Deliver Ease: Enterprise Delivery Management Suite
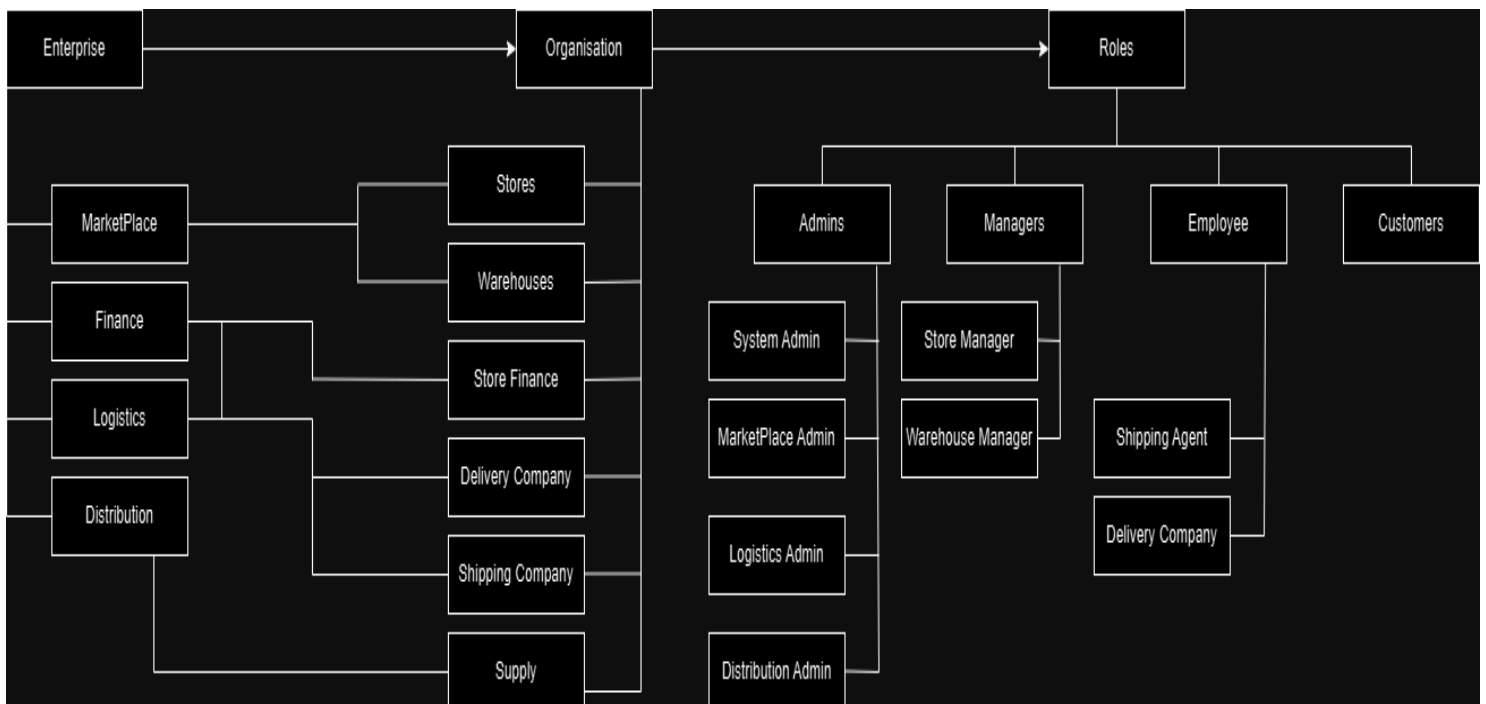
Core Problem Statement

The current package delivery industry faces significant challenges in coordinating multiple stakeholders across the supply chain, resulting in inefficient operations, delayed deliveries, poor communication, and customer dissatisfaction.

- Lack of real-time information sharing between stores, warehouses, and delivery agents
- Disconnected customer service operations
- Poor coordination between shipping and delivery companies
- Inefficient warehouse operations
- Limited coordination between different enterprises

These challenges result in:

- Increased operational costs
- Reduced customer satisfaction
- Lost business opportunities
- Higher error rates
- Extended delivery times
- Resource wastage
- Market competitiveness loss

UML Diagram

1. Enterprises

1. **Marketplace**
   - Core function: Management of all participating stores in system
2. **Finance**
   - Core function: Manage budget allocations
3. **Logistics**
   - Core function: Transportation and shipping management
4. **Distribution**
   - Core function: Supply management to marketplace

2. Organizations

1. **Storehouse**
2. **Warehouse**
3. **Purchase**
4. **Store Finance**
5. **Platform/Distribution Manager**
6. **Platform/Distribution Finance**
7. **Delivery Company**
8. **Customer**

3. Roles and Access Rights

1. **System Administrator**
   - Access: CRUD (Create, Read, Update, Delete)
   - Scope: Entire system hierarchy
   - Full system control
2. **Store Managers**
   - Access:
     - RU (Read, Update) for received orders
     - CRU (Create, Read, Update) for supply orders
   - Scope: Store-level operations
3. **Finance Role**
   - Access: RU (Read, Update) finances in warehouse
   - Function: Manage budget allocations
4. **SSR (Store Service Representative)**
   - Access: RU (Read, Update) for stores/warehouses
   - Function: Chat agent for store support
   - Scope: Store service operations
5. **Shipping Agent**
   - Access: RU (Read, Update) for shipments/orders
   - Scope: Shipping operations
   - Shipping management

6. **Supplier**
    - Access: RU (Read, Update) for supply orders
    - Scope: Supply chain operations
    - Inventory management
7. **Delivery Agents**
    - Access: RU (Read, Update) for order delivery status
    - Scope: Delivery operations
    - Status updates
8. **Enterprise Admins**
    - Access: Basic CRU (Create, Read, Update)
    - Scope: Enterprise-specific operations
    - Count: 3-4 based on enterprises
9. **End User**
    - Access: Order placement and tracking
    - Scope: Customer operations
    - Function: Package ordering from stores