Crown exchange service (The Elder Scrolls Online)

As in The Elder Scrolls Online it is not possible to donate real money in order to receive standard in game currency which is gold (only premium crowns can be obtained) and it is not possible to buy DLC or items from the premium crown store using gold (only by donating money), there are some organisations with that help players to avoid the limitation of the game by the following process.

The process starts with client making a request to a service to exchange the "gold" currency to the premium "crowns". The service manager checks current rate and sends it to the customer. The customer then chooses if he the rate provided is OK for him. If yes, he accepts the offer from manager (case 1). In other case he provides the exchange rate range he is willing to pay for each crown. His request is then sent to the "forum" and published there in case any other customers will want to sell him crowns (case 2). If customer does not send a response in 2 days, the process ends. If no volunteer is found on forum withing a week the process ends.

(common part) The manager asks customer what kind of item from crown store he wants to buy. Customer sends the name of the item and a price in crowns. The manager then writes an identifier of purchase to the customer, the service's account name in the game, and the amount of gold according to the rate. The Client sends payment in the game on the provided account and with identifier and writes manager that he has completed the payment. The manager waits until the payment is received, checks whether the clients game account is not in black list. If customers' account is in black list the payment is sent back and the process ends with all participant receiving a notification about the termination of service. If paid amount is not ok, the process ends with customer in black list. If customer does not pay within 2 days the manager sends him a repetition order confirmation. If customer does not respond he is added in black list. In other case he has 2 days to pay, or he gets into the black list and the process ends with all participant receiving a notification about the termination of service.

(case 1) The common parts starts. The manager sends the requested item to the customer account as a gift and the process ends.

(case 2) The common part starts only if any volunteer to sell crowns on other rate was found and notified manager about it. After the common part, manager writes the volunteer that the customer has paid and his account name to send the purchase. The volunteer sends customer the item as gift and notifies manager. The customer notifies the manager about the receival of item within 2 days. After the notification or 2 days from the gold amount paid 10% is taken and the rest is sent to the volunteer and the process ends with all participant receiving a notification about the termination of service. If customer did not notify manager about receiving the item and the volunteer notified about sending it, the customer gets to the black list. If the volunteer did not notify manager about sending the item to customer and withing 2 days customer did not reported about having the item, the volunteer gets removed from the forum, money is returned to customer and the process ends.