

- A customer, Steve Chen, arrives at the shop with a bike to return
- Annie contacts the mechanics to ask for someone to come and check the bike
- Annie gets the bike number, looks out the relevant bike card and checks Steve's name and address
- Annie makes sure that the bike being returned is the one on the card
- She confirms that the bike is being returned on time by checking the return date against the current date
- One of the mechanics checks the bike and confirms that it has been returned in good condition
- Annie returns Steve's deposit.

*Figure A.7 (see also Figure 2.4 on Page 30) Simple scenario for the return of a bike in the current Wheels system*

- Two customers, Paul and Debbie White, arrive at the shop with bikes to return
- Annie contacts the mechanics to ask for someone to come and check the bikes
- Annie gets the bike numbers, looks out the relevant bike cards and checks Paul and Debbie's names and addresses
- Annie makes sure that the bikes being returned are the ones on the cards
- She checks to see if the bikes are being returned on time by verifying the return date against the current date
- Annie finds that the bikes are one day overdue
- She tells the customers that there is a charge for the extra day's hire
- One of the mechanics checks the bikes and confirms that they have been returned in good condition
- Annie returns the customers' deposit, minus the extra day's hire charge
- Annie writes out a receipt for the extra charge.

*Figure A.8 (see also Figure 2.5 on Page 31) A more complicated scenario for the return of a bike in the current Wheels system*