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Implementation – Twin Peak Billing Software

**Conduct System Test**

The Twin Peak database has undergone extensive testing primarily geared toward functionality of the database and user entry. During this testing phase the user opened the database in the pop-up Member View form. The user has options at this point depending on what job function they are performing. Most commonly for an employee of the gym, they will begin by selecting “Create New Member.” All functions of data entry for a new member cleared testing and the information was stored correctly in the “Member Info” table. When the employee began the process of cancelling a member via the “Member Cancellation” button, the highlighted fields that would need adjusted were created and the data entered was stored in the “Member Info” table correctly. As far as a sales representative for the gym goes, those are the only functions required by that level of employee. For the manager, accountant, and owners, the “PIF Expiration Report” and “Billing Report” were tested for their functionality and correct reporting. Upon selecting the “PIF Expiration Report,” the user is correctly prompted to select the beginning of the date range of expiration as well as the end of the date range. Upon submitting the date range, Twin Peak returned a correctly laid out report of the paid-in-full members who were expiring during the selected date range. The last function of the “Member View” form is tailored to the accountant who is employed by the owner to handle all billing functions, the “Billing Report.” Upon selecting the “Billing Report” button, the accountant is prompted to enter the billing date and upon entering either billing date, Twin Peak successfully produced a well laid out report of the members who needed to be charged on the selected date.

**Conversion Plan**

Once Twin Peak was deemed operational by the owners, the database was split between backend (BE) and frontend (FE). The backend of the database contains all the hard data being stored in the tables and will be kept on the desktop computer held at the front desk in the gym. The frontend of the database will be copied to employee’s personal computers, so they are able to access the functions of the “Member View” form to create and cancel members. Another copy of the frontend will be placed on the accountant’s computer, so she is able to access the reporting functions of the database.

**Train Users**

Since the main goal of creating this new billing and member management was to save on costs of typical software suppliers as well as ease the member entry process in a way that will suit the employees and ensure correct information entry, training employees on proper use will not be as difficult as it was in the past. Proper implementation and training of all users will be crucial to the success of this database to ensure all information is correctly entered and stored for future use and record keeping. For the gym employees, they will need to understand the functionality of the entire system to ensure they understand why it is important to enter data correctly. As their only functions of the system will be creating new members and cancelling members, focus will be put on the original function of the “Member View” form. When initially opening the form, it will display the first record of the current member. The employee would then need to select the “Create New Member” button to enter the data on the new member. Once this is complete, the employee must understand that they need to select the “Save Member” button in order for the information to be converted to the “Member Info” table. The next function, cancelling a member, will require the employee to select the “Member Cancellation” button. Twin Peak will then open the same view, but with the additional fields “Cancel Date” and “Last Bill”. The employee would enter the current date as the “Cancel Date” and enter the following member billing date as the “Last Bill”. Ensuring that each employee understand the cancellation procedures is crucial to ensure each member is required to pay one last bill before their membership is cancelled. Lastly, just as in creating a new member, the employee must select “Save Member Info” to ensure the information is transferred to the “Member Info” table for the accountant’s records.

**Convert To New System**

Conversion to the new system will be scheduled for May 1 as this is when the new month’s billing will start. The owners are responsible for managing the closure of the current system on April 31 to ensure no new charges from the software supplier are received for the month of May and moving forward. Also, ensuring that the prior software is cancelled will keep our current members from being billed by the old system and the new system. A situation like this could lead to a ton of customer service issues that would only add stress on employees as conversion is in progress.