1. **Simple Invoicing System**
   1. Customers send their order forms to a company and the company will validate each order. The processing of each order is determined by the order classification; orders either being regular or bulk order. If it is a bulk order, the amount of discount is calculated. No discount is allocated to regular orders. Finally, an invoice is generated and sent to the customer.
2. **Bell Mechanical Repairs: Repair Request System**
   1. Customers send in requests for repairs to the Project Office. The types of machine worked on within BMR consist of a number of different parts that are removed from the machine, cleaned & inspected for defects. If defects are found, the part needs to be remanufactured. Finally when all of these steps are completed, the different parts need to be replaced in the correct machine at the right place and a notification is sent back to the customer.

The following data is held:

* **Job Order Book:** list of all projects and customers. The status of the project is monitored here under the headings Planned Start Date, Planned End Date, Actual Start Date, Actual End Date.
* **Project Plans:** these are set up by the project office to show the different work packages & phases within the work packages.
* **Staff Records:** a card index of all staff with their qualifications
* **Work Plans:** detailed plans of the work with staff allocations and details of parts to be worked on in a work package.
* **Machine/Parts Book:** the machine details and all parts are detailed in this book with any special requirements for any particular part. All movements are recorded here under standard location headings.
* **Parts File:** a file showing the parts and their current and planned locations.