

Use Case: Rent Items

Typical Course of Events

Actor Intentions

System Responsibility

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| 1. Customer arrives at a checkout with videos (and/or less often, video games) to rent. | |
| 2. The Customer presents their membership identification to the Clerk, who enters it into the system. | 3. Presents membership information, and status of loans (usually nothing on loan, and no outstanding fines). |
| 4. For each video or game, the Clerk records the item identification into the system. | 5. Presents accumulating list of rental item titles, due dates, total rental fee, and any late charges. |
| 6. Clerk informs Customer of total charge, and asks for payment. | |
| 7. Customer pays Clerk by cash or credit. | |
| 8. Clerk records payment into system. | 9. If a credit payment, authorizes it. |
| | 10. Generates receipt and loan report. |
| 11. Clerk gives receipt and loan report to Customer, who then leaves with the rental items. | |

Alternative Courses

- Step 7. Customer has insufficient cash. Request a credit payment, cancel the transaction, or deduct rental items until transaction can be paid for.
- Step 7: Customer has unpaid late charges and will not pay them. Customer must pay them before renting more items, so either collect full payment, or cancel the transaction.
- Step 9. Failure to authorize credit payment, either because of insufficient credit or inactive authorization service. Request cash payment instead.