1. Every time a customer orders an item that is logged to a worksheet which keeps track of how many times that item is sold

2. Every time a customer orders a product an email is sent to the customer reiterating the order then it emails when the item ships and when the item arrives

3. Employees and supervisors should be able to keep track of time.

4. Customers will be able to view what movies are available to rent

5. When a movie is rented it is then marked as out until no more copies are available which should then state the movie is unavailable.

6. When the account holder selects a plan, a message should be sent to mark which plan has been selected to the account holder thanking them.

7. Movies will be tracked via shipped and possible return date if the movie is close to the end of renting an email will be sent to the account holder.

8. All customers will have to submit a credit card before being able to order any products

9. Products will be ranked by favorability and rating, when a product falls below a set standard then the vendor will be notified the product is under review.

10. All employees must have a title.

11. Employees hours and payroll will be tracked and monitored by management.

12. All plans will be tier rated based on price with highest including streaming and lowest just offering shipping of DVD’s.

Possible business processes

1. Generating reports of payroll, hours worked, ect. for more effective time management

2. Monitoring orders for associations and similar analysis for better targeted advertising

3. Generating projected sales reports based on previous sales data

4. Creating a reporting system which indicates abuse such as keeping a DVD past due