

Draw a BPMN diagram for the following requirements

Web Store

For the purposes of this process treat the customer and web store employees as members of different organizations (separate processes), model all messages as message exchanges. Treat payment refusal (both the refusal of credit card payment by the bank and refusal of payment on delivery by the customer) as error boundary events.

Order handling process in a web store starts with the customer placing an order. During checkout the customer chooses payment method. He may choose to pay with a credit card, bank transfer or to pay with cash on delivery. If the customer wants to pay with a bank transfer, the web store will wait for a week for the transfer to arrive - after that time the order will be automatically cancelled. In the case of payment with credit card the verification is immediate. If the payment is not successful (bank refuses the transaction), system goes back to choice of payment method. If the payment was successful or the customer has chosen to pay on delivery, the system sends an email with order confirmation to the customer. Then the order is forwarded to the warehouse. If warehouse has the merchandise necessary to fulfill the order, it is immediately packaged and sent to the customer. If not, the order is forwarded to a supplier and the warehouse waits for merchandise to arrive, and then packages it and sends it to the customer. If the merchandise needs more than a week to arrive, the customer will receive an email with information that his order will take a bit more time due to temporary unavailability of certain products.

After sending the order, if it was paid for already (transfer or credit card), the process ends. If the customer chose to pay on delivery, the web store will wait until it receives money transfer from the delivery company and then the process ends. If the customer refused to pay, he is added to the company black list and the process ends.