

Message Sequence Descriptions

A1: Request Return Customer requests to return an item and sends it back to the warehouse

A1.1: Deliver Return Mail truck delivers the return to the warehouse

A1.2: Request Inspection Returned item goes to the inspector

A1.3: Inspection Response Inspector either approves or denies the return

A1.4: Send item back to customer If the return is denied then the item is sent back to the customer

A1.5: Return Response The customer either gets a refund or the item back

A2: Delivery Items come from suppliers to the warehouse to be sold

A2.1: Request Mail List Mail trucks ask for their lists of deliveries

A2.2: Mail List Response System gives the mail trucks their lists of deliveries

A2.3: Item Delivery Items are delivered to customers