KAMBERI GROUP EN/en

Lost Card Gentlemen Workflow

Exit VU

> 🧩 **USECASE SCENARIO**
>
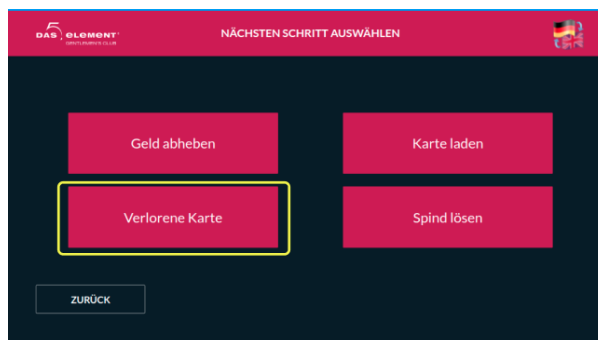> A gentleman lost his card in the club. He wants to pay for lost card and leave.

> ℹ️ **HINWEIS**
>
> 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
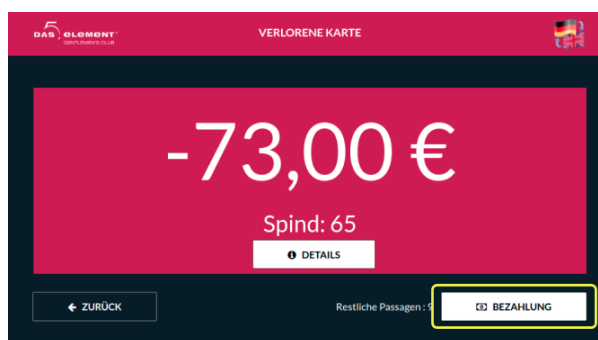
- Confirm personnel access with the manager card
- Select "Lost card" option

- 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 50,- € "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

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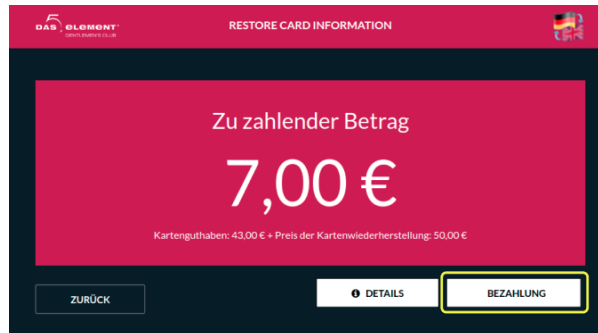

- Confirm personnel access with the manager card
- Enter locker number for the lost card
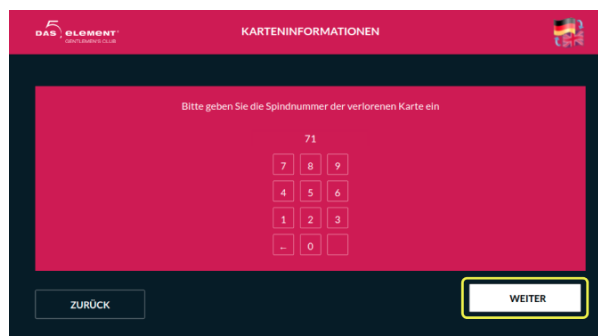
- Check the card details for additional information if needed

- Select "Payment" button and pay for the card with either cash or a credit card. Additional 50,- € "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.
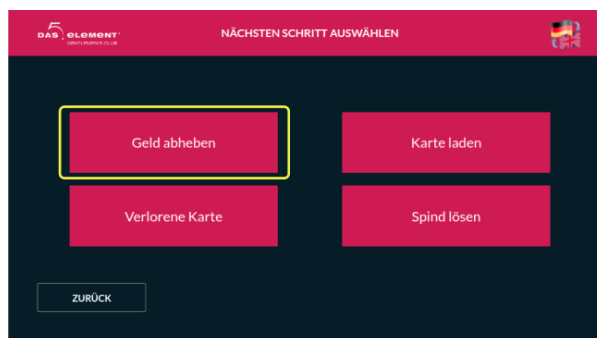
> ### ℹ️ HINWEIS
>
> This recovery card option shows only cards with positive non-zero balance.

