

Lagoon Permits

Lagoon Permits are a critical requirement to vessels in the lagoon.

The process on ActiveNet is simple, as the transaction is done in POS. This course will teach you the mandatory information you **Must Know** when selling permits to the public.

Be sure to take careful notes as the policies and procedures will all be on the exam. A 90% or better passmark has been placed on the exam due to the information's critical importance.

Next

Error!

Please Follow the On-Screen
Instructions to Continue

[Go Back](#)

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Welcome, Intern Trainer!

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Front Desk x +

Pending Receipt #1

Help

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Trainer Site

Pay

Finish

Cancel



Tip:

Open Sell Membership from the Front Desk Tab

Note: "Front Desk" is the Current Tab



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Front Desk



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Receipt #1 ×

Pending Receipt #1 > Membership > Package Search

Package Search

Help

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▼ Search Criteria

Package Name Category Status Entry Point

Search

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Step 1 of 5

Tip:

Type **Lagoon** to search for Lagoon Permits

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Receipt #1 x Pending Receipt #1 > Membership > Package Search

Package Search

1. Package Search 2. Customer Search 3. Membership Information 4. Membership Assignment 5. Membership Fees

Search Criteria

Package Name: Lagoon
Category:
Status: Open
Entry Point:

Search

Back Cancel

Step 1 of 5



TRAINER

Tip:

Select Search



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Receipt #1

Pending Receipt #1 » Membership » Select Package List

Help

Select Package List

1. [Package Search](#)
2. [Customer Search](#)
3. [Membership Information](#)
4. [Membership Assignment](#)
5. [Membership Fees](#)

If you are not satisfied with the search results click the "Back" button and perform a new search.

Name	Category	Description	Fee
Lagoon Permit - 1 Add'l Passive Vessel	Annual	Use if you've already purchased 1 Passive Vessel pass and an additional one is needed at a later date.	\$21.00
Lagoon Permit - 1 Add'l Power Vessel	Annual	Use if you've already purchased 1 Power Vessel pass and an additional one is needed at a later date.	\$47.00
Lagoon Permit - 1 Passive Vessel	Annual	--	\$21.00
Lagoon Permit - 1 Power Vessel	Annual	--	\$47.00
Lagoon Permit - 2 Passive Vessels	Annual	--	\$42.00
Lagoon Permit - 2 Power Vessels	Annual	--	\$93.00
Lagoon Permit - 3 Passive Vessels	Annual	--	\$63.00
Lagoon Permit - 4 Passive Vessels	Annual	--	\$84.00

[Back](#)[Cancel](#)

Step 1 of 5


Tip:

*For this tutorial, we are going to purchase **1 Power Vessel** Permit*

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Receipt #1 × +

Pending Receipt #1 » Membership » Find Customer

Customer Search

1. Package Selection 2. **Customer Search** 3. Membership Information 4. Membership Assignment 5. Membership Fees

Add New

Customer Search

First Name ▼

Middle Name

Last Name Sounds Like

Family Name

Address

City, State, Zip Code ▼

Email Address

Phone ()

Cell Phone ()

Retired Exclude Retired ▼

Entered On or After ▼

Search

Scan Card **Submit**

Pass Number **Submit**

Back **Cancel**

Step 2 of 5

Tip:*Enter the **First Name** of the client*

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Receipt #1 + Pending Receipt #1 » Membership » Find Customer

Customer Search

1. [Package Search](#) 2. **Customer Search** 3. Membership Information 4. Membership Assignment 5. Membership Fees

[Add New](#)

Customer Search

First Name <input type="text" value="Just"/>	Email Address <input type="text"/>
Middle Name <input type="text"/>	Phone (<input style="width: 20px;" type="text"/>) <input type="text"/>
Last Name <input type="text"/> <input type="checkbox"/> Sounds Like	Cell Phone (<input style="width: 20px;" type="text"/>) <input type="text"/>
Family Name <input type="text"/>	Retired <input type="checkbox"/> Exclude Retired
Address <input type="text"/>	Entered On or After <input type="text"/> <input type="button" value="X"/>
City, State, Zip Code <input type="text"/> <input type="button" value="C"/> <input type="text"/>	<input type="button" value="Search"/>
Scan Card <input type="text"/> <input type="button" value="Submit"/>	
Pass Number <input type="text"/> <input type="button" value="Submit"/>	

