



OCEAN REEF CLUB®

KEY LARGO, FLORIDA

ORC Club Merchants User Manual

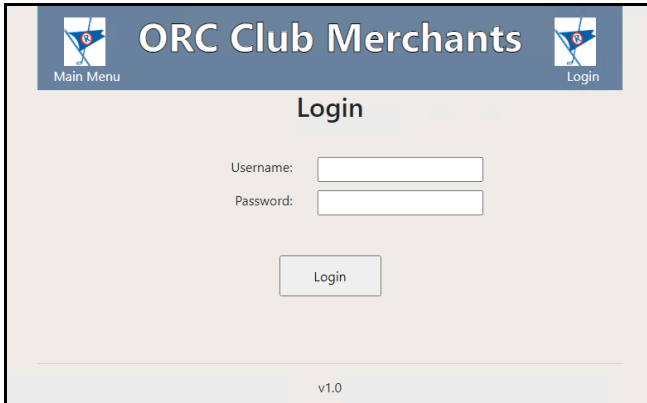
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Logging In

1 – Open your web browser and go to <http://clubmerchants.oceanreef.com>

You should see the page below:



The screenshot shows the login page for ORC Club Merchants. At the top, there is a blue header with the ORC logo on the left and right, and the text "ORC Club Merchants" in the center. Below the header, the word "Login" is centered. There are two input fields: "Username:" and "Password:". Below these fields is a "Login" button. At the bottom of the page, the version number "v1.0" is displayed.

2 – Enter your username and password and hit ‘Login’

You will now see one of the pages below:

Manager Menu Page:



The screenshot shows the Manager Menu page for ORC Club Merchants. At the top, there is a blue header with the ORC logo on the left and right, and the text "ORC Club Merchants" in the center. Below the header, the word "Main Menu" is centered. There are four buttons: "Payments", "Reports", "Admin", and "Logout". At the bottom of the page, the version number "v1.0" is displayed.

Payments Page:



The screenshot shows the Payments page for ORC Club Merchants. At the top, there is a blue header with the ORC logo on the left and right, and the text "ORC Club Merchants" in the center. Below the header, the text "ORC Non-Club Merchant Payment Processing System" is displayed. There is a "Member# / Guest#:" input field with a "Verify" button. Below this, there is a "Print Receipts" section with the text "No Previous Transaction." and a "Receipt Type:" dropdown menu set to "Previous Transaction" with a "Print" button. At the bottom of the page, the version number "v1.0" is displayed.

Logging Out

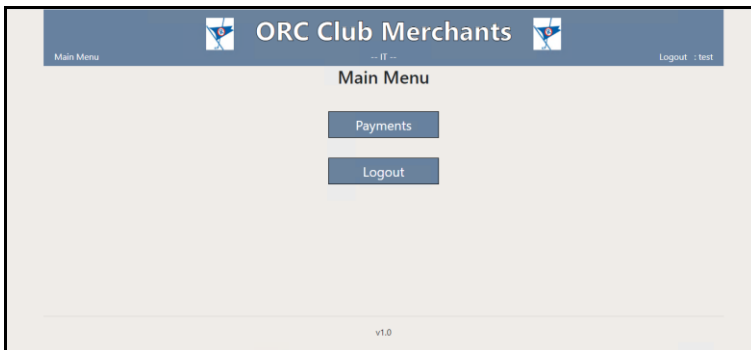
From any screen click on the ‘Logout’ link at the top of the page.

You can also click the ‘Main Menu’ link at the top of the page. You will now see one of the menu pages below:

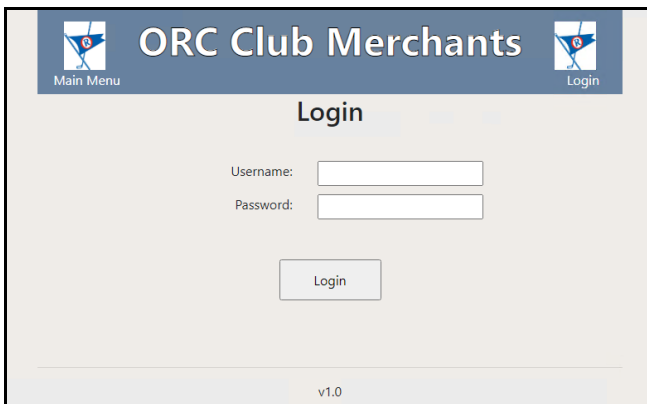
Manager Menu Page:



Cashier Menu Page:



Clicking ‘Logout’ will display the Login page.



