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| Event | Trigger | Source | Use Case | Response | Destination |
| Client wants to know the services offered by the company | Service Inquiry | Client | Inquiry of Service | Provide services offered details | Client |
| Client avails for a service | Availing of Service | Client | Availing of Service | Provide Service | Client |
| Management encodes the gathered information about shipment | Information Gathering | Management | Gathering of Information | Confirmation of Details | Management |
| Management books shipment | Booking | Management | Booking of Shipment | Shipment details | Client |
| Company cargo handler picks up cargo and deliver to Airlines | Pick up and Delivery | Management | Transferring of Cargo | Display detailed information of processed cargo | Airlines |
| Airlines notify Company about cargo status | Status Report | Airlines | Reporting Cargo Status | Cargo Status report | Management |
| Company creates billing statements/ reports | Billing | Management | Produce billing statements | Show billing Statement Details | Management  Accounting  Bank  Client |
| Time to produce transaction summary reports | "End of day" |  | Produce transaction summary reports | Transaction summary reports | Accounting |