VCE INFORMATION TECHNOLOGY  
SOFTWARE DEVELOPMENT  
  
CHAPTER 4 – ANALYSIS TOOLS  
**MAIL ORDER SYSTEM**

**Case Study**

When a customer sends off an order to a mail order company, the clerk enters each order to the Pending Order File.

Once a day the Stock Controller retrieves all of the order details from the Pending Order File and process each order, and then sends the goods – with a receipt to the customer.

If though an item is out of stock the stock controller then writes this down in the re-order book located on a desk in the warehouse.

A different stock controller then, once a day, looks at the out of stock book and re-orders these goods from a supplier.

**Required:  
1. Create** a data flow diagram of the above information system

**2. Create** a Use Case diagram of the above information system