ENTITY DESCRIPTIONS

**CUST\_ORG:** The CUST\_ORG table stores detailed profile information for Dark Springs customers, including contact details, date joined, and employee count. It also tracks the financial relationship by maintaining each customer's total balance.

**ND\_STF:** The ND\_STF table contains detailed records of non-delivery staff at Dark Springs, including their unique identifiers, names, ages, and positions. This table helps manage and track personnel who support operations outside of direct water delivery.

**CONTR:** The CONTR table captures contractual agreements between Dark Springs and its customers, detailing the contract duration, service specifics like delivery room and frequency, as well as associated charges and estimated monthly costs. It also tracks the status of each contract and links it to both a customer and the non-delivery staff member responsible for managing the contract.

**DEL\_MGR**: The DEL\_MGR table stores essential information about Dark Springs' delivery managers, including their unique identifiers, names, and ages.

**DEL\_PER**: The DEL\_PER table holds information about Dark Springs' delivery personnel, including their unique identifiers, names, and ages, while linking each employee to their overseeing delivery manager.

**BILLS**: The BILLS table records billing information for each water delivery, including unique billing IDs, billing period dates, any late fees incurred, and the status of the bill. It links each bill to a specific customer and non-delivery staff member.

**SALES**: The SALES table records each transaction where a customer organization purchases water products or services from Dark Springs. It captures key details such as the sale date, associated billing and contract information, the customer and delivery personnel involved, and the current status of the sale.

**PYMT**: The PYMT table captures payment transactions made by customer organizations, including the amount paid and the associated billing record. It also links each payment to both the customer and the non-delivery staff member responsible for processing the payment.

**LEADS**: The LEADS table stores information on potential new customers referred by existing ones, capturing details such as the referral date, referee contact information, and type of potential client. It also links each lead to the associated customer, non-delivery staff, and delivery person, and includes an approval status to track lead validity.

**EVAL**: The EVAL table captures monthly performance evaluations for delivery personnel, recording scores for deliveries, sales, and lead generation along with corresponding weights to compute a composite total score. This detailed assessment, which includes evaluative comments and is tied to each delivery person, supports decisions on promotions, bonuses, and training needs.

**DLVRY**: The DLVRY table documents each delivery event, capturing both customer and driver feedback along with the delivery date. It links the delivery to a specific sale, customer, non-delivery staff, and delivery person.

**NONC\_INV**: The NONC\_INV table stores detailed information on non-cooler items sold by Dark Springs—such as small and large water bottles, cups, and holders. It records each item's type, price, and individual sale eligibility, while linking inventory entries to specific deliveries and sales.

**DEL\_REQ**: The DEL\_REQ table functions as a junction entity that links customers with delivery personnel, reflecting the many-to-many relationship between them. It records each pairing of a customer and a delivery person.

**WTR\_CLRS**: The WTR\_CLRS table maintains detailed records of water coolers managed by Dark Springs, including pricing details, rental and deposit statuses, and the corresponding delivery information.

**COOL\_RENT**: The COOL\_RENT table serves as a junction entity that links water coolers to customers, effectively managing the many-to-many relationship between these two entities. It allows Dark Springs to efficiently track which customers have rented specific coolers by recording each pairing of a cooler and a customer.

**STOPS**: The STOPS table records detailed information for each stop made during deliveries, including the street address, city, ZIP code, and state.

**CON\_LOC**: The CON\_LOC table serves as a junction entity that links contracts with their associated delivery stops, effectively managing the many-to-many relationship between the two.

**DEL\_STPS**: The DEL\_STPS table functions as a junction entity that links deliveries to stops, effectively managing the many-to-many relationship between these two entities.