

The purchase process

Source: designed by Gerhard Pokorny, adjusted by Martin Roshkev

Transfer the following verbal description into an EPC:

- a) There are two ways the process can start. On the one hand, a customer may be interested in a specific product or group of products and may approach the customer consultant to speak with him (please follow b)). On the other hand, while the customer walks through the shop, the consultant may approach the customer and offer guidance. For the case that the customer does not require help, the consultant interrupts the conversation (please follow l). For the other case, please follow b).
- b) Following successful first contact, the potential customer says what he would like or what he is interested in.
- c) Thereafter the customer consultant looks for a suitable product. If he doesn't find a suitable product, the consultant talks about alternatives with the customer.
- d) If the customer is interested in alternative products, the consultant looks again if he can find a suitable one. If the customer is not interested in alternative products, please proceed to l).
- e) If a suitable product is found, the consultant checks if the product is currently in stock. If it is in stock, the consultant brings an invoice. If it is not in stock, please follow j).
- f) Afterwards, the consultant verifies the size of the product. If it is a small product, the customer can collect it and take it with him.
- g) On the other hand, if it is a bulky product, the consultant gives an order confirmation to the customer.
- h) The invoice must be paid at the cash desk. The customer then becomes a receipt from the cashier. If the customer has the product in his possession, the buying process is over.
- i) When it is not in his possession, he has to go to the warehouse with the receipt and the order confirmation, where he receives the product. After that, please proceed to l).
- j) If the product is not in stock, the customer consultant will order it. The consultant gives an order confirmation and an invoice to the customer.
- k) The customer consultant makes a note of the customer`s phone number in order to contact him when the product is delivered.
- l) Thereafter, the customer leaves the shop. The buying process is over.



