

Physical evidence

Phone  
connection

Truck  
Forms  
Uniform

Truck  
Forms  
Uniform

Customer actions

Customer  
calls

Consumer  
gives pkg.

Receives  
package

Onstage contact

Driver picks up  
package

Deliver package

Backstage contact

Consumer  
service order

Support processes

Dispatch  
driver

Airport receive  
& load

Load on truck

Fly to sort  
center

Unload and  
sort

Sort packages

Load airplane

Fly to  
destination