[Back](#) [Cancel](#)

Step 2 of 5

Tip:*Enter the **Last Name** of the client*

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Customer Search

1. Package Search 2. Customer Search 3. Membership Information 4. Membership Assignment 5. Membership Fees

Add New

Customer Search

First Name: Justin
Middle Name:
Last Name: Goulet Sounds Like
Family Name:
Address:
City, State, Zip Code:

Email Address:
Phone: ()
Cell Phone: ()
Retired: Exclude Retired
Entered On or After:

Scan Card: Submit
Pass Number: Submit

Search

Step 2 of 5

Back Cancel



Tip:

Search for the prospective client



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Receipt #1

Pending Receipt #1 » Membership » Select Customer List

Customer Search Results

Help

1. [Package Search](#)
2. [Customer Search](#)
3. Membership Information
4. Membership Assignment
5. Membership Fees

[Add New](#)

Name	Address	Phone	Email	Date of Birth	Customer Type	Retired?	Family
Justin A. Goulet	1462 Countryview Lane Vista, CA 92081	H: --	carlsbadconnect@carlsbadca.gov	Jun 20, 1994	Individual	No	Goulet (#1324) : Adult / Guardian Add Family Member

Step 2 of 5

[Cancel](#)Tip:

Select the client from the list



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Receipt #1

Pending Receipt #1 » Membership » Membership Information

Membership Information

1. [Package Search](#) 2. [Customer Search](#) 3. **Membership Information** 4. Membership Assignment 5. Membership Fees [Help](#)

Primary Customer: Justin A. Goulet
Package: Lagoon Permit - 1 Power Vessel [Find a different package](#)
Max Uses: 0
Max Passes: 1
Standard Fee: 47.00

Dates

Effective Date: Sep 7, 2016
Time Periods: 1 **Period:** Specific date
Expiration Date: Dec 31, 2016

Automatic Renewal

Automatic Renewal: **Do not automatically renew**

Step 3 of 5

Submit **Back** **Cancel**

**Tip:***Verify the information is correct, then **Submit****This is where you can set the membership to auto-renew via credit card on an annual basis.*



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Receipt #1 ×

Pending Receipt #1 » Membership » Membership Fees

Membership Fees

Help

1. [Package Search](#)
2. [Customer Search](#)
3. [Membership Information](#)
4. [Membership Assignment](#)
5. [Membership Fees](#)

Package: Lagoon Permit - 1 Power Vessel [Find a different package](#)

Max Uses: 0

Max Passes: 1

Standard Fee: 47.00

Time Periods: 1

Primary Customer: [Justin Goulet](#)[Reassign members](#)

1462 Countryview Lane

Vista, CA 92081

Resident: Yes

Age: 22 years 2 months

▶ Fees

* - Needs override authority to change

Override User Password

▶ Staff Notes

▶ Customer Notes

▼ Questions for Lagoon Permit - 1 Power Vessel (* - required field)

CF Number: * Permit Number: *

Agree to Waiver for Lagoon Permit - 1 Power Vessel Required Description Attachment

Yes [Lagoon Waiver](#)[Submit](#)[Back](#)[Cancel](#)

Tip:

Expand the **Fees** section



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Receipt #1 x + Pending Receipt #1 » Membership » Membership Fees

Membership Fees

1. [Package Search](#) 2. [Customer Search](#) 3. [Membership Information](#) 4. [Membership Assignment](#) 5. [Membership Fees](#)

Package: Lagoon Permit - 1 Power Vessel [Find a different package](#)

Max Uses: 0
Max Passes: 1
Standard Fee: 47.00
Time Periods: 1

Primary Customer: [Justin Goulet](#) [Reassign members](#)

