

## KAMBERI GROUP EN

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## Lost Card Gentlemen Workflow

Exit VU

*Usecase Scenario:*

A gentleman lost his card in the club. He wants to pay for lost card and leave.

**Note:** This recovery card option takes 50,-€ "card restore fee" and shows 0 balance cards.

- Go to the Exit VU
- Select "Manage card" button at the top right corner



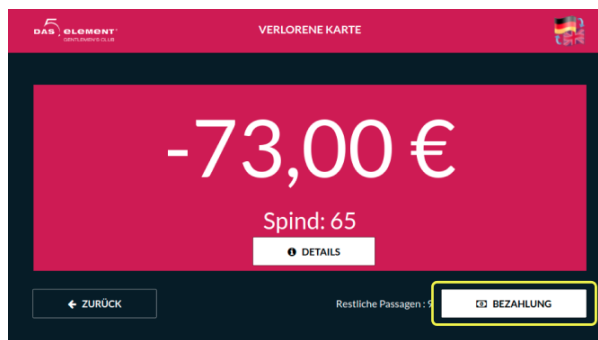
- Confirm personnel access with the manager card
- Select "Lost card" option



- Visually find the lost card in the list by a locker number or issue date/time



- Check the card details for additional information if needed
- Select "Payment" button and pay for the card with either cash or a credit card. Additional 50E "card restore fee" is included in this case.



- The manager can now open the door for him, and gentleman can leave the club.

## Entrance VU

### Usecase Scenario:

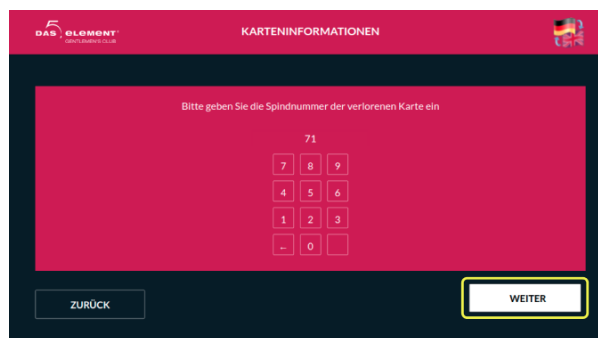
A gentleman lost his card in the club.  
He wants to stay and continue the party

**Note:** This recovery card option shows only cards with 0 or negative balance.

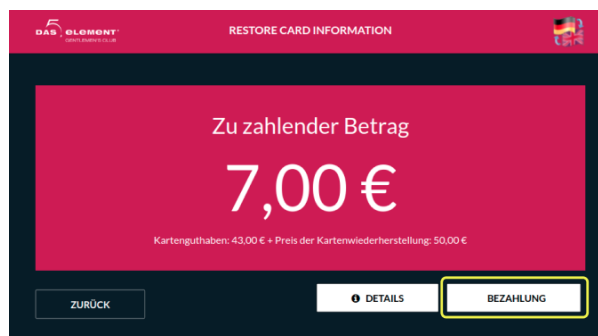
- Go to the Entrance VU through the gate
- Select "Manage card" button at the top right corner



- Confirm personnel access with the manager card
- Enter locker number for the lost card



- Check the card details for additional information if needed
- Select "Payment" button and pay for the card with either cash or a credit card. Additional 50E "card restore fee" is included in this case.



- Take a newly reissued card from the VU.
- All information on the card such as amount of free products, locker number, entrance/exit count is copied from the lost card to a new one.
- The last recorded "entrance" is removed on a new card.
- The gentleman now can enter the gate with this new card and continue the party.

## Lost Card Ladies Workflow

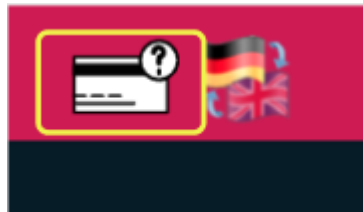
Exit VU

*Usecase Scenario:*

A lady lost her card with positive balance on it in the club.  
She wants to withdraw money from the card and leave.

