

KAMBERI GROUP EN/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.



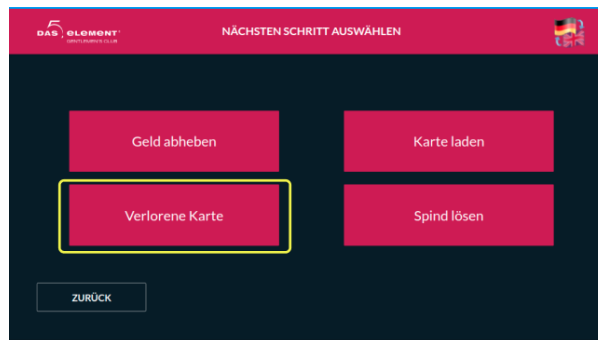
NOTE

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



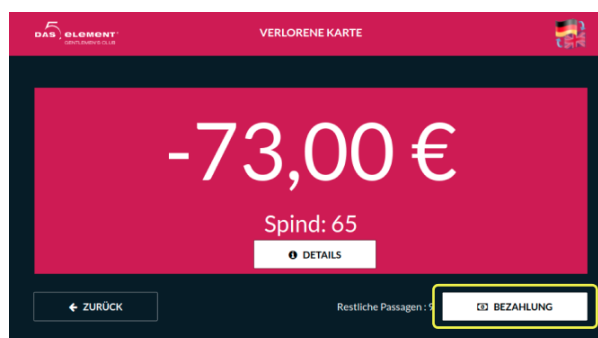
- Confirm personnel access with the manager card
- Select "Lost card" option



- 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 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

USECASE SCENARIO

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

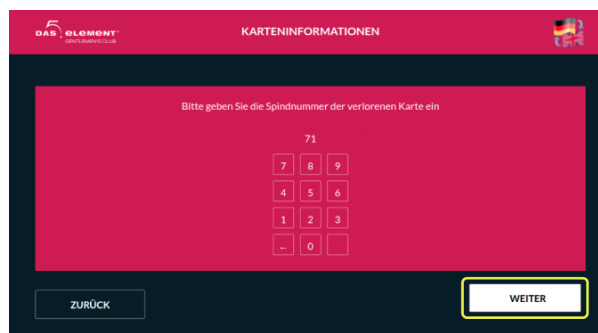
NOTE

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



DAS ELEMENT
KARTENINFORMATIONEN

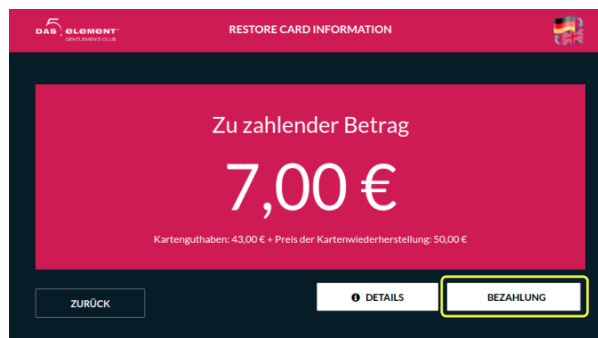
Bitte geben Sie die Spindnummer der verlorenen Karte ein

71

7	8	9
4	5	6
1	2	3
-	0	

ZURÜCK WEITER

- 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.