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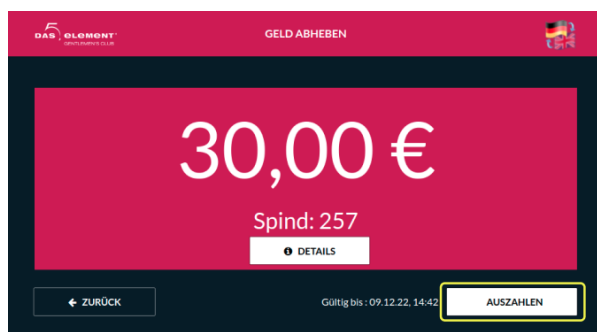- Select "Manage card" button at the top right corner

- 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 without paying for services,
>
> this option allows paying owed money once the correct operation of the system resumes.
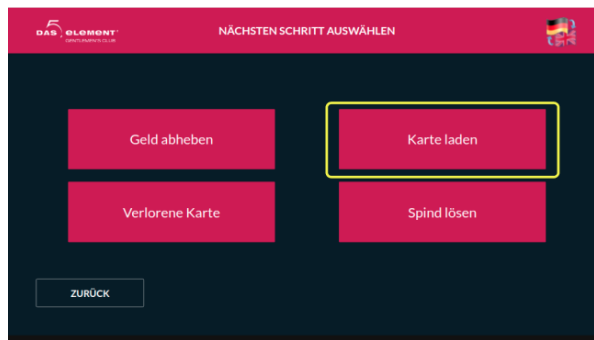
> ℹ️ **HINWEIS**
>
> This payment card option shows only cards with nagative balance.

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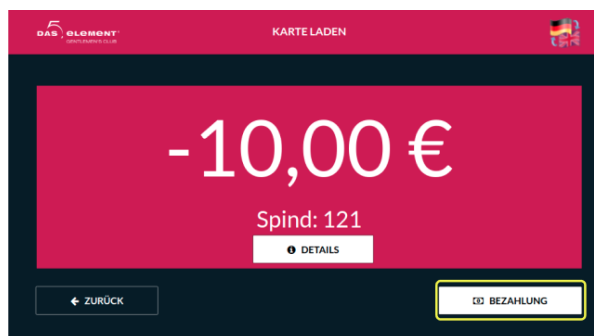- Select "Manage Card" button at the top right corner

- 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.

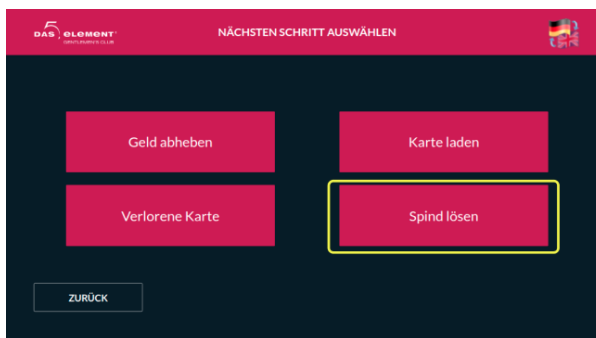# Unbind Locker Workflow

Exit VU

USECASE SCENARIO

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

the locker can be used by another person.

This option allows to unbind locker from the card.

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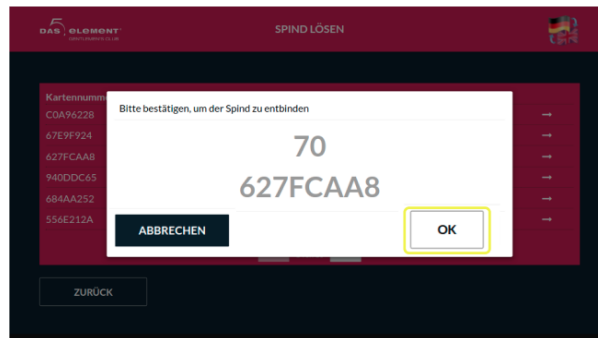