**Note:** This recovery card option shows only cards with positive non-zero balance.

- Go to the Exit VU
- Select "Manage card" button at the top right corner



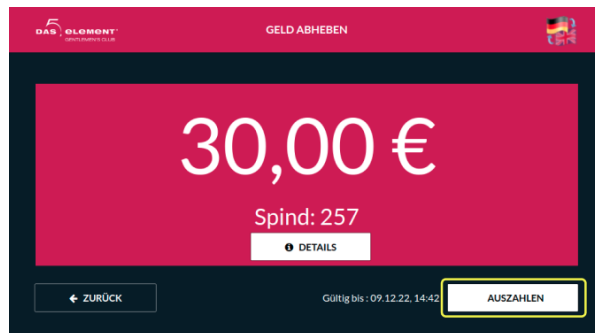
- Confirm personnel access with the manager card
- Select "Withdraw money" option



- Visually find the lost card in the list by a locker number or issue date/time



- Check the card details for additional information if needed
- Select "Payout" button and withdraw money from the card.



- The manager can now open the door, and the person can leave the club.

## Load Card Workflow

### Exit VU

#### Usecase Scenario:

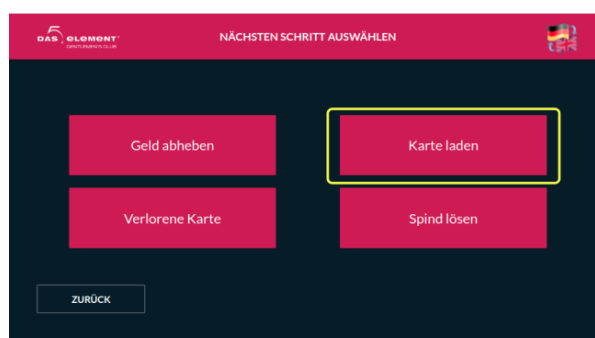
If the system did not work correctly for some technical reason, people left the club witho

**Note:** This payment card option shows only cards with negative balance.

- Go to the Exit VU
- Select "Manage card" button at the top right corner



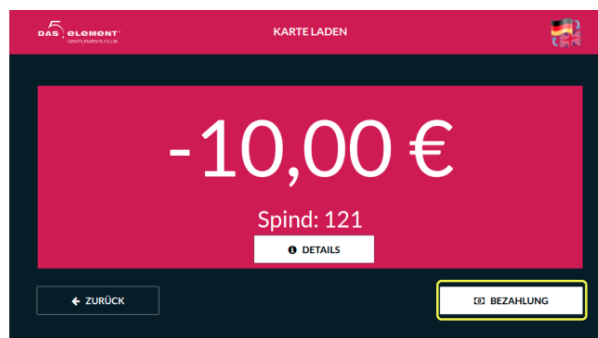
- Confirm personnel access with the manager card
- Select "Load card" option



- Visually find the lost card in the list by a locker number or issue date/time



- Check the card details for additional information if needed
- Select "Payment" button and pay for the card with either cash or a credit card



- The manager can now open the door for him, and gentleman can leave the club.

## Unbind Locker Workflow

Exit VU

*Usecase Scenario:*

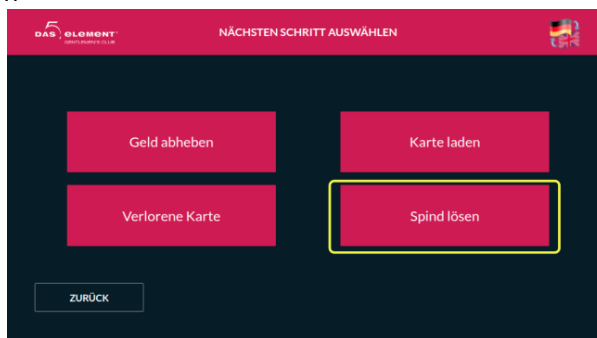
A gentleman left the club without payment. While the police is looking for him, the locker

