

BPMN Assessment

Time: 40 Mins

The business process initiates when a customer places an order through the BestSolutions Electronics website. Following this, the system captures the order details and moves on to validate customer data, including name, address, and payment information. Depending on the validity of the data, the process either moves forward to payment processing or sends an error notification to the customer and terminates.

Once the payment is processed, the system waits to receive either a confirmation of the payment or a notice of payment failure. Based on this feedback, the process either proceeds to the next stage or ends with a notification to the customer about the payment issue.

If the payment is confirmed, the next steps involve checking the inventory and simultaneously preparing the shipping label. If the inventory is low, the system takes necessary actions to replenish it. The process must adapt based on whether the item is available, on backorder, or discontinued. If available or received after replenishment, the item is packaged according to specific requirements.

The final steps involve arranging for the item's shipment. The process needs to determine the type of delivery based on customer preference and conclude with the order's delivery. The customer is then confirmed via email about the delivery.