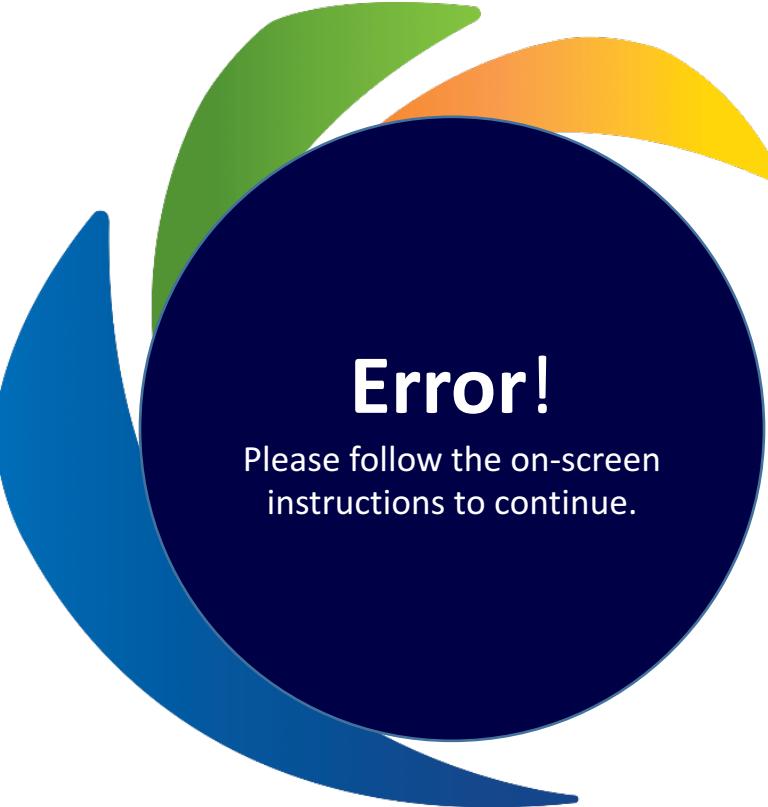




Before We
Continue

Click to Begin



Error!

Please follow the on-screen
instructions to continue.

[Go Back](#)



Complete

Please navigate to the next module
in the course to continue.

[Restart Course](#)

ACTIVENet

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Welcome, Intern Trainer! Account

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

Front Desk x Pending Receipt #1 Pending Receipt #1 Help

Receipt Actions

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

Trainer Site Pay Finish Cancel

Tip:

Open *Sell Membership* from the Front Desk Tab

Note: "Front Desk" is the Current Tab

- ▶ Favorites
- ▶ FlexReg/Private Lessons
- ▶ Membership
- ▶ Population
- ▶ Receipts
- ▶ Refund
- ▶ Registrations
- ▶ Reserve
- ▶ Help Center
- ▶ Active Support



Welcome, Intern Trainer!

Account ▾

Receipt #1 × [\[+\]](#)

Pending Receipt #1 > Membership > Package Search

Package Search

Help

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

▼ Search Criteria

Package Name	<input type="text"/>
Category	<input type="text"/>
Status	<input type="text"/>
Entry Point	<input type="text"/>

[Search](#)

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

Step 1 of 5

Tip:*Type **Lagoon** to search for Lagoon Permits*

ACTIVENet

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Welcome, Intern Trainer! Account

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

Step 1 of 5 Back Cancel

The screenshot shows the ACTIVENet software interface for the City of Carlsbad. The main menu includes options like Front Desk, Customers, Organizations, POS, Reports, and Admin. A sidebar on the left lists various menu items under Favorites, such as FlexReg/Private Lessons, Membership, Population, Receipts, Refund, Registrations, Reserve, Help Center, and Active Support. A large green circle on the left contains the word "Tip:". The main content area is titled "Pending Receipt #1 > Membership > Package Search". A sub-menu "Package Search" is active, with steps 1 through 5 listed. Step 1 is currently selected, showing a search criteria dialog. The dialog has fields for Package Name (set to "Lagoon"), Category, Status (set to "Open"), and Entry Point. A "Search" button is at the bottom right of the dialog. Below the dialog, it says "Step 1 of 5" and has "Back" and "Cancel" buttons. The background of the main window has a watermark pattern of the word "TRAINER" repeated diagonally.

