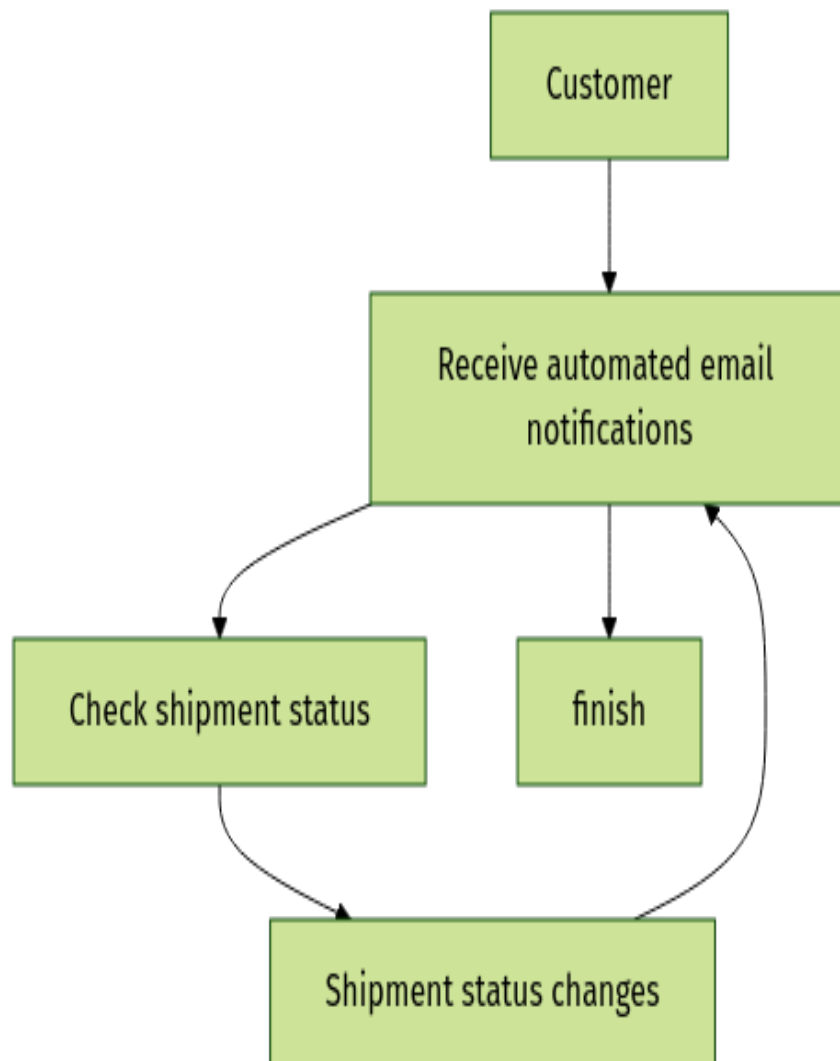


Business Process Guide

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 still receive a notification.
Notification frequency	If there are multiple status changes in a short period, the customer might receive too many notifications.
Incorrect or outdated information	If the system uses stale data or does not update the shipment status correctly, the customer might receive incorrect information.
Missing notifications	If the system fails to send a notification when a status changes, the customer might not be aware of the update.
Notification delivery failures	If the email provider fails to deliver the notification to the customer's inbox (spam folder, network issues, etc.), the customer might not receive it.
Language preferences	If the customer's language preference is not considered, they might receive notifications in a language they do not understand.
Timezone handling	If the system does not handle timezones correctly, the customer might receive notifications at an inconvenient time.

Appendix:

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