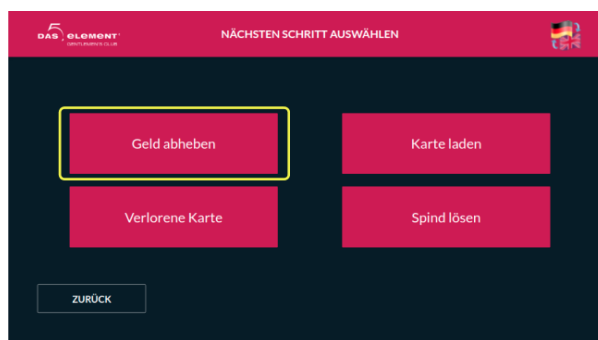
NOTE

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



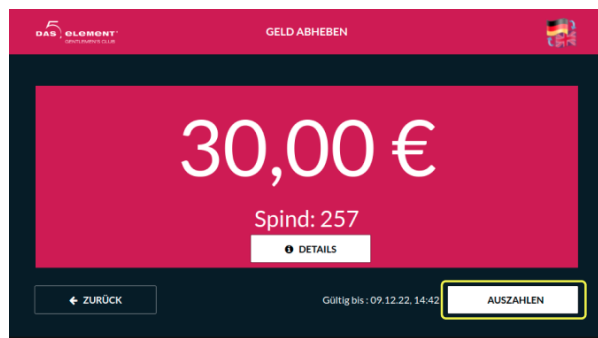
- Confirm personnel access with the manager card
- Select "Withdraw money" option



- 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

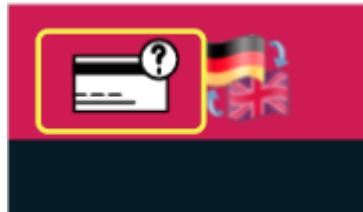
USECASE SCENARIO

If the system did not work correctly for some technical reason, people left the club without paying for services, this option allows paying owed money once the correct operation of the system resumes.

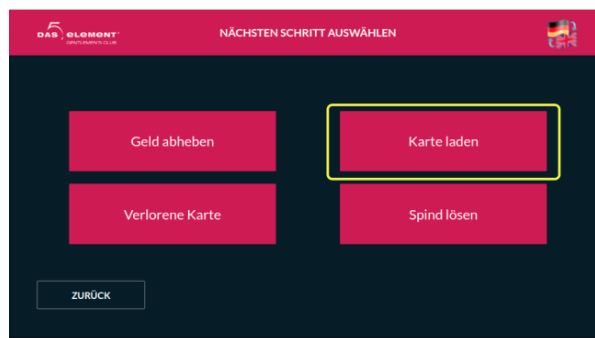
NOTE

This payment card option shows only cards with negative balance.

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



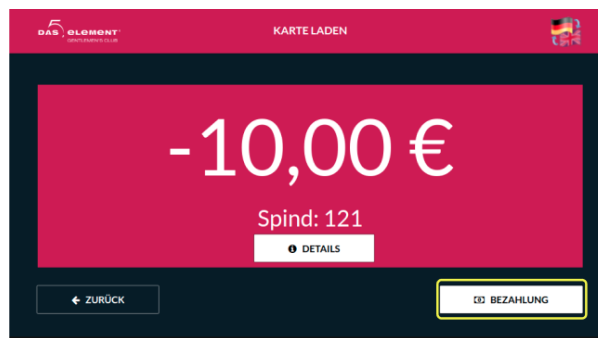
- Confirm personnel access with the manager card
- Select "Load card" option



- 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

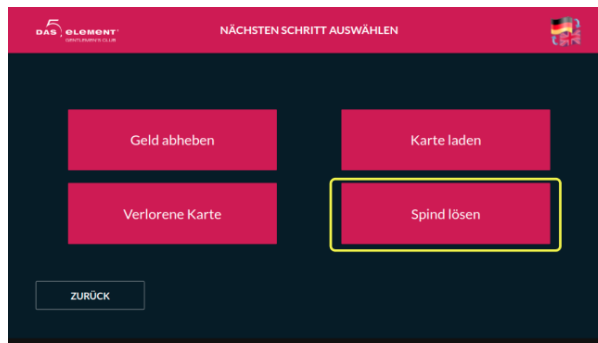
USECASE SCENARIO

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



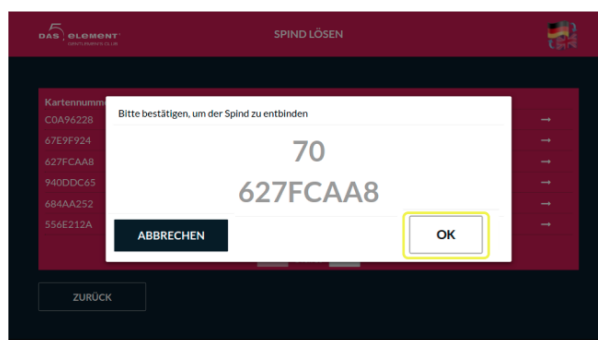
- Confirm personnel access with the manager card
- Select "Unbind locker" option



