-upgrade customer value

**Use Case**: UpgradeCustomerAccount

**ID**: -

**Brief Description**: Upgrade important customers to the “Valued” status, enabling them to benefit from different discounts.

**Primary Actors**: Office Manager

**Secondary Actors**: Database

**Preconditions**: The system is functional and the Office Manager logs in to the system

**Main Flow**:

1. The Use Case starts when the Office Manager logs into the system
2. The Office Manager accesses the customer list
3. The Office Manager selects the customer
4. The Office Manager clicks the GUI button for upgrading the customer to the “Valued” status
5. When the button is clicked, the system fetches the value from the database
6. The system creates an object into the system where it stores the value
7. The system changes the old value with the new value
8. The data is sent back by the system to the database
9. The database overwrites the old status with the new status.

**Postconditions**: The database is updated with the new customer status and the customer is eligible for discounts

**Alternative Flows**:

1. The account is already upgraded

**Use Case**: UpgradeCustomerAccount : InvalidAccountUpgraded

**ID**: -

**Brief Description:** The system informs the Office Manager that the account he is trying to upgrade is already upgraded **Preconditions:** The Office Manager has tried upgrading an account that is already upgraded

**Alternative Flow:**

1. Alternative flow begins at step 4
2. The Office Manager clicks the GUI button for updating the user status
3. The system fetches the data from the database
4. The system compares detects that the change already took place
5. The system displays the error message
6. The system does not send any information back to the database and deletes the object created

**Postconditions:** The database is not modified

Print late payment reminder.

**Use Case**: PrintLateReminderIndividual

**ID**: -

**Brief Description**: Print the late payment reminder for the customer who did not pay in time for the service.

**Primary Actors**: Office Manager

**Secondary Actors**: Time

**Preconditions**: The system is functional, the Office Manager logs in to the system and the customer exceeded the payment deadline

**Main Flow**:

1. The screen displays the notification that a customer has exceeded the payment deadline
2. The Office Manager Clicks the GUI button for printing the letter
3. The letter is printed

**Postconditions**: The Database is updated with the information of a user having a letter printed for

**Alternative Flows**: -none