Sending an item

Transfer the following verbal description into an EPC:

a) The customer takes the item to the delivery store in order to send it. The cashier verifies in the customer system whether the customer is a new or an existing one.

b) If the customer is new, the cashier asks him if he wants to be a repeat customer or simply a casual customer. If he wants to be a repeat customer, his details are entered into the system.

c) All customers need a form to send the item. The customer can either print it out at home and bring it already filled out, or the cashier can give him an empty form. The customer then fills it out in store.

d) The cashier has to check if the form has been completed properly. If not, the cashier and the customer complete the form together.

e) After the form has been filled out, the cashier has to wrap the package for delivery.

f) The weight of the package must be determined to find out the base price (information about weight categories is used). Then, the cashier has to verify if the package is fragile or dangerous. A positive check means that the cashier has to enter the additional information into the system.

g) Next, the cashier has to find out if the customer wants to define additional criteria (e.g. quick delivery, insurance) and, if so, to enter this information into the system.

h) In the next step, the cashier tells the customer the price.

i) The customer pays the price. At the same time, the cashier prepares and prints the receipt and then gives it to the customer.

j) The item is placed into the correct box by the cashier and the sending process is completed.

```mermaid
flowchart TB
    Start[Customer wants to send an item]
    Cashier1((Cashier))
    CustSystem1[Customer system]
    CustInfo1[Customer information]
    Verify[Verify if existing or new customer]

    Start --> Verify
    CustInfo1 --> Verify
    Cashier1 --> Verify
    CustSystem1 --> Verify

    Verify --> XOR1{XOR}
    XOR1 --> CustNew[Customer is new]
    XOR1 --> CustExists[Customer exists]

    CustSystem2[Customer system]
    Cashier2((Cashier))
    CustInfo2[Customer information]
    Ask[Ask if casual or repeat customer]

    CustNew --> Ask
    CustInfo2 --> Ask
    CustSystem2 --> Ask
    Cashier2 --> Ask

    Ask --> XOR2{XOR}
    XOR2 --> Casual[Casual customer]
    XOR2 --> Repeat[Repeat customer]

    CustSystem3[Customer system]
    Cashier3((Cashier))
    CustInfo3[Customer information]
    Enter[Enter customer details]

    Repeat --> Enter
    CustInfo3 --> Enter
    CustSystem3 --> Enter
    Cashier3 --> Enter

    Enter --> Entered[Customer details entered]
    Entered --> XOR3{XOR}
    Casual --> XOR3
    CustExists --> XOR3

    Cashier4((Cashier))
    Form1[Form]
    AskForm[Ask customer about the form]
    XOR3 --> AskForm
    Form1 --> AskForm
    Cashier4 --> AskForm

    AskForm --> XOR4{XOR}
    XOR4 --> HasForm[Customer has form printed and filled out]
    XOR4 --> NoForm[Customer doesn't have a form]

    Cashier5((Cashier))
    Form2[Form]
    Give[Give customer an empty form]
    NoForm --> Give
    Form2 --> Give
    Cashier5 --> Give

    Give --> Empty[Customer has an empty form]

    Customer((Customer))
    Form3[Form]
    Fill[Fill out the form]
    Empty --> Fill
    Form3 --> Fill
    Customer --> Fill

    Fill --> Filled[Form is filled out]

    Filled --> XOR5{XOR}
    HasForm --> XOR5

    Cashier6((Cashier))
    Check[Check the form]
    XOR5 --> Check
    Cashier6 --> Check
    Check --> End
```

```
                              ↓
                            ( XOR )
              ┌───────────────┴───────────────┐
        ╱ Form is ╲                      ╱ Form is not ╲         ⟨ Customer ⟩
        ╲ complete ╱                     ╲  complete   ╱
             │                                 │            ⟨ Cashier ⟩
             │              ┌───────────┐   ┌─────────┐
             │              │ Customer  │──▶│ Complete│
             │              │information│   │ the form│
             │              └───────────┘   └─────────┘
             │                              ╱ Form is ╲
             │                              ╲ complete ╱
             │                                   │
             └──────────────( XOR )◀─────────────┘
                               │
                               │          ⟨ Cashier ⟩
                          ┌──────────┐
                          │ Wrap the │
                          │ package  │
                          └──────────┘
                          ╱ Package is ╲