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



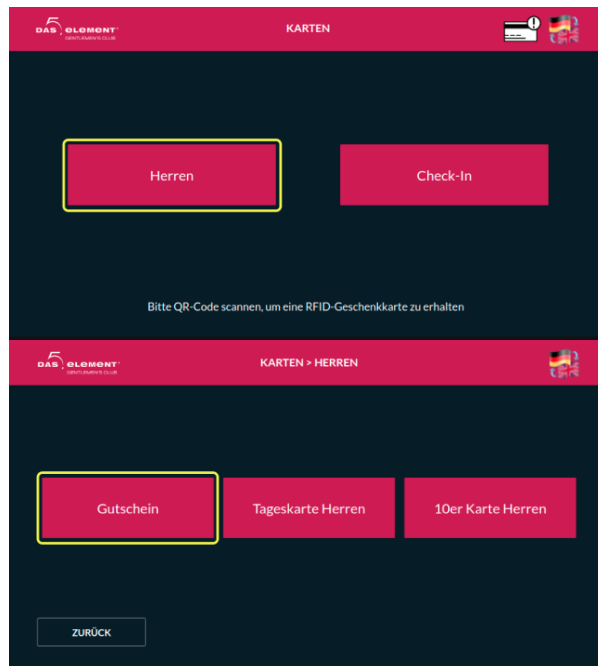
- Unbind the locker by pressing "OK"



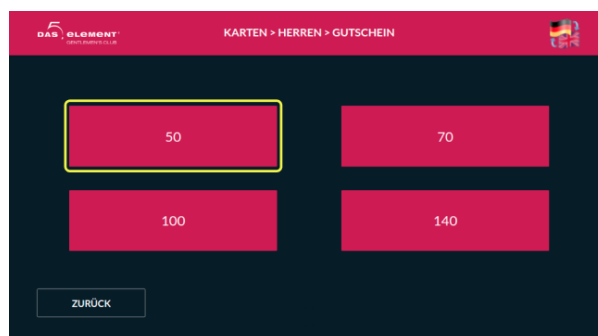
Gift Cards Workflow

Buying and Using Gift Cards on Entrance VU

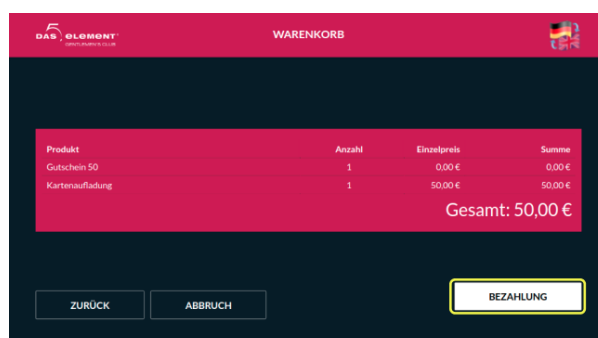
- Select "Gentleman"/"GiftCard" option



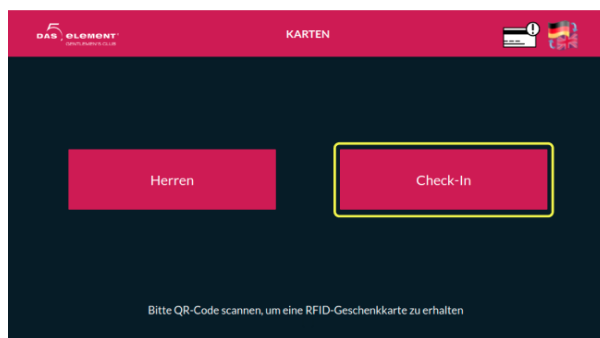
- Select one of the available gift cards (50,- € ; 70,- € ; 100,- € ; 140,-€)



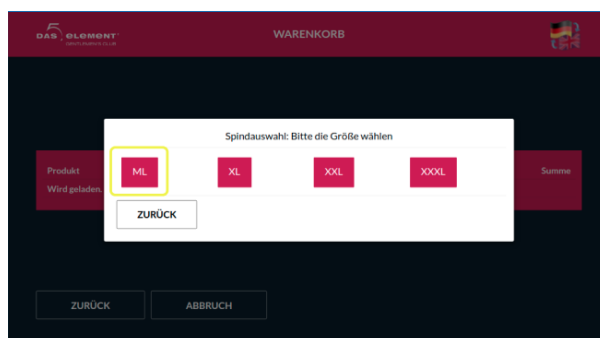
- Select "Payment" button and pay for the card with either cash or a credit card.



