



UN/CEFACT

**SIMPLE, TRANSPARENT AND EFFECTIVE PROCESSES
FOR GLOBAL BUSINESS**

Business Requirements Specification (BRS)

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1. Preamble

The increase in single-person households, the growing number of elderly individuals, and the effects of the pandemic have led to a higher demand for contactless transactions to minimize in-person interactions and reduce buying products in physical stores.

As a result, there has been a tremendous increase in e-commerce orders, along with a rise in parcel logistics. The growing range of parcel logistics delivery options, including early morning delivery, unmanned locker delivery, and last-mile delivery, has emphasized the need for information sharing and ensuring traceability among parcel logistics organizations. The transition from manual paper-based work to electronic documents is leading to an increased demand for digitization in parcel logistics.

In other words, stakeholders, including users, want traceability (tracing and tracking) for parcel cargo from the point of departure to the final destination, concerning logistics activities involving parcel logistics entities. Standardization of e-documents is required to gather the information needed for traceability in parcel logistics. Therefore, this BRS contains the e-Waybill modeling used to request parcel logistics delivery services.

2. References

- UN/CEFACT Modeling Methodology (CEFACT/TMG/N093)
- UN/CEFACT ebXML Core Components Technical Specification Version 2.01
- UN/CEFACT Business Requirements Specification Documentation Template, Version 2.0.1
- UN/CEFACT XML Naming and Design Rules
- UN/CEFACT Core Component Library 23B
- UML Version 2.0
- UN/CEFACT UMM
- UN/EDIFACT Data element directory D.21B
- United Nations Trade Data Elements Directory

3. Objective

Parcel logistics is an activity that occurs between different logistics entities, with specific business processes varying based on the mode of transportation or the type of entity participating in transportation. Furthermore, the service environment of parcel logistics is transitioning towards online, unmanned, and automated systems. Especially unmanned manners in last-mile delivery, including unmanned lockers, delivery robots, and drones are introduced.

Moreover, customers want to know the whereabouts and condition of their delivered parcel goods from the time of delivery request to receipt. The rise in online shopping has resulted in a higher demand for last-mile delivery services, which involves delivering goods to customers' homes or final destinations. In this regard, the standardized and integrated e-document (parcel waybill) is required for traceability in last-mile delivery services. Appropriate information should smoothly be provided to the pickup agent, delivery agent, and the final customer at each stage of parcel cargo pickup, transport, storage, and delivery.

Therefore, this BRS describes the business process of parcel logistics by objectively checking the status and location of parcel goods from the time of requesting parcel cargo delivery service to the delivery to the final user. In addition, an information model for the parcel e-waybill was derived to facilitate tracking parcel goods in last-mile delivery.

Data is collected and managed throughout each stage of the parcel delivery process, from the initial request to the final delivery, which includes request, collection, transportation, sorting, and delivery. This information is considered essential for the workflow that occurs between business transactions. The BRS has modelled the

standard business processes and information model for an e-waybill suitable for parcel logistics.

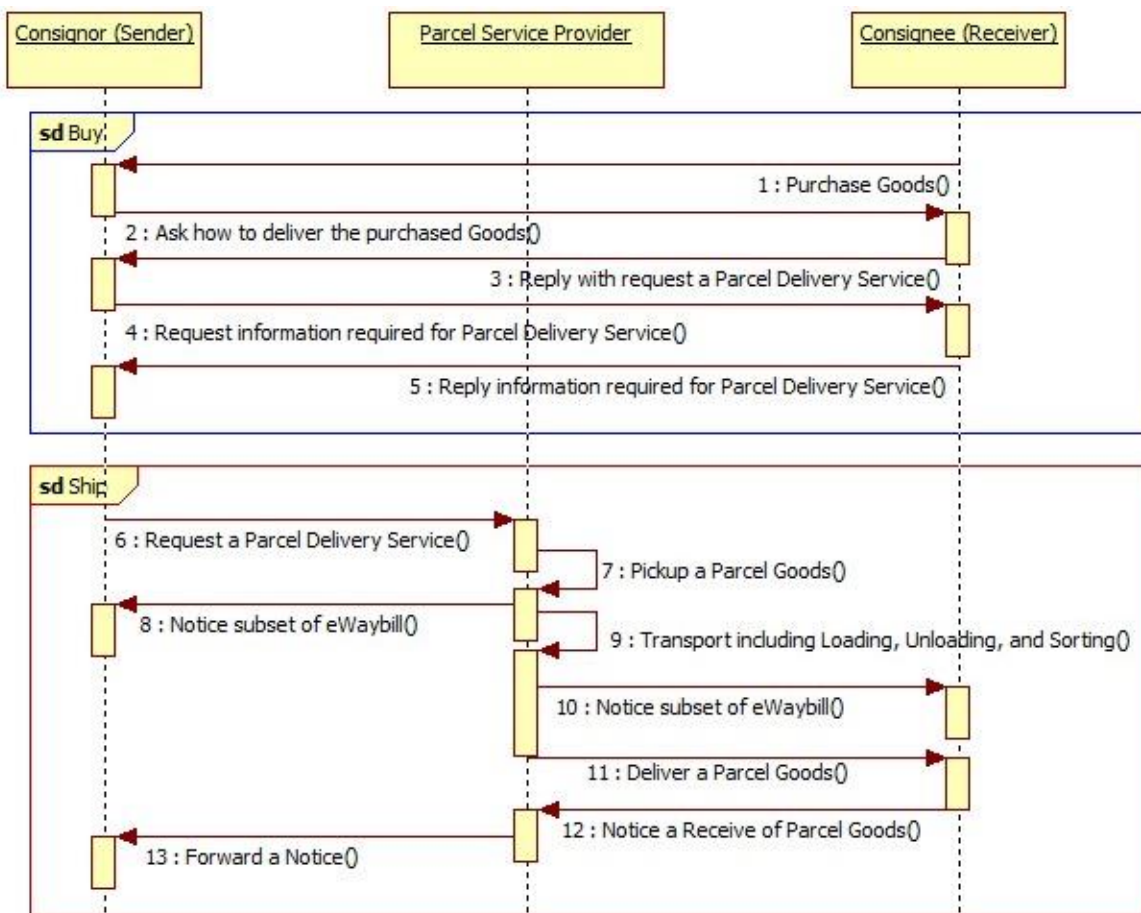
4. Scope

4.1. Description

This BRS performs business process modelling to develop e-documents for traceability in last-mile delivery, in which a parcel service provider utilizes manned and unmanned delivery infrastructure, including unmanned lockers and manned and unmanned delivery means (smart mobility), for delivery of parcel goods to the final customer.

4.2. Scope

Parcel logistics includes interactions among multiple parties and has different types of business processes designed for different means of transportation or participating entities. The process of parcel logistics, from the request for parcel goods delivery service to the last-mile delivery where cargo is delivered to the final user, is objectively standardized and redefined. This BRS focuses on standardizing e-waybills for parcel goods delivery requests and last-mile delivery. Also, the standard electronic waybill can be used for tracking purposes during last-mile delivery.



<Figure 1> Sequence diagram for parcel goods delivery service

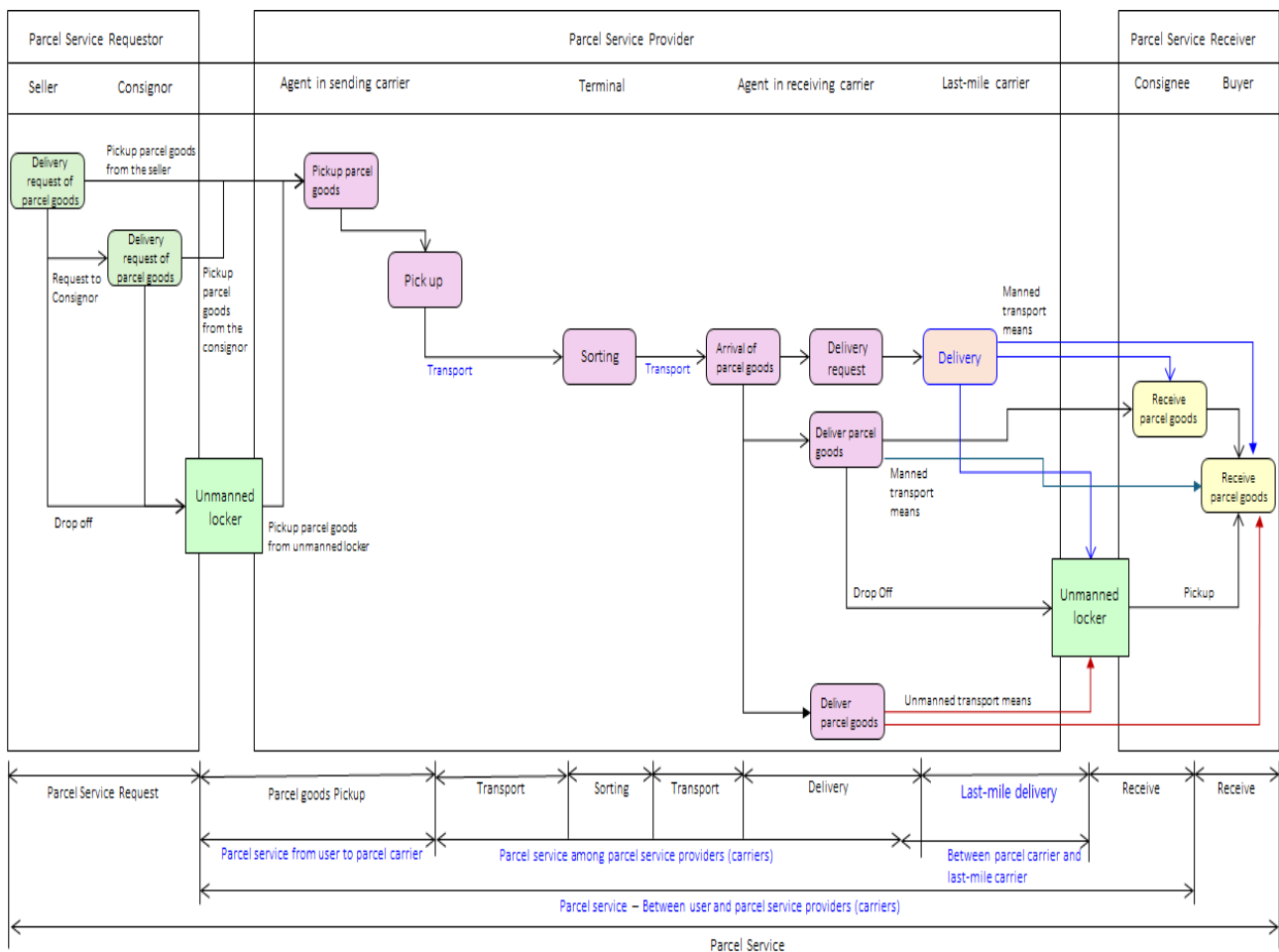
Figure 1 shows a sequence diagram of the parcel goods delivery service. The section labelled "sd: Ship" in Figure 1 shows parcel logistics from a transportation perspective.