- Confirm personnel access with the manager card
- Select "Unbind locker" option

- Visually find the card that you wish to unbind locker from in the list
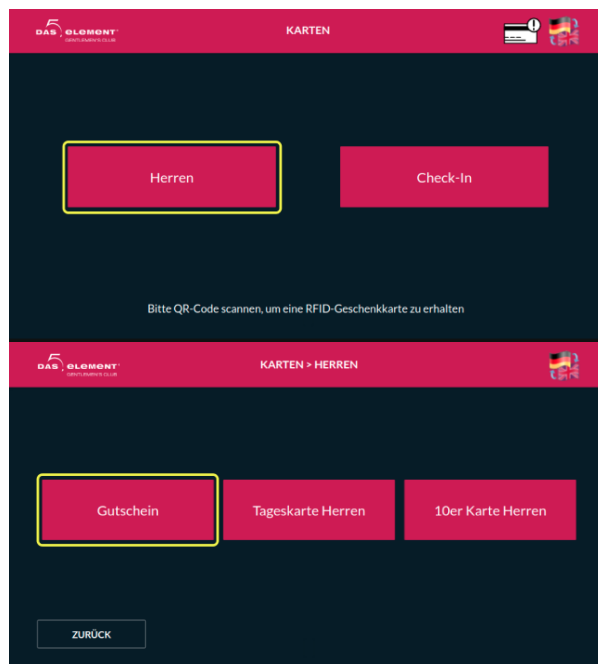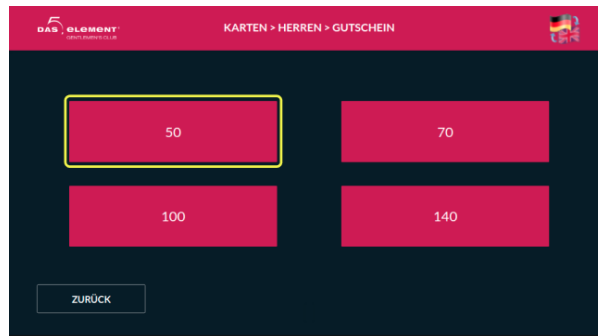
- Unbind the locker by pressing "OK"

Gift Cards Workflow

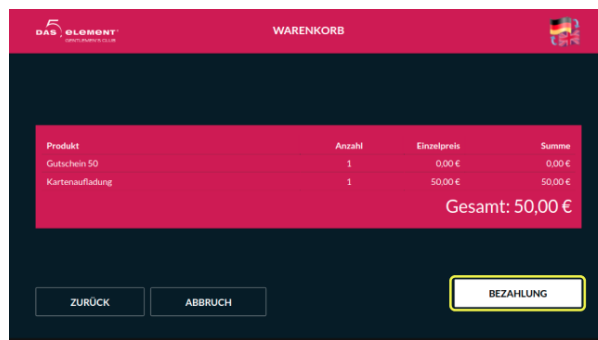## Buying and Using Gift Cards on Entrance VU
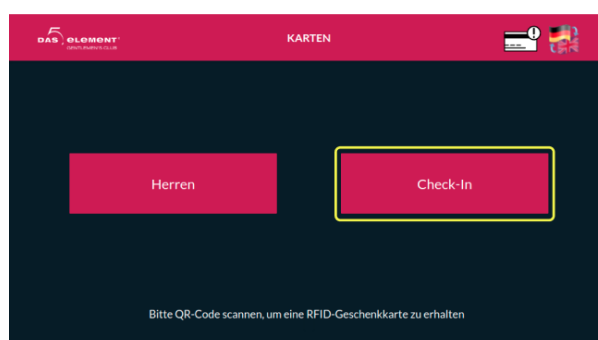
- Select "Gentleman"/"GiftCard" option

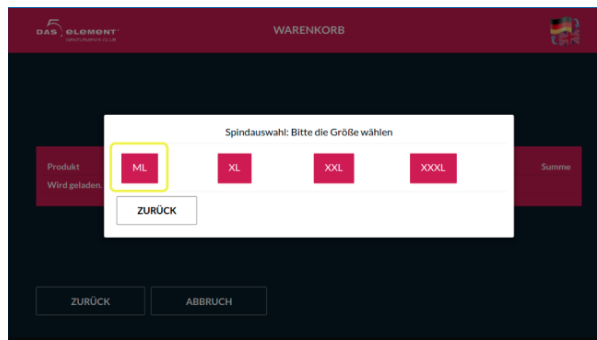- Select one of the available gift cards (50,- € ; 70,- € ; 100,- € ; 140,-€)

