

BPM As-Is Model Notes

Pools

- Customer
- On the Spot

Lanes

- Admin
- Driver

Order Request

- Process Starts
- Receive order request via mobile phone
- Record information in a log
 - Log = Physical database (artefact)
 - Includes:
 - When he received the call
 - Records address
 - When the shipment would be ready for pick up
 - Sometimes immediate pick up, sometimes later in the day
- Type of delivery is it Delivery request or Delivery order
 - Delivery Order considered open until delivery van arrives at the pick up location

Pick Up

- Go to location
 - Referring to log
- Pick up package
- Record time of pick up
- Notes desired delivery time
- Notes weight of the package to determine courier cost
- Prints out a label with portable printer with Unique identifier
- Unique Identifier (Artefact)
 - When it was picked up
 - Who picked it up
 - Deliver to entity name information
 - Address

- Type of delivery
 - Priority
 - Same day delivery or overnight
- Weight and cost

Transit

- Bring package back to warehouse
- Sort (Assumption)

Delivery

- Delivery package
- Record
 - When the delivery was made
 - Who received it
- Is package valuable
 - Yes - need signature
 - No - leave package
- Process Payment
 - Type of payment (Cash, check, bank deposit)
 - Date
 - Amount
- Deliver Fulfilled

Assumption

- Admin sends logged information to Drivers