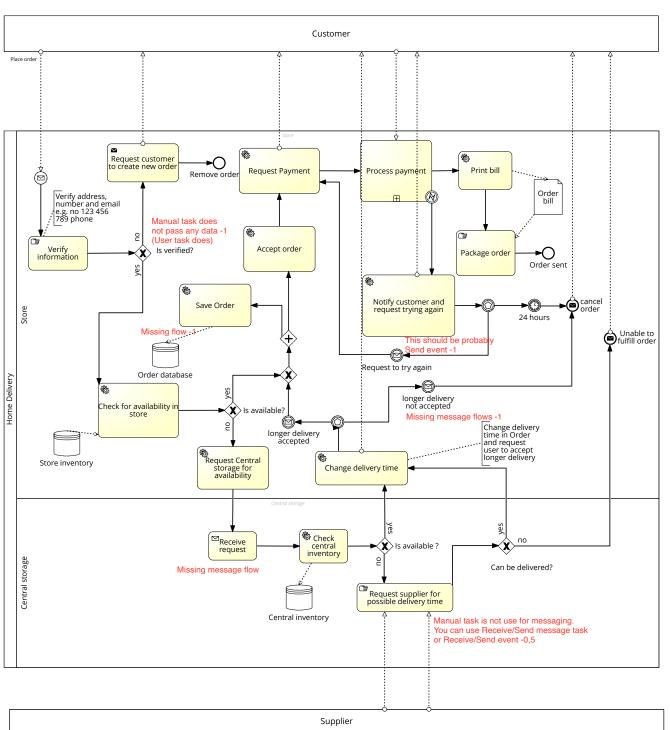
Process represents processing order made in store for mode delivery. Customers order item via online form, which is then verified to resolve issues in information, if all information is correct the store checks interval inventory for availability on store, if not available the central storage is checked for items, when items are not in storage, storage manger has to request delivery time from supplier. Customer is notified about longer delivery time, which they have to accept or decline. If items are in stock, or longer delivery time is accepted, order is accept and customer gets request for payment. If payment fails customer gets an email with "try again" link which they have to use within 24hours.