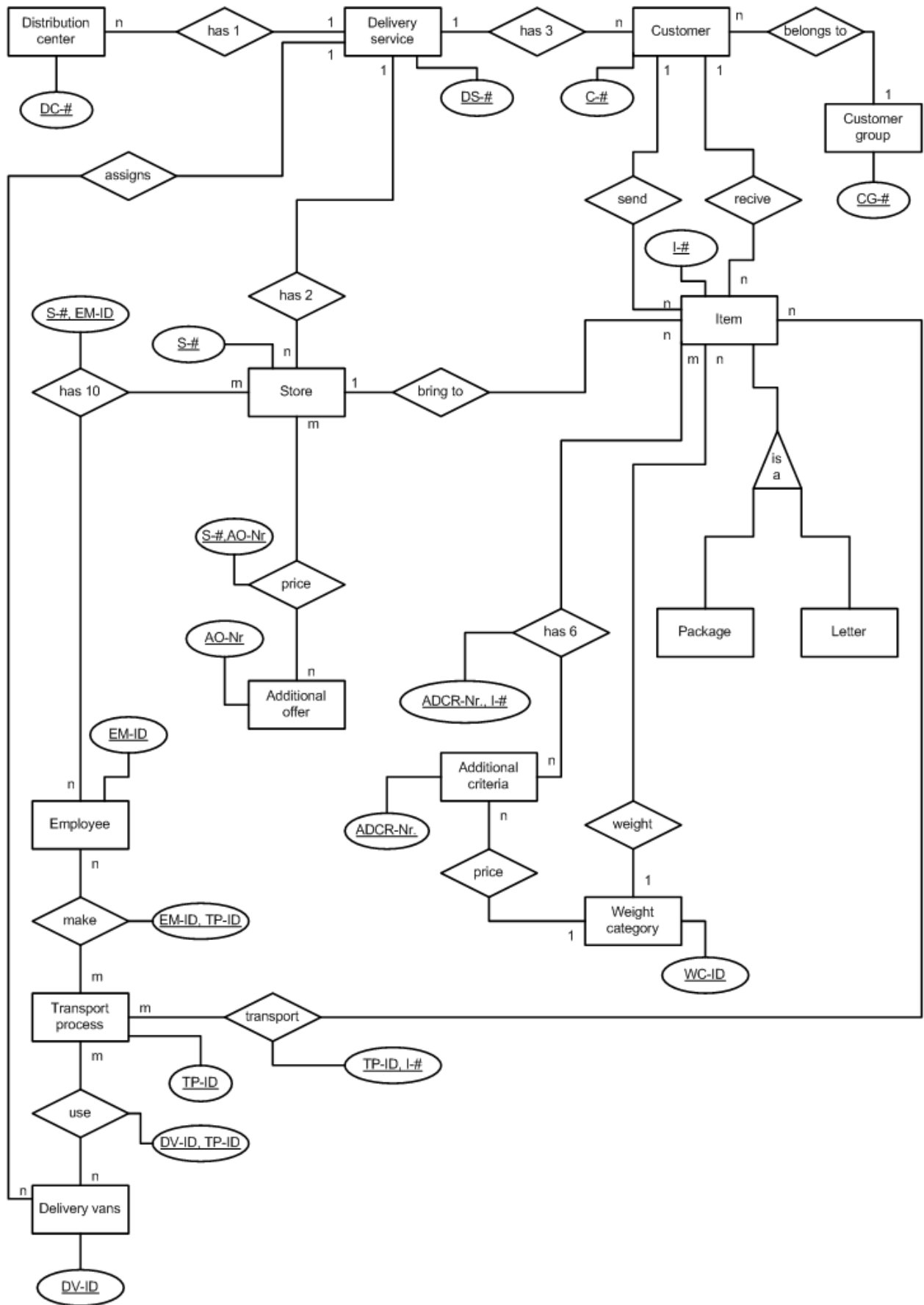


Delivery service

Source: Designed by Gerhard Pokorny

Transfer the following verbal description into an ERM:

- a) A delivery service (DS-#) has distribution centers (DC-#) and several stores (S-#).
- b) The delivery service has customers (C-#) who can both send and receive items (I-#). Each customer belongs to a customer group (CG-#) (firms, private customers and occasional customers).
- c) To send items, which can be a package or a letter, they have to be brought to a store of the delivery company.
- d) Each item has a specific weight, there are fixed prices for every weight category (WC-ID) (e.g. 0-10 g),
- e) Additional criteria's (ADCR-Nr.) (customs duties, dangerous items, insurance, fragile items, fast delivery and mail which must be signed for) have prices. The price (relationship) depends on the weight category. It is possible to choose more than one of these criteria for each item.
- f) Furthermore, there are many other additional offers (AO-Nr.) in store. For example, you can send a fax, print or buy stationary. The price is the relationship.
- g) In the stores there are different types of employees (EM-ID) with specific jobs, for example cashier, postman or driver. The employees can work for more than one store.
- h) Some employees are responsible for one or more transport processes (TP-ID). For each process, one or more delivery vans (DV-ID) can be used. These vans are assigned to the delivery service.
- i) During one transport process, several items can be transported. Each item can be transported in more than one transport processes.



Delivery Service

<u>DS-#</u>	...

Distribution center

<u>DC-#</u>	<u>DS-#</u>	...

Customer

<u>C-#</u>	<u>DS-#</u>	<u>CG-#</u>	...

Customer group

<u>CG-#</u>	...

Item

<u>I-#</u>	Type	C-#	S-#	WC-ID	...

Store

<u>S-#</u>	<u>DS-#</u>	...

price

<u>S-#</u>	<u>AO-Nr</u>	...

Additional criteria

<u>ADCR-Nr</u>	<u>WC-ID</u>	...

has 6

<u>ADCR-Nr</u>	<u>I-#</u>	...

Delivery Vans

<u>DV-ID</u>	<u>DS-#</u>	...

make

<u>EM-ID</u>	<u>TP-ID</u>	...

Employee

<u>EM-ID</u>	...

Weight category

<u>WC-ID</u>	...

Additional offer

<u>AO-Nr</u>	...

Transport process

<u>TP-ID</u>	...

has 10

<u>S-#</u>	<u>EM-ID</u>	...

use

<u>DV-ID</u>	<u>TP-ID</u>	...

transport

<u>TP-ID</u>	<u>I-#</u>	...