

PV207 – Homework 2

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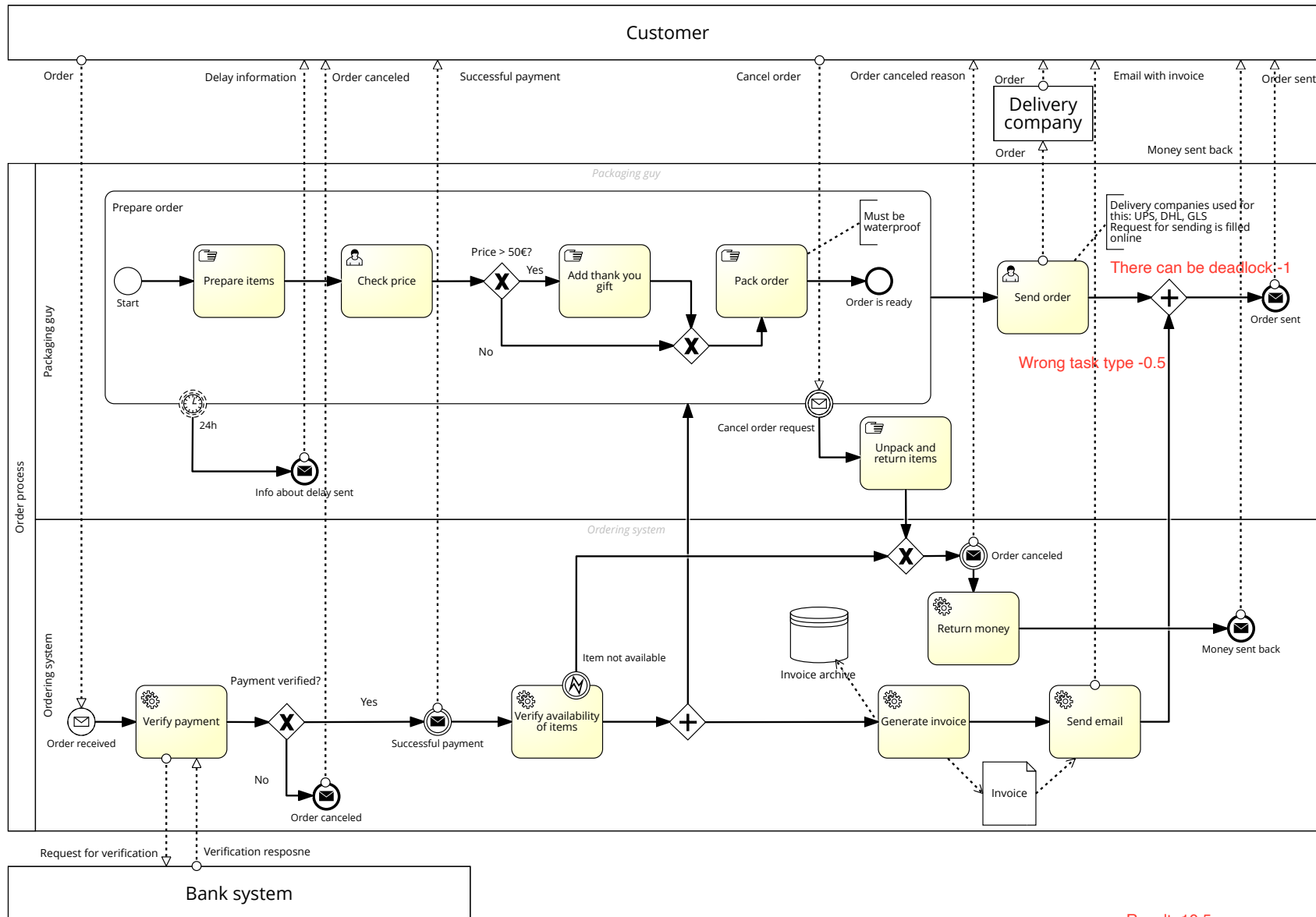
Process Description

Customer orders clothes through our website.

Our system receives order, verifies payment through bank system. If payment is ok system sends message about it to customer and after it verifies if items are available. The invoice is generated and stored in our system, then email with invoice is sent to customer (only digital invoice is sent because we are green and don't want to waste paper). If payment is not successful order is canceled and customer is notified about it. If items are not available order is canceled and money are returned.

Order is being prepared by our packing guy after successful payment and verification of items. If the price of the order is higher than 50€, he adds thank you gift. He packs order, packaging must be waterproof. During preparation of order if customer ask for cancellation, items and money are returned and order is canceled. Our guy is not the fastest one so when preparation of order is taking more than 24h due to many orders or his laziness we need to inform customer about it. Then he sent order through delivery company. We are using UPS, DHL, GLS and filling request about sending online.

Homework2



Result: 10.5