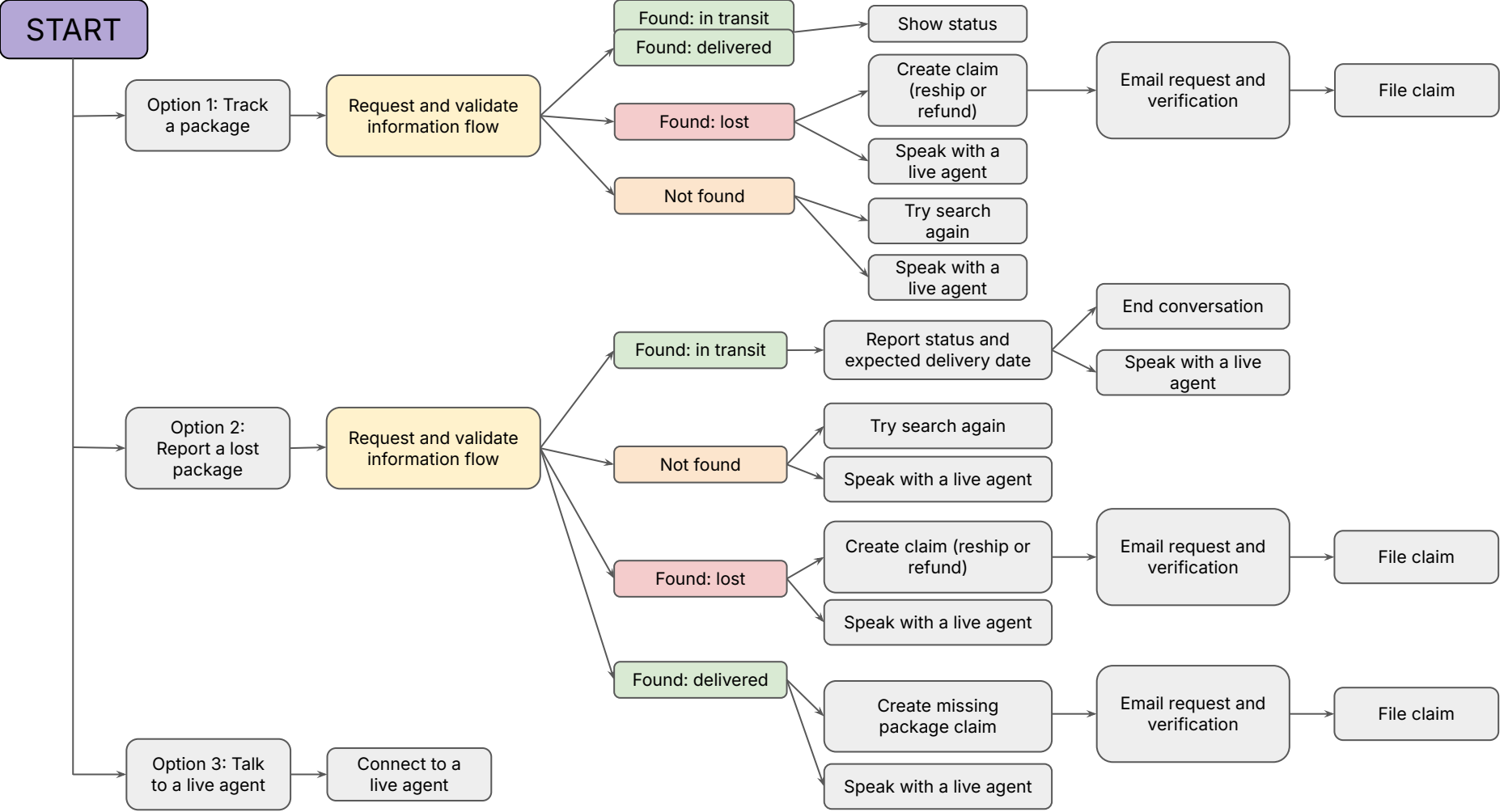
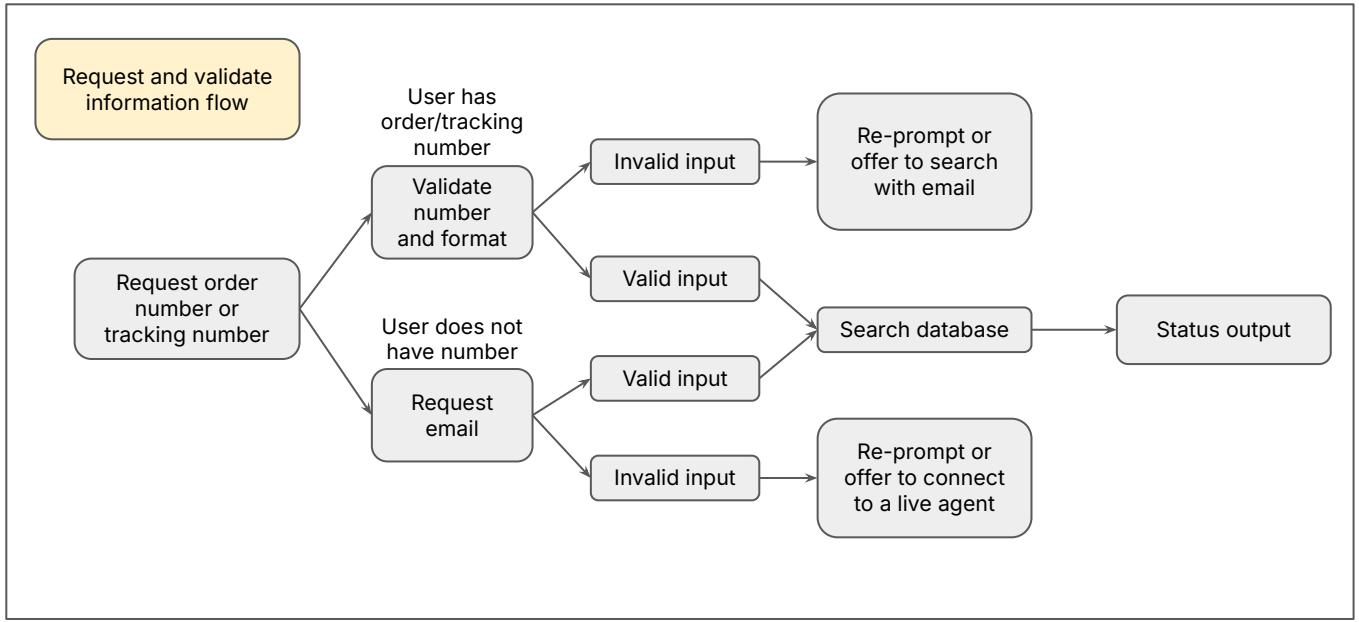

START
Option 1: Track a package
Request and validate information flow
Found: in transit
Found: delivered
Show status
Found: lost
Create claim (reship or refund)
Email request and verification
File claim
Speak with a live agent
Not found
Try search again
Speak with a live agent
Option 2: Report a lost package
Request and validate information flow
Found: in transit
Report status and expected delivery date
End conversation
Speak with a live agent
Not found
Try search again
Speak with a live agent
Found: lost
Create claim (reship or refund)
Email request and verification
File claim
Speak with a live agent
Found: delivered
Create missing package claim
Email request and verification
File claim
Speak with a live agent
Option 3: Talk to a live agent
Connect to a live agent


Request and validate information flow
Request order number or tracking number
User has order/tracking number
Validate number and format
Invalid input
Re-prompt or offer to search with email
Valid input
User does not have number
Request email
Valid input
Invalid input
Re-prompt or offer to connect to a live agent
Search database
Status output