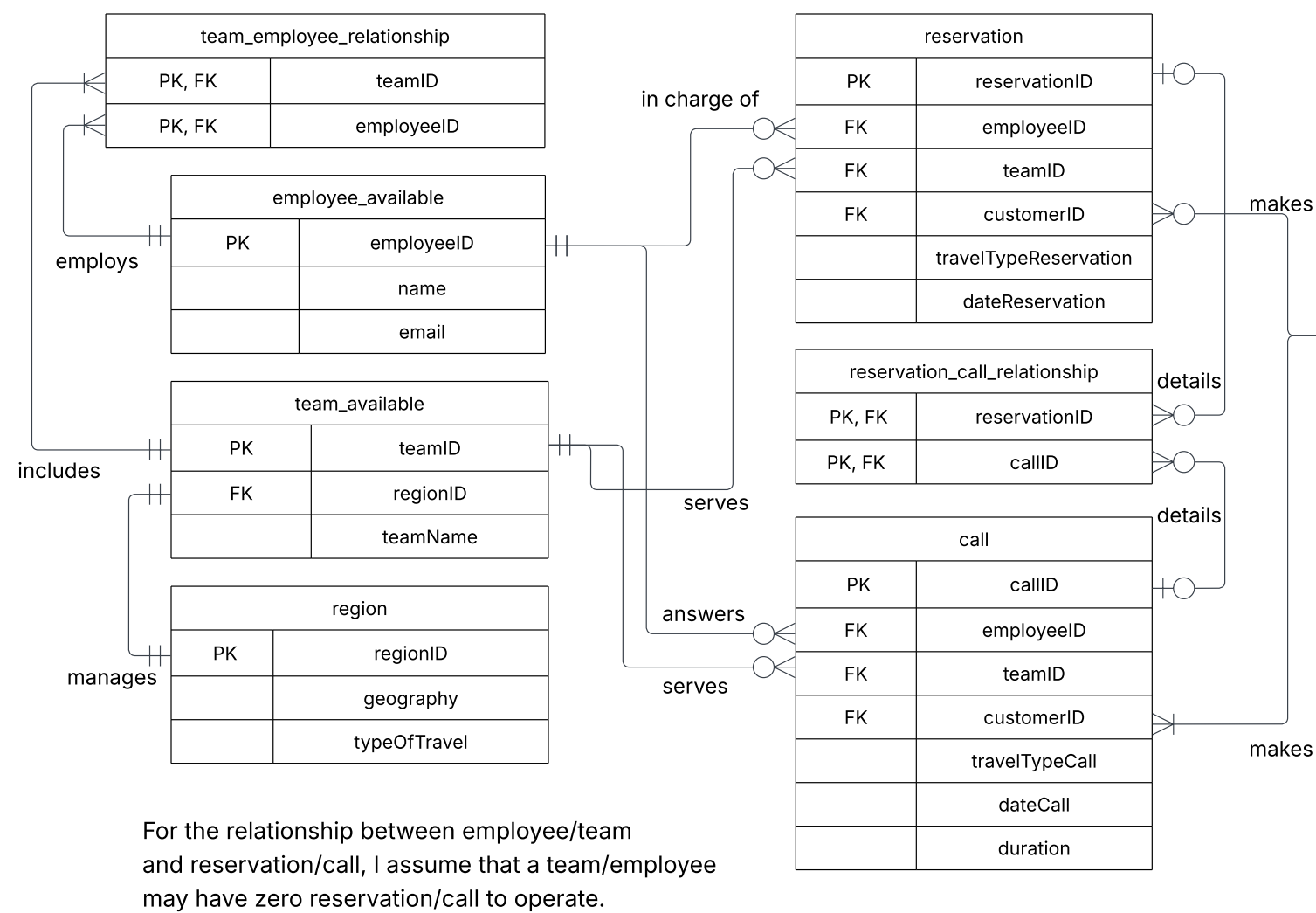


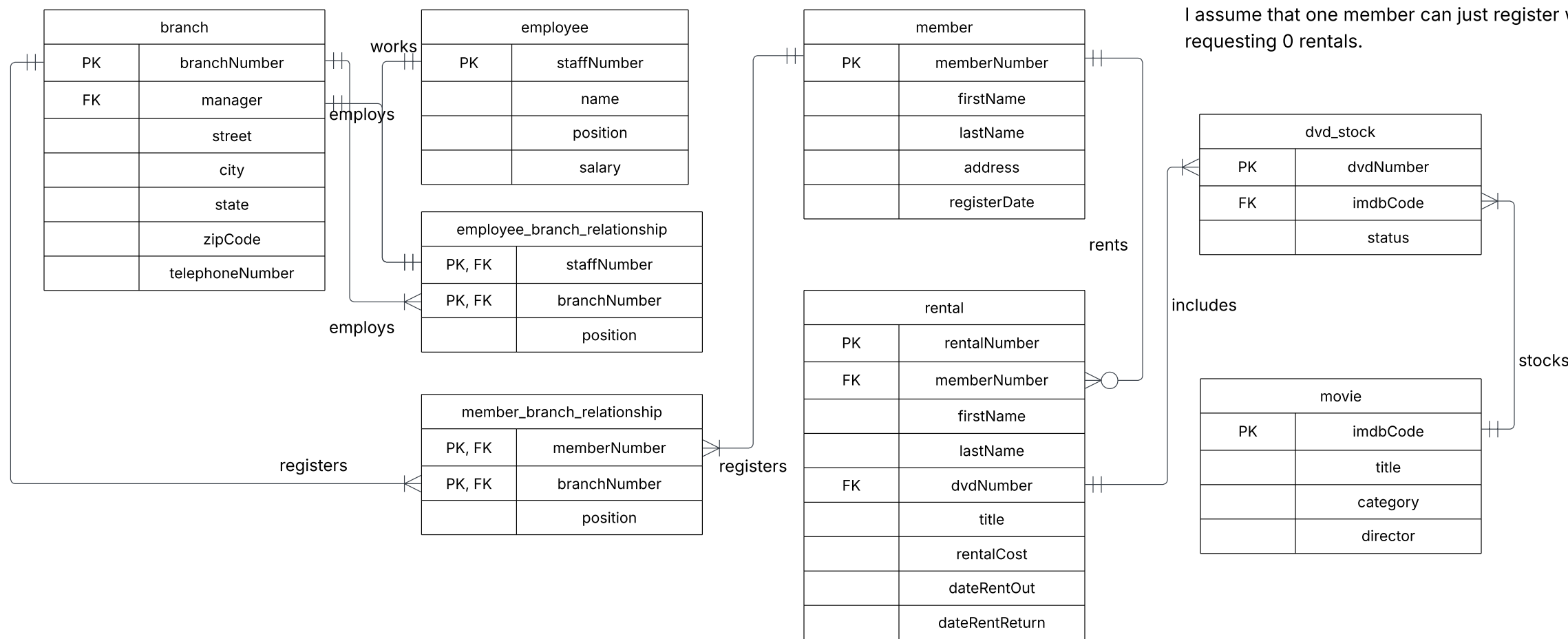
Travel Consulting Company



I assume that a customer can make a phone call to make a reservation or directly make reservation online. When making a reservation, the customer will be recorded. Thus, the reservation record may not necessarily correspond to a call record, and a call record may not necessarily correspond to a reservation record.

The customer can make a call while not making reservation, but he/she will still be recorded. Thus, the customer may not have a reservation but the company does have the customer's info.

DVD Rental Company



I assume that one member can just register while requesting 0 rentals.