Process documentation

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Diagram Type	Business Process Diagram (BPMN 2.0)
Path	Shared documents / SAP-SAM
Author	Marvin Völter
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Diagram Link	https://academic.signavio.com/p/editor?id=e7f013114b6346f8b53fdf1ec50a94d4

1.1 Diagram

1.2 Description

Seller receives buyer's message and resends the order
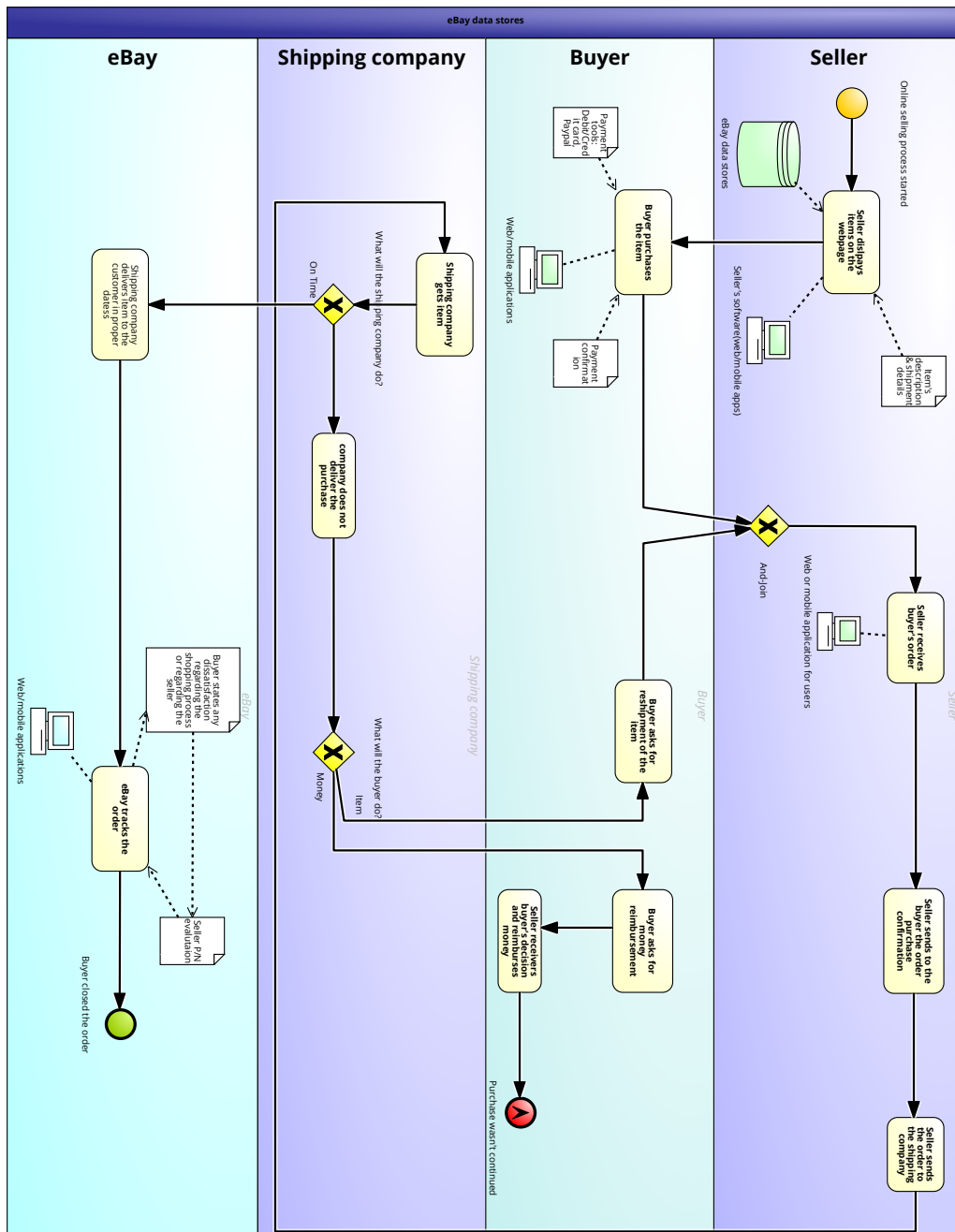
1.3 Elements

Process elements

Online selling process started

> *Start Event*
>
> Organization units: eBay data stores - Seller

Seller dislpays items on the webpage

> *Task*
>
> Organization units: eBay data stores - Seller
>
> Data objects:
>
>> eBay data stores
>>
>> Item's description & shipment details
>
> IT Systems: Seller's software(web/mobile apps)

Buyer purchases the item

> *Task*
>
> *Buyer purchases the item*
>
> Organization units: eBay data stores - Buyer
>
> Data objects:
>
>> Payment confirmation
>>
>> Payment tools: Debit/Credit card, Paypal
>
> IT Systems: Web/mobile applications

And-Join

> *Exclusive (XOR) Gateway*
>
> Organization units: eBay data stores - Seller

Seller receives buyer's order

> *Task*
>
> Organization units: eBay data stores - Seller
>
> IT Systems: Web or mobile application for users

Seller sends to the buyer the order purchase confirmation

> *Task*
>
> Organization units: eBay data stores - Seller

Seller sends the order to the shipping company

> *Task*
>
> Organization units: eBay data stores - Seller

Shipping company gets item

> *Task*
>
> Organization units: eBay data stores - Shipping company

What will the shipping company do?

> *Exclusive (XOR) Gateway*

Organization units: eBay data stores - Shipping company

company does not deliver the purchase

Task

company does not deliver the purchase

Organization units: eBay data stores - Shipping company

What will the buyer do?

Exclusive (XOR) Gateway

Or-split

Organization units: eBay data stores - Shipping company

Buyer asks for money reimbursement

Task

Buyer asks for money reimbursement

Organization units: eBay data stores - Buyer

Seller receivers buyer's decision and reimburses money

Task

Organization units: eBay data stores - Buyer

Purchase wasn't continued

End Escalation Event

Organization units: eBay data stores - Buyer

Buyer asks for reshipment of the item

Task

Organization units: eBay data stores - Buyer

Shipping company delivers item to the customer in proper datess

Task

Organization units: eBay data stores - eBay

eBay tracks the order

Task

Organization units: eBay data stores - eBay

Data objects:

Buyer states any dissatisfaction regarding the shopping process or regarding the seller

Seller P/N evalutaion

IT Systems: Web/mobile applications

Buyer closed the order

End Event

Organization units: eBay data stores - eBay

Organization units

Buyer

Lane

Organization unit: eBay data stores

eBay

Lane

Organization unit: eBay data stores

eBay data stores

Pool

Process type: NONE

Seller

Lane

Organization unit: eBay data stores

Shipping company

Lane

Organization unit: eBay data stores

Data / IT-Systems

Buyer states any dissatisfaction regarding the shopping process or regarding the seller

Data Object

eBay data stores

Data Store

Item's description & shipment details

Data Object

Payment confirmation

Data Object

Payment tools: Debit/Credit card, Paypal

Data Object

Seller's software(web/mobile apps)

IT System

Seller P/N evalutaion

Data Object

Web/mobile applications

IT System

Web or mobile application for users

IT System