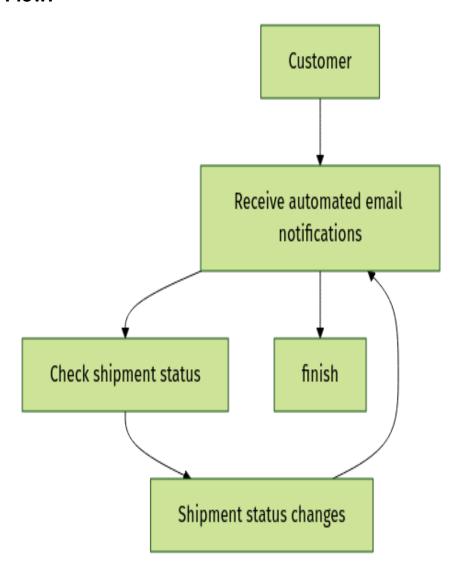
# **Business Process Guide**

# **Description:**

As a customer, I want to receive automated email notifications whenever the status of my shipment changes so that I am always informed about the progress of my order.

### **Process Flow:**



# **Common Defects:**

Defect	Occurrence	
Notifications for already delivered/cancelled orders	When an existing order's status is changed to 'delivered' or 'cancelled', the	customer might stil
Notification frequency	If there are multiple status changes in a short period, the customer might r	eceive too many no
Incorrect or outdated information	If the system uses stale data or does not update the shipment status corre	ctly, the customer n
Missing notifications	If the system fails to send a notification when a status changes, the custon	ner might not be aw
Notification delivery failures	If the email provider fails to deliver the notification to the customer's inbox	(spam folder, netwo
Language preferences	If the customer's language preference is not considered, they might receiv	e notifications in a la
Timezone handling	If the system does not handle timezones correctly, the customer might rec	eive notifications at

# Appendix:

Parameter	Value
Notification Type	Email
Event Trigger	Shipment Status Change
Recipient Email	Customer Email
Email Template	Shipment Status Update