System

System Processes Order

User

Places Order

Calculate Expected Delivery Time

Check for Available Discounts/Offers

Yes

No

Calculate Expected Delay

Continue Normal Delivery

Request Customer Feedback

Monitor Delivery Progress

Complete Delivery

Send Delay Notification

Wait

Request Customer Feedback

<<dataStore>>
Store Feedback in Database

Generate Reports

Update No

<<dataStore>>
Store Feedback in Database

Generate Rep

Receive Feedback

for Delivery Completion

Receive Feedback

otification History

Update Notification History

orts