

1. **Make a New Reservation (C)**
 - a. A customer calls or walks to the counter and wants to take out a movie of which there are none available.
 - b. So the clerk says they will put them on a reservation list which is filled on a first-come-first-serve basis.
 - c. The clerk goes to the management tab and enters the customer's id number and the title of the dvd/game they would like to reserve.
 - d. A dialogue box says that the title has been reserved successfully and the clerk lets the customer know they will contact them as soon as a rental is available.

2. **Cancel a Reservation (C)**
 - a. A customer wants to cancel their reservation or the clerk cannot get a hold of a customer, so they want to cancel the reservation.
 - b. The clerk goes to the management tab.
 - c. The clerk enters the customer's id and the title for which they have a reservation.
 - d. The reservation/rental on hold is put back into stock as on the shelf or put on hold for the next person on the reservation list, in which case the "on hold" use case will be executed and the clerk will see the name and number of the new customer for which the rental was put on hold.

3. **Place Item on Hold (C)**
 - a. (Most of this use case is done behind the scenes)
 - b. When a rental of a certain title, which a customer had on hold is returned, the system puts the rental on hold, which the clerk does not see, but the system lets the clerk know that the rental was put on hold, for whom, and the phone number of that customer in order that they may contact them.

4. **Produce a Title Report (with given information) (M)**

- a. The manager goes to the management tab in the program, and click's the Title Report button.
- b. The system prints the name of each title, the basic info (which is one field and not director, actors, etc. as mentioned earlier), and the number of copies that are currently owned including the breakdown meaning the number currently rented out, the number on hold, the number currently in stock, the number on reservation, and the list of customers associated with the outstanding reservations.
- c. The report will also print the number of reservations for the title, which along with the other info above will allow the manager to see if any more rentals should be purchased or if interest has dropped and they should sell some of the rentals.