

Use case name: Pay membership fee

Primary Actor: Member

Precondition: Member does not have a membership or member's membership is about to expire

Basic Flow:

1. Member goes to the gym
2. Member checks available offers for new membership
3. Member selects membership duration
4. Member pays membership fee

Postcondition: Member has a new membership for certain duration

Exception:

- 2b. Member receives a manager discount because the member is active throughout the year

Postcondition: Member has a renewed membership for certain duration

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Use case name: Remind about Renewal

Primary Actor: Manager

Precondition: Manager has not sent reminder notice to gym members

Basic Flow:

1. Gym system tracks members' active time
2. Gym system generates report
3. Manager analyzes the report
4. Manager makes a list of customers that are active regularly
5. Manager sends out renewal reminders and special offers for active members

Postcondition: Manager sends out reminder notice to current members

Alternate path:

- 5b. Manager tries to reinterest members who are not active

Postcondition: Manager has sent out reminder letters to current members