- Go to the Exit VU
- Select "Manage card" button at the top right corner

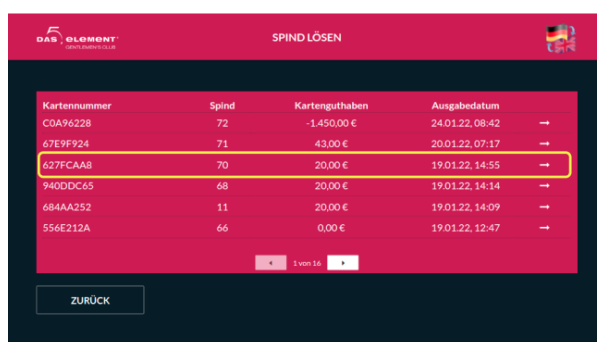


- Confirm personnel access with the manager card

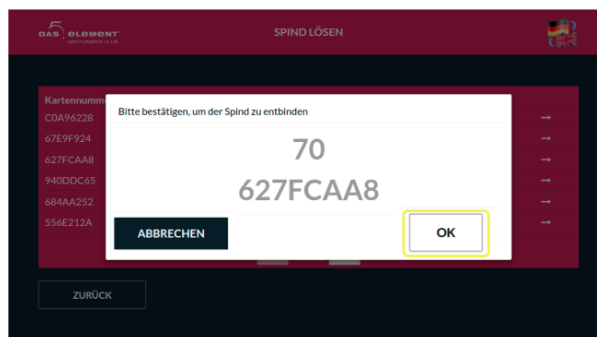
- Select "Unbind locker" option



- Visually find the card that you wish to unbind locker from in the list



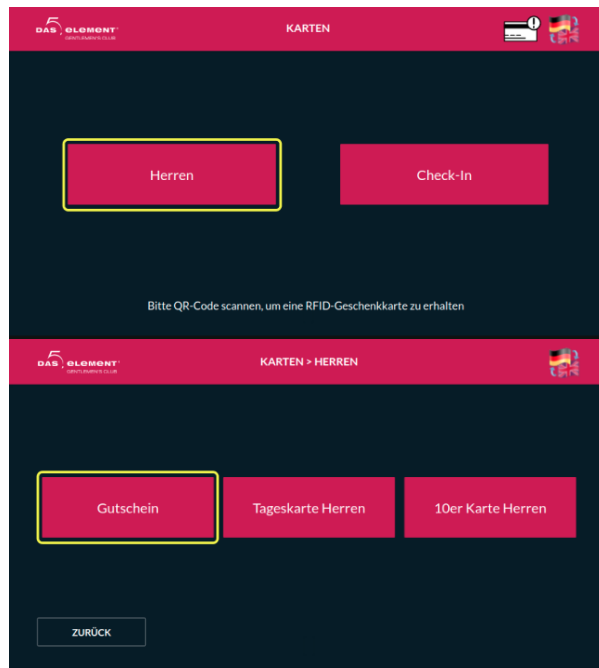
- Unbind the locker by pressing "OK"



