1. To manage the book delivery process. The first will be the packing convention.

2. We will confirm the shipping method. Fast or normal delivery and then send the request to the delivery staff. They will check to see if the order can be shipped. If not, they will report back to the system, and if they can, they will deploy to pick up the package.

4. After the delivery staff responses about the system, at the same time the customer will receive a feedback about the delivery status.

5. After receiving the delivery staff received the package from the system. And start the delivery process, after the delivery staff to destination. They will contact the customer to pick up the package.

6. This will be the payment step. If the customer has already paid, this step will be skipped, if the customer has not paid, it will be must payment.

7. After completing the payment step, the staff will report back to the system that the delivery process has been completed.