



Start: Begins with creating a shipment and calculating costs.

Payment: User makes payment; if unsuccessful, process ends with "Payment Failed." If successful, parcel is registered, courier assigned, and best route found (assuming parcel is located).

Delivery: Parcel is delivered; if successful, status updates and process ends. If not delivered, user can raise a complaint and track the parcel.

Failure Paths: If parcel not found during tracking, leads to refund.

End: Concludes after status update or refund.