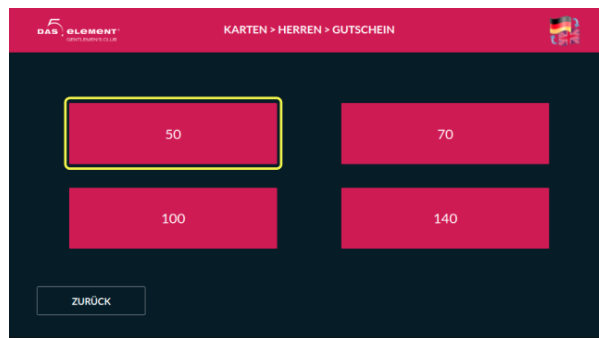
## Gift Cards Workflow

### Buying and Using Gift Cards on Entrance VU

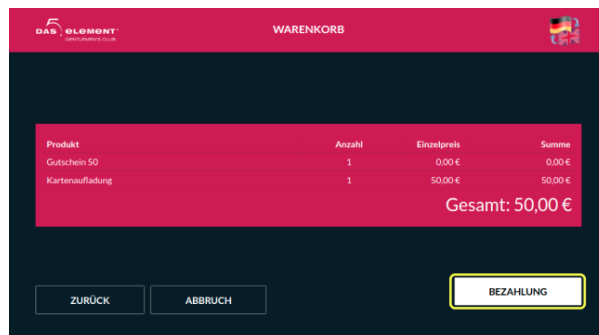
- Select "Gentleman"/"GiftCard" option



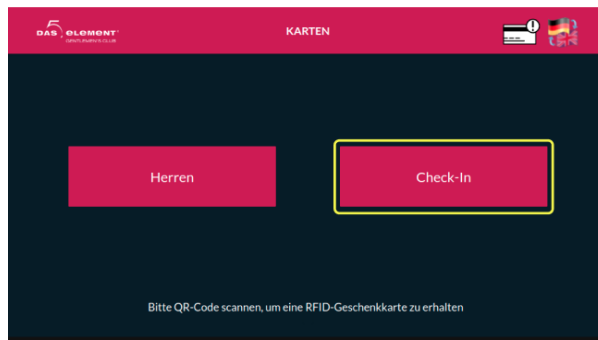
- Select one of the available gift cards (50,- € ; 70,- € ; 100,- € ; 140,-€ )



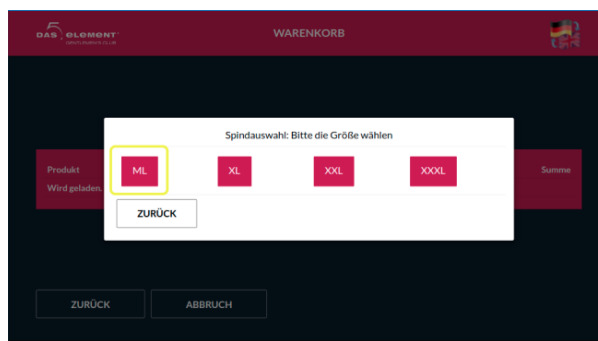
- Select "Payment" button and pay for the card with either cash or a credit card.



- Take the card
- Select "Check-in" option



- Insert the card again
- Select locker size



- Select "Payment" button, wait for payment to finish, take the card



- Enter the gate

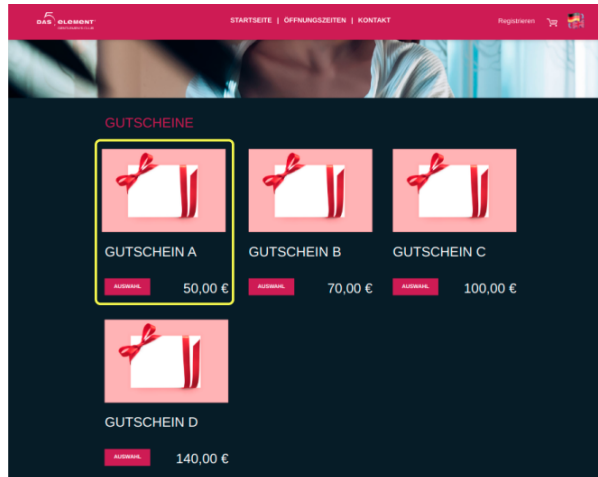
After that, gift card can be used as a regular gentleman card.

**Note:** Funds on a gift card can not be paid out on Exit VU, and can only be used as pay for the next entrance or to purchase goods on POS.

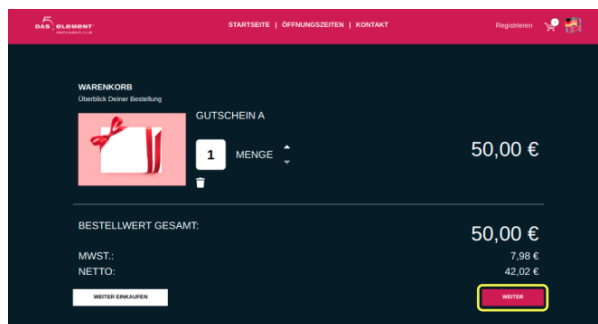
## Buying gift cards in web shop and using them on Entrance VU

You can buy gift cards in web shop as a registered user, or using a "Guest mode".

