



Process documentation

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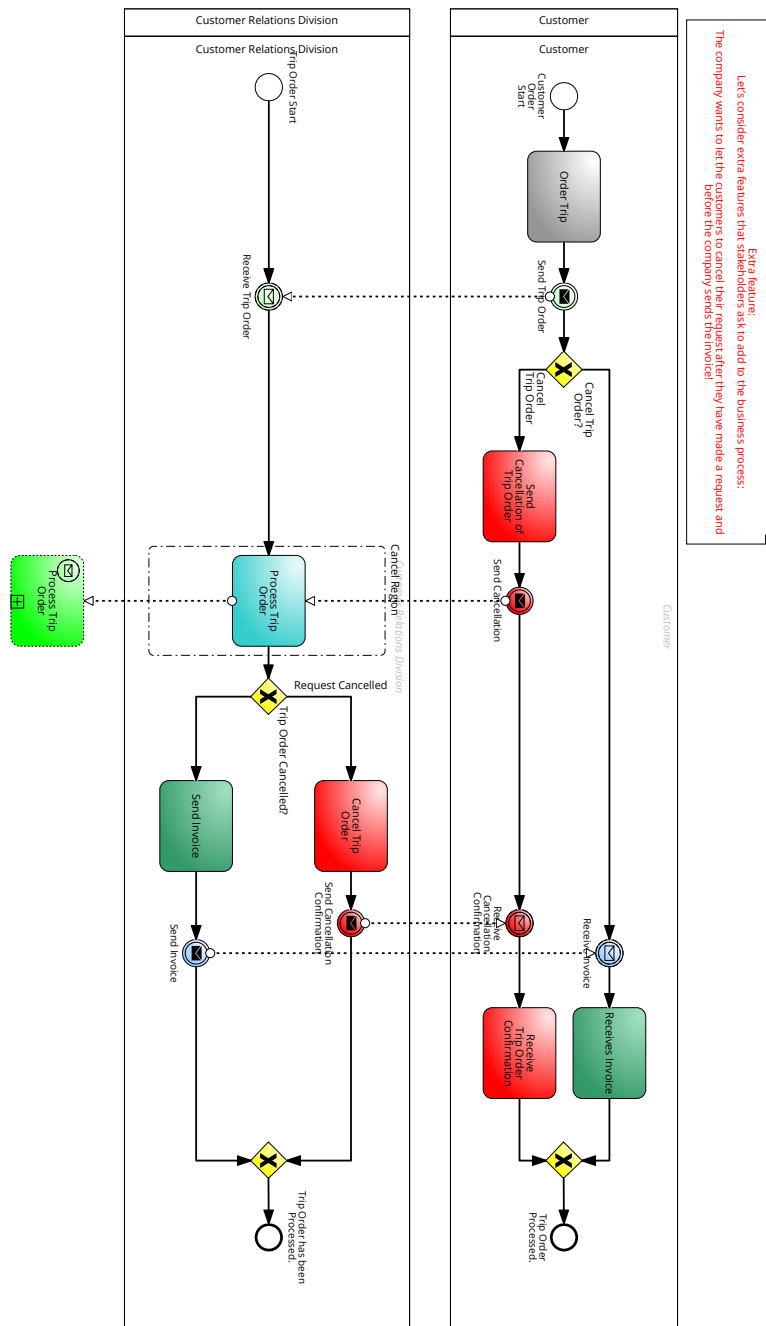


1 91_model

<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
<i>Path</i>	Shared documents / SAP-SAM
<i>Author</i>	Marvin Völter
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<i>Diagram Link</i>	https://academic.signavio.com/p/editor?id=76303a856d114fc2ad36d488ef479bd6



1.1 Diagram



1.2 Elements

Process elements

Trip Order Start

Start Event



Organization units: Customer Relations Division - Customer Relations Division

Receive Trip Order

Intermediate Message Event

Organization units: Customer Relations Division - Customer Relations Division

Process Trip Order

Task

Customer Request a Trip.

The options are Short or Long Trip.

Organization units: Customer Relations Division - Customer Relations Division

Trip Order Cancelled?

Exclusive (XOR) Gateway

Organization units: Customer Relations Division - Customer Relations Division

Cancel Trip Order

Task

Process Cancellation of Trip Request.

Organization units: Customer Relations Division - Customer Relations Division

Send Cancellation Confirmation

Intermediate Message Event

Organization units: Customer Relations Division - Customer Relations Division

Send Invoice

Task

CR sends Customer Invoice.

Extend Customer Information.

Extend Customer Payment.

Organization units: Customer Relations Division - Customer Relations Division

Send Invoice

Intermediate Message Event

Organization units: Customer Relations Division - Customer Relations Division

Exclusive (XOR) Gateway

Exclusive (XOR) Gateway

Organization units: Customer Relations Division - Customer Relations Division

Trip Order has been Processed.

End Event

Organization units: Customer Relations Division - Customer Relations Division

Customer Order Start

Start Event

Organization units: Customer - Customer

Order Trip

Task

Customer Requests Trip Order



Organization units: Customer - Customer

Send Trip Order

Intermediate Message Event

Organization units: Customer - Customer

Cancel Trip Order?

Exclusive (XOR) Gateway

Organization units: Customer - Customer

Receive Invoice

Intermediate Message Event

Organization units: Customer - Customer

Receives Invoice

Task

Customer Receives Invoice

Organization units: Customer - Customer

Send Cancellation of Trip Order

Task

Customer Sends Cancellation of Trip Order

Organization units: Customer - Customer

Send Cancellation

Intermediate Message Event

Organization units: Customer - Customer

Receive Cancellation Confirmation

Intermediate Message Event

Organization units: Customer - Customer

Receive Trip Order Confirmation

Task

Customer Receives Order Cancellation

Organization units: Customer - Customer

Exclusive (XOR) Gateway

Exclusive (XOR) Gateway

Organization units: Customer - Customer

Trip Order Processed.

End Event

Organization units: Customer - Customer

Process Trip Order

Collapsed Event-Subprocess

Organization units

Customer



Pool

Customer

Lane

Organization unit: Customer

Customer Relations Division

Lane

Organization unit: Customer Relations Division

Customer Relations Division

Pool

Data / IT-Systems

**Extra feature: Let's consider extra features that stakeholders ask to add to the business process:
The company wants to let the customers to cancel their request after they have made a request
and before the company sends the invoice!**

Data Object