



- 1. Customer Logs into the Smartshop app and browses products, add items into cart and proceeds to check out. The system record chosen products in the Order Management System (OMS).
- 2. The SmartShop app sends cart and checkout details to the OMS.
- 3. The OMS verifies the availability of the products in the Inventory System and records the purchase in the Inventory Database.
- 4. The OMS then prepares the order summary and sends a payment request to the Payment Gateway. The Payment Gateway processes the payment and returns a confirmation success/failure to the OMS and updates the Finance System with the payment details.
- 5. The Inventory/Warehouse System receives confirmed order and updates stock levels. It then sends the delivery details to the Delivery Management System (DMS). The DMS assigns a courier and generates a tracking ID then sends the tracking details to the customer and the OMS.