

# Chapter 9: Provider Support and User Experience

Learning Bluemix & Blockchain

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# The Plan: 30 minute Chapters with an hour or two of practice

Chapter 1:	What is Blockchain? Concept and Architecture overview
Chapter 2:	What's the story we're going to build
Chapter 2.1:	Architecture for the Story
Chapter 3:	Set up local HyperLedger V1 development environment
Chapter 4:	Build and test the network
Chapter 5:	Administration User Experience
Chapter 6:	Buyer Support and User Experience
Chapter 7:	Seller Support and User Experience
Chapter 8:	Shipper Support and User Experience
Chapter 9:	Provider Support and User Experience
Chapter 10:	Finance Company Support and User Experience
Chapter 11:	Combining for Demonstration
Chapter 12:	Events and Automating for Demonstration



Over the past three lessons, we have built most of the panels in this picture. Today, we're focused on the bottom right: Shipper

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Zero To Blockchain Chapter 11: Buyer View

Select Buyer to see their view: oned@bomontcloudinc.com | Bom On The Cloud, Inc

Order #	Status	Total	Seller: 2nd Life Systems, Inc.
006	Order Dispute Resolved: 2017-09-25T13:26:05.400Z 1Tb drives missing	\$38800.00	<div>Authorize Payment   Execute</div>
Item Number	Description	Quantity	Price
3	Lenovo Thinkpad W520 15Gb, .25Tb	15	\$7500.00
4	Lenovo Thinkpad W520 32Gb, 1Tb	20	\$21300.00

Order #	Status	Total	Seller: PC Hardware Now, Inc
007	Order Created: 2017-09-25T13:21:38.847Z	\$9125.00	<div>No Action   Execute</div>
Item Number	Description	Quantity	Price
1	Macbook Pro 15Gb, 1Tb	5	\$6425.00
2	Macbook Pro 8Gb, .5Tb	2	\$1300.00
6	4K Monitor - 32	2	\$700.00

Order #	Status	Total	Seller: Solken Innovative Solutions, Inc
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Zero To Blockchain Chapter 11: Seller View

View as Seller: 2nd Life Systems, Inc | 2nd Life Systems, Inc

Order #	Status	Total	Buyer: Bom On The Cloud, Inc
006	Order Dispute Resolved: 2017-09-25T13:26:05.400Z 1Tb drives missing	\$38800.00	<div>No Action   PC Hardware Now, Inc   Reason to Resolve or Refund:   Execute</div>
Item Number	Description	Quantity	Price
3	Lenovo Thinkpad W520 15Gb, .25Tb	15	\$7500.00
4	Lenovo Thinkpad W520 32Gb, 1Tb	20	\$21300.00

order 006 successfully updated to Request Payment  
Processing Request Payment request for order number: 006

Zero To Blockchain Chapter 11: Provider View

View as Third Party Provider: PC Hardware Now, Inc | PC Hardware Now, Inc

Order #	Status	Total	Buyer: Bom On The Cloud, Inc
006	Order Disputed: 2017-09-25T13:24:45.834Z 1Tb drives missing	\$38800.00	<div>Resolve   Fast Eddy, Inc   Reason to Resolve or Refund:   Execute</div>
Item Number	Description	Quantity	Price
3	Lenovo Thinkpad W520 15Gb, .25Tb	15	\$7500.00
4	Lenovo Thinkpad W520 32Gb, 1Tb	20	\$21300.00

order 006 successfully updated to Resolve  
Processing Resolve request for order number: 006

Zero To Blockchain Chapter 10: Shipper View

View as Shipper: Fast Eddy, Inc | PC Hardware Now, Inc

Order #	Status	Total	Buyer: Bom On The Cloud, Inc
006	Order being Delivered on truck: 2017-09-25T13:23:24.073Z	\$38800.00	<div>Delivered   Deliver Status:   Execute</div>
Item Number	Description	Quantity	Price
3	Lenovo Thinkpad W520 15Gb, .25Tb	15	\$7500.00
4	Lenovo Thinkpad W520 32Gb, 1Tb	20	\$21300.00

order 006 successfully updated to Delivered  
Processing Delivered request for order number: 006

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In Chapter 6, we created the OrderAction function, which allowed us to process order status changes for the Buyer. We will extend the set of options in that function to include the seller.

Provider capability:

- Request Shipping
- Backorder
- Resolve (a dispute)
- Refund (an order)

Shipper capability:

- Delivering
- Delivered
- Resolve (a dispute)
- Refund (an order)

Note: Both Refund and Resolve have already been implemented



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# Chapter 10: Finance Company Support and User Experience

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