

## Shipment Process of a Hardware Retailer

The shipment process of a hardware retailer proceeds as follows: When there are goods to ship the clerk at the hardware retailer has to decide whether this is a normal postal or a special shipment. Meanwhile, the hardware retailer's warehouse worker can already start packaging the goods. If a special shipment is called for, the clerk requests quotes from different carriers (sub-process this; don't how it is done - not specified), then assigns a carrier and prepares the paperwork (it should be annotated on the diagram that 'insurance is included in carrier fee'). But if a normal post shipment is fine, the clerk needs to check if an extra insurance is necessary. If that extra insurance is required, the logistics manager has to take out that insurance. Once this has been carried out, it remains for the warehouse worker to add the paperwork to the package and move it to the pickup area for shipment. The shipment takes place at 10pm every evening and an email is sent to the customer to say that the shipment has taken place.