NAME: OLUWATOYOSI MERCY AYEDUN

UCO: 528058

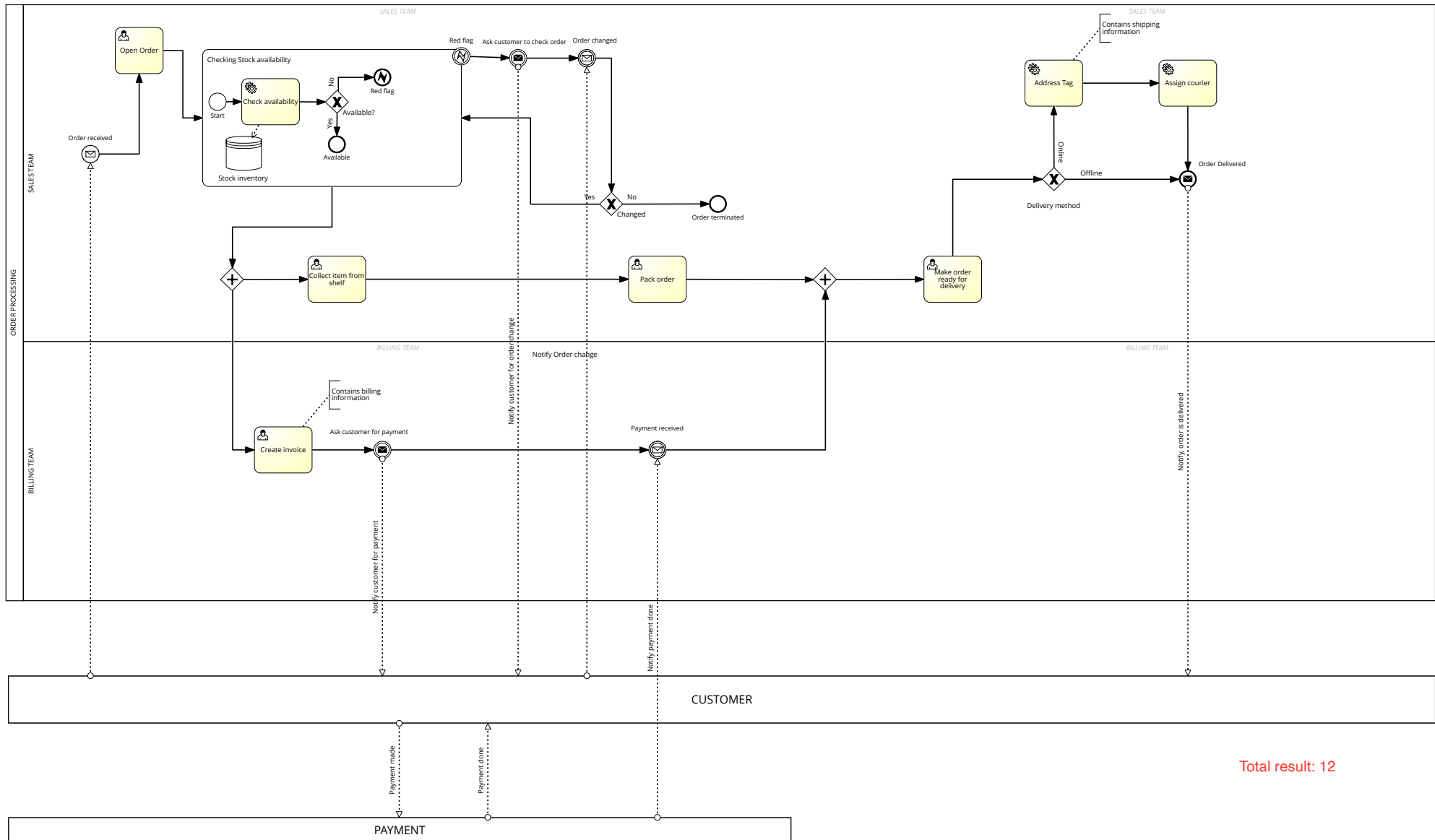**PROJECT:** ORDER PROCESSING SYSTEM

Updated Homework 2

SUMMARY:

The Sales Team receives an order from the Customer and checks the inventory. If the item is in stock, the Sales Team sends an order confirmation to the Customer. However, if the item is not in stock, the Sales Team sends a backorder notification to the Customer and offers an alternative or revised order if possible. The Customer then confirms the revised order, if applicable.

Once the order is confirmed, the Sales Team processes the order and generates an invoice. The Billing Team then sends the invoice to the Customer for payment. Once the Customer pays the invoice to the Billing Team, the Billing Team records the payment and proceed with the order

Updated Assignment

SALES TEAM

Open Order

Checking Stock availability

Check availability

Start

Available?

No — Red flag

Yes — Available

Stock inventory

Red flag

Ask customer to check order

Order changed

Contains shipping information

SALES TEAM

Address Tag

Assign courier

Order received

Order terminated

Yes / No — Changed

ORDER PROCESSING

Collect item from shelf

Pack order

Make order ready for delivery

Online / Offline

Delivery method

Order Delivered

Notify customer for order change

Notify Order change

BILLING TEAM

BILLING TEAM

Contains billing information

Create invoice

Ask customer for payment

Payment received

Notify customer for payment

Notify payment done

Notify order is delivered

CUSTOMER

Payment made

Payment done

PAYMENT

Total result: 12

Usually, we should not model communication between black box pools
(their internals are hidden from our perspective and from the point of modelled process it is out of control)