1462 Countryview Lane
Vista, CA 92081
Resident: Yes
Age: 22 years 2 months

Fees

Include?	Charge Name	Estimate	Actual
<input checked="" type="checkbox"/>	Lagoon Permit Fee*	1 pass(es) at 47.00 ea	47.00
<input type="checkbox"/>	Discount: Resident*	-5.00	
<input checked="" type="checkbox"/>	Opportunity Grant FY 2015-16	-150.00	0.00
<input checked="" type="checkbox"/>	Opportunity Grants Scholarship FY 2016-17	-150.00	0.00

Time Periods: 1
Subtotal: 47.00
Tax: 0.00
Total: 47.00

* - Needs override authority to change
Override User:
Password:

Staff Notes

Customer Notes

Tip:*After verifying the fees, minimize the section*

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Receipt #1 x Pending Receipt #1 » Membership » Membership Fees

Membership Fees

1. Package Search 2. Customer Search 3. Membership Information 4. Membership Assignment 5. Membership Fees

Package: Lagoon Permit - 1 Power Vessel [Find a different package](#)

Max Uses: 0
Max Passes: 1
Standard Fee: 47.00
Time Periods: 1

Primary Customer: [Justin Goulet](#) [Reassign members](#)

1462 Countryview Lane
Vista, CA 92081
Resident: Yes
Age: 22 years 2 months

Fees

* - Needs override authority to change

Override User
Password

Staff Notes

Customer Notes

Questions for Lagoon Permit - 1 Power Vessel (* - required field)

CF Number: *
Permit Number: *

I Agree to Waiver for Lagoon Permit - 1 Power Vessel Required Description Attachment

Yes [Lagoon Waiver](#)

Submit Back Cancel



Tip:

Enter the **CF Number** in the designated section

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Receipt #1 x Pending Receipt #1 » Membership » Membership Fees

Membership Fees

1. Package Search 2. Customer Search 3. Membership Information 4. Membership Assignment 5. Membership Fees

Package: Lagoon Permit - 1 Power Vessel [Find a different package](#)

Max Uses: 0
Max Passes: 1
Standard Fee: 47.00
Time Periods: 1

Primary Customer: [Justin Goulet](#) [Reassign members](#)

1462 Countryview Lane
Vista, CA 92081
Resident: Yes
Age: 22 years 2 months

Fees

* - Needs override authority to change

Override User
Password

Staff Notes

Customer Notes

Questions for Lagoon Permit - 1 Power Vessel (* - required field)

CF Number: * CF 12345

Permit Number: *

Agree to Waiver for Lagoon Permit - 1 Power Vessel Required Description Attachment

Yes [Lagoon Waiver](#)

Submit Back Cancel



Tip:

Enter the **Permit Number** in the designated section

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Receipt #1 x +

Pending Receipt #1 » Membership » Membership Fees

Membership Fees

1. Package Search 2. Customer Search 3. Membership Information 4. Membership Assignment 5. Membership Fees

Package: Lagoon Permit - 1 Power Vessel [Find a different package](#)

Max Uses: 0
Max Passes: 1
Standard Fee: 47.00
Time Periods: 1

Primary Customer: [Justin Goulet](#) [Reassign members](#)

1462 Countryview Lane
Vista, CA 92081
Resident: Yes
Age: 22 years 2 months

Fees

* - Needs override authority to change

Override User
Password

Staff Notes

Customer Notes

Questions for Lagoon Permit - 1 Power Vessel (* - required field)

CF Number: *
Permit Number: *

Agree to Waiver for Lagoon Permit - 1 Power Vessel Required Description Attachment

Yes [Lagoon Waiver](#)

Submit Back Cancel

Tip:

Once you ensure the patron is aware of the **Lagoon Waiver**, select the checkbox.

