**GLOBAL SUPERSTORE MANAGEMENT**

**Milestone 1**

**Group-16**

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**Business Problem:**

The goal of this project is to develop a relational database for a global superstore where customers can purchase a wide range of products, including electronics, home essentials, furniture, personal care items, clothing, and groceries. Users will register through an online application, which will capture their personal information, order history, and payment details.

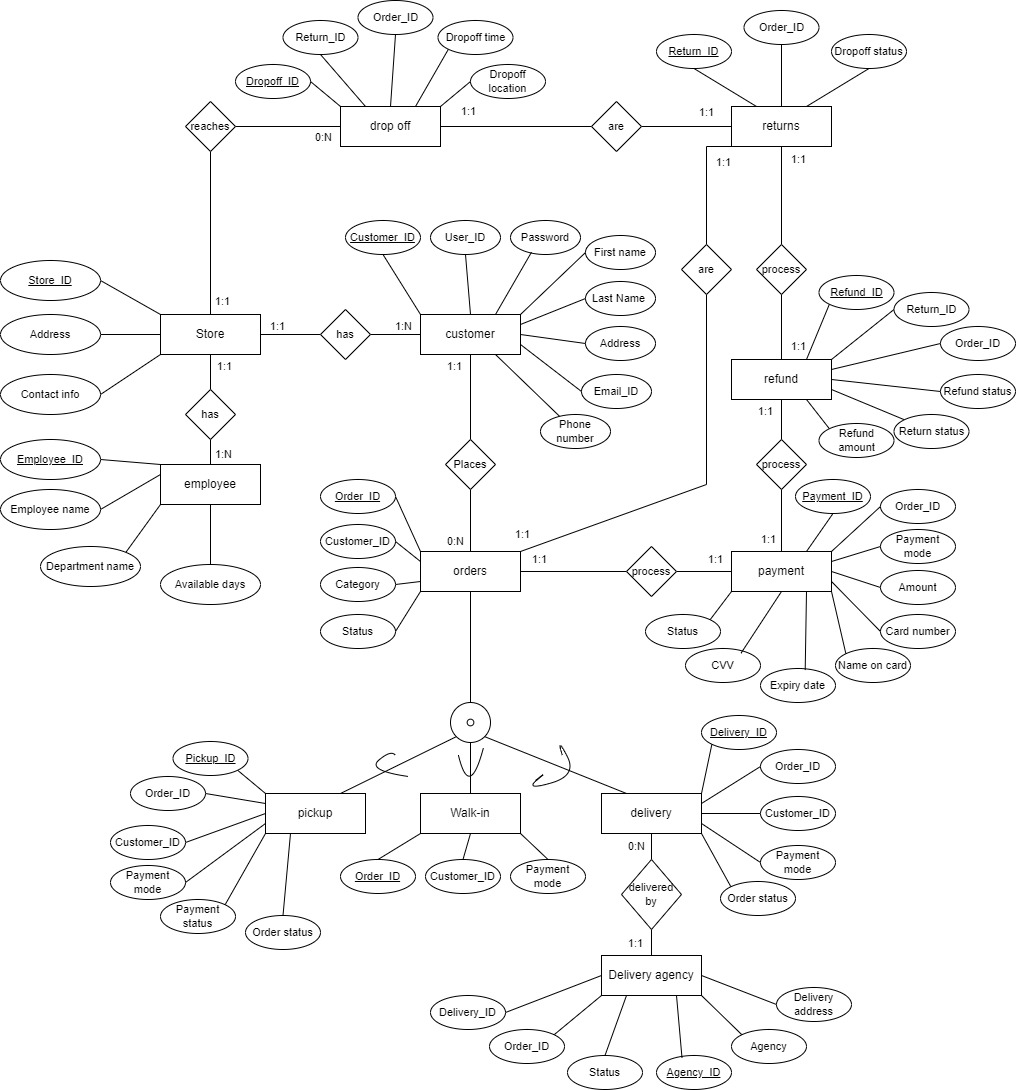
Customers will have three options for order fulfilment: pickup, delivery, or in-store purchase. When choosing pickup, customers can decide to pay either before or upon collecting their orders. When selecting delivery, payment is required at the time of order placement, and a delivery service such as FedEx or UPS will handle the shipment.

The system will also maintain records of all the employees working for the store, including their ID, name, job titles. If customers are unsatisfied with a product, they can request a return through the online application, with the choice of sending the items back via a courier service or returning it to the physical store. The refund will be processed within 5-7 business days and credited to the customer's account. All this data can be used to analyse store performance.

**Assumptions:**

1. A customer must have one account only
2. A customer cannot order without registering in the online application
3. An order can be assigned to only one delivery agent but a delivery agent can deliver multiple orders
4. In case of returns, order must be returned completely (no partial returns)
5. Only one mode of payment can be used for a specific order

**EER Diagram:**

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