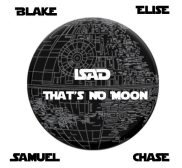




Key Terms

- Courier
 - A company or employee of a company that transports commercial packages and documents.
- Client
 - Company paying for the courier's service for delivering their items.
- Package
 - An object or group of objects wrapped in paper or plastic, or packed in a box.
- Parcel
 - A thing or collection of things wrapped in paper in order to be carried or sent by mail.
- Delivery
 - The action of delivering letters, packages, or ordered goods.
- Driver
 - A person who drives a vehicle.
- Route
 - A way or course taken in getting from a starting point to a destination.
- Warehouse
 - A large building where raw materials or manufactured goods may be stored before their export or distribution for sale.



- Delivery Truck
 - A large, heavy motor vehicle used for transporting goods, materials, or troops.
- Signature
 - A person's name written in a distinctive way as a form of identification in authorizing a check or document or concluding a letter.



System Research

- Who are the individuals affected by or contributing to the courier process?
 - Delivery drivers
 - Warehouse employees
 - Owner
 - Clients
- What tasks are associated with the courier process?
 - Answering calls
 - Giving estimates on pricing
 - Giving estimates on date of delivery
 - Driving and picking up parcels
 - Driving and delivering parcels
 - Organizing parcels
- What are the sequence of steps for the courier process?
 - The courier first receives a call
 - Gives an estimate to the client
 - Picks up the client's parcel
 - Delivers the parcel



- What are the objects or things that are involved in the courier process?
 - Delivery trucks
 - Customers
 - Warehouse
 - Office
- For each object or thing listed for the previous bullet point, what are some of the data items that describe the objects or things?
 - Delivery trucks:
 - Amount available
 - Amount in use
 - Customers:
 - Age
 - Name
 - Phone number / email
 - Financial information
 - Receipts
 - Warehouse:
 - Inventory
 - Office:
 - Employee information



- Phone call records

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