

Product & Service Family

Project Title: Parcel Delivery Process

Date Created: Tuesday 14th January 2014

Product / Service	Process Steps					
	Parcel arrives at depot A	Parcel logged on IVY System	Parcel to be delivered in less than 24 hrs	Parcel sorted by location	Parcel sorted by date	Parcel sorted by time
Standard Domestic Parcel Delivery	YES	YES		YES	YES	
Express Parcel Delivery		YES	YES	YES	YES	YES
Next Day Parcel Delivery	YES	YES	YES	YES	YES	YES
Same Day Parcel Delivery		YES	YES	YES	YES	YES
International Parcel Delivery				YES	YES	