**Relational Databases**

**Continuous Assignment Deliverable 1&2**

A Book Store

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# CA Business Description

## Outline of Business

This is a local bookstore that values customer satisfaction. They sell a large variety of books ranging through different genres and styles. They also support growing local authors.

Customers can avail of in-store purchase at this quaint little hideaway, or simply order through their online or telephone services. If ordering online they will be sent a copy of their invoice, detailing their purchase, who served them, delivery date, etc.

There are many employees who can answer any enquires they may have, or deal with any problems.

## Business functions

The function of my chosen business is to supply customers with great quality books at reasonable prices, and great customer service. To be a reliable shop, having stocks at favoured levels throughout the year.

## Business rules

Structural

* Methods of payments include card, cash or online payments
* Customer accounts all must enter their phone number
* All orders must be handled by staff
* Customers must always receive a receipt after ordering online
* Customers should always be offered a receipt when purchasing
* Employees must enter all required details and information (i.e., phone number, bank details, first and last name, address etc.)
* Employees should always perform their role as required so the store meets its standards

Procedural

* For returns, exchanging or refunded to be valid the books or product must be in suitable and good condition, or it cannot be done
* Customers must have an account to make online purchases
* Books may be exchanged or returned if the book is still in good condition
* Refunds are also permitted, so long as the book is not damaged

## Business processes

For producing goods, the employees in charge of stock management make sure that the right orders are placed, the shipment and arrival are timed well so that the order shouldn’t be delayed. Stock checks are then implemented, followed by correct shelf placement.

Customer service is very important. They must ensure that there are employees around so that if a customer may need to ask a question or have an enquiry, these needs may be met. This goes with in-store customer service and online, where orders are being placed.

The shop must always be kept in a neat and presentable manner, shelves are a constant for dusting, and restacking if left altered by a customer.

## Description

Customers may have accounts with the bookstore, this keeps track of previous purchases and Wish lists they may create. If in-store purchases the customer receives a receipt where they can see their invoice number, order description, who served them, time of purchase and the price. If online purchases are made, they will then receive an invoice via email or phone number, where they may see the same as in-store copies, with extra information on delivery date and address etc.

Employees are required to give their information such as first and last name, address, phone number, bank details, PPS, email address and further information may be essential too. They are also required to make an account for themselves where they are to keep their own passwords. There are many different roles and positions among the staff, such as cashiers, cleaners, receptionists who manage the phone and general staff, customer service, processing book orders and transactions, stacking shelves and general run around.

Diagram

Description automatically generated

# Deliverable 2

## Changes made

In MySQL the only changes I have made is to the Employee table. I removed 4 values that I thought may have been less important or perhaps repetitive. Such as Eircode (I have the address), Position (as I already have employee role), bank details and the overall salary of employees (as I already have the hourly rate).

I have edited this in my EER diagram as well.

Diagram

Description automatically generated