**Problem statement**

A package/courier service company provides delivery to customers. Their opera9ons are currently managed manually by a limited number of employees. However, as the business grows, the company has realized the need to implement an informa9on system to facilitate scalability.

The company has hired a local informa9on systems consultant to assist with the implementa9on of a system that meets their needs.

The following outlines the business process and workflow involved in the delivery process:

1. A customer sends a delivery request to the company, providing package informa9on.  
2. Upon receiving the delivery request, a staff/administrator processes the request by verifying the package informa9on and sends an invoice to the customer.  
3. The customer then approves or denies the invoice. If approved, the delivery service ini9ates the shipping process by crea9ng a package and sends a package ID to the customer for tracking purposes.  
4. Depending on the customer's preference, immediate pickup or a scheduled pickup 9me is arranged.  
5. When the customer arrives at the pickup loca9on, the company's staff collects the packages from them. It is uncommon for a customer to have mul9ple packages for delivery. The staff records the pickup 9me, along with the name and address of the delivery loca9on.  
6. The weight of the package and the desired delivery 9me/loca9on are noted to determine the courier cost. A label is printed with a portable printer when the package is picked up.  
7. Customers are required to make payment at the 9me of pickup. However, some regular customers prefer to receive a monthly bill for all their shipments. The company aims to accommodate these customers, and the bills are due and payable upon receipt.  
8. Upon delivery, the company records informa9on about the delivery 9me and the recipient. For valuable packages, a signature is required to ensure secure delivery.  
9. On the Spot courier services have experienced growth and changes over the years.