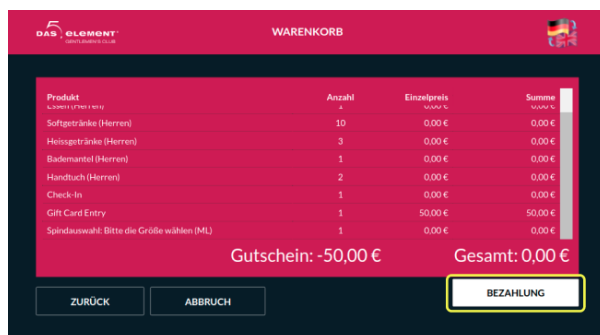
- Take the card
- Select "Check-in" option



- 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.

i NOTE

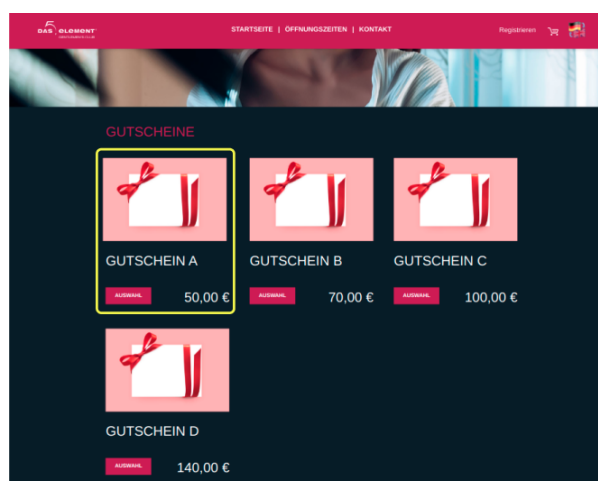
Funds on a gift card can not be paid out on Exit VU, and can only be used as pay for the next entrance or to purchase goods on POS.

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

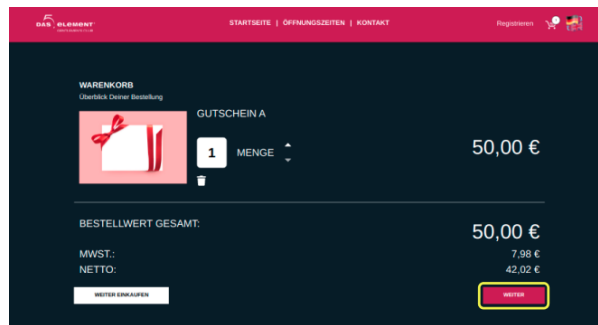
i NOTE

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

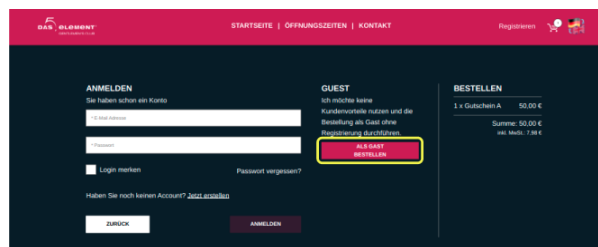
- From the main shop page select a gift card that you want to buy



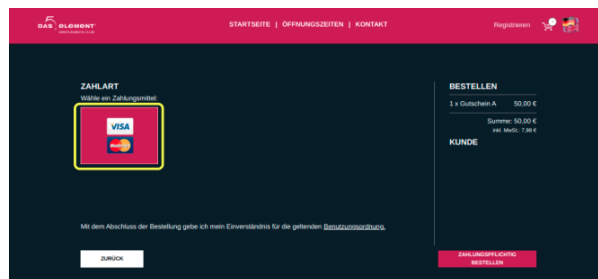
- Confirm your selection on the cart page



