

The information below was derived from reading the SAP SD Case; you will be required to compile this information on your own for your next BPMN Assignment. For this assignment, this compilation was completed for you; to show you how to gather the needed information required to get started on a BPM. You may modify any of the information below as you see fit.

**BMPN Swim Lane**  
**SAP SD Case Object Type Actor\Employee Agent\Role**

<u>Task</u>	<u>Actor (<i>reference only – from Case</i>)</u>	<u>Swimlane</u>
[Start]		Customer
Logical: Cust contacts GBI, Task	Customer	Customer
Logical: Cust exist?, Decision	David Lopez (East Rep. Miami)	Marketing\Sales
Step 1: Create New Cust, Task	David Lopez (East Rep. Miami)	Marketing\Sales
Step 2: Create Contact for Customer, Task	Maria Diaz (Sales Person 1)	Marketing\Sales
Logical: Customer Info Change? , Decision	Maria Diaz (Sales Person 1)	Marketing\Sales
Step 3: Change Customer , Task	Maria Diaz (Sales Person 1)	Marketing\Sales
Step 4: Create Customer Inquiry, Task	Matthias Dosch (Sales Person 2)	Marketing\Sales
Logical: Customer Request Quote? , Decision	David Lopez (East Rep. Miami)	Marketing\Sales
Step 5: Create Customer Quotation, Task	David Lopez (East Rep. Miami)	Marketing\Sales
Step 6: Create Sales Order Referencing a Quotation, Task	David Lopez (East Rep. Miami)	Marketing\Sales
Step 7: Check Stock Status, Task	David Lopez (East Rep. Miami)	Marketing\Sales
Step 8: Display Sales Order, Doc	Sandeep Das (Warehouse Supervisor)	Warehouse
Step 9: Start Delivery Process, Task	Sergey Petrov (Warehouse Employee)	Shipping\Delivery
Step 10: Check Stock Status, Task	Sergey Petrov (Warehouse Employee)	Shipping\Delivery
Step 11: Pick Materials on Delivery Note, Task	Sandeep Das (Warehouse Supervisor)	Warehouse
Logical: Customer Receives Goods, Task	Customer	Customer
Step 12: Post Goods Issue, Task	Sandeep Das (Warehouse Supervisor)	Warehouse
Step 13: Check Stock Status, Task	Sandeep Das (Warehouse Supervisor)	Warehouse
Step 14: Create Invoice for Customer, Task	Stephanie Bernard (Billing Clerk)	Finance\Accounting
Step 15: Display Billing Document and Customer Invoice, Doc	Stephanie Bernard (Billing Clerk)	Finance\Accounting
Logical: Customer Receives Invoice, Task	Customer	Customer
Logical: Customer Makes Payment, Task	Customer	Customer
Step 16: Post Receipt of Customer Payment, Task	Jamie Shamblin (Cost Accountant)	Finance\Accounting
Step 17: Review Document Flow, Task	David Lopez (East Rep. Miami)	Marketing\Sales
[Stop]		Marketing\Sales