■ Delivery

- A method in which a parcel service provider (carrier or delivery agent) delivers the parcel goods to the consignee (recipient), or may deliver the parcel goods to a place designated by the consignee (recipient)
- The delivery agent uses different modes of transportation, including trucks, motorcycles, and walking
- Delivery robots and drones are utilized as unmanned transportation options, replacing the need for human workers

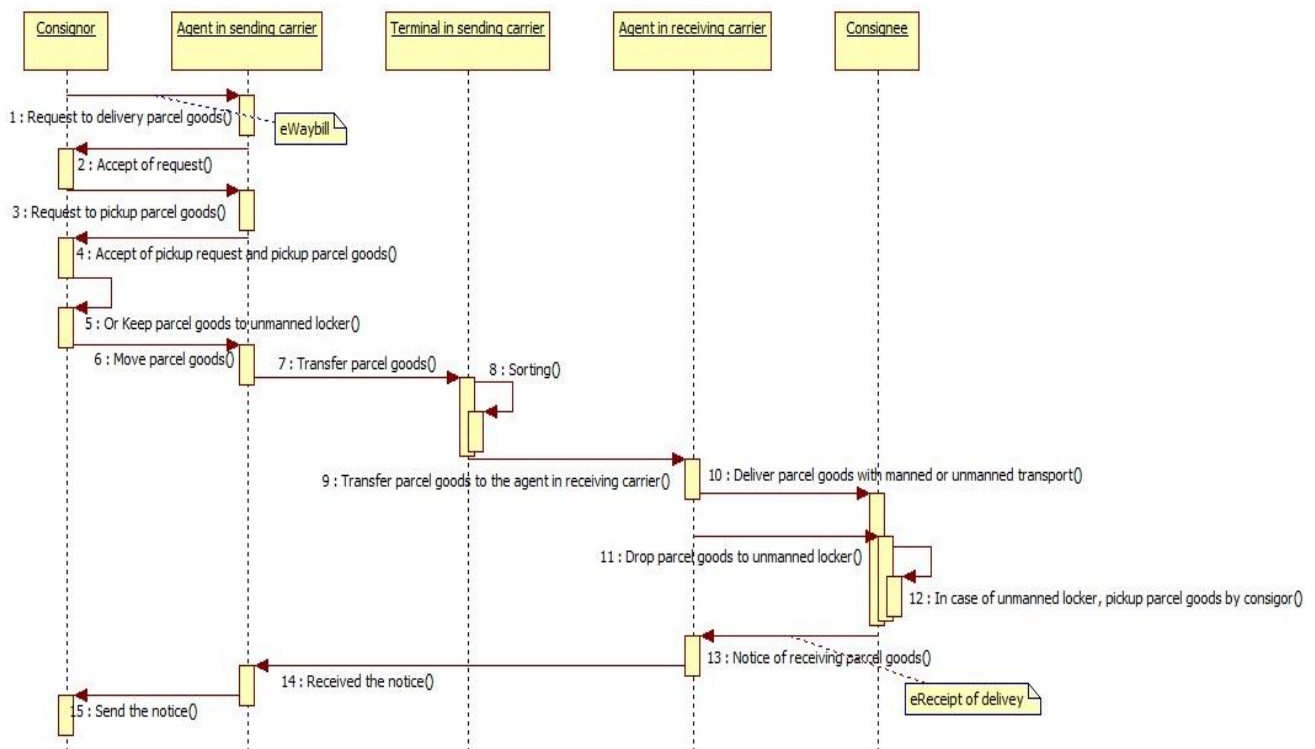
■ Receipt of parcel goods

- The consignee (recipient) receives the parcel from the delivery agent
- Alternatively, if the delivery agent brings the parcel goods to the designated place, such as an unmanned locker or convenience store, the consignee (recipient) should go there to pick them up.



<Figure 2> Service configuration of parcel goods delivery service

Figure 2 shows the service configuration of parcel goods delivery services, including the workflow among the entities involved. The sequence diagram in Figure 3 shows a scenario related to the parcel delivery service for goods.



<Figure 3> Sequence diagram of parcel goods delivery service

In the "buy-ship-pay model," activities such as the consignee (buyer) and consignor (seller) purchasing goods and making payments are categorized as "buy." Therefore, this BRS does not mention the tasks carried out during the purchasing process.

- In the Buy-Ship-Pay model, which is a typical e-business model, the payment process is usually carried out only after the purchased goods have been delivered to the consignee.
- However, in parcel logistics, the basic procedure is that the payment process must be completed after purchasing, and then the delivery process starts.
- Therefore, in parcel logistics, the purchase (sd: Buy section in Figure 1) and payment process are considered pre-processes.

However, delivery fees are caused by parcel logistics services and are separate from the payment service used to buy the goods. Currently, customers can either pay for delivery fees upfront when buying the goods or pay for them later upon receiving the goods. Therefore, considering the inherent characteristics of parcel logistics, this discussion will solely focus on parcel logistics from a transportation perspective, as shown in the sd: Ship section of Figure 1.

5. Business Requirements Elaboration

5.1. Business Requirements List

Number	Business Requirement Statement	Business Transaction Name for this Requirement
A.1	<ul style="list-style-type: none"> The consignor can either request a parcel delivery service from a parcel service provider or drop off the goods at the designated location for delivery. 	Submit a request for Parcel Delivery Service
A.2	<ul style="list-style-type: none"> If the parcel service provider is available, they will accept the delivery request. If not, they reject of request. In the rejected case, the consignor selects another parcel service provider and repeats step A.1. 	Response for Parcel Delivery Service Parcel Waybill
A.3	<ul style="list-style-type: none"> The parcel service provider (carrier) requests the pickup agent to collect the parcel goods. 	Request for Pickup
A.4	<ul style="list-style-type: none"> The pickup agent stops at the consignor's (or sender's) location or a designated place to collect the parcel goods, then transports them to the parcel service provider's office at the departure point. 	
A.5	<ul style="list-style-type: none"> Parcel goods picked up are transported from the parcel service provider's office at the departure point to the parcel terminal through a transportation process. 	Transport of Parcel goods
A.6	<ul style="list-style-type: none"> After arriving at the parcel terminal, the parcel goods are unloaded and sorted. 	Sorting
A. 7	<ul style="list-style-type: none"> After the sorting tasks are completed at the parcel terminal, the parcel service provider requests the transport agent (carrier) to transport the parcel goods (work instructions) to their office at the destination points. 	Transport Order
A.8	<ul style="list-style-type: none"> The transport agent loads the classified goods onto transport means and 	Transport of Parcel goods

	transports them to another parcel terminal or their office at the destination point.	
A.9	<ul style="list-style-type: none"> The parcel service provider requests delivery to a delivery agent, who provides delivery service including last-mile delivery. The delivery agent accepts the parcel delivery request. 	Delivery request for Parcel Goods
A.10	<ul style="list-style-type: none"> The delivery agent checks the list of parcels to be delivered and loads them onto the delivery means, whether manned or unmanned. 	Loading
A.11	<ul style="list-style-type: none"> The delivery agent delivers parcel goods to the location designated by the recipient (consignee or receiver) of the delivery service. When the final destination is a designated place, the delivery agent drops off the parcel goods at that location and notifies the recipient (consignee or receiver) that the parcel has arrived. When the recipient (consignee or receiver) receives the parcel goods at the designated place, they should inform the parcel service provider that they have completed the receipt. 	Send the notice of a parcel goods delivered (Delivery Order)
A.12	<ul style="list-style-type: none"> The delivery agent informs the parcel service provider that the parcel has been delivered. Then, the parcel service provider informs it to the consignor or sender. 	Receipt of notice of delivered

Number	Data Requirement Statement
B1	A Parcel Waybill may specify one or more items for Parcel Goods
B2	A Line shall identify only one Good
B3	A Waybill Number shall identify a Parcel Waybill
B4	A Parcel Good may contain one or more Packages
B5	A Package may contain one or more Products

B6	Parcel Goods shall be delivered to the Address (consignee, unmanned locker, etc.)
B7	An Address may specify a ZIP code
B8	Parcel Goods shall be delivered by manned or unmanned transport means in last-mile delivery

5.2. Definition of Business Term

Parcel Delivery Service Request	<ul style="list-style-type: none"> The consignee purchases goods by paying for them. After that, the seller or consignor requests delivery from a parcel service provider.
Received	<ul style="list-style-type: none"> the seller or consignor requests delivery from a parcel service provider The parcel service provider decides whether to accept or reject the request.
Pickup	<ul style="list-style-type: none"> A business entity that provides parcel services receives parcel goods from a customer (consignor) for delivery. Pickup agents go to the consignor's (or sender's) location or a designated place to collect the parcel goods
Sorting	<ul style="list-style-type: none"> Activities of sorting parcels within a parcel terminal according to classification criteria (e.g. by region)
Storage	<ul style="list-style-type: none"> Activities of storing parcels that have arrived at the related agencies
Transport	<ul style="list-style-type: none"> Transporting parcel goods from one location to another using any means of transportation, manned or unmanned, where "locations" refer to hub terminals or designated places.
Delivery	<ul style="list-style-type: none"> The delivery agent delivers the parcel goods to the designated delivery location, which may include in-house delivery, unmanned lockers, and convenience stores.
Receive	<ul style="list-style-type: none"> The activities in which the consignee (receiver) receives the parcel goods listed on the e-waybill from the delivery agent. The activities in which the consignee (receiver) picks up the parcel delivered to the designated place (unmanned locker, convenience store).

