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325 Project Scenario:

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The EM Hardware shop

The EM Hardware shop is a brand new tool shop improving everyday, eager to expand its inventory and make sure every customer shops with us again. Anything that a contractor or just your regular customer may need, we have it in stock. This shop also has many ways to save if you are a frequent shopper and if you buy in big quantities (bulk). Some of our services include customer service, tool rentals, pro services which gets the customer details, order details, and any discounts if applicable. In addition, we have multiple leads for multiple services, our questions and business rules are the following:

Questions

1. Does customer X have any unreturned tool rentals?
2. Are the services done through The EM Hardware shop or through independent contractors?
3. How long ago was customer Y's date of X repair service?
4. Can customer Z return an item after 1 week if they are pro customers?
5. Can a customer rent a tool and eventually decide to buy it?

Business Rules

1. Once a customer in Customer_service enrolls in Pro_service, they can add two Pro_beneficiaries to their account. Whether that is a spouse, a friend, or anyone they would like to add to benefit from their unique discount percentage.
2. Any customer in Customer_service is welcome to enroll in Pro_service, however, that does not necessarily guarantee the unique discount percentage for them unless they are a usual spender and their Pro_service account is a mature account.
3. The unique discount percentage is as follows:
 - Maturity of account: <= 1 year AND
 - Spendings above: \$1000
 - Iron discount 10% \$1000+
 - Bronze discount 15% \$2000+
 - Maturity of account: > 1 year AND
 - Spending above: \$3000
 - Silver discount 25% \$3000+
 - Gold discount 30% \$4000+
 - Platinum 40% \$5000+