**3-2 Assignment: Evaluate a Process Model**

**Describe Hamp Crafts’ Current Process**

The provided data flow diagram illustrates how Hamp Crafts currently handles purchases and supplies in its brick-and-mortar store. Customers make purchases through a secure merchant account, and the funds are transferred into the company’s business account within two business days. Employees check the inventory system to ensure orders are processed quickly. If a shortage occurs, communication is handled manually, and the inventory specialist notifies the order fulfillment team. When there are no shortages, the inventory specialist and fulfillment team update the local database with order statuses and shipment tracking information.

The primary data sources in the current process include:

* Secure merchant account – handles payment transactions.
* Primary business account – receives funds.
* Inventory system – tracks stock levels.
* Local database – holds order and shipment information.

**Determine Additional Requirements**

To support an online storefront, Hamp Crafts will need several new processes and data sources:

**Additional Processes**

* Product browsing and selection – customers must be able to view products online with details like price, description, and availability.
* Online checkout and payment – customers need a secure method for entering payment information and receiving confirmation of their orders.
* Automated inventory updates – the online system should automatically check stock levels to prevent overselling.
* Customer support and administration – a backend portal for employees to update products, manage customer accounts, and respond to inquiries.

**Additional Data Sources**

* Customer database – stores customer profiles, order history, and contact details.
* Product catalog database – holds product information, including images, descriptions, prices, and stock status.

**Additional Databases**

* An online storefront database may be needed to handle web-specific functions such as user accounts, shopping carts, and order confirmations. This could be integrated with the existing local database or designed as a connected but distinct system.

**Integrating Online System Into Current Process**

I suggest integrating the online storefront into the current process instead of creating a separate system. This prevents duplicate inventory management and makes sure that both in-store and online sales use the same data. Payments from online orders can still be processed through the secure merchant account and deposited into the business account, just like in-store purchases. The main addition would be syncing inventory and customer data between the storefront and the existing system.

By integrating the systems, Hamp Crafts improves efficiency and minimizes the risk of errors that could occur if processes were managed separately. Employees can keep using the current inventory and order fulfillment setup while supporting online orders, ensuring a smooth transition to e-commerce.