5.3. Business Requirements View

5.3.1. Business Domain View

<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <<bDomain>> Parcel Logistics </div>	
Industry	<ul style="list-style-type: none"> Parcel Logistics
Justification	<ul style="list-style-type: none"> cross-industry specification
Reference	<ul style="list-style-type: none"> UN/CEFACT Unified Modeling Methodology
Stakeholder	<ul style="list-style-type: none"> Parcel service user: consignor, sender, consignee, receiver Parcel service provider <ul style="list-style-type: none"> Agent: Pick up agent, Sorter, transporter, delivery agent, parcel terminal, parcel agent Designated place: unmanned locker, convenience store

The various processes included within the Parcel Logistics Domain are shown together with the three Business Partner Types that participate in them.

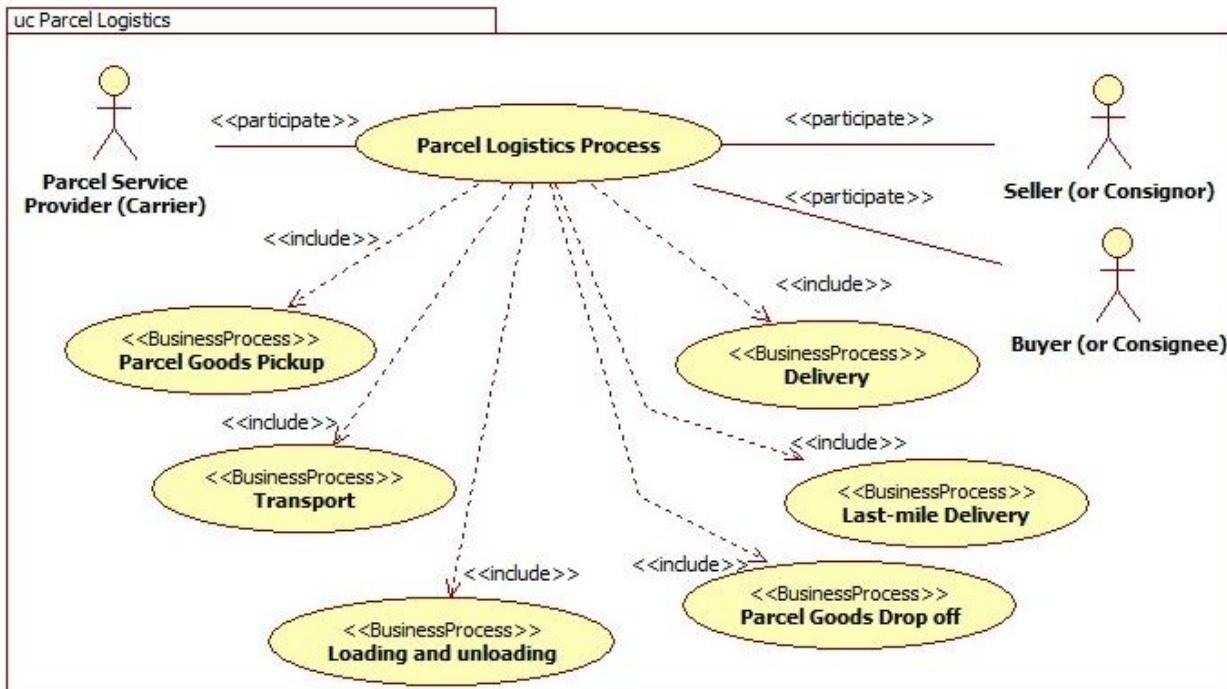


Figure 4 - Business Domain Use Case Diagram - Business Processes in Parcel Logistics Domain

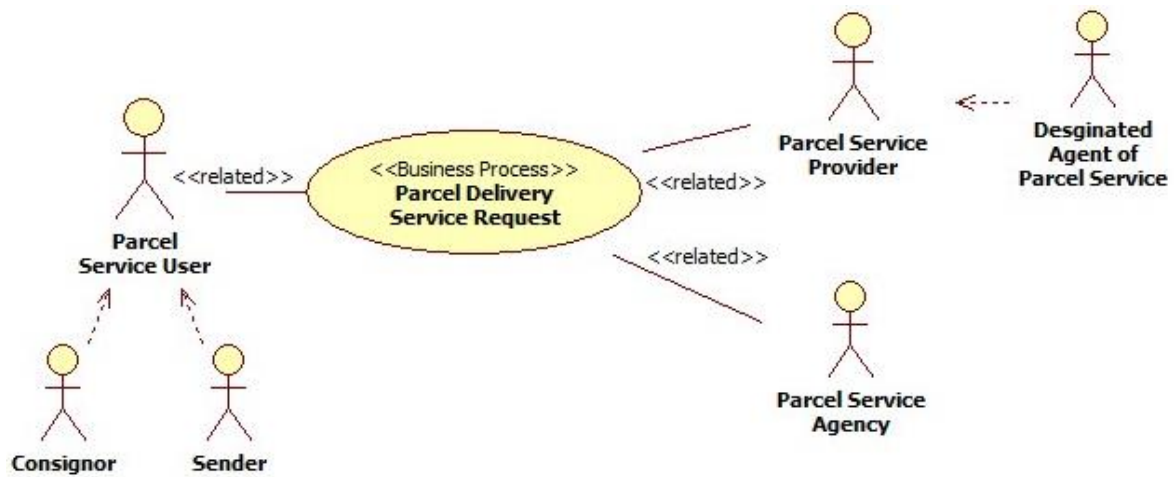
5.3.1.1. Business Process -Parcel Goods delivery

5.3.1.1.1. Business process worksheet

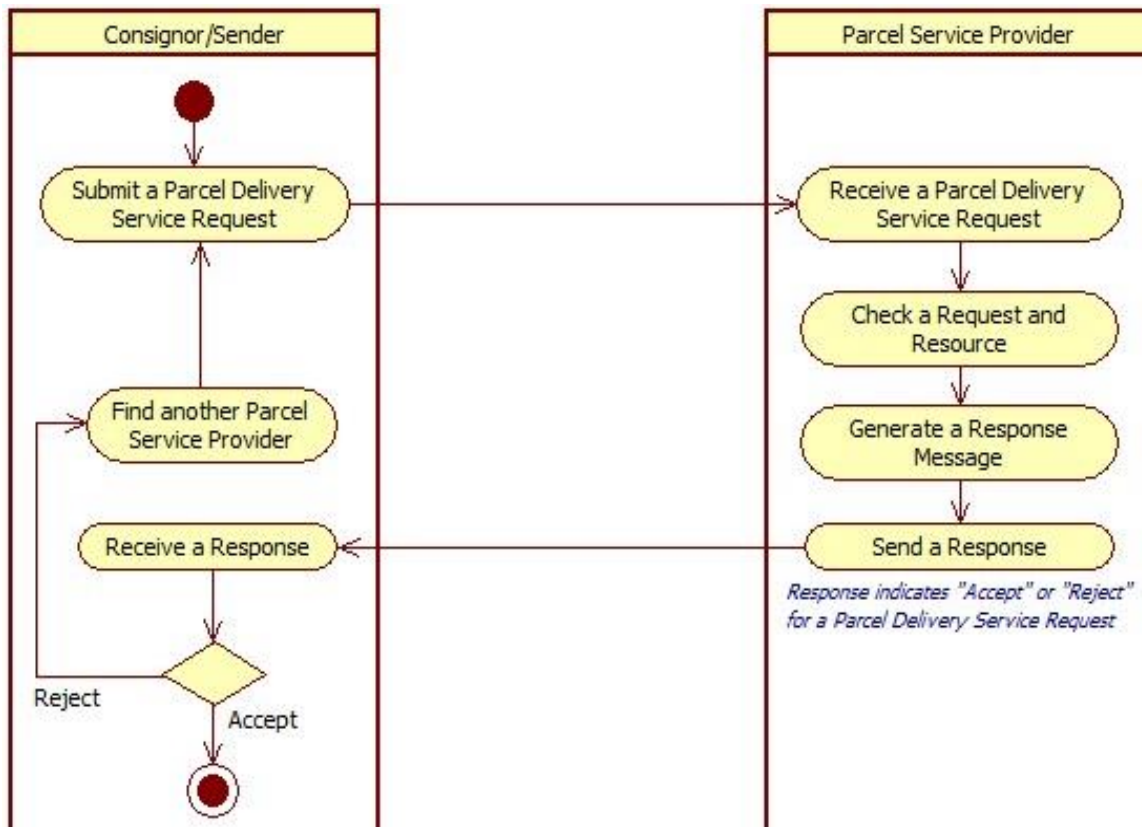
Form for Business Process	
General	
Name	Parcel Goods Delivery
Description	<p>The consignee purchases goods from the consignor. Then, the consignor requests delivery to the parcel service provider. In other cases, the consignor should have goods to deliver to the consignee.</p> <p>The consignor may enter into a contract with one parcel service provider to deliver the parcel goods, or they may choose to use multiple parcel service providers for individual deliveries.</p> <p>The parcel service provider can utilize manned and unmanned transport means for delivering goods.</p>
Details	
Classified to Business Areas and Process Areas	Business Area: <i>Parcel Goods Delivery</i> Process Area: <i>Ship (Transport)</i>
Participants and their interests	Customer, Consignor, Seller, Consignee
Stakeholders and their interests	Parcel Service Provider (Carrier, delivery agent, last-mile delivery agent, unmanned locker)
Reference(s)	
Start/End Characteristics	
Pre-condition	Parcel Waybill Awaited
Post-condition	Parcel Waybill Accepted
Begins When	Parcel Waybill Issued The consignor is packing the parcel to be delivered and requests the delivery service from the parcel service provider. The parcel service provider accepts the courier service request and issues an e-waybill.
Ends When	Pickup agents collect parcel goods and provide delivery service Parcel Waybill is accepted as correct, if necessary, after initiating a corrective procedure
Actions	None

Exceptions	If the parcel service provider is unavailable, they will reject the request. In the rejected case, the consignor selects another parcel service provider and repeats this business process.
Relationships	
Included Business Processes	None
Affected Business Entities	Invoice