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Receipt #1 × [+](#)
Pending Receipt #1 » Membership » Membership Fees

Membership Fees

1. [Package Search](#) 2. [Customer Search](#) 3. [Membership Information](#) 4. [Membership Assignment](#) 5. [Membership Fees](#)

Package: Lagoon Permit - 1 Power Vessel [Find a different package](#)

Max Uses: 0
Max Passes: 1
Standard Fee: 47.00
Time Periods: 1

Primary Customer: [Justin Goulet](#) [Reassign members](#)

1462 Countryview Lane
Vista, CA 92081
Resident: Yes
Age: 22 years 2 months

Fees

* - Needs override authority to change

Override User:
Password:

Staff Notes

Customer Notes

Questions for Lagoon Permit - 1 Power Vessel (* - required field)

CF Number: *
Permit Number: *

I Agree to Waiver for Lagoon Permit - 1 Power Vessel [Detailed Description](#) [Attachment](#)

Lagoon Waiver

[Submit](#) [Back](#) [Cancel](#)

Tip:Select **Submit** to continue

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Front Desk x +
Pending Receipt for Justin A. Goulet

Pending Receipt for Justin A. Goulet

Help

Receipt Actions

- ▶ Registration
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 - Enroll from Waiting List
 - Transfer
- ▶ Refund/Withdraw
 - Refund/Withdraw Transaction
- ▶ Membership
 - Renew Membership
 - Sell Membership
- ▶ Account Actions
 - Refund from Account
 - Pay on Account
- ▶ POS
 - Sell
- ▶ Donation
 - Make Donation

Trainer Site Pay Finish Cancel

Transactions

Action	Description	Customer	Fee	Amount
Membership Sale	Lagoon Permit - 1 Power Vessel	Justin A. Goulet	\$42.00	\$42.00
Remove			Totals	\$42.00
				\$42.00

Tip:

Now, let's pay for the transaction

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Receipt #1 x Pending Receipt for Justin A. Goulet > Receipt Payment

Receipt Payment

Help

Find Customer for Payer

Potential Customers Select

First Name
Middle Name
Last Name Sounds like
Family Name
Address
City, State, Zip Code

Email Address
Phone ()
Cell Phone ()
Retired Exclude Retired
Entered On or After

Search Add New Customer

Add Family Member (Based on Customer) Submit

Scan Card Submit

Membership Pass Number Submit

Find Organization

Cancel



Tip:

Select the relative Customer

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Receipt #1 x +
Pending Receipt for Justin A. Goulet > Receipt Payment

Receipt Payment Help

▶ Find Customer for Payer (Selected: Justin A. Goulet)

▶ Find Organization

▶ Add a Donation

▼ Receipt Payment

Balance to be Paid

Portion Due Immediately

Payer ID # (e.g., Driver's license)
(Click on appropriate \$ to apply remaining balance)

▶ Check : \$

▶ Cash : \$ A large red arrow points to this field.

▶ Electronic Check : \$

Trainer Site Pay and Finish Pay Cancel

Tip:

Auto-apply the cash balance

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Receipt #1 x +
Pending Receipt for Justin A. Goulet > Receipt Payment

Receipt Payment Help

▶ Find Customer for Payer (Selected: Justin A. Goulet)

▶ Find Organization

▶ Add a Donation

▼ Receipt Payment

Balance to be Paid

Portion Due Immediately

Payer ID # (e.g., Driver's license)
(Click on appropriate \$ to apply remaining balance)