Tip:

Select **Search**

ACTIVENet

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Welcome, Intern Trainer! Account

Receipt #1 × Pending Receipt #1 > Membership » Select Package List

Select Package List Help

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

Step 1 of 5 Back Cancel

Tip:

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

ACTIVENet

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Receipt #1 x + 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

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

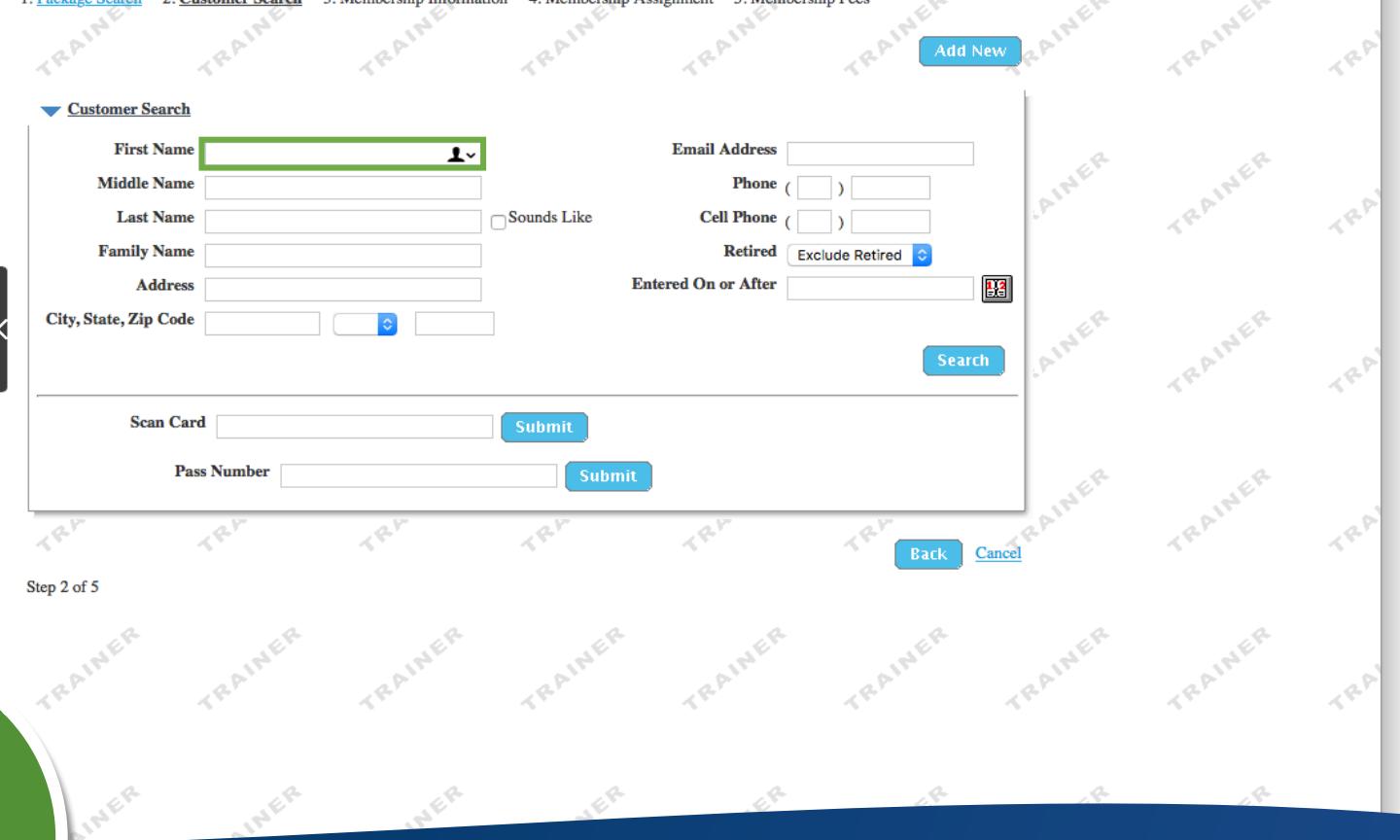
Search

Scan Card Submit

Pass Number Submit

Step 2 of 5

Back Cancel



Tip:

