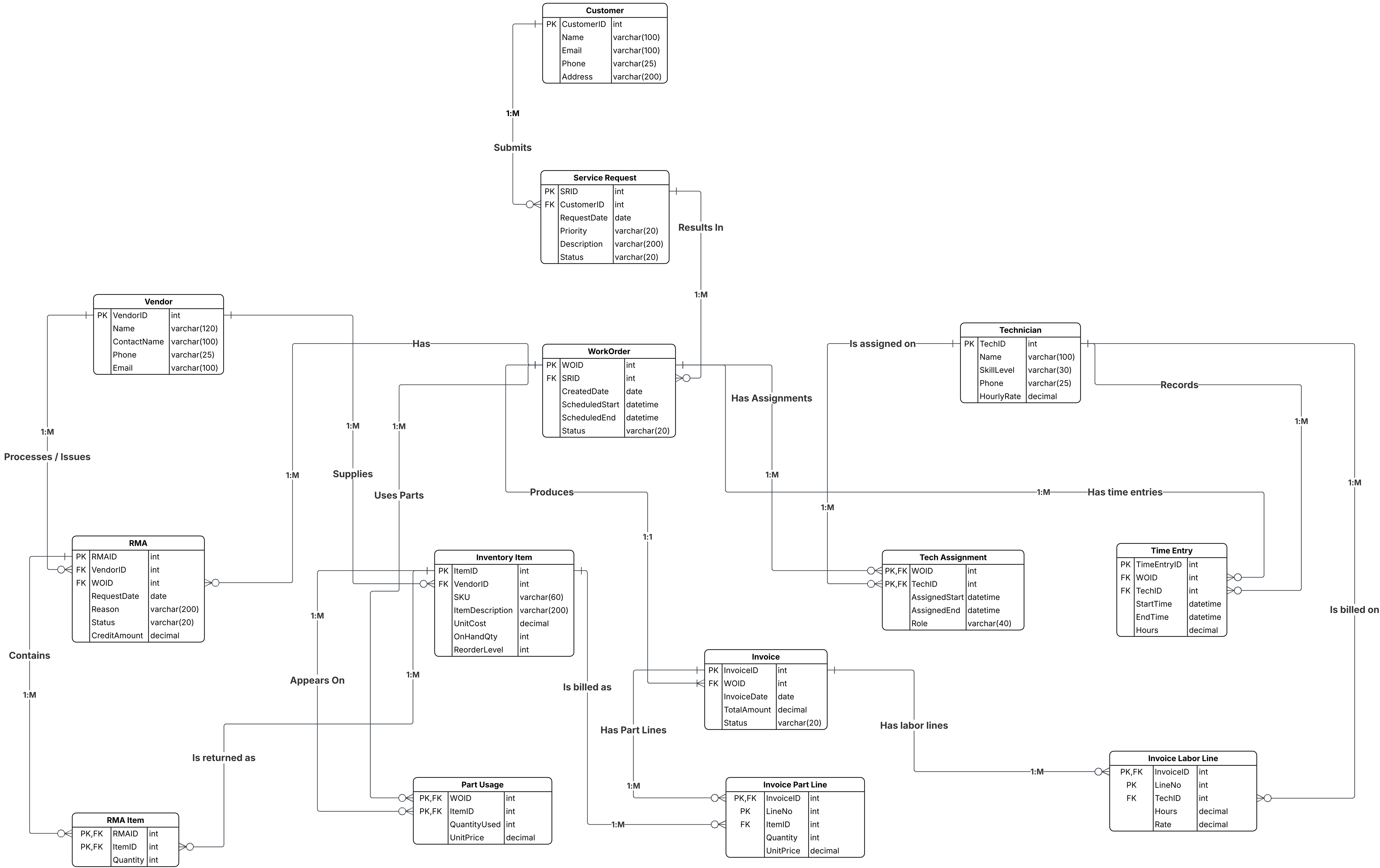


Orion Consulting Group Phase - 3



- Customer — ServiceRequest**  
**Relationship:** Submits  
**Cardinality: 1:M** (One to Many)  
One Customer can submit many ServiceRequests; each ServiceRequest belongs to one Customer.
- ServiceRequest — WorkOrder**  
**Relationship:** Results in  
**Cardinality: 1:M** (One to Many)  
One ServiceRequest can lead to many WorkOrders; each WorkOrder is for one ServiceRequest.
- WorkOrder — TechAssignment**  
**Relationship:** Has assignments  
**Cardinality: 1:M** (One to Many)  
One WorkOrder can have many TechAssignments.
- Technician — TechAssignment**  
**Relationship:** Is assigned on  
**Cardinality: 1:M** (One to Many)  
One Technician can appear on many TechAssignments.  
(Conceptually, WorkOrder–Technician is **M:N**, implemented via TechAssignment(WOID, TechID).)
- WorkOrder — TimeEntry**  
**Relationship:** Has time entries  
**Cardinality: 1:M** (One to Many)  
One WorkOrder can have many TimeEntries.
- Technician — TimeEntry**  
**Relationship:** Records  
**Cardinality: 1:M** (One to Many)  
One Technician can record many TimeEntries.
- Vendor — InventoryItem**  
**Relationship:** Supplies  
**Cardinality: 1:M** (One to Many)  
One Vendor supplies many InventoryItems.
- WorkOrder — PartUsage**  
**Relationship:** Uses parts  
**Cardinality: 1:M** (One to Many)  
One WorkOrder can have many PartUsage rows.
- InventoryItem — PartUsage**  
**Relationship:** Appears on  
**Cardinality: 1:M** (One to Many)  
One InventoryItem can appear on many PartUsage rows.
- Vendor — RMA**  
**Relationship:** Processes / Issues  
**Cardinality: 1:M** (One to Many)  
One Vendor can be associated with many RMAs.
- WorkOrder — RMA**  
**Relationship:** Has  
**Cardinality: 1:M** (One to Many)  
One WorkOrder can have many RMAs.
- RMA — RMAItem**  
**Relationship:** Contains  
**Cardinality: 1:M** (One to Many)  
One RMA contains one or many RMAItems (at least one item per RMA).
- InventoryItem — RMAItem**  
**Relationship:** Is returned as  
**Cardinality: 1:M** (One to Many)  
One InventoryItem can appear on many RMAItems.
- WorkOrder — Invoice**  
**Relationship:** Produces  
**Cardinality: 1:1** (every job is always billed)  
A WorkOrder may produce zero or one Invoice; each Invoice is for exactly one WorkOrder.
- Invoice — InvoicePartLine**  
**Relationship:** Has part lines  
**Cardinality: 1:M** (One to Many)  
One Invoice has many InvoicePartLines.
- InventoryItem — InvoicePartLine**  
**Relationship:** Is billed as  
**Cardinality: 1:M** (One to Many)  
One InventoryItem can appear on many InvoicePartLines.
- Invoice — InvoiceLaborLine**  
**Relationship:** Has labor lines  
**Cardinality: 1:M** (One to Many)  
One Invoice has many InvoiceLaborLines.
- Technician — InvoiceLaborLine**  
**Relationship:** Is billed on  
**Cardinality: 1:M** (One to Many)  
One Technician can appear on many InvoiceLaborLines.