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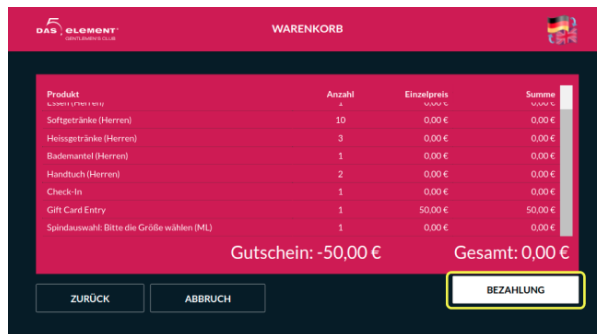

- Take the card
- Select "Check-in" option

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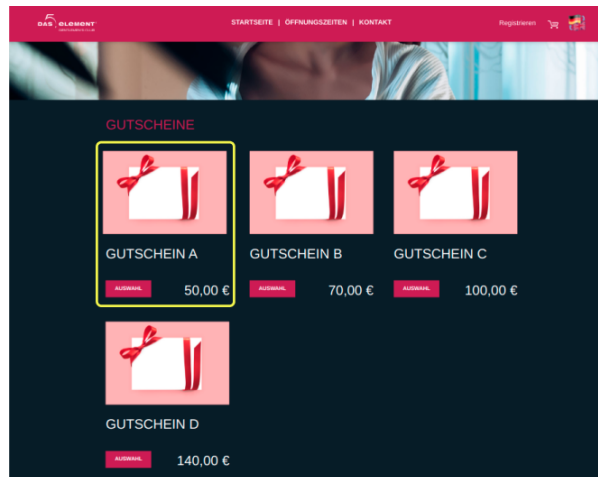
> ℹ️ **HINWEIS**
>
> Funds on a gift card can not be paid out on Exit VU, and can only be used as pay for the next entrance or to purchase goods on POS.

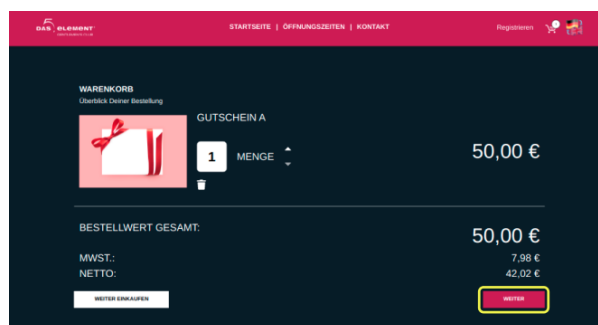# Buying gift cards in web shop and using them on Entrance VU

> ℹ️ **HINWEIS**
>
> You can buy gift cards in web shop as a registered user, or using a "Guest mode".
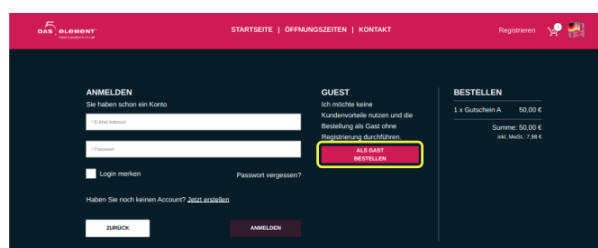
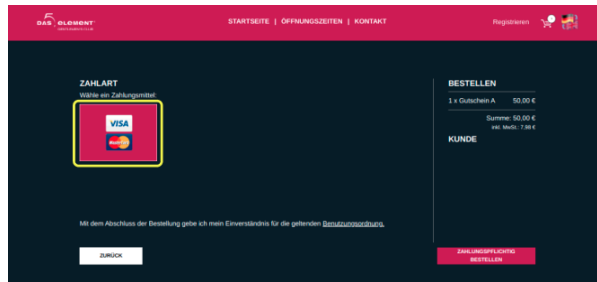- From the main shop page select a gift card that you want to buy
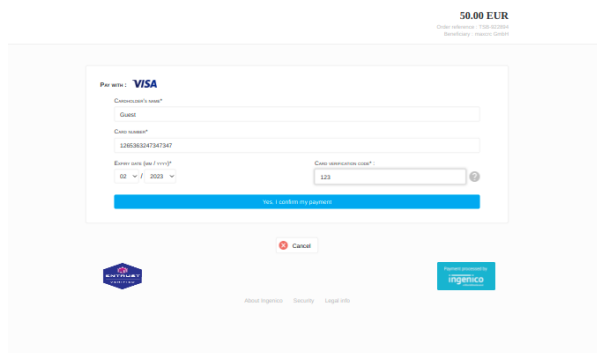