5.3.1.1.2. Business process use case



5.3.1.1.3. Business process activity diagram



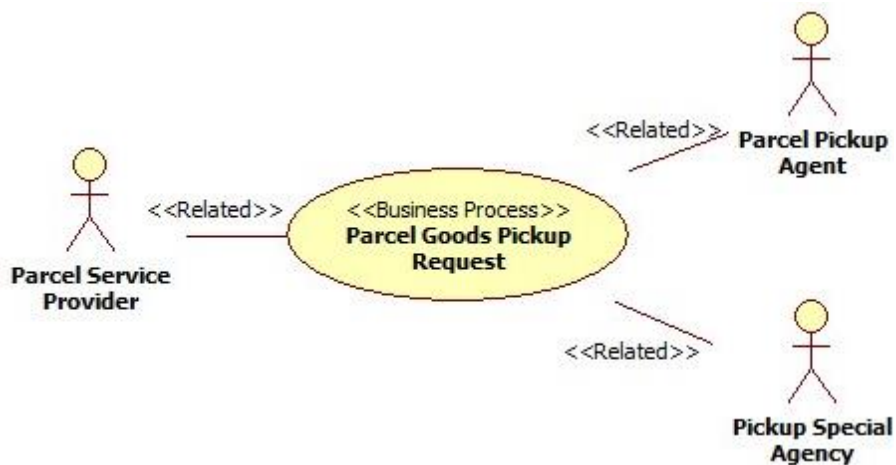
5.3.1.2. Business Process -Parcel Goods Pickup

5.3.1.2.1. Business process worksheet

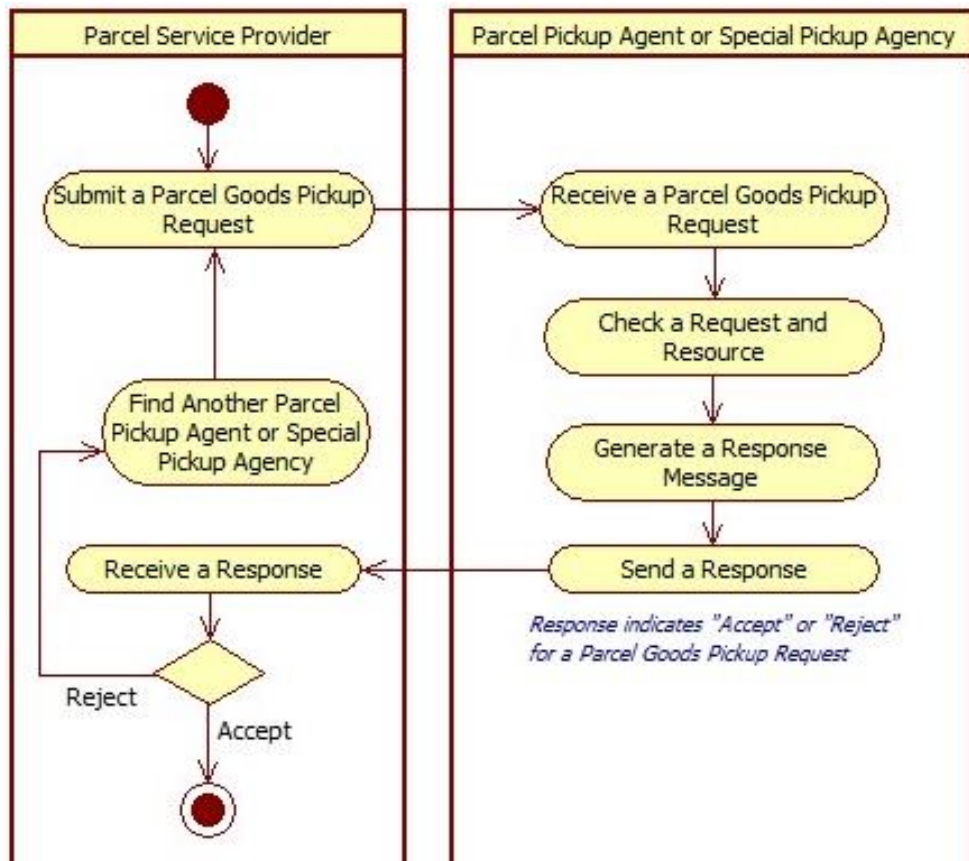
Form for Business Process	
General	
Name	Parcel Goods Pickup
Description	The consignor (sender) requests the parcel delivery service, which is then accepted by the parcel service provider. In other cases, the consignor (sender) goes to the designated place to drop off the parcel goods and requests delivery service.
Details	
Classified to Business Areas and Process Areas	Business Area: Parcel Goods Pickup Process Area: Ship (Transport)
Participants and their interests	Parcel Service Provider (pickup agent, unmanned locker), Consignor, Seller
Stakeholders and their	Parcel Service Provider (Carrier)

interests	
Reference(s)	
Start/End Characteristics	
Pre-condition	Parcel Waybill Issued Pickup request awaited
Post-condition	Pickup Accepted
Begins When	The parcel service provider accepts the request for parcel pickup.
Ends When	The pickup agent goes to the point of departure to collect parcel goods and then transports them to the parcel terminal.
Actions	None
Exceptions	If the parcel is not collected within a certain time, the parcel service provider will request a collection again from the pickup agent or request a collection from another pickup agent.
Relationships	
Included Business Processes	None
Affected Business Entities	Waybill

5.3.1.2.2. Business process use case



5.3.1.2.3. Business process activity diagram



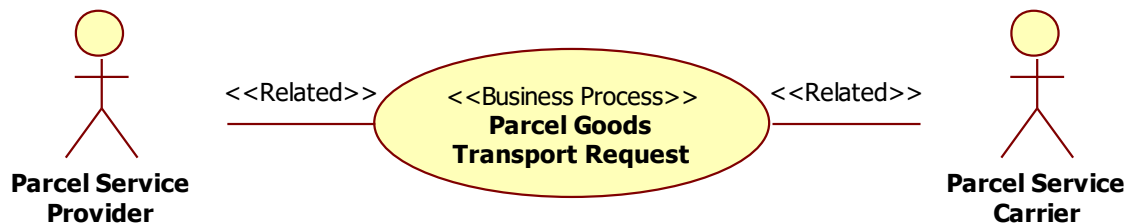
5.3.1.3. Business Process -Parcel Goods Transport

5.3.1.3.1. Business process worksheet

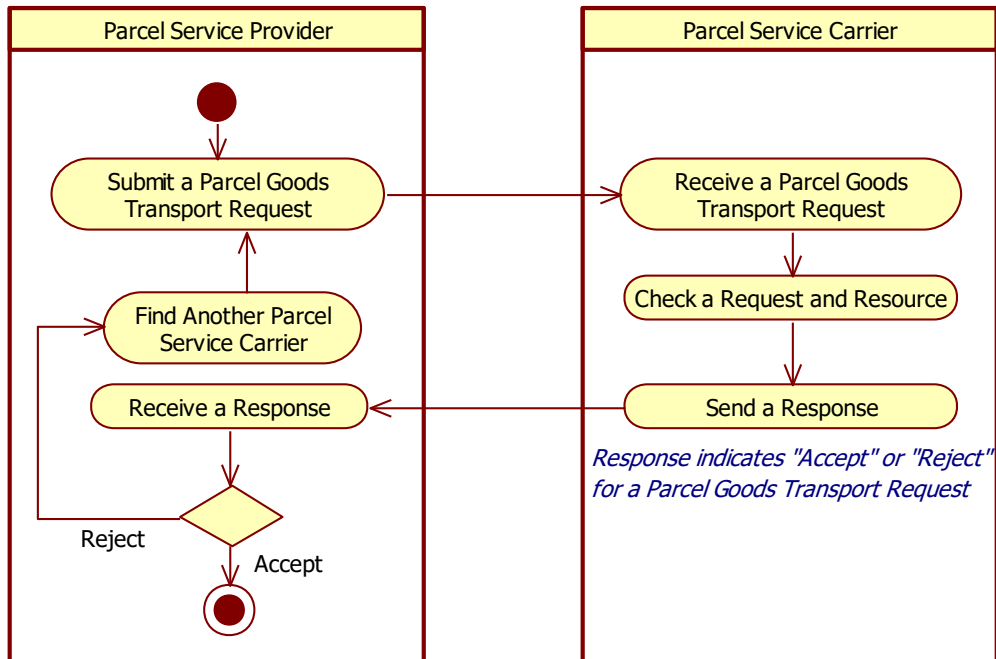
Form for Business Process	
General	
Name	Parcel Goods Transport
Description	The transport agent moves parcels picked up at the departure location to the parcel terminal or transports parcels that have been sorted at the parcel terminal to either another parcel terminal or the final destination.
Details	
Classified to Business Areas and Process Areas	Business Area: Parcel Goods Transport Process Area: Ship (Transport)
Participants and their interests	Parcel Service Provider (transport agent, terminal)
Stakeholders and their	Consignor, Consignee, seller, buyer

interests	
Reference(s)	
Start/End Characteristics	
Pre-condition	Parcel Goods Picked up Transport request awaited
Post-condition	Transport instrument Accepted
Begins When	The transport agent accepts transport requests for parcel goods.
Ends When	The transport agent moves the parcel cargo from the point of departure to the destination and unloads the parcel goods from the transport means at the destination.
Actions	None
Exceptions	Parcels that are incorrectly sorted or need to be delivered to a different region can only be confirmed upon arrival at the destination. In this case, they are taken back to the parcel terminal and sorted again according to the destination address. After being sorted at the parcel terminal, they are transported according to the transportation process.
Relationships	
Included Business Processes	None
Affected Business Entities	Transport instrument

5.3.1.3.2. Business process use case



5.3.1.3.3. Business process activity diagram



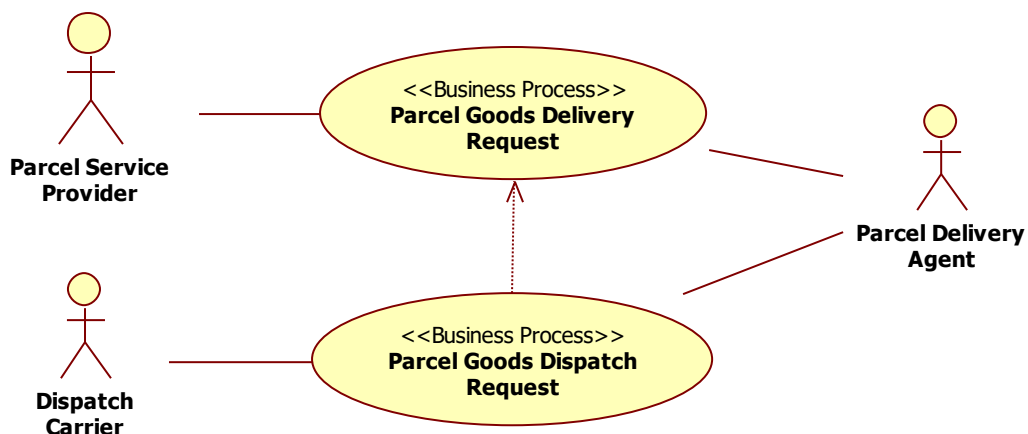
5.3.1.4. Business Process -Parcel Goods Delivery

