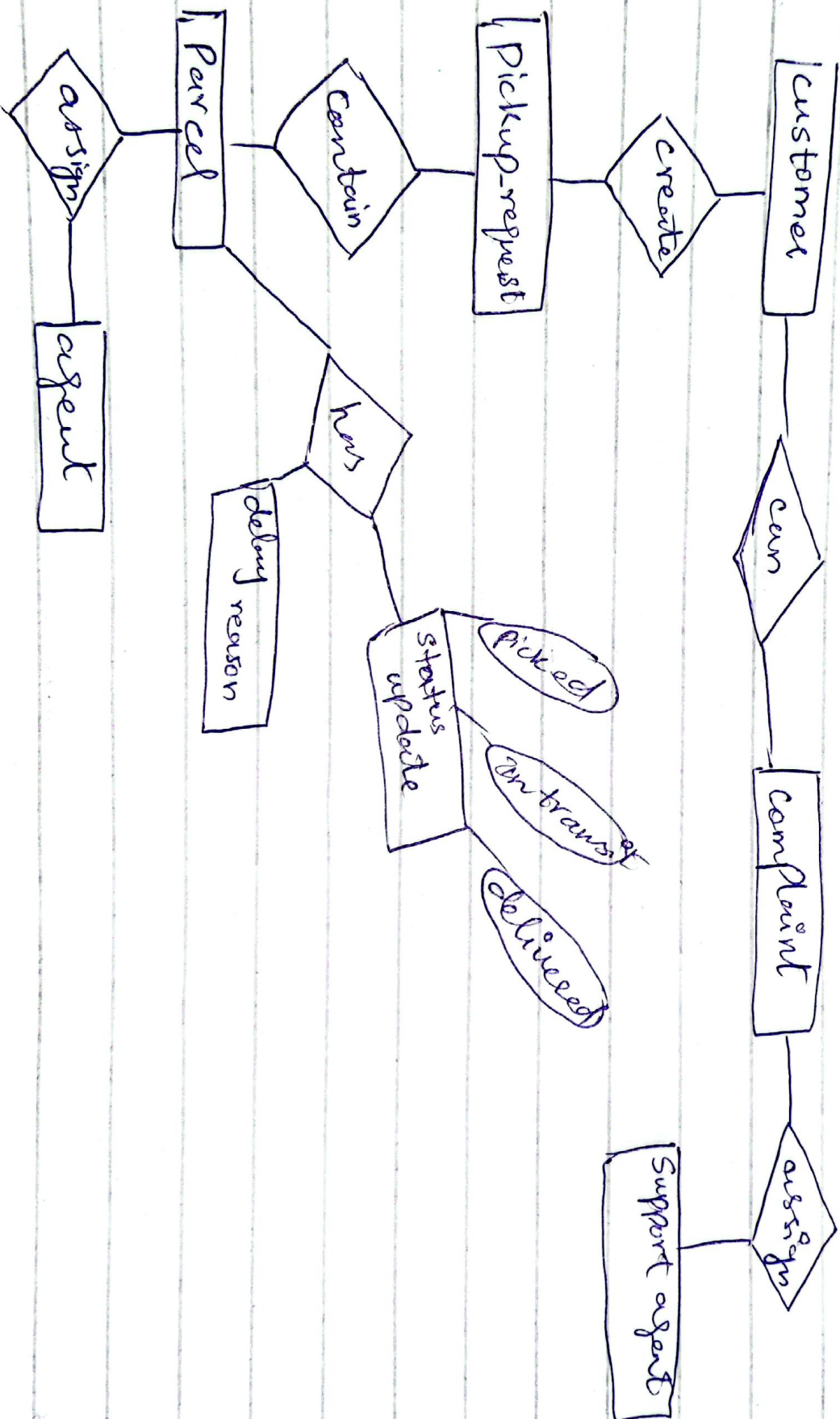


Semester Project



Customer (C-ID, C-Name)

Pickup-request (P-ID, C-ID, request-date)

Parcel (Pa-ID, P-ID)

Agent (A-ID, A-Name)

Status-update (updateid, Parcel-id, status, update time)

Delay Reason (delay-id, Parcel-id, reason)

complaint (complain-id, customer-id, description)

Support Agent (support-id, name).