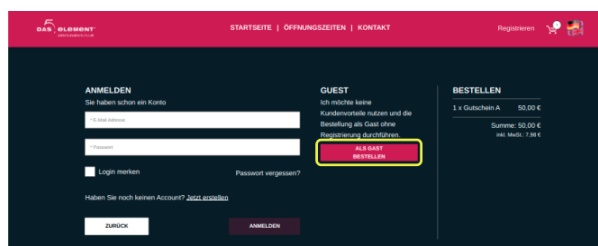
- From the main shop page select a gift card that you want to buy



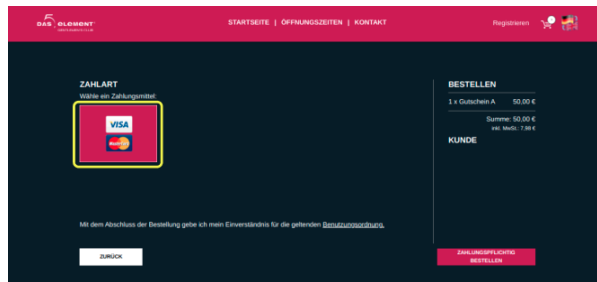
- Confirm your selection on the cart page



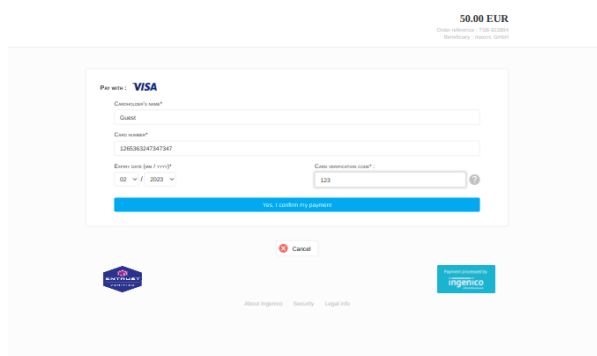
- Next, if you've already registered before, enter your login information. Alternatively, you can choose a "Guest" mode and proceed without registration.



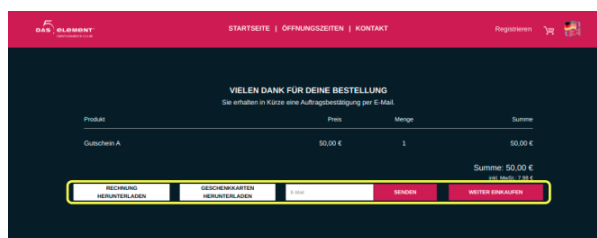
- On the next step select desired payment provider



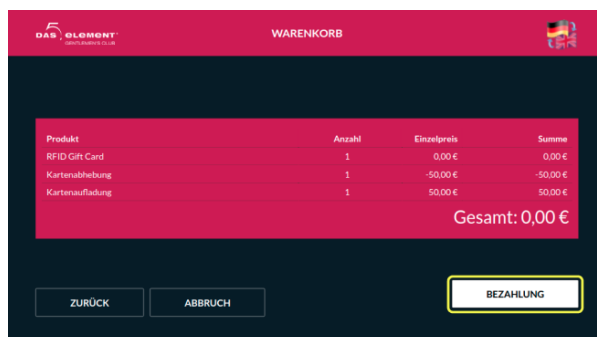
- Click "Payment" button. You will be redirected to a payment provider page
- Enter payment data and pay for your gift card



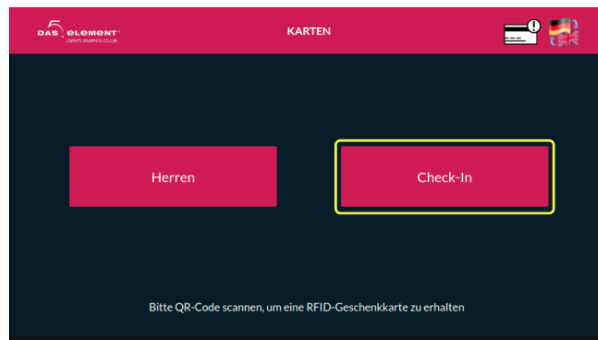
After that, you will be redirected to a page where you can download invoice and gift cards



