## Section II: End-user Training

### Lesson 1: Sell an Auto-renewal Membership

**Details:** Sell an individual auto-renewal membership to yourself. An auto-renewal membership is a membership that ActiveNet will automatically renew until the customer opts out.

* Use your fake (see below) credit card information to fill out details for the renewals
  + Use VISA: 4111 1111 1111 1111 with any future expiry date
* Select yourself to be the payer for the transaction
* *Tip: Front Desk Tab > Receipt Actions > Sell Membership*

### Lesson 2: Sell an Annual Membership

**Details:** Sell an adult-priced individual annual membership to be sold to your childhood mentor

* Use customer credit card (same as previous) information to fill out payment details
* Select the same mentor as the payer for transaction
* *Tip: Front Desk Tab > Receipt Actions > Sell Membership*

### Lesson 3: Sell a Family Membership

**Details:** Sell a family-priced monthly membership to your local sports star and his family (spouse and child)

* Select the mother of the household as the payer for the transaction
* Use cash as their method of payment
* *Tip: Front Desk Tab > Receipt Actions > Sell Membership*

### Lesson 4: Sell an Annual Membership to a resident

**Details:** Sell an annual membership to your local celebrity

* Select the celebrity as the payer
* Use Visa as the method of payment and auto-renew this membership
* *Tip: Front Desk Tab > Receipt Actions >Sell Membership*

### Lesson 5: Sell a Youth Membership to a non-resident

**Details:** Sell an annual membership to your favourite musician’s child

* Select the child’s mother (musician’s ex-spouse) as the payer for the transaction
* Use cash as the method of payment
* *Tip: Front Desk Tab > Receipt Actions > Sell Membership*

### Lesson 6: Transfer a Membership

**Details:** Transfer your childhood mentor from the annual membership into a monthly membership

* Select the same customer as the payer for the new membership
* Refund the remaining balance using a request-for-cheque
* *Tip: Front Desk Tab > Receipt Actions > Transfer*

### Lesson 7: Withdraw a Membership

**Details:** Withdraw your favourite musician’s child from his/her membership

* Select the person who paid for the transaction as the recipient for the refund
* Select request-for-cheque as the method for refund
* *Tip: Front Desk Tab > Receipt Actions > Refund Transaction*

### Lesson 8: Renew a Membership

**Details:** Renew a monthly membership for your local sports star’s family account

* Select your local sports star’s family as the accounts which will be renewed
* Renew the family for another month of membership
* Use the same payment method that was used to originally purchase the monthly membership (i.e. cash)
* *Tip: Front Desk Tab > Receipt Actions > Renew Transaction*

### Lesson 9: Opt-out of Auto-renewal Membership & Transfer

**Details:** Opt the yourself out of the auto-renewal membership that you purchased as part of Lesson 1

* The you wish to opt-out of the auto-renewal that you and instead move to a 10-visit punch pass
* Complete the transaction, filling in all necessary fields for refunds and selecting cash as the method of payment if a difference is deemed necessary
* *Tip: Front Desk Tab > Receipt Actions*

### Lesson 10: Opt-out of Auto-renewal Membership

**Details:** Using the front desk perspective, opt-out of Auto-renewal for your local celebrity (lesson 4)

* Determine the date on which the annual membership will expire
* *Tip: Front Desk Tab > Membership > Inquiry*

### Lesson 11: Print a Membership Card

**Details:** Selecting your favourite sports star’s family accounts, print his/her spouse a membership card (pass)

* Use the standard layout for producing the pass
* Note: Configure the pass to be printed, but only print if you have access to necessary hardware
* *Tip: Front Desk Tab > Membership > Pass Production*

### Lesson 12: Perform a Membership Pass Validation

**Details:** Your local celebrity, who owns an individual annual membership, needs to be checked into the system

* Validate celebrity’s membership using the system
* *Tip: Front Desk > Membership > Pass Validation*

### Lesson 13: Perform a Membership Pass Validation II

**Details:** The celebrity that was checked-in in the preceding lesson had forgotten their water bottle in their car, and had run out of the gym to quickly grab it

* After returning, the customer is required to check in again using a membership pass
* Check the customer in using a similar process as in the preceding lesson
* *Tip: Front Desk > Membership > Pass Validation*

### Lesson 14: Manage Membership Scan

**Details:** Realizing that the celebrity has been checked into the system twice, you must rectify the situation

* Manage the number of memberships scanned into the system by removing one record
* Specifically – check out one instance of the above customer who has been checked into the system twice
* *Tip: Front Desk > Membership > Manage Membership Scan*

### Lesson 15: Suspend and extend a membership

**Details:** The celebrity broke one of your centre’s rules while at the gym and must be suspended.

* Suspend and extend the celebrity’s membership for one month
* Provide a reason for the suspension
* *Tip: Front Desk > Membership > Inquiry*