

1. Customer enters store
2. Customer locates desired disc(s)
3. Customer enters line
4. If customer is next in line
  - a. Then customer goes to cashier's desk
  - b. Else customer continues to wait in line
5. Cashier asks for membership card
  - a. If customer has card, customer provides card
  - b. If customer does not have card
    - i. If customer is new, customer joins store by providing contact info
    - ii. If customer is not new, customer provides ID (phone number, credit card, etc.)
6. Cashier scans card
7. Cashier indicates to customer if there are late fees
  - a. If customer agrees not to pay, then, transaction cancelled
  - b. If customer agrees to pay, enter fee into bill
8. For each disc, cashier scans bar code (identify discs)
9. Cashier asks for payment type
10. If cash, skip to 10a but if credit, skip to 11
  - a. Customer provides cash
  - b. Cashier provides change
11. If credit,
  - a. Customer provides card
  - b. Cashier provides credit receipt
  - c. Customer signs credit receipt
12. Cashier provides rental receipt
13. Cashier disables security device on disc(s)
14. Customer takes discs and leaves
15. Customer returns discs