# Penny’s Payment Problem

## Outline

The payments team at 8digital consists of Penny, who carries out a manual procedure to handle payments when customers make an order.

8Digital with it's newly re-branded api is hoping to dramatically increase the amount of music they sell so your team has been formed to try and automate the process.

This is what currently happens:

*Penny gets an email with the customers order and credit card details. She then pastes it into a spreadsheet, types the transaction into a POS terminal and the ticks the spreadsheet to say she's taken the payment.*

*She then opens Outlook and creates a new Receipt email using a template (she's that advanced) fills in the Customers details and purchase details and clicks send.*

*She then updates the spreadsheet again.*

*Finally she fulfils the order, by sending Lauren an email asking her to add the track into the customers locker and finally updating the spreadsheet.*

**Your objective is to provide the initial design for this system.**