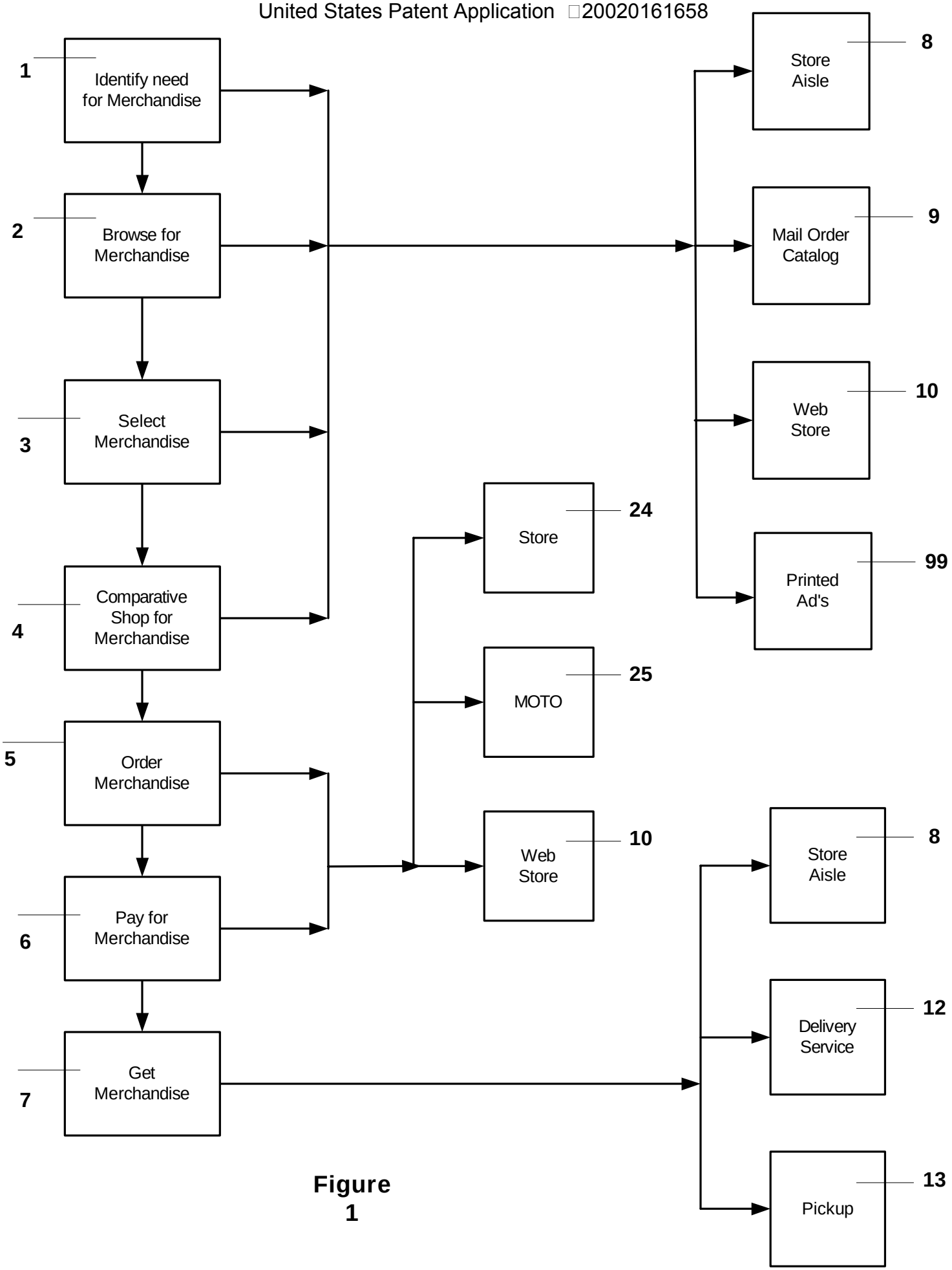
1
Identify need for Merchandise
2
Browse for Merchandise
3
Select Merchandise
4
Comparative Shop for Merchandise
5
Order Merchandise
6
Pay for Merchandise
7
Get Merchandise
Store
24
MOTO
25
Web Store
10
Store Aisle
8
Mail Order Catalog
9
Web Store
10
Printed Ad's
99
Store Aisle
8
Delivery Service
12
Pickup
13

Figure 1