5.3.1.4.1. Business process worksheet

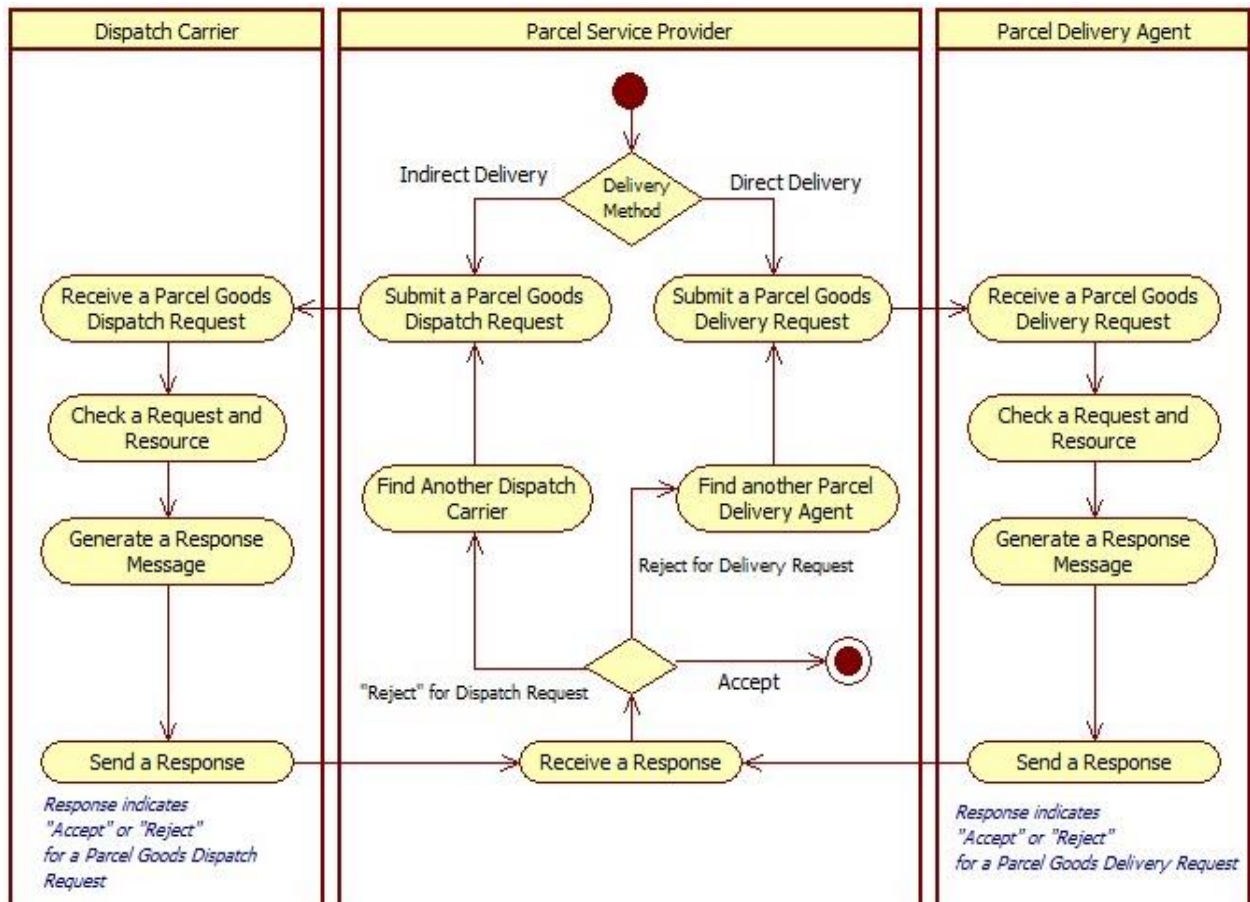
Form for Business Process	
General	
Name	Parcel Goods Delivery
Description	<p>The parcel service provider on the receiving end requests the delivery agent to deliver to the end user. Then, the delivery agent takes the parcel to the location designated by the recipient (consignee or receiver).</p> <p>When the final destination is a designated place, the delivery agent drops off the parcel goods at that location and notifies the recipient (consignee or receiver) that the parcel has arrived.</p> <p>The delivery agent should inform the parcel service provider that they have completed the receipt.</p>
Details	
Classified to Business Areas and Process Areas	Business Area: Parcel Goods Delivery Process Area: Ship (Transport)
Participants and their interests	Parcel Service Provider (delivery agent, last-mile delivery agent), Consignee, buyer

Stakeholders and their interests	Parcel Service Provider (carrier)
Reference(s)	
Start/End Characteristics	
Pre-condition	Delivery request awaited
Post-condition	Delivery Order Accepted
Begins When	The delivery agent accepts the request for parcel goods delivery.
Ends When	The delivery agent informs the parcel service provider that the parcel has been delivered. Then, the parcel service provider informs the consignor or sender.
Actions	None
Exceptions	The delivery agent can retrieve the parcels upon the recipient's request or in cases of incorrect delivery, such as an inaccurate address or a difficult-to-read address due to handwriting, even if the address is correct.
Relationships	
Included Business Processes	None
Affected Business Entities	Delivery Order, Delivery Receipt

5.3.1.4.2. Business process use case

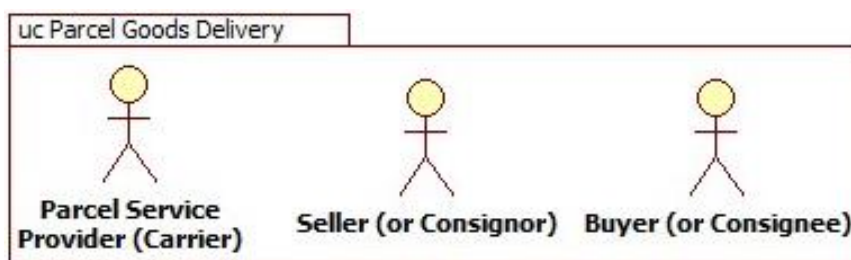


5.3.1.4.3. Business process activity diagram



5.3.2. Business Partner View

Partners and stakeholders



<Figure 5> Business Partner View Use Case Diagram

a. Actor

- Service user: seller, buyer, consignor, consignee
- Service provider: agent in sending and receiving carrier, terminal, last-mile carrier, unmanned locker

b. activities

- Parcel service request
- Pickup
- Transport

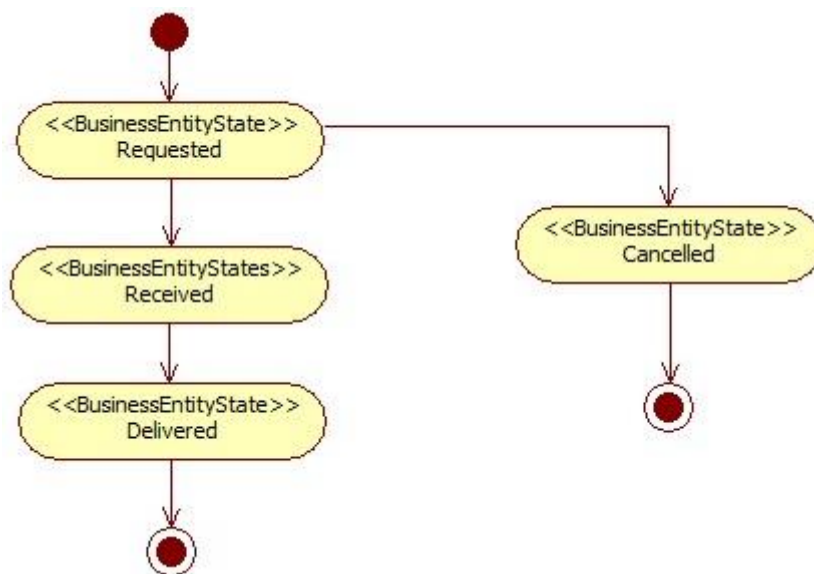
- Sorting
- Delivery
- Receive parcel goods

c. transport means

- Manned: truck, railway, airplane, ship, bicycle, motor vehicle
- Unmanned: robots, drones, autonomous cars, autonomous ships

