Mail Order Use cases:

Customer orders are received at the central mail-order facility (MOF).

The MOF staff check the list of products ordered against the available stock in the various warehouses.

The MOF staff divides the order among the warehouses.

The MOF staff send a packing slip to each warehouse.

The packing slip tells the warehouse which products from the total order that warehouse should ship to the customer.

The MOF prepares a single invoice for each customer order:

indicating the items to be shipped to fulfill the order

their expected shipping date

various charges to the customer including the price of the items, shipping and handling costs, and sales taxes

FOO processes orders via a number of regional warehouses.

Each warehouse has responsibility for

inventory management

and order processing