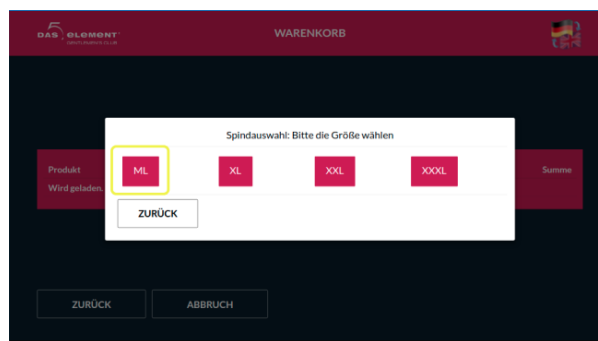
- Scan the barcode from the gift card PDF on the Entrance VU barcode reader with any convenient for you method (print it or use a smartphone)



- Select "Payment" button, wait for payment to finish, take the card
- Select "Check-in" option



- Insert the card again
- Select locker size



- Select "Payment" button, wait for payment to finish, take the card



- Enter the gate

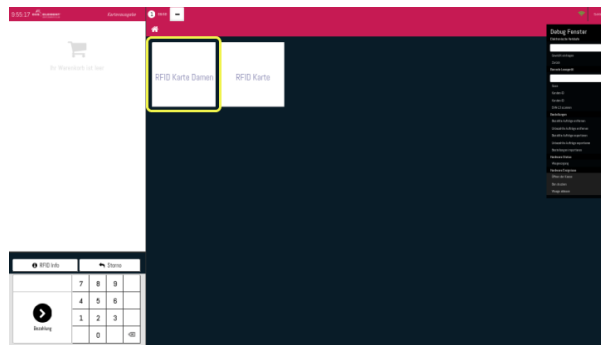
## Ladies Cards and Deposit

### Issuing a Lady Card

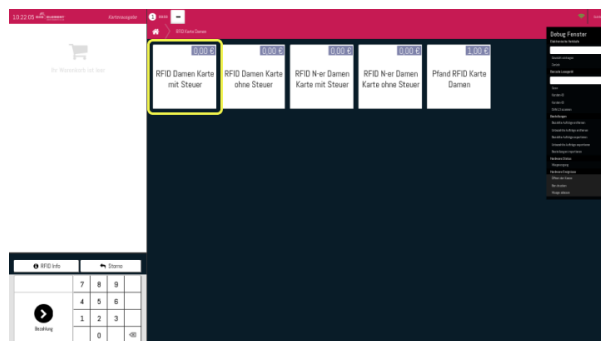
You can issue a lady card and assign a deposit for it on POS as a "kasse2" user.

**Note:** In the process of issuing a card all funds that are left on the card from previous owners will be discarded.

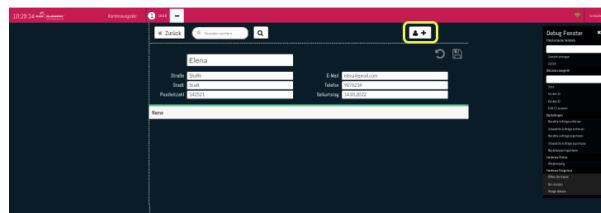
- Log in to POS and select "RFID Karte Damen" tile



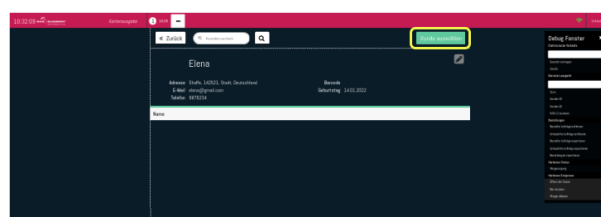
- Select "RFID Damen Karte mit Steuer" card type