5.3.3. Business Entity View

5.3.3.1. Lifecycle diagram

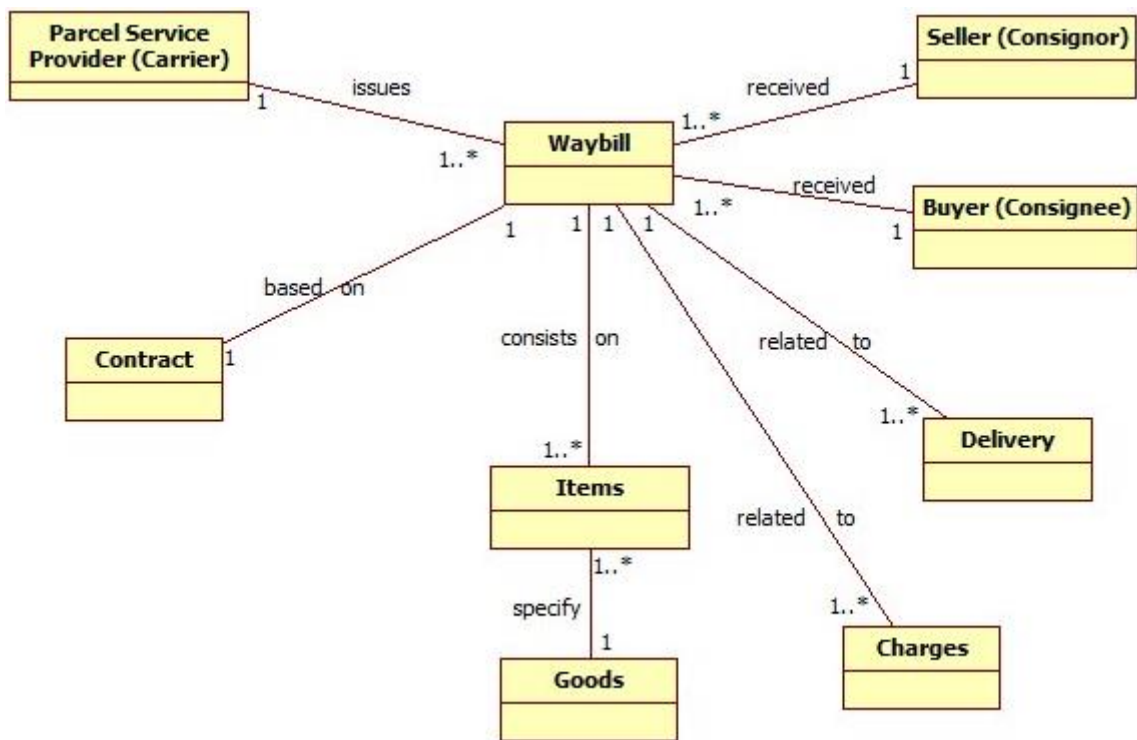


<Figure 6> Entity Lifecycle Diagram - Parcel Delivery Entity

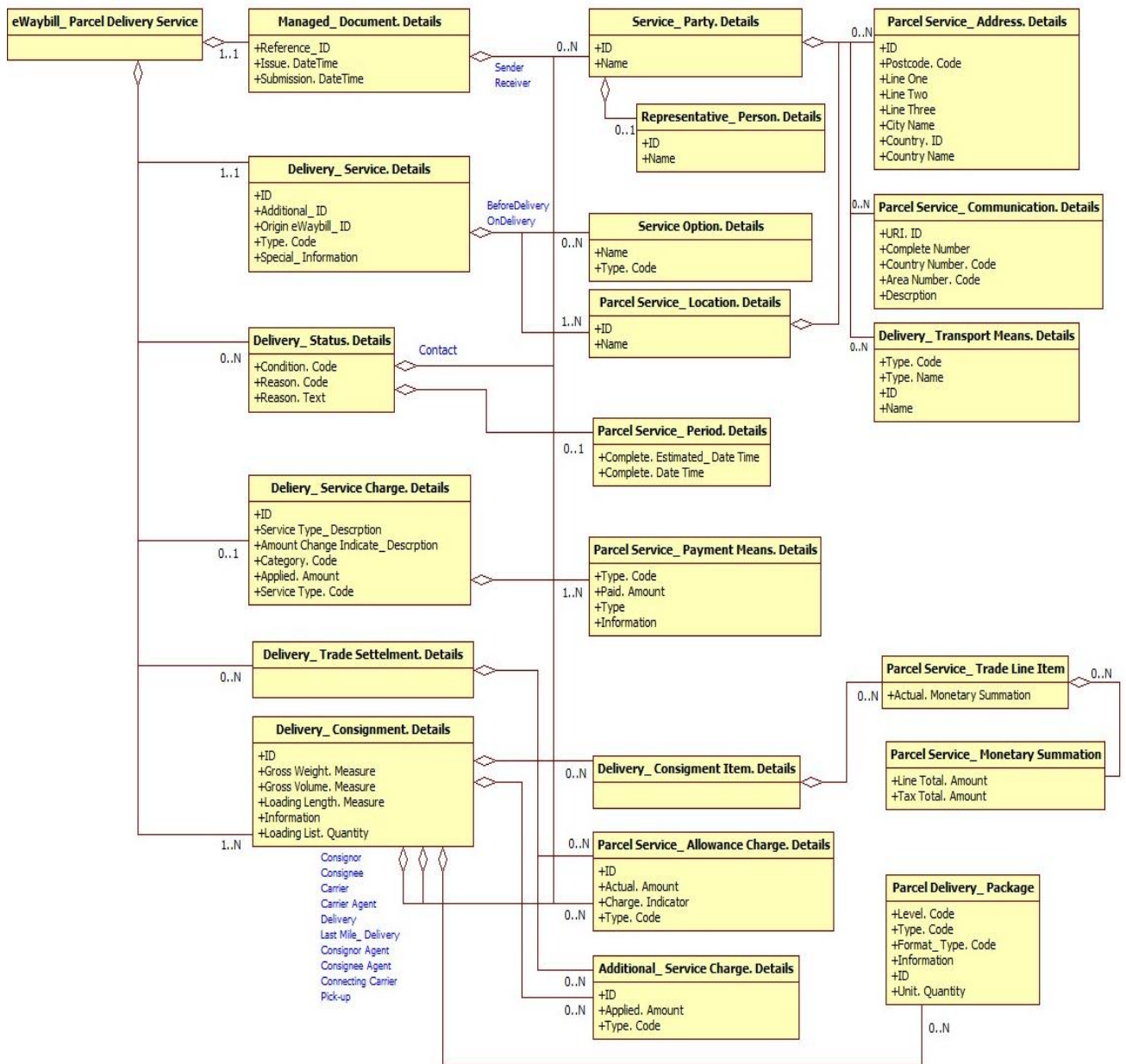
5.3.3.2. Conceptual model

A Parcel Waybill is issued by the Parcel Service Provider and received by the Seller (Consignor) and Buyer (Consignee). It requests the Last-mile Delivery (Goods moving) provided in a DELIVERY order, according to the terms specified in a standard contract of parcel logistics.

The Parcel Waybill consists of one or more ITEMS and charges that each specifies goods.



<Figure 7> Conceptual model



<Figure 8> Class diagram of the conceptual model

5.4. Business Choreography View

5.4.1. Business Transaction View

5.4.1.1. Business Transaction Use Case Worksheet

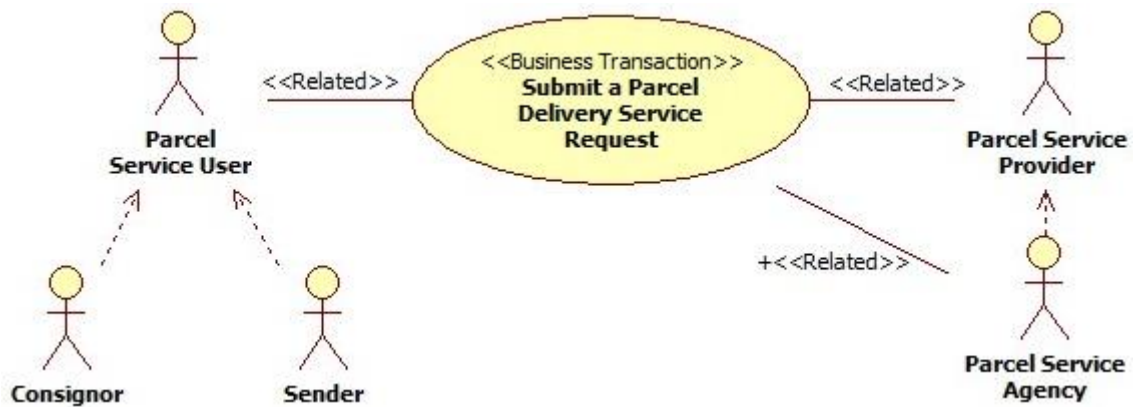
Form for Business Transaction	
Business Transaction Use Case	
Name	Submit a Parcel Delivery Service Request

Description	The consignor or sender, who is using the parcel goods delivery service, sends a message to the parcel service provider (parcel carrier company) requesting the delivery of their goods.
Details	
Requesting Role	Parcel Waybill Issuer
Responding Role	Parcel Service Provider
Requesting Activity	Issue Parcel Waybill
Responding Activity	Receive Parcel Waybill
Is Included In (Name of Business Collaboration)	Transport Instrument, Delivery Order, Delivery Receipt
Start/End Characteristics	
Affected Business Entities	Parcel Waybill
Pre-condition	Parcel Waybill Awaited
Post-condition	Parcel Waybill Received
Begins When	Parcel Waybill Issued
Ends When	Parcel Waybill Received
Exceptions	None
Business Transaction Activity Details	
Business Transaction Pattern	<input checked="" type="checkbox"/> Information Distribution <input checked="" type="checkbox"/> Notification <input type="checkbox"/> RequestResponse <input type="checkbox"/> RequestConfirm <input type="checkbox"/> QueryResponse <input type="checkbox"/> Commercial Transaction
Requestor's Side	
Requesting Role	Parcel Waybill Issuer
Requesting Business Action Name	Issue Parcel Waybill
Requesting Information Envelope Name	Parcel Waybill
Responder's Side	
Responding Role	Parcel Service Provider

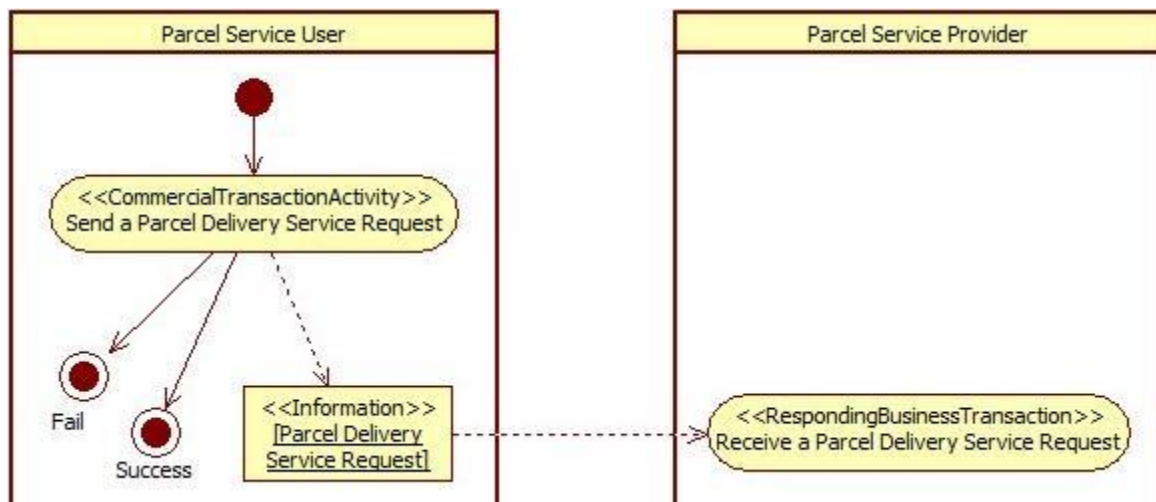
Responding Business Action Name	Receive Parcel Waybill
Responding Information Envelope Name	N.A

