

## Background

Oshawa Office Supplies (OOS) is a medium-sized mail order business. In recent years, OOS has experienced an increase in orders, and the management team now wants to document the stock-to-delivery business process as a way of reviewing their existing processes. If an (1) order is received by OOS, a worker from the order acceptance team (2) first enters the order details. After this, the (3) customer receives confirmation of the order. A worker from the (4) warehouse team then checks the delivery priority of the order. Depending on the status of the customer e.g., if the customer has a (5\*) premium status, the items will be prepared as express delivery. If the customer (5\*) does not have premium status, it will be prepared as regular (standard) shipment. During the shipment preparations, an (6) invoice will be generated and sent to the customer by the order acceptance team. Finally, the (7) warehouse team ships the order.

- Part 1 of this exercise needs to be completed in SAP Signavio Process Manager.
- Based on the description of order processing (see background above) make it compliant with the Business Process Model and Notation (BPMN) 2.0 model.
- In developing your model, you should have one Parallel (AND) gateway and one Exclusive (XOR) gateway.
- Important – include a screenshot of your completed model below.

