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Hight Level Description:
Subprocess "Delivery"

TABLE OF CONTENTS

High Level Description
of the subprocess "Delivery"

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1. Introduction

Organisations must have a policy governing the entry of objects into the organisation including acquisitions, loans, enquiries and other deposits. It is good practice to state:

- The circumstances in which deposits will be accepted, including an indication of the persons who are authorised to do this;
- The conditions which the organisation will apply to the return of deposits;
- How long, and in what form, enquiry information is held;
- How the organisation should deal with objects that have not been collected or returned to depositors.

Terms and conditions for deposited objects are especially important. They should include the following:

- A statement of the care and responsibility that will be taken by the organisation;
- A disclaimer of liability;
- A declaration of the right to dispose of objects not collected by the depositor by an agreed date;
- A disclaimer concerning opinions on objects;
- A refusal to give valuations;
- For a proposed acquisition, a statement about the ownership status of the object(s);
- For a loan in, the steps that the organisation will take to return the object(s);
- In all cases, a timescale for any action;
- Establishment of which party is liable to costs incurred by the deposit e.g. transport costs.

Delivery is the key to ensuring that all objects that enter the organisation are accounted for. It applies to all objects entering the organisation's care, including loans and acquisitions to permanent or support collections. Organisations are expected to take the same care of objects not belonging to their collections as they would of their own objects. Organisations might be held liable for loss of, or damage to, objects whether solicited or not.
Use the procedure in conjunction with any other procedure where an object arrives which does not already have an identifying number assigned by the organisation in order to be able to keep track of the object and its information.

2. Objective

Objective of this document is to describe the subprocess "Delivery" in detail.

This description corresponds to step 3 of the following Modeling Procedure Steps:

Step 1   Develop a process landscape
Step 2a   Describe target process
Step 2b   Describe needed sub processes
Step 3   Elaborate high level BPMs in BPMN 2.0
Step 4   Elaborate low level BPMs in BPMN 2.0

3. Format

Business processes in museums are very different in their complexity. In our case we will use a web modell to describe our subprocess.

4. Process

In this document we will describe the subprocess "Delivery" being part of the process "Acquisition" in which the entry of an object into a museum is described.
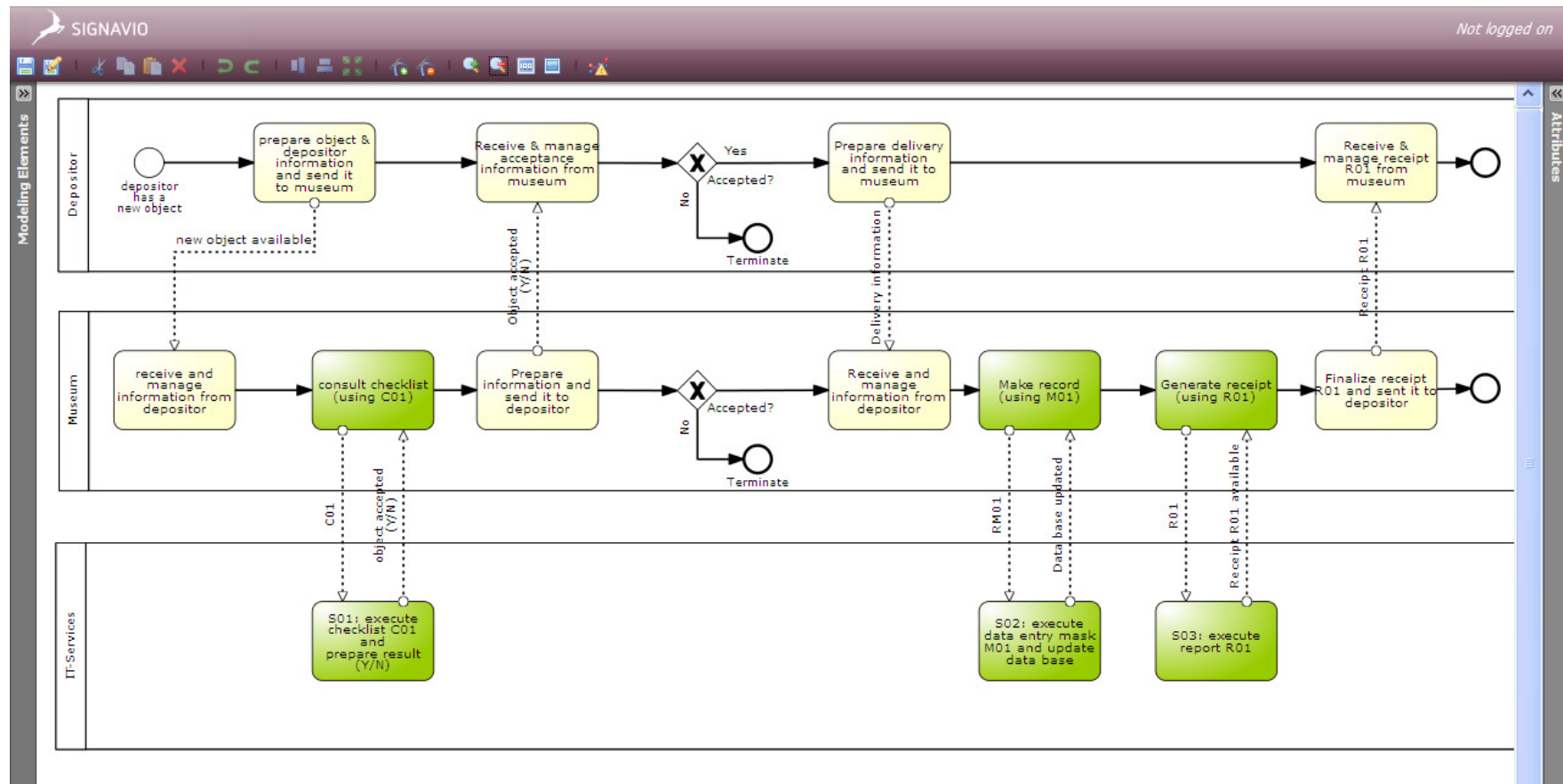

