UnitedOPS

SMALL BUSINESS CASE STUDY

FITNESS

Faster alerts for failed membership payments

A three-location gym linked billing, member notifications and front-desk alerts.

REPORTED RESULTS

8+
staff hours saved per week

1 min
or less to trigger a failed-payment alert

75%
less time with billing disputes unresolved

THE CHALLENGE

The gym needed to find failed payments, notify members and keep staff and accounting informed. Manual tracking made it harder to spot issues before check-in.

WHAT CHANGED

The workflow linked billing and front-desk systems. It emailed members after failed payments, flagged affected accounts for staff and sent payment activity to QuickBooks daily.

> *"Our staff now knows about missed payments before the member walks in. No more surprises, no more awkward conversations—it just works."*
>
> **Bobby Day, General Manager, Golds Gym Partners LLP**

SYSTEMS USED ABC Financial, ClubReady, Make, SendGrid, QuickBooks

DISCUSS A WORKFLOW

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