## **ESHOP**

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The customer logs in to the e-shop website and starts adding items to the shopping cart. After that, he places his order. The e-shop accepts the order from the customers and verifies the transaction with a credit card. If there is no response from the bank within 5 minutes, the order is rejected and a message is sent to the customer.

If the transaction is not ok, it stops all processes related to the customer's order and sends a message about not approving the transaction. If the transaction is ok, an invoice with items order is generated with the order items at the same time as the Package Personnel start checking the items in the warehouse, then at the same time they take the items from the warehouse and check the price, if the price is more than 5000 they add a gift appropriate to the price, then everything is packed with the invoice as well. At that point the customer can still cancel the order and the items are returned to the warehouse.

Then the parcel staff will hand over the parcel to the delivery personnel, if it takes more than 3 days, then a message is sent to the customer. Package arrives to main check point and they will send a message to the customer about it. The delivery staff will then send the parcel to the customer's nearest check point, if the delivery takes longer than 2 days they will add a discount voucher for the next order. Finally, the package is delivered to the customer.

## signavio - HW02



