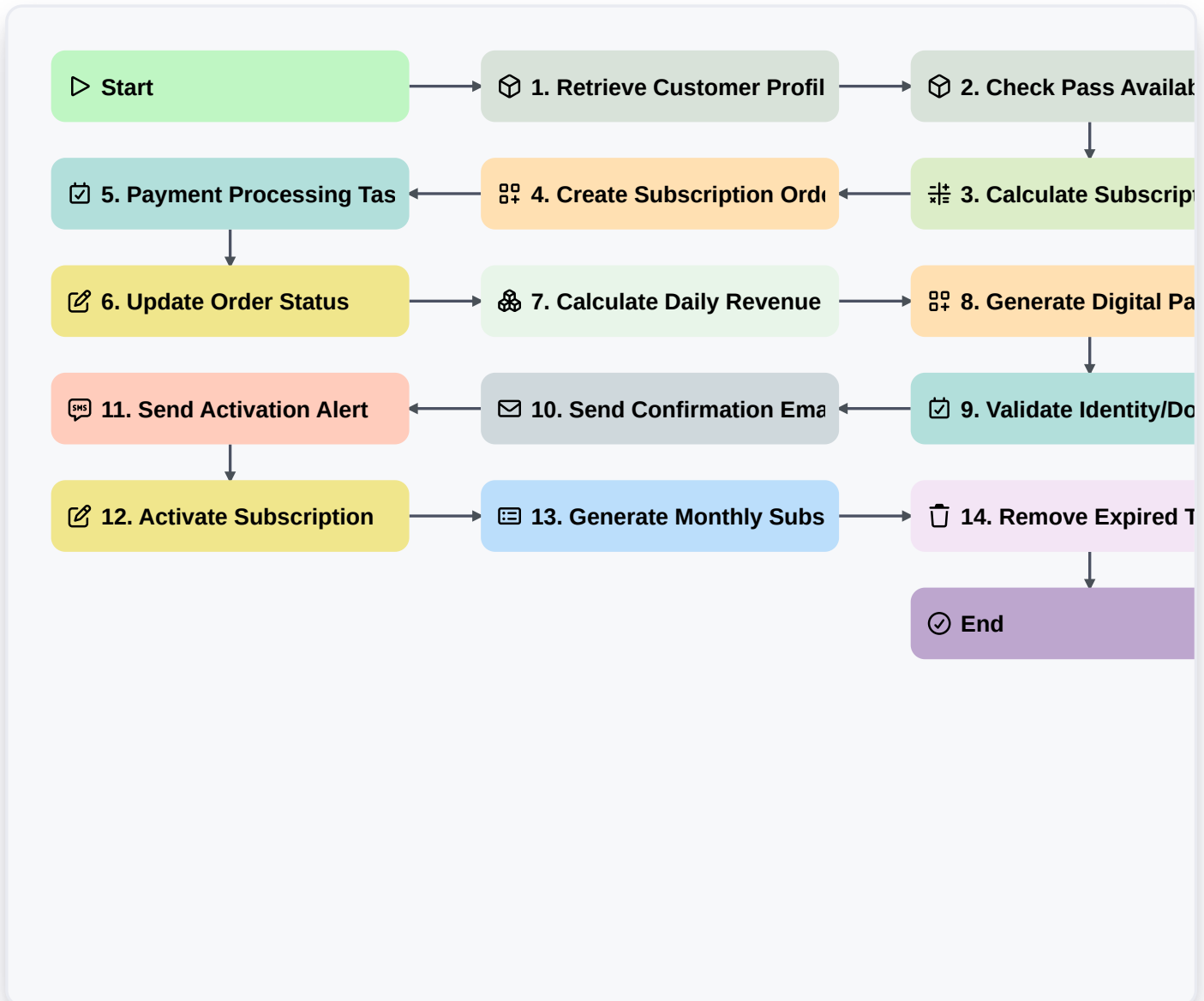


Transit Subscription And Pass Management Process



▷ Start

Start of the Workflow/Process.

📦 1. Retrieve Customer Profile

Fetch existing user data and current active subscriptions from the Customer Data Model.

📦 2. Check Pass Availability

Check the Inventory Data Model to see if the requested pass type is in stock or available for digital activation.

🔢 3. Calculate Subscription Total

Calculate the total cost by adding the base pass price to applicable taxes and service fees.

📦 4. Create Subscription Order

Generate a new entry in the Orders Data Model containing the transaction details and pending status.

📋 5. Payment Processing Task

Assign a task to the Billing Department/Automated Gateway to process the transaction.



6. Update Order Status

Update the Order entry to 'Paid' or 'Failed' based on the result of the payment task.

7. Calculate Daily Revenue

Sum the total value of all 'Paid' entries in the Orders Data Model for the current date.

8. Generate Digital Pass

Create a new entry in the Passes Data Model, linking the digital ID to the Customer Profile.

9. Validate Identity/Document

Create a task for the Verification Team if the subscription requires proof of age or residency.

10. Send Confirmation Email

Send a receipt and digital pass details to the customer's registered email address.

11. Send Activation Alert

Send an SMS to the user's phone number notifying them that their pass is now active.

12. Activate Subscription

Update the Customer's active subscription status in the Customer Data Model to 'Active'.

13. Generate Monthly Subscription Report

Create a summary report of all new subscriptions, renewals, and cancellations for the month.

14. Remove Expired Temporary Passes

Delete temporary/single-use pass entries from the system once their expiration date has passed.

End

End of the Workflow/Process.