

SendSafe Customer Flowchart v6.79

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The following chart is best viewed when printed. The flowchart shows customer movement within the e-commerce system. This flowchart does not show the website's common navigation links and options (i.e. home, contact, my account, etc.). The common navigation links of a website may enter the e-commerce system at almost any point¹. For example:

- *My Account Common Navigation link* → Could link to → Edit User Account
- *Logon Common Navigation link* → Could link to → User Logon
- *Past Orders Common Navigation link* → Could link to → View Past Orders
- *View Basket Common Navigation link* → Could link to → Display basket

In a similar manner, a customer can exit the e-commerce system at any point by using a website's common navigation links.

Notes:

- (1) There are some pages in the e-commerce system that cannot be entered randomly. For example if the customer tries to open the Enter Shipping Information page before an order has been created they will get an error message. The pages that require prior order sequencing are:
 - a. Shipping Information
 - b. Billing Information
 - c. E-Receipt