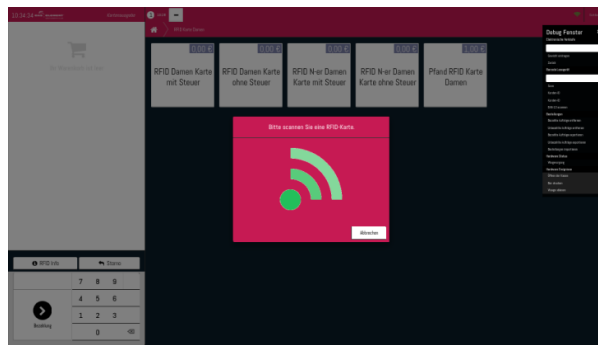
- Select "Add new user" icon at the top and fill in all necessary user data. Once you are done, click "Save" button (looks like an old school diskette).



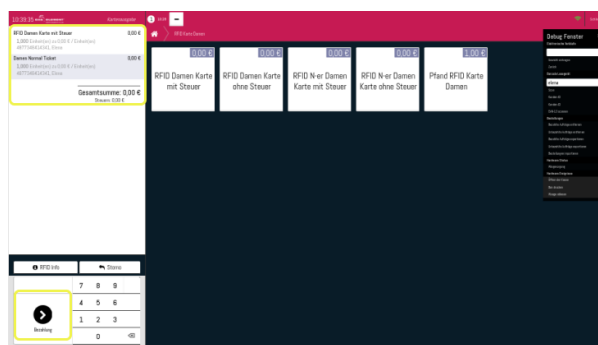
- Confirm user selection by pressing "Kunde auswählen" button.



- Scan an RFID card that will be issued to the lady.



- You will see that two products were added to the order. Confirm it by pressing the button at the bottom left.

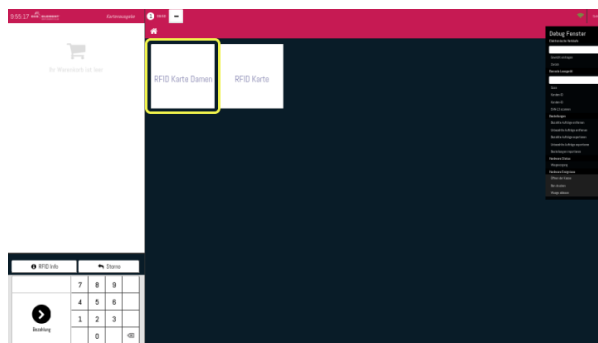


- After that, make confirmation with a manager card and take the newly issued card.

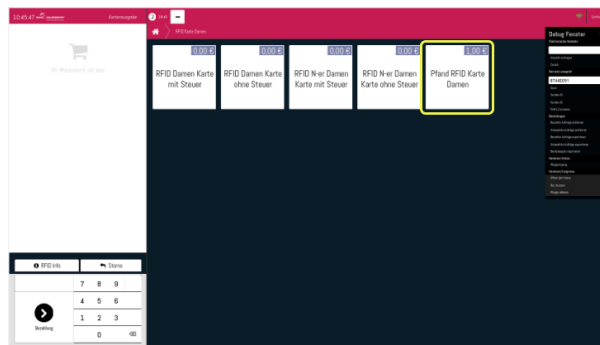
## Assigning a Deposit to the issued Lady Card

After issuing a lady card, you can assign a deposit to it at any time.

