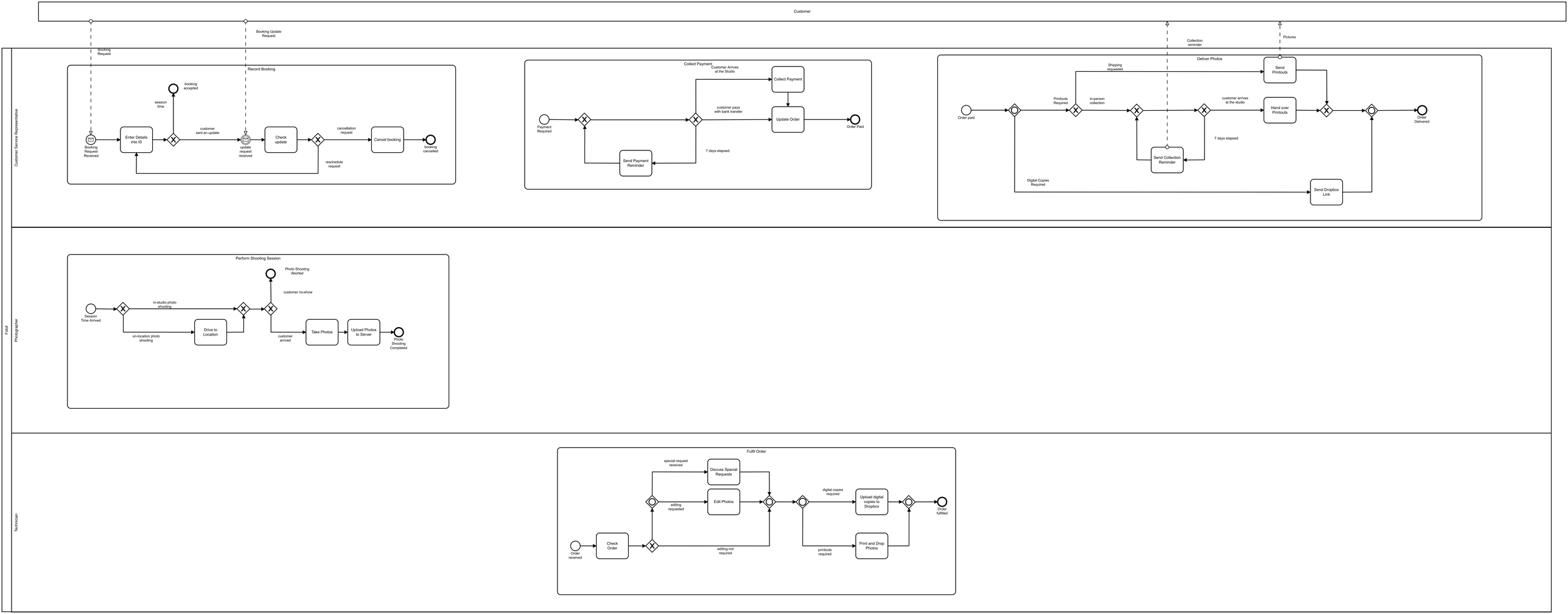
Customer
booking Request
Booking Update Request
Collection reminder
Pictures
Fotef
Customer Service Representative
Record Booking
booking accepted
session time
Booking Request Received
Enter Details into IS
customer sent an update
update request received
Check update
cancellation request
Cancel booking
booking cancelled
reschedule request
Collect Payment
Customer Arrives at the Studio
Collect Payment
customer pays with bank transfer
Update Order
Order Paid
Payment Required
7 days elapsed
Send Payment Reminder
Deliver Photos
Shipping requested
Send Printouts
Order paid
Printouts Required
in-person collection
customer arrives at the studio
Hand over Printouts
Order Delivered
7 days elapsed
Send Collection Reminder
Digital Copies Required
Send Dropbox Link
Photographer
Perform Shooting Session
Photo Shooting Aborted
customer no-show
Session Time Arrived
in-studio photo shooting
on-location photo shooting
Drive to Location
customer arrived
Take Photos
Upload Photos to Server
Photo Shooting Completed
Technician
Fulfill Order
special request received
Discuss Special Requests
editing requested
Edit Photos
digital copies required
Upload digital copies to Dropbox
Order fulfilled
Order received
Check Order
editing not required
printouts required
Print and Drop Photos