Universal Business Process Library Index

UBPL Introduction

Actor Definitions

General Business Process Stories

- Marketing
 - Product Marketer Maintains Product Information
 - Marketer Maintains General Site Content
 - Product Market Study
 - Advertising
 - Customer Tracking
- Purchasing
 - Sales Forecasting
 - Inventory Level Monitoring
 - Buyer Places Purchase Order
 - Accountant Receives Invoice and Sends Payment
 - Pay Invoices (AP)
- Sales (Managed, Online, etc)
 - Sales Representative Seeks Prospects and Opportunities
 - Customer Finds Product
 - Placing Customer Adds Product to Cart
 - Customer Creates and Edits Account (Profile)
 - Sales Representative Leads Prospects from RFQ to Sales Order
 - Placing Customer Places a Sales Order (Through CSR)
 - Placing Customer Places a Sales Order (Online Checkout)
 - Placing Customer Places a Sales Order (Through EBay)
 - Customer Reviews Order History and Status
 - Customer Cancels Order
 - Customer Requests Quote from Cart
 - Customer Places Order for Quote
- Order Processing
 - Company Approves Sales Order
 - Company Fulfills Sales Order
 - Accountant Sends Invoice and Receives Payment
 - Carrier Does Not Deliver Shipment to Customer
 - Carrier Returns Undeliverable Shipment to Company
- Return Management
 - Customer Returns Product
 - O Company Processes Return Received
- Warehouse Management
 - Shipment Receiver Receives Shipment
 - Inventory Mover Puts Away Inventory
 - Inventory Mover does Stock Move
 - Inventory Mover Checks Physical Inventory
 - Shipment Receiver Receives Shipment with Packing Slip but No PO
- Manufacturing
- AP
- Record Vendor Invoice
- Paying Invoices
- Financial Management
 - Budgeting
 - o Internal Financial Analysis (management metrics, balanced score card)
 - External Reporting (government, investors, etc)
- Accounting
 - Financial Accounts
 - Bank Reconciliation
 - Imprest System of Petty Cash

Stories for Specific Types of Organizations

- Story of Online Retail Company
- Story of Manufacturer
- Story of Professional Services Company
- Story of OFBiz Service Provider
- Story of OFBiz Service Provider Alliance
- Story of Apache Open Source Project
- Story of Apache Software Foundation