**Employee Extends Reservation**

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| **Title** | As an employee, I want to extend a reservation for a customer so that the customer does not pay a heavy late fee or is accurately charged for the extra time. |
| **Primary Actor** | Employee |
| **Stakeholders & Interest** | Customer wants to reduce late fee or use the bikes for more time  Manager wishes to collect late fee or ensure that the customer pays for the full time that the bike(s) are rented. The manager also wants to ensure that bike availability is accurate. |
| **Preconditions** | Customer phones the store and tells an employee that they will be late or wish to extend their rental. |
| **Postconditions** | Employee enters extend rental into system and reflects the longer rental time or reduced late fee in the system. |
| **Main Success Scenario** | 1. Employee logs into the system  2. Employee enters customer name to find reservation  3. Employee edits reservation  4. Employee applies reduced late fee |
| **Extensions** | 2.a Employee can not find customer in the system  4.a Employee extends reservation |
| **Special Requirements** | There must not be a reservation on the bikes after the current reservation. |
| **Technology & Variation List** | The customer calls into the store using the telephone.  How can the employee edit a reservation when the system is offline? |
| **Frequency** | Daily |
| **Open Issues** | How long can a customer extend their rental?  What happens if the bikes are needed and an extension is accidently placed on a reservation that conflicts with an upcoming reservation? |