- Confirm your selection on the cart page

- 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

> ℹ **HINWEIS**
>
> After that, you will be redirected to a page where you can download invoice and gift cards in PDF format, or if you are a registered user, they will be emailed to you after you finish transaction.
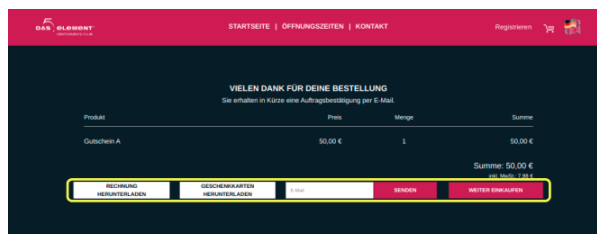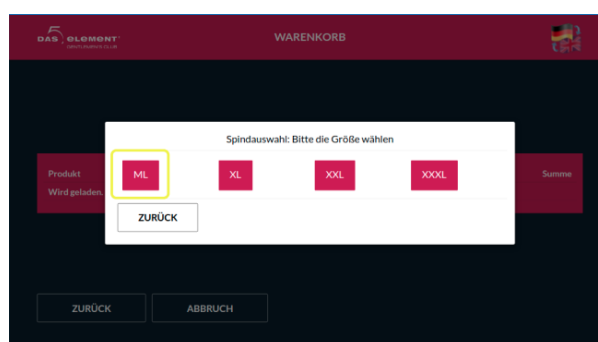

- Scan the barcode from the gift card PDF on the Entrance VU barcode reader with any convenient for you method (print it or use a smartphone)
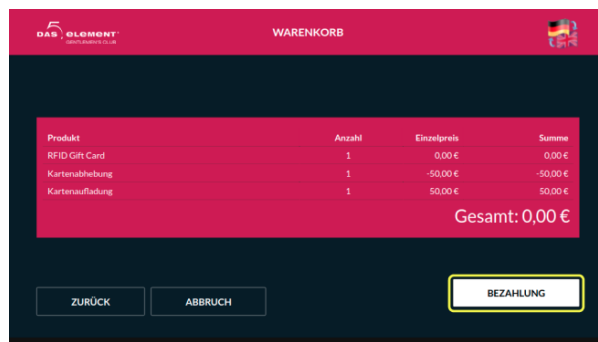
- Select "Payment" button, wait for payment to finish, take the card
- Select "Check-in" option

- Insert the card again
- Select locker size

- Select "Payment" button, wait for payment to finish, take the card
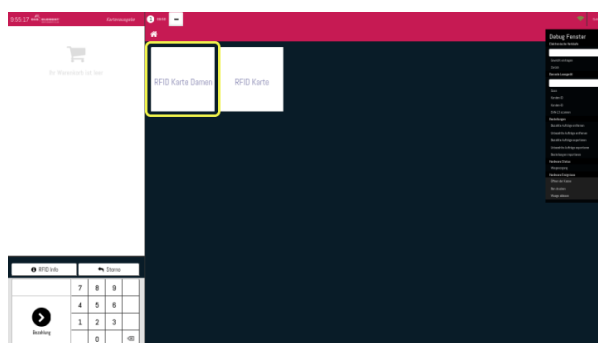
- Enter the gate
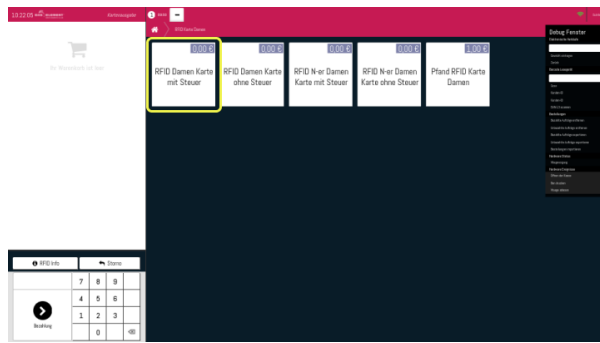
Ladies Cards and Deposit

