Flow chart for the e-commerce company

Start

Legend:
- Decision (diamond)
- Start / Finish (yellow rounded)
- Process (green rectangle)

Did costumer have any problems during the order? — **Yes** → Solve these problems

No ↓

Go to stock control

Are all the items in the package in stock? — **No** → Send a purchase order to supplier → Did you supply the products?

Send a notification message to the customer

Did you supply the products? — **No** → Send a purchase order to other supplier → Did you supply the products? — **No** → Exit the ordering process

Did you supply the products? — **Yes** → Send an e-mail to the customer

Did you supply the products? — **Yes** →

Send an e-mail to the customer → Print the shipping label and assemble the package

Are all the items in the package in stock? — **Yes** ↓

Go to payment control

Is the credit card valid? — **No** → Contact the customer → Take valid credit card information → Did you solve the problem of credit card? — **No** → Exit the ordering process

Did you solve the problem of credit card? — **Yes** → Check for discount possibilities → Go to address control

Is the credit card valid? — **Yes** ↓

Go to address control

Is customer address valid? — **No** → Check the customer in your customer profile database → Did you find a valid address? — **No** → Contact the customer → Take valid address information → Did you solve the problem of credit card? — **No** → Exit the ordering process

Did you solve the problem of credit card? — **Yes** → Correct the address information

Did you find a valid address? — **Yes** → Correct the address information → Enter the customer order package in your order database

Is customer address valid? — **Yes** ↓

Enter the customer order package in your order database

Go to Deliver

Have you got any problem with deliver? — **Yes** → Contact the shipping company → Did you solve deliver problem? — **No** → Change company → Did you solve deliver problem? — **No** → Find other solutions to solve this problem

Did you solve deliver problem? — **Yes** ↓

Did you solve deliver problem? — **Yes** ↓

Have you got any problem with deliver? — **No** ↓

Finish