Figure 1: Finished subprocess "Delivery" modelled in Signavio

Subprocess_Delivery_V1.0_2012-05-16   16.05.2012

- **Depositor has a new object**
  The depositor informs a museum that he has an object to sell/donate to the museum.

- **Prepare object and depositor information and send it to museum**
  The depositor prepares all relevant information about the object and communicates it to the museum

- **Receive and manage information from depositor**
  The curator from the museum receives the information that a new object is available for the museum.

- **Consult checklist (using C01)**
  Before a decision will be made the curator first has to consult the checklist C01 (see document "Masks and checklists".

- **S01: execute checklist C01 and prepare result (Y/N)**

- **Prepare information and send it to depositor**
  The obtained information from the checklist has to be taken in consideration for the decision wether the object is taken or not. The curator has to communicate the decision to the depositor.

- **Receive and manage acceptance information from museum**
  The depositor receives the information from the museum wether the object is taken or not.

- **Gateway**
  Here the decision wether the object is taken or not. If not, the gateway leades to an end event, if yes the process continues.

- **Prepare delivery information and send it to museum**
  The depositor prepares all relevant shipment information and communicates it to the museum.

- **Receive and manage information from depositor**
  The curator receives information that the object has been sent. He now has to prepare everything for the arrival of the object.

- **Make record (using M01)**
  As soon as the object has arrived at the museum the curator has to make a record using M01 (details about M01 see document "Masks and checklists"). The record should include the:
    - Entry number;
    - Name, address and telephone number of the current owner (and depositor if different).
    - Ensure the rights associated with this information are respected;
    - Entry date;
    - Brief statement of condition and completeness (identify the composite parts of objects which might appear as one thing);

- Brief description of the object(s), including any accompanying information concerning production and usage;
- Entry reason;
- Entry method;
- Number of objects deposited, where possible (see Note below);
- Requirements of the owner (or depositor) including return details and confidentiality of information provided to the organisation;
- Agreed return date;
- Signature of the owner (or depositor if different);
- Name and signature of the organisation's official who receives the object;
- Insurance details (including a previously agreed valuation);
- Note of packing materials if necessary (they may be an integral part of the object);
- Field collection information where relevant (method, context, co-ordinates, finder);

- **S02: execute data entry mask M01 and update data base**
  In this step of the process a data entry mask will open where all information about the object has to be filled in (details about M01 see document "Masks and checklists")

- **Generate receipt (using R01)**
  The curator has to generate a receipt using R01 (details about R01 see document "Masks and checklists")

- **S03: execute report R01**

- **Finalize receipt R01 and send it to depositor**
  The curator has to collect all relevant information and send it to the depositor.

- **Receive and manage receipt R01 from museum**
  The depositor receives the information from the museum. For the depositor the process ends here.

- **End**
  For the museum the subprocess "Delivery" ends here and leads to another subprocess.

5. References

SPECTRUM, the UK Museum Documentation Standard, Version 3.2, Collections Trust, 2009

6. Figures