Issuing a Lady Card

> **ℹ HINWEIS**
>
> You can issue a lady card and assign a deposit for it on POS as a "kasse2" user.
>
> In the process of issuing a card all funds that are left on the card from previous owners will be discarded.
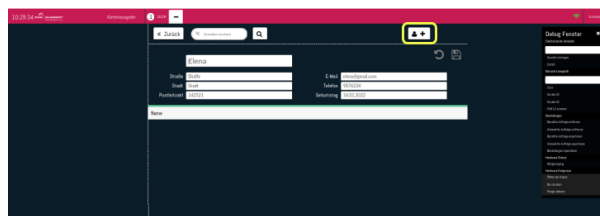
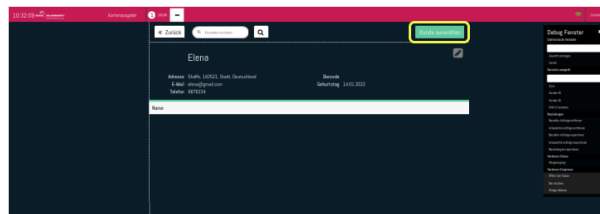- Log in to POS and select "RFID Karte Damen" tile

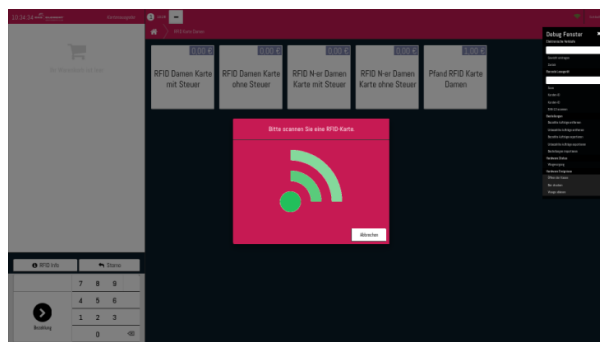- Select "RFID Damen Karte mit Steuer" card type

- 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).
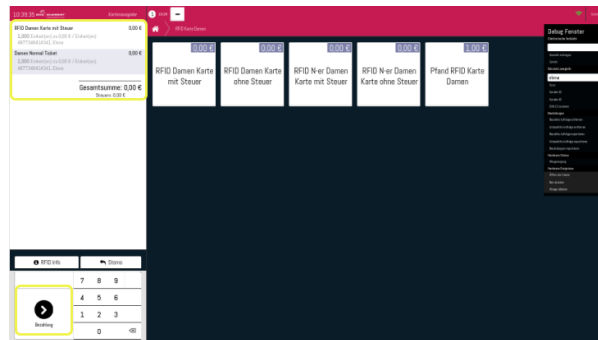

- Confirm user selection by pressing "Kunde auswahlen" button.

- 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.
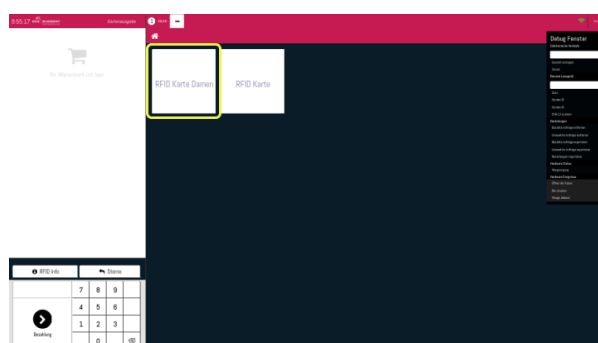

- After that, make confirmation with a manager card and take the newly issued card.
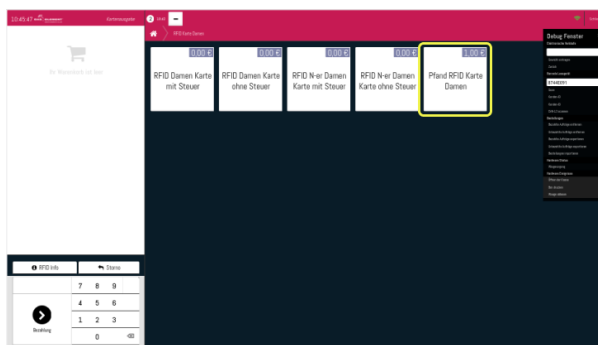
Assigning a Deposit to the issued Lady Card

