# Rules:

1. If the payment is for a physical product, generate a packing slip for shipping.
2. If the payment is for a book, create a duplicate packing slip for the royalty department.
3. If the payment is for a membership, activate that membership.
4. If the payment is an upgrade to a membership, apply the upgrade.
5. If the payment is for a membership to upgrade, email the owner and inform them of the activation/upgrade.
6. If the payment is for the video “Learning to Ski”, add the free “First Aid” video to the packing slip (the result of a court decision in 1997).
7. If the payment is for a physical product or a book, generate a commission payment to the agent.

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| **Action** | **Result** |
| If the payment is for a physical product | Generate a packing slip for shipping.  Generate a commission payment to the agent |
| If the payment is for a book | Create a Duplicate packing slip for the royalty department.  Generate a commission payment to the agent |
| If the payment is for a membership | Activate that membership  Email the owner informing Activation |
| If the payment is an upgrade to a membership | Apply upgrade.  Email the owner informing Upgrade |
| If the payment is for the video “Learning to Ski” | Add the free “First Aid” video to the packing slip |

**Unique set of Actions:**

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| If the payment is for a physical product |
| If the payment is for a book |
| If the payment is for a membership |
| If the payment is an upgrade to a membership |
| If the payment is for the video “Learning to Ski” |

**Unique Set of Results:**

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| Generate a packing slip for shipping. |
| Generate a commission payment to the agent |
| Create a Duplicate packing slip for the royalty department. |
| Activate that membership |
| Email the owner informing Activation |
| Apply upgrade. |
| Email the owner informing Upgrade |
| Add the free “First Aid” video to the packing slip |