

# Process drawing of Ikea online

## Step 1 :

### **The Objective :**

I want to draw the customer order, order registration on site, preparation of the order, payment online, distribution, delivery of the order in shop or at home, including the support from the information system.

## Step 2 :

### **Observation based narrative :**

The customer opens the site. He browses the site, chooses to put in his basket the items they prefer. Then he orders. Then he enters this personal information, this delivery data. This information is then transmitted to the information system.

On the site Ikea the order is then registered. The summary of the order is save on the information system.

The site then opens the payment platform. The customer fulfills his informations of payment. So the information system receives these informations. So the command is paid.

On the website the command is now checked so the customer receive an e-mail of the summary of the order.

The detail of the order is now transmitted to the logistic service. They prepare it. The logistic know what is the order thanks to the information service which has give the information. And send the order to the distribution service.

The distribution service prepares the order in transit and dispatches it. The distribution knows where send the order thanks to the information service which has give the information. The distribution service say to the information system that the order is shipped. So the site is informed that the order is shipped. And the customer receive an email : your order is shipped.

Then the order is delivered in the home of the customer or in the Ikea shop. Once the customer has received the order he certifies having received it. The information is given to the information system.

### Step 3 :

#### Summarising table

Sequence number	Who? (responsibility shifts to new person or function)	Activities in the event	Event name (verb+noun)
1	Customer	The customer order and entry all the data about him and the shipping data.	Order
2	WebSite	The website registered the order and give all the data of the customer, data of shipping to the information service.	Registered order
3	Platforms of payment	The platform of payment realizes the payment of the order	Payment of the order
4	Customer	The customer pay the order	Payment of the order by the customer
5	Website	The website checked the order	Checked order
6	Customer	The customer receives an email to inform him the order is checked	EMail of checked order
7	Logistic	The logistic servie prepared the order	Order prepared
8	Distribution	The distribution service shipped the order at the customer's home or in Ikea shop	order shipped
9	Website	The web site is informed the order is shipped	The order is shipped

10	Customer	The customer receives an email to inform him the order is shipped	E-Mail order shipped
11a	Ikea shop's	The shop received the order for the customer. He can pick up it.	received order
11b	Customer	The customer receives the order at home	received order

## Step 4 :

**Process drawing :**

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