After issuing a lady card, you can assign a deposit to it at any time.
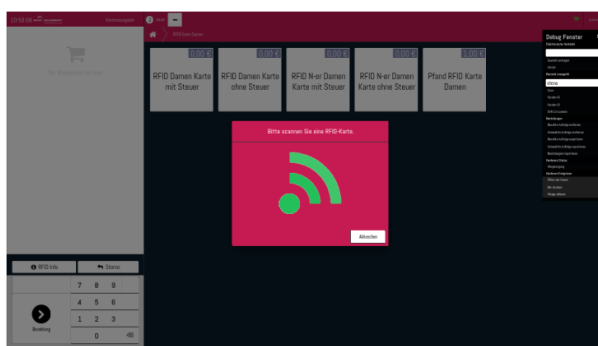
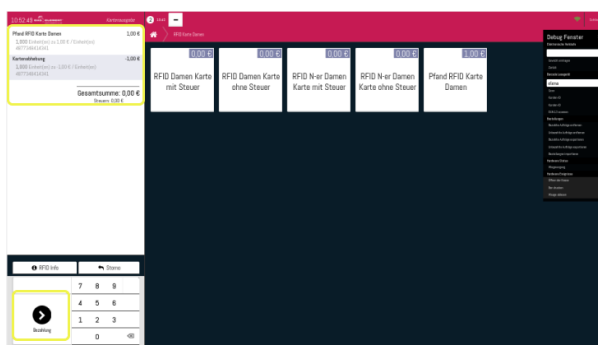- Log in to POS as "kasse2" user and select "RFID Karte Damen" tile

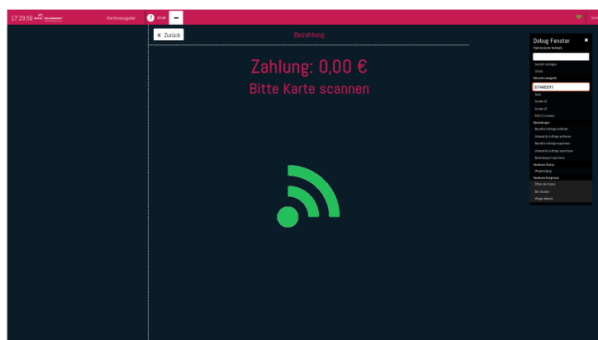- Select "Pfand RFID Karte Damen" tile

- 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.
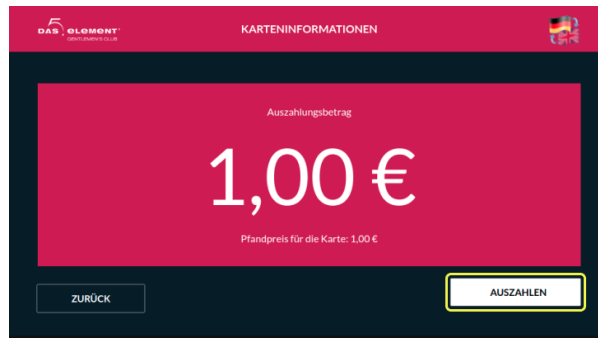
- At the entrance VU select "Return a card" button at the top right corner
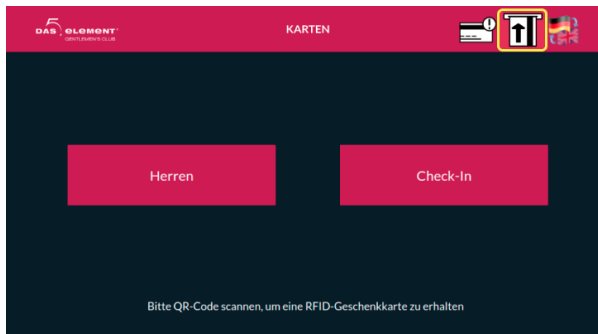
- Insert a card that has a deposit assigned to it. All other cards will be ignored.
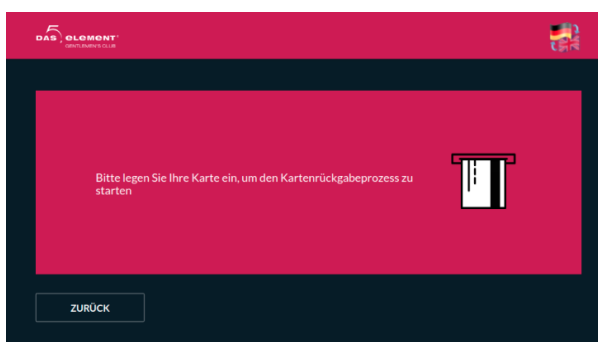
- Select "Payout" button.

- 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".