Enter the **First Name** of the client

ACTIVENet

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Receipt #1 x + 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: Justin

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 **Last Name** of the client*

ACTIVENet

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Receipt #1 x 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

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:

Search

Scan Card: Submit

Pass Number: Submit

Back Cancel

Step 2 of 5



Tip:

Search for the prospective client

ACTIVENet

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Receipt #1 x + Pending Receipt #1 > Membership > Select Customer List

Customer Search Results

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

Name Address Phone Email Date of Birth Customer Type Retired? Family

Justin A. Goulet H: -- carlsbadconnect@carlsbadca.gov Jun 20, 1994 Individual No Goulet (#1324) : Adult / Guardian Add Family Member
W: (760) 602-4680

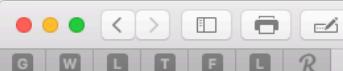
Add New Cancel

Step 2 of 5

TRAINER

Tip:

Select the client from the list



ACTIVENet



Front Desk



Customers



Organizations



POS



Reports



Admin

Front Desk Menu

- ▶ Favorites
- ▶ FlexReg/Private Lessons
- ▶ Membership
- ▶ Population
- ▶ Receipts
- ▶ Refund
- ▶ Registrations
- ▶ Reserve
- ▶ Help Center
- ▶ Active Support

Receipt #1 × [\[+\]](#)

Pending Receipt #1 > Membership > Membership Information

Membership Information

Help

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

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 Time Periods Period: *Specific date*Expiration Date

▼ Automatic Renewal

Automatic Renewal

Step 3 of 5

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.*

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

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](#)

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:

Expand the **Fees** section

ACTIVENet.

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

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](#)

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 checked="" type="checkbox"/>	Discount: Resident*	-5.00	-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 42.00
Tax 0.00
Total 42.00

* - Needs override authority to change
Override User
Password

Staff Notes

Customer Notes

Tip:

After verifying the fees, minimize the section

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

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](#)

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

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

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](#)

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:

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

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

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](#)

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:

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

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

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](#)

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:

Select **Submit** to continue

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

Front Desk x + Pending Receipt for Justin A. Goulet

Pending Receipt for Justin A. Goulet

Receipt Actions

Registration Enroll Enroll from Waiting List Transfer

POS Sell

Refund/Withdraw Refund/Withdraw Transaction

Membership Renew Membership Sell Membership

Account Actions Refund from Account Pay on Account

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

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

Receipt #1 × + Pending Receipt for Justin A. Goulet » Receipt Payment

Receipt Payment

Find Customer for Payer

Potential Customers: Justin A. Goulet Select

First Name: [] Email Address: []
Middle Name: [] Phone ([] [])
Last Name: [] Sounds like [] Cell Phone ([] [])
Family Name: [] Retired: Exclude Retired []
Address: [] Entered On or After: []
City, State, Zip Code: [] [] []

Search Add New Customer

Add Family Member: Justin A. Goulet Submit

Scan Card: [] Submit

Membership Pass Number: [] Submit

Find Organization

Cancel

Tip:

Select the relative Customer

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

Receipt #1 × [+] Pending Receipt for Justin A. Goulet » Receipt Payment

Receipt Payment

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 : \$

Electronic Check : \$

Trainer Site Pay and Finish Pay Cancel

Tip:

