**Package Delivery System**

Enterprises:

1. Marketplace: Consists of all the stores participating in the system
2. BPO: Takes care of any issues
3. Logistics: Takes care of all transportation and shipping
4. Distribution: Responsible for supplying things to marketplace

Organizations:

1. Stores
2. Store
3. Customer Service
4. Farms
5. Warehouses
6. Delivery Company
7. Shipping Company
8. Supply

Roles:

1. SysAdmin- CRUD over entire hierarchy
2. Store Managers - RU over orders received and CRU over supply orders
3. CSR: RU customer orders and acts as agent to chat
4. SSR: RU stores/warehouses and acts as agent to chat
5. Shipping Agent: RU shipments/orders
6. Supplier: RU supply orders
7. Deliver Agents: RU order delivery status updates
8. Enterprise Admins(3 or 4 based on the Enterprises) : Basic CRU roles which can be done by an admin. To be determined during the implementation
9. End User: The user who orders a package from a store

Work Requests:

1. User-> Warehouse Manager
2. Manager-> Shipping Company
3. Shipping company-> Delivery Company
4. User/managers -> CSR