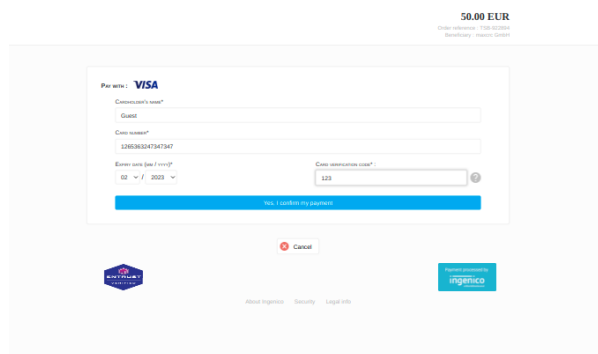
- Next, if you've already registered before, enter your login information. Alternatively, you can choose a "Guest" mode and proceed without registration.



- On the next step select desired payment provider

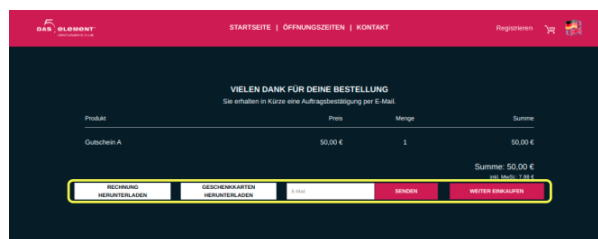


- Click "Payment" button. You will be redirected to a payment provider page
- Enter payment data and pay for your gift card

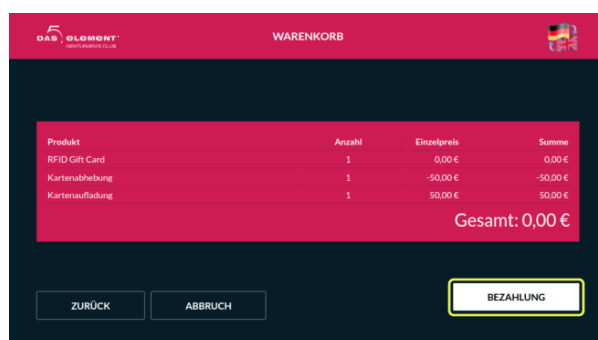


i NOTE

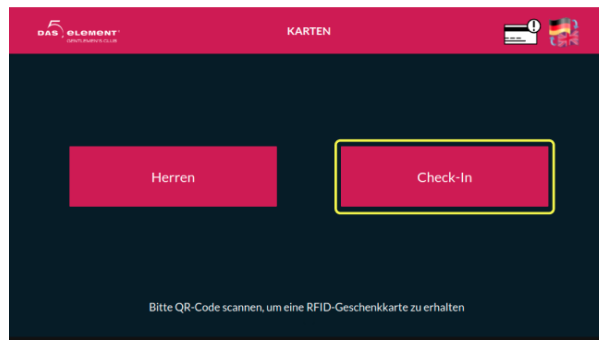
After that, you will be redirected to a page where you can download invoice and gift cards in PDF format, or if you are a registered user, they will be emailed to you after you finish transaction.



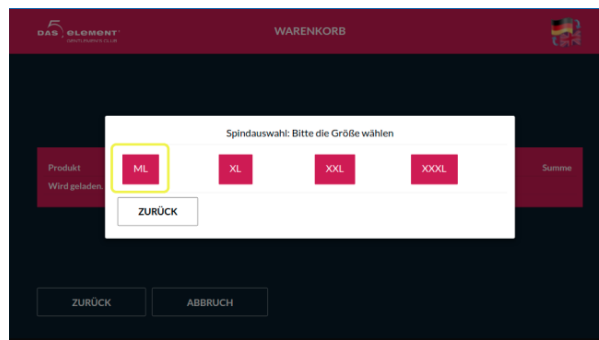
- Scan the barcode from the gift card PDF on the Entrance VU barcode reader with any convenient for you method (print it or use a smartphone)



- 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