5.4.1.2. Business Transaction Use Case & Activity

5.4.1.2.1. Business Transaction - Submit a Parcel Delivery Service Request

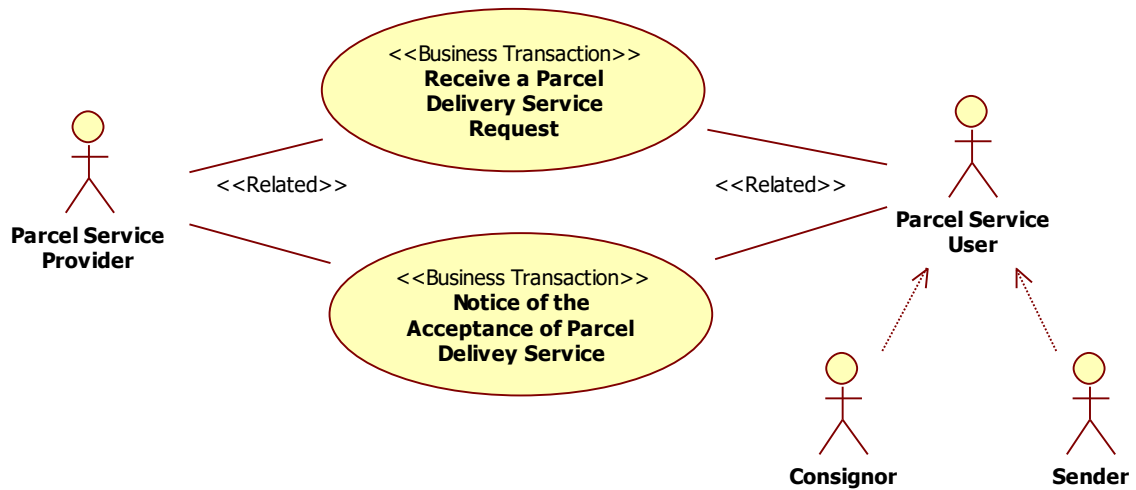


<Figure 9> Use case diagram – “Submit a Parcel Delivery Service Request” business transaction

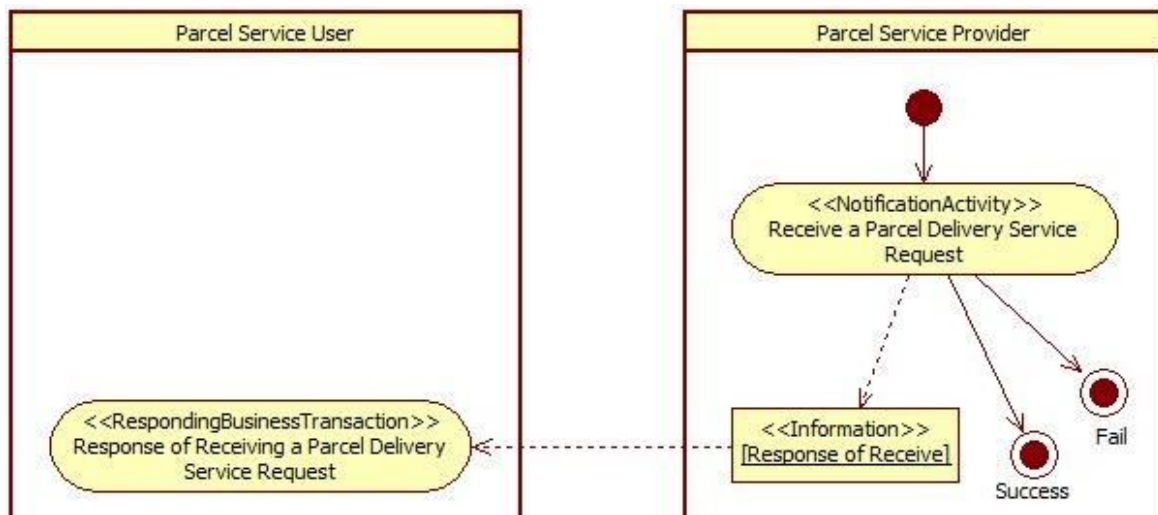


<Figure 10> Activity diagram – “Submit a Parcel Delivery Service Request” business transaction

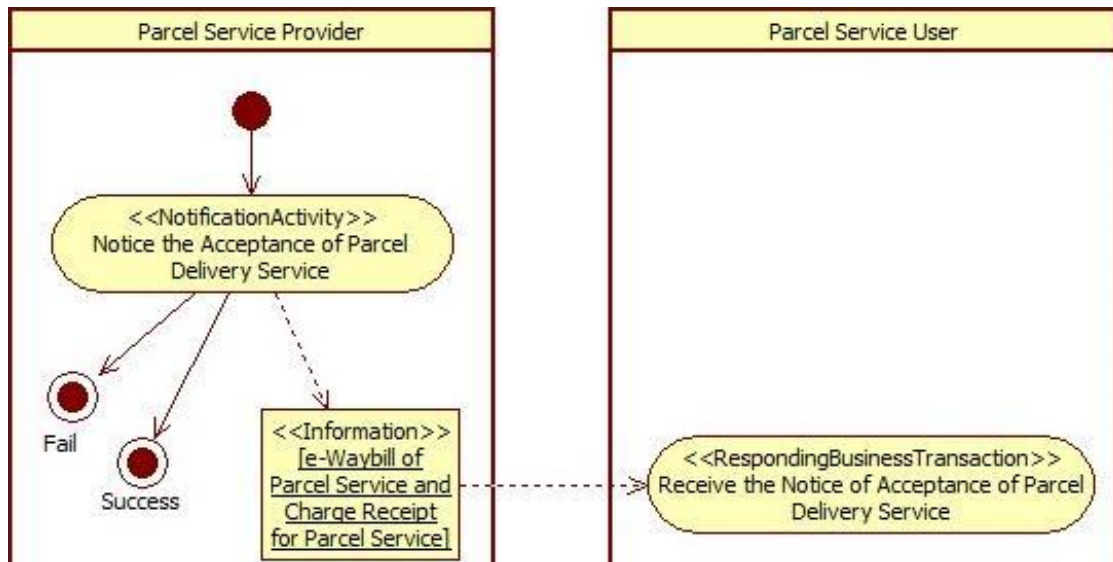
5.4.1.2.2. Business Transaction - Receive a Parcel Delivery Service Request and Notice of the Acceptance



<Figure 11> Use case diagram – “Receive a Parcel Delivery Service Request and Notice of the Acceptance” business transaction

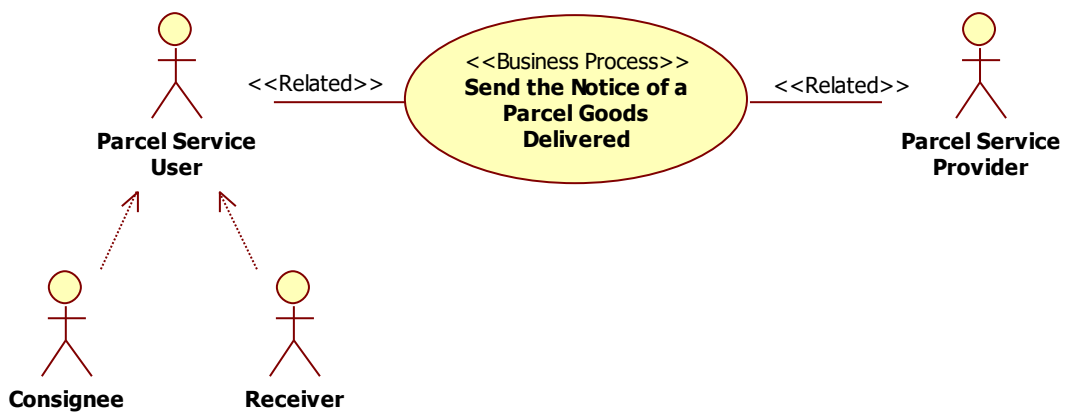


<Figure 12> Activity diagram – “Receive a Parcel Delivery Service Request” Business Transaction

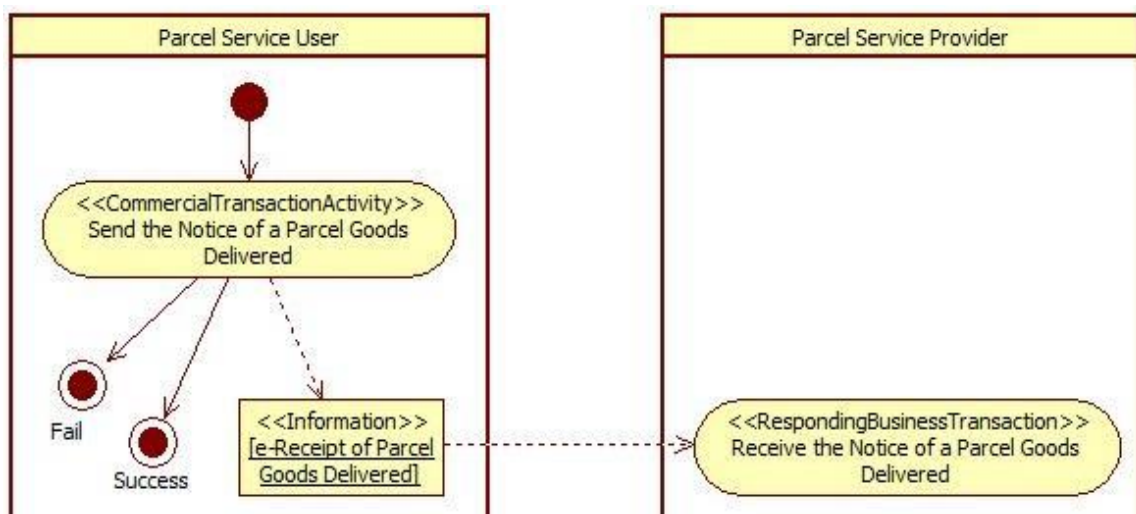


<Figure 13> Activity diagram – “Notice the Acceptance of Parcel Delivery Service” Business Transaction

