

<b>Bike Number:</b> 1591	<b>Make:</b> Scott	<b>Model:</b> Atlantic Trail	<b>Type:</b> mountain	
<b>Clour:</b> black	<b>Daily rate:</b> £8	<b>Deposit:</b> £50	<b>Size:</b> woman's	
<b>Customer</b>	<b>Start date</b>	<b>Return date</b>	<b>Paid</b>	<b>Extras</b>
Mrs V Patel 16 St John's Road	31/08/03	21/9/03	£74	
Ms C. Wilson 112 Regent Street	9/9/03	12/9/03	£82	£6
Dr F Green 67 Airange Road	4/10/03	4/10/03	#58	
Ms C. Wilson 112 Regent Street	19/11/04	19/11/04	£58	

Figure A.2 (see also Figure 2.2 on Page 25) Example bike card from the current Wheels system

Annie: No, they vary a lot. Well, you couldn't charge the same for a child's bike as for an 18-gear racer, could you? Anyway, then I fill in all the details on the bike card, the customer gives me the money to cover the hire and deposit and off they go.

SD: Don't they get a receipt?

Annie: Oh yes, sorry, I forgot. I write one out from the receipt book. It would be nice if we could use the computer system for that, but all we've actually got on it is a list of the bikes that we own and all their details like make, model, size, cost and all that. Even that can be a bit of a problem – for Naresh that is – he's the one who has to enter all the details about the bikes that the boss buys in and that can be really tedious.

SD: Well, I'm sure we can improve on that. So tell me, if a customer hires more than one bike, how do you record that?

Annie: Well, you can see this card only has details for this particular bike, so if a customer is hiring three bikes I have to put the details on three separate cards, including writing out their name and address three times. We have to do it like that because sometimes people hire more than one bike, but for different times. For example, we get families on holiday who hire bikes for the children for the whole week, but maybe just a couple of days for the parents. When people do