Auto-apply the cash balance

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

Receipt #1 × [+] Pending Receipt for Justin A. Goulet » Receipt Payment

Receipt Payment

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 : \$ Credit Card : \$

Number

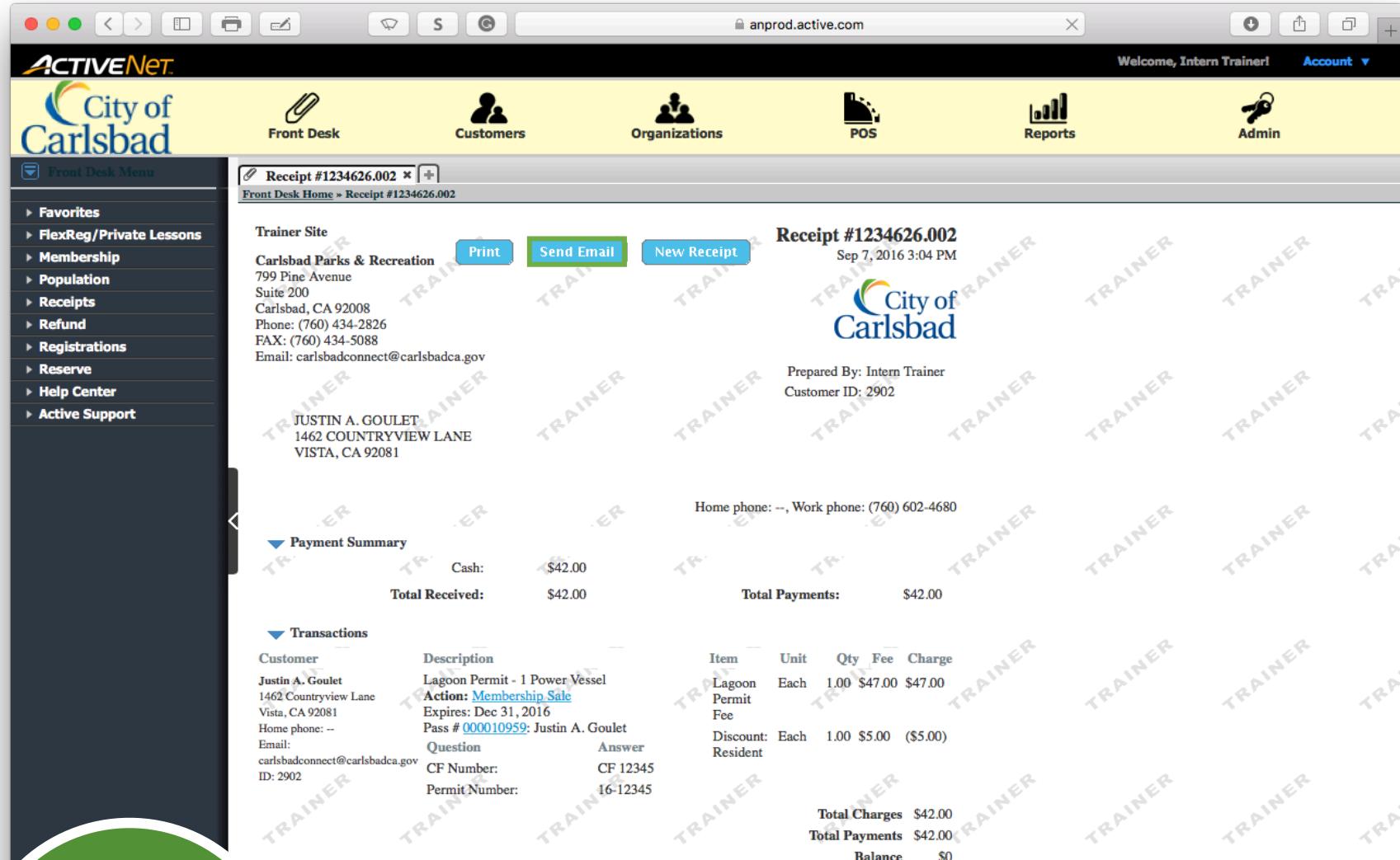
Cash : \$

Electronic Check : \$

Trainer Site Pay and Finish Pay Cancel

Tip:

Pay and Finish the receipt.



Tip:

Send an email of the receipt to the client

ACTIVENet

Welcome, Intern Trainer! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

Front Desk Menu

Favorites FlexReg/Private Lessons Membership Population Receipts Refund Registrations Reserve Help Center Active Support

Receipt #1234626.002

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
Home phone: --
Email: carlsbadconnect@carlsbadca.gov
ID: 2902
Question: CF Number:
Permit Number:

Receipt #1234626.002

Email Receipt Confirmation

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

Your pass card or lagoon permit is required for all visits to the City of Carlsbad's pass/lagoon specified facilities. Reproduction of a lost pass card will result in a duplication fee of \$3. Your pass/lagoon permit entitles you and/or your family use of the facility(ies) and confirms you and all family members are compliant and in agreement with all rules and regulations established within the facility/lagoon.

Tip:

Confirm their email address