5.4.1.2.3. Business Transaction - Send the Notice of a Parcel Goods Delivered

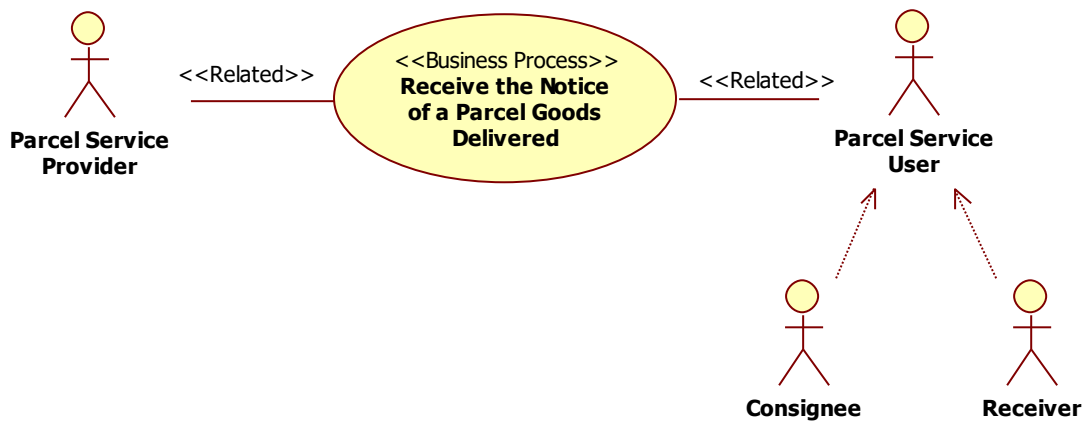


<Figure 14> Use case diagram - “Send the Notice of a Parcel Goods Delivered” Business Transaction

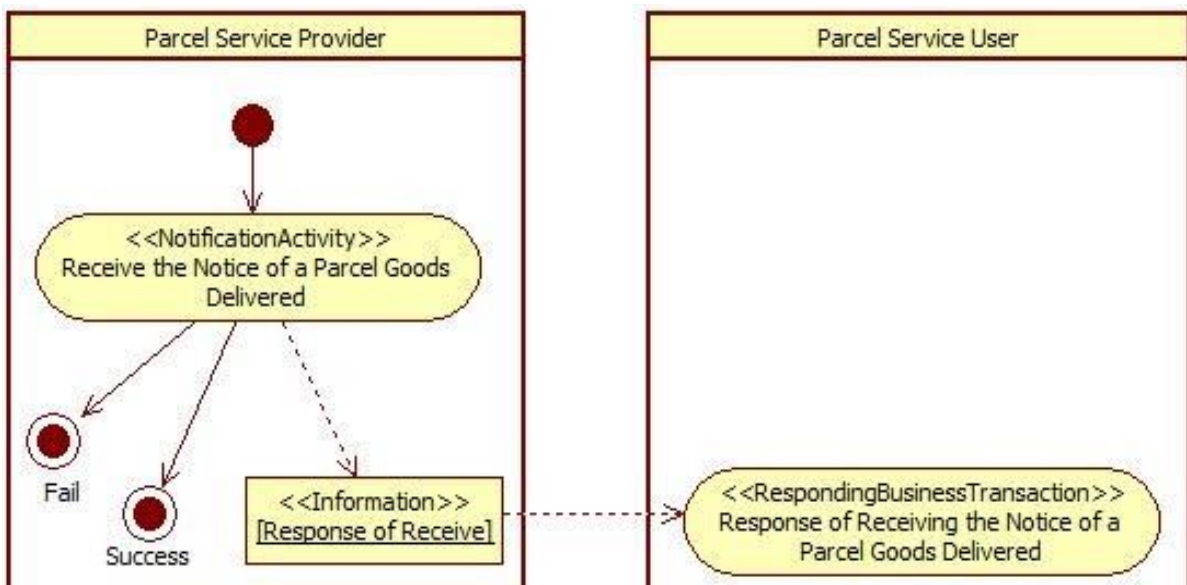


<Figure 15> Activity diagram - “Send the Notice of a Parcel Goods Delivered” Business Transaction

5.4.1.2.4. Business Transaction - Receive the Notice of a Parcel Goods Delivered



<Figure 16> Use case diagram – “Receive the Notice of a Parcel Goods Delivered” Business Transaction

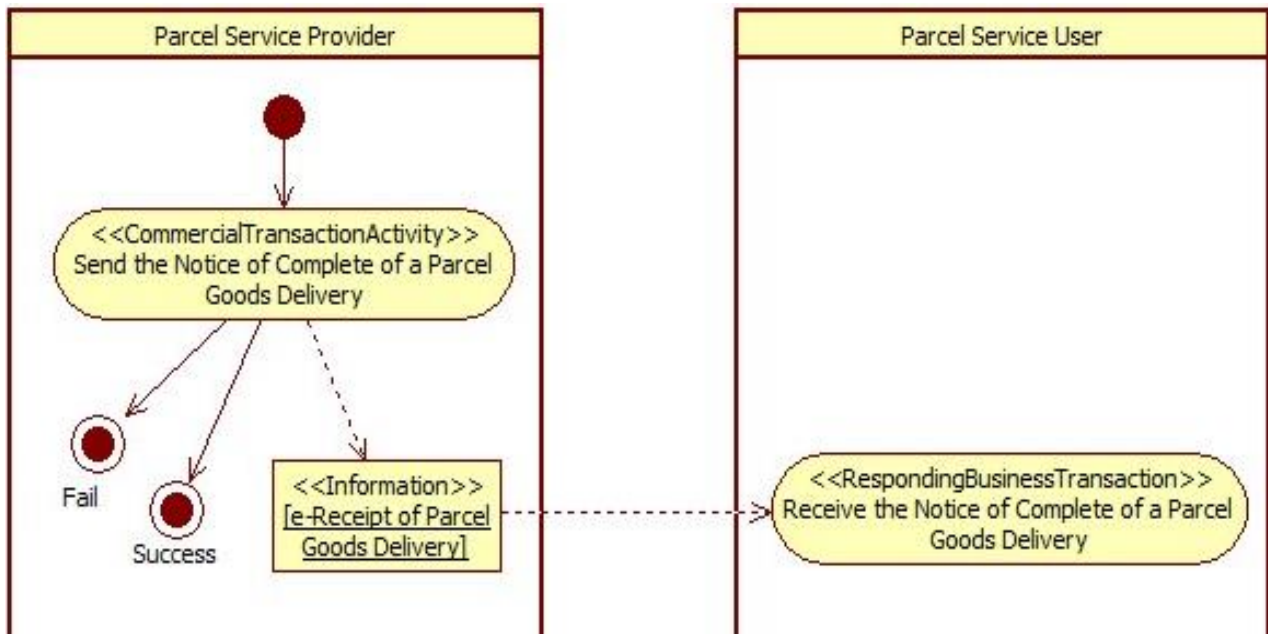


<Figure 17> Activity diagram - “Receive the Notice of Parcel Goods Delivered” Business Transaction

5.4.1.2.5. Business Transaction - Send the Notice of complete of a Parcel Goods Delivery

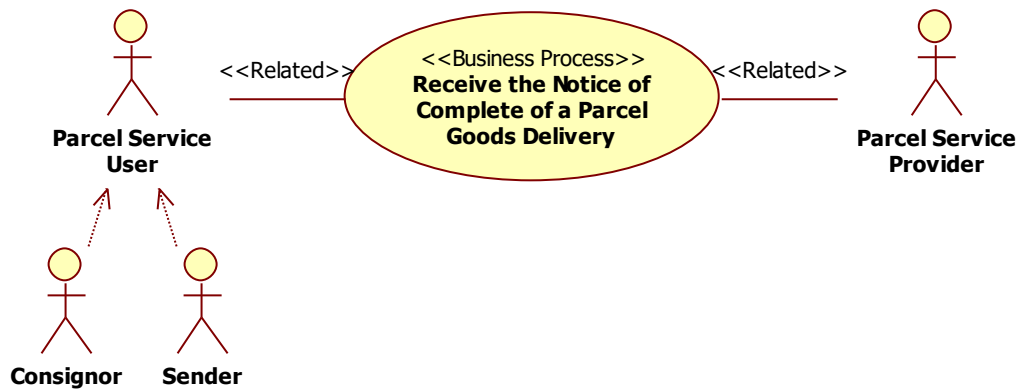


<Figure 18> Use case diagram – “Send the Notice of Complete of a Parcel Goods Delivery” Business Transaction

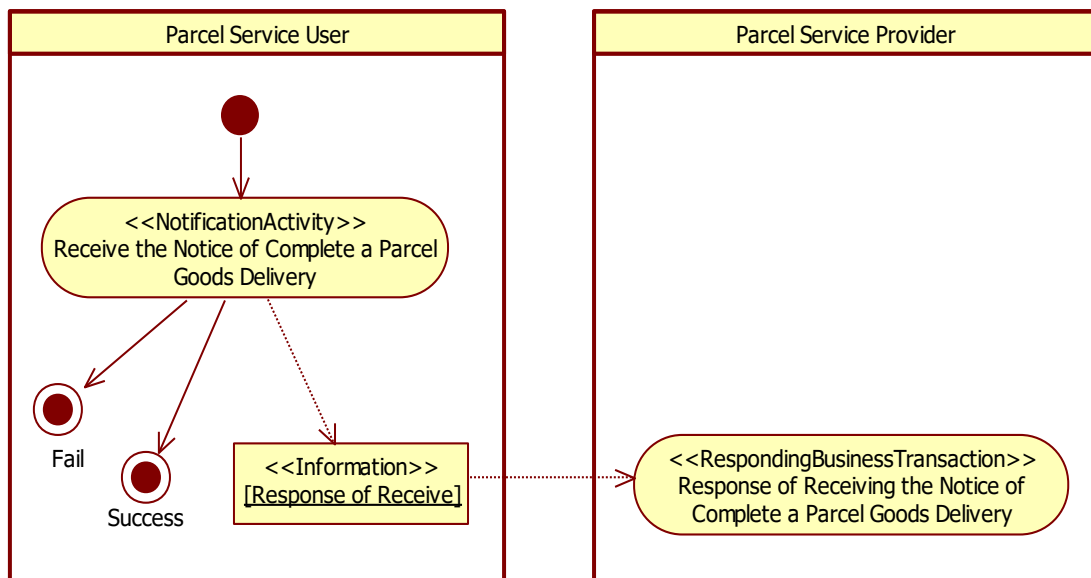


<Figure 19> Activity diagram – “Send the Notice the Acceptance of Parcel Delivery Service” Business Transaction

5.4.1.2.6. Business Transaction - Receive the Notice of Complete Parcel Goods Delivered



<Figure 20> Use case diagram – “Receive the Notice of a Parcel Goods Delivered” Business Transaction



<Figure 21> Activity diagram – “Receive the Notice the Complete of Parcel Goods Delivery” Business Transaction

5.4.2. Business Collaboration View

5.4.3. Business Realization View