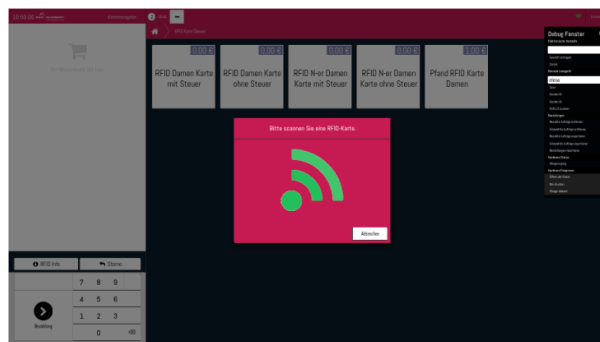
- Log in to POS as "kasse2" user and select "RFID Karte Damen" tile



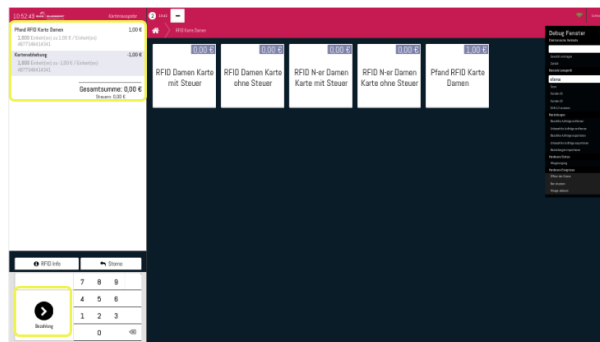
- Select "Pfand RFID Karte Damen" tile



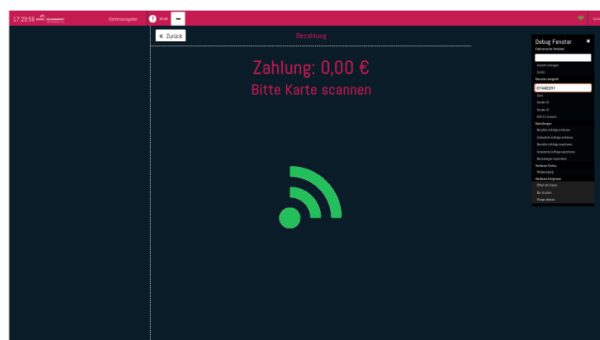
- Scan a lady's card that you wish to assign a deposit for



- A deposit will be assigned to the scanned card and the same deposit amount will be withdrawn from it after pressing "Bezahlung". The card will have a negative balance at this point.



- Confirm the transaction with the manager card

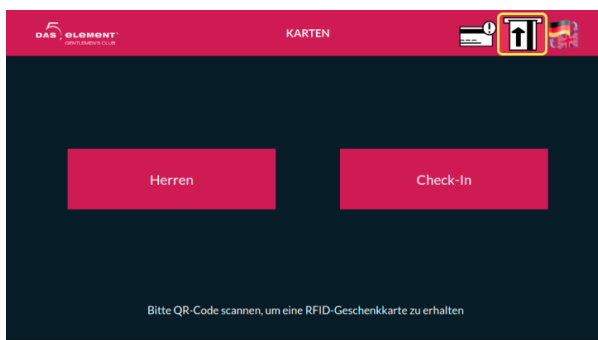


## Returning a Card with Deposit

You can return a card that has a deposit assigned to it at the entrance VU.

**Note:** Before returning a card with deposit on it, make sure that it doesn't have negative balance. If the card has negative balance, it needs to be replenished at the exit VU.

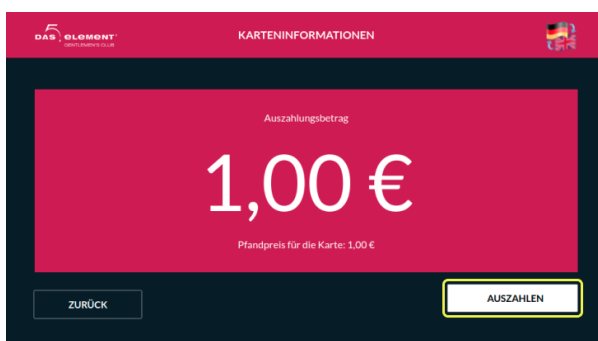
- At the entrance VU select "Return a card" button at the top right corner



- Insert a card that has a deposit assigned to it. All other cards will be ignored.



- Select "Payout" button.



- Take the money. If the card has a positive balance on it, the amount of payout will be equal to " card balance + the price of the deposit".