                          ╲  wrapped   ╱
                               │
           ┌──────────┐   ┌──────────┐   ⟨ Cashier ⟩
           │ Weight   │──▶│ Determine│
           │categories│   │  weight  │
           └──────────┘   └──────────┘
                          ╱ Price is ╲
                          ╲determined ╱
                               │
                          ┌──────────┐   ⟨ Cashier ⟩
                          │Verify if │
                          │package is│
                          │fragile or│
                          │dangerous │
                          └──────────┘
                            ( XOR )
              ┌───────────────┴───────────────┐
          ╱ No ╲                          ╱ Yes ╲        ┌─────────┐
          ╲    ╱                          ╲     ╱        │ System  │
             │                                 │         └─────────┘
             │         ┌──────────┐   ┌──────────┐  ⟨ Cashier ⟩
             │         │  Item    │──▶│  Enter   │
             │         │information│   │information│
             │         └──────────┘   └──────────┘
             │                        ╱Information╲
             │                        ╲ entered  ╱
             └──────────────( XOR )◀─────────────┘
                               │
           ┌──────────┐   ┌──────────┐   ⟨ Cashier ⟩
           │  Item    │───│ Ask for  │
           │information│   │additional│
           └──────────┘   │ criteria │
                          └──────────┘
                               ↓
```

```
                    ┌──────┐
                    │ XOR  │
                    └──────┘
         ┌─────────────┴─────────────┐
    ┌─────────┐                 ┌─────────┐
    │   No    │                 │   Yes   │        ┌──────────┐
    └─────────┘                 └─────────┘        │  System  │
         │                           │             └──────────┘
         │         ┌──────────┐ ┌──────────┐   ╭──────────╮
         │         │   Item   │ │  Enter   │   │ Cashier  │
         │         │information├→│information│  ╰──────────╯
         │         └──────────┘ └──────────┘
         │                           │
         │                     ┌──────────┐
         │                     │Information│
         │                     │ entered  │
         │                     └──────────┘
         │          ┌──────┐        │
         └──────────→│ XOR  │←───────┘
                    └──────┘
                        │
                  ┌──────────┐   ╭──────────╮  ┌──────────┐
                  │Tell customer│ │ Cashier │  │  System  │
                  │ the price   │ ╰──────────╯  └──────────┘
                  └──────────┘
                        │
                    ┌──────┐
                    │  ∧   │
                    └──────┘
         ┌─────────────┴─────────────┐
    ┌─────────┐                 ┌─────────┐         ┌──────────┐
    │ Customer│                 │Receipt is to│     │  System  │
    │knows the│                 │be prepared │     └──────────┘
    │  price  │                 └─────────┘
    └─────────┘                      │        ╭──────────╮
         │                      ┌──────────┐ │ Cashier  │
    ┌──────────┐ ╭──────────╮   │Print receipt│ ╰──────────╯
    │Pay the price│ │Customer │   └──────────┘
    └──────────┘ ╰──────────╯        │
         │                      ┌─────────┐
    ┌─────────┐                 │ Receipt │      ┌──────────┐
    │Customer has│              │ printed │      │  System  │
    │   paid   │                └─────────┘      └──────────┘
    └─────────┘                      │       ╭──────────╮
         │                      ┌──────────┐ │ Cashier  │
         │                      │Give receipt to│ ╰──────────╯
         │                      │ customer │
         │                      └──────────┘
         │                           │
         │                      ┌─────────┐
         │                      │Customer has│
         │                      │ receipt │
         │                      └─────────┘
         │          ┌──────┐        │
         └──────────→│  ∧   │←───────┘
                    └──────┘
                        │        ╭──────────╮
                  ┌──────────┐   │ Cashier  │
                  │Place item in│ ╰──────────╯
                  │the correct │
                  │   box    │
                  └──────────┘
                        │
                  ┌─────────┐
                  │Process is│
                  │completed │
                  └─────────┘
```