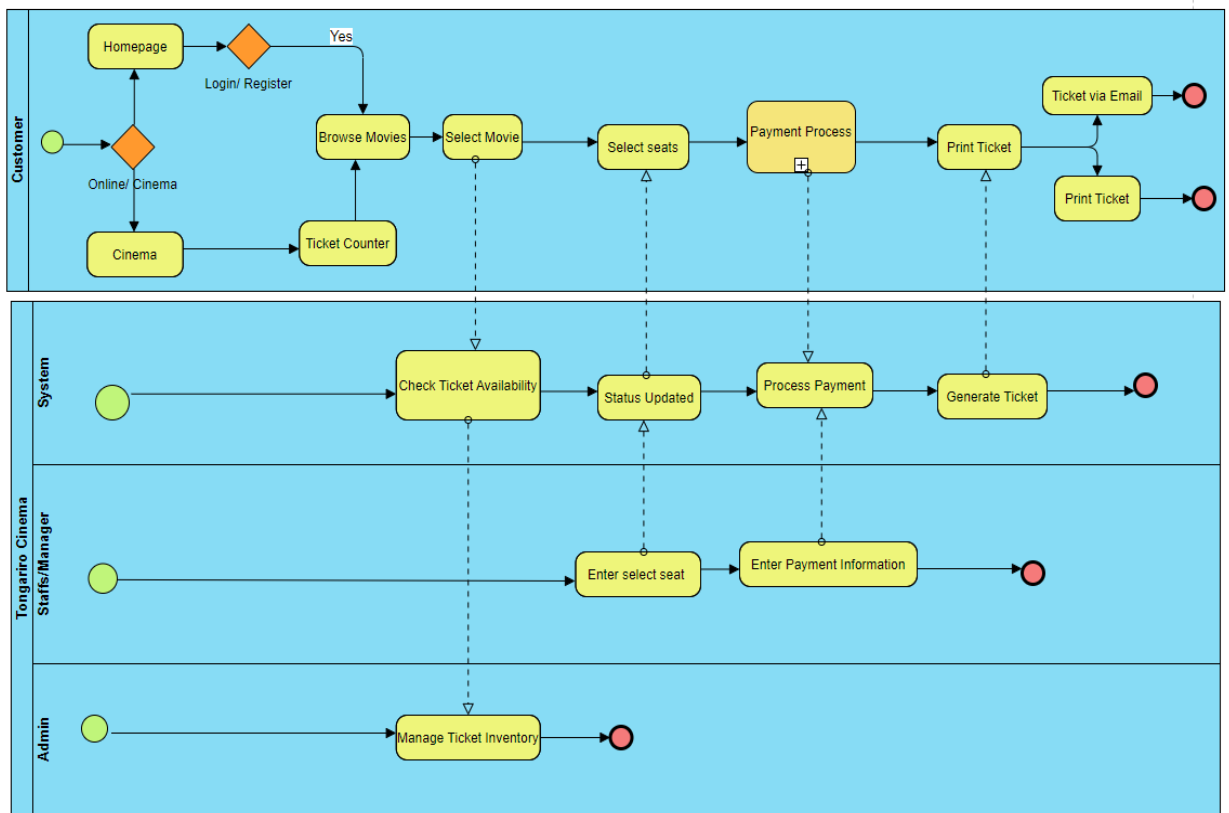


Part 1 (2) Define Future State

Task 4: Activity Sequence Process (BPMN)

The BPMN diagram depicts Tongariro Cinema's ticket sales process for both online and instore sales.



The process begins when the customer decides to purchase a ticket, either online or in-store.

1. **Browse Movies:** The customer browses the available movies and showtimes.
2. **Select Movies:** The customer selects the desired movie and showtime.
3. **Check Availability:** The system checks the availability of the movie and the number of available seats for the selected showtime.

4. **Select Seats:** The customer selects the desired seats, and the system updates the availability status.

For online sales, if customer chooses to purchase tickets online, they enter their payment information, and the system processes the transaction.

For In-Store sales, if customer chooses to purchase tickets in-store, they go to the ticket counter, and the sales agent enters the selected seats and payment information into the system.

5. **Process Payment:** The system processes the payment and confirms the transaction.
6. **Print Ticket:** The system generates the tickets and either prints them for in-store sales or sends them to the customer's email for online sales.
7. **End:** The process ends when the tickets are printed or emailed to the customer.

The online and in-store sales process may differ slightly in terms of the user interface and the payment process; however, the underlying activities are essentially the same.