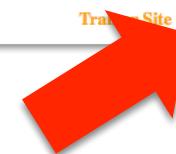
▼ Check : \$
Number

► Credit Card : \$

► Cash : \$

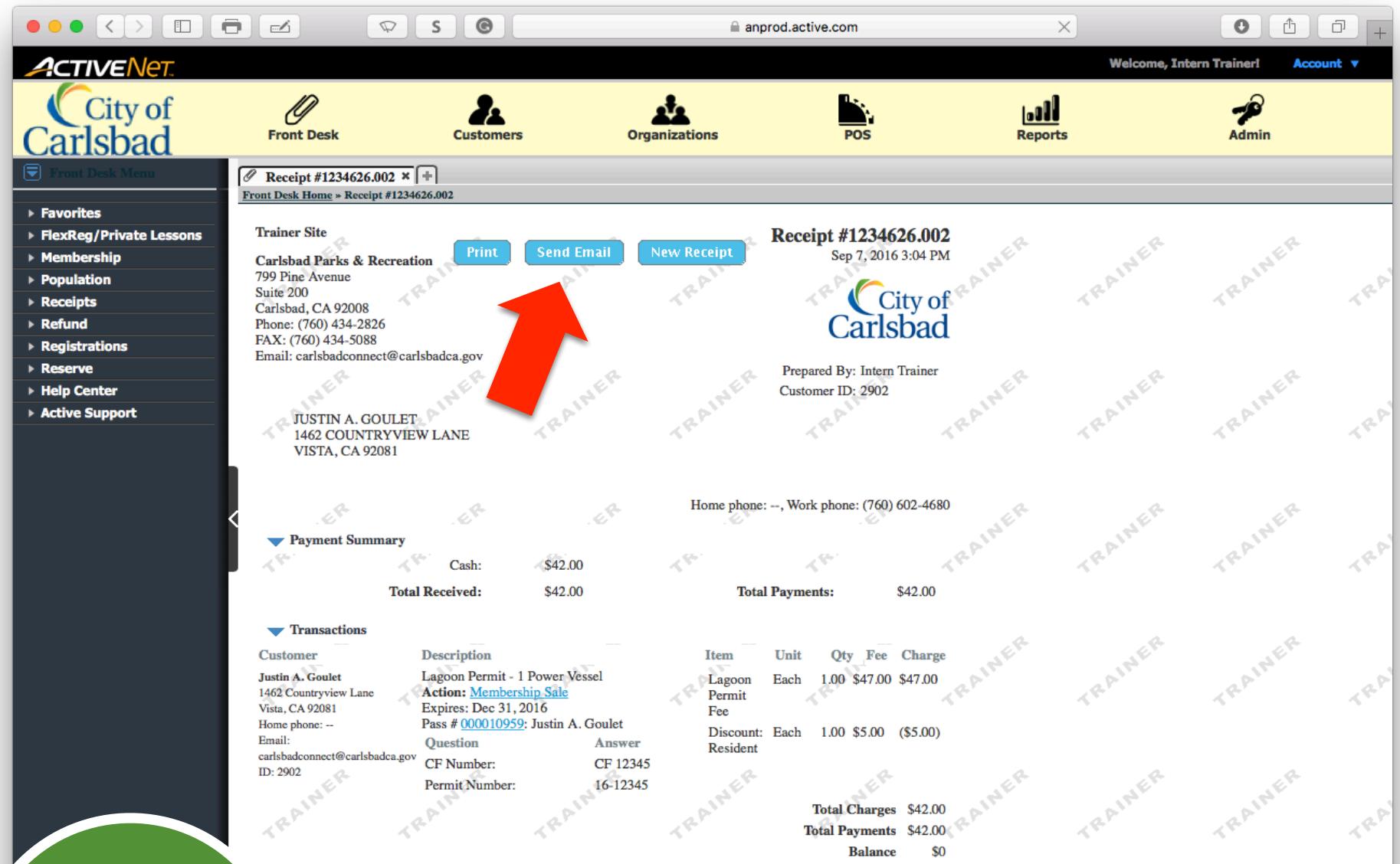
► Electronic Check : \$

Train Site Pay and Finish Pay Cancel



Tip:

Pay and Finish the receipt.



Tip:

Send an email of the receipt to the client

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Receipt #1234626.002 x

Front Desk Home > Receipt #1234626.002

Trainer Site
Carlsbad Parks & Recreation
799 Pine Avenue
Suite 200
Carlsbad, CA 92008
Phone: (760) 434-2826
FAX: (760) 434-5088
Email: carlsbadconnect@carlsbadca.gov

Print

JUSTIN A. GOULET
1462 COUNTRYVIEW LANE
VISTA, CA 92081

Payment Summary
Cash:
Total Received:

Transactions
Customer: Justin A. Goulet
Description: Lagoon Permit - 1
Action: Members
Expires: Dec 31, 2015
Pass #: 000010959
Question: CF Number:
Permit Number:
ID: 2902

Email Receipt Confirmation

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Help

Recipients

1 carlsbadconnect@carlsbadca.gov

2

3

4

5

6

7

8

9

10

Send Email Cancel

Total Charges \$42.00
Total Payments \$42.00
Balance \$0

Tip:

Confirm their email address



Complete!

Please Navigate to the next module
within this course to continue

[Start Over](#)