Payments (Manager and Cashiers)

Charging a Member/Guest

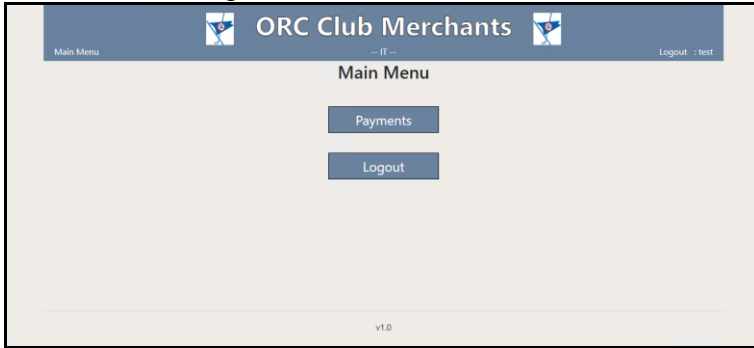
1 – Click on the ‘Payments’ hyperlink

*Cashier employee type will automatically display the Payments page after logging in.

Manager Menu Page:



Cashier Menu Page:



You should now see the following page:



2 – Enter the Member/Guest number and click on ‘Verify’ or swipe the member card

You should now see the Member Payment Screen:

ORC Club Merchants
-- IT --

Name 1
123456-000
Active

Name 2
123456-001
Active

Close

Selected Member Name : **Name 1**

Member Number : **123456-000**

Member Status : **Active**

Member Email : **name@email.com**

Send Email Receipt: No Yes

Member Discount : **10 %**
* Does not affect charge amount below. *

Charge Amount : \$

Payment Type : Charge Refund

Receipt # :

Employee :

Process Transaction Cancel Transaction

v1.0

If it is an invalid Member or Guest number, you will see the page below and you can enter a new number or swipe the card again.

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The screenshot shows the top navigation bar with "Main Menu" on the left, "ORC Club Merchants" in the center, and "Logout : orcmanager" on the right. Below the navigation bar, a red error message reads: "You have entered an invalid Member / Guest Number." Underneath, the "ORC Non-Club Merchant Payment Processing System" section contains a "Member# / Guest#" input field and a "Verify" button. A "Print Receipts" section follows, displaying "No Previous Transaction." and a "Receipt Type:" dropdown menu set to "Previous Transaction" with a "Print" button. The version number "v1.0" is centered at the bottom of the page.

If the Member/Guest is Inactive or checked out, you will see the screen below and not be allowed to charge.

The screenshot shows the top navigation bar with "Main Menu" on the left, "ORC Club Merchants" in the center, and "Logout : orcmanager" on the right. The main content area displays guest information: "Guest Name:" followed by a greyed-out field, "Guest Card#: R000E6", and "Status: NOT IN-HOUSE, NOT OK TO CHARGE". A "Back" button is located below the status information. The version number "v1.0" is centered at the bottom of the page.

3 – If the Guest or Member is Active, you can now enter payment information

The screenshot displays the ORC Club Merchants interface. At the top, there are two member profiles: 'Name 1' with ID '123456-000' and 'Name 2' with ID '123456-001', both marked as 'Active'. A 'Close' button is located between them. Below the profiles, the 'Selected Member Name' is 'Name 1', with 'Member Number' '123456-000' and 'Member Status' 'Active'. The 'Member Email' is 'name@email.com'. The 'Send Email Receipt' option is set to 'No', with a blue box containing the number '1' next to it. The 'Member Discount' is '10%', with a note '* Does not affect charge amount below. *'. The 'Charge Amount' is '\$ 25', with a blue box containing the number '2' next to the input field. The 'Payment Type' is 'Charge', with 'Refund' also available. The 'Receipt #' is 'Rec1234', with a blue box containing the number '3' next to the input field. The 'Employee' field is a dropdown menu with a blue box containing the number '4' next to it. A blue arrow points from a box labeled 'Manager can make selection' to the Employee dropdown. At the bottom, there are 'Process Transaction' and 'Cancel Transaction' buttons, with a blue box containing the number '4' next to the 'Process Transaction' button. The version number 'v1.0' is displayed at the bottom center.

1. Select Yes to send an email receipt to the member’s email address on file.
2. Enter Sale amount.
3. Enter Receipt # (if enabled)
4. Press ‘Process Transaction’ (Note: Mangers are able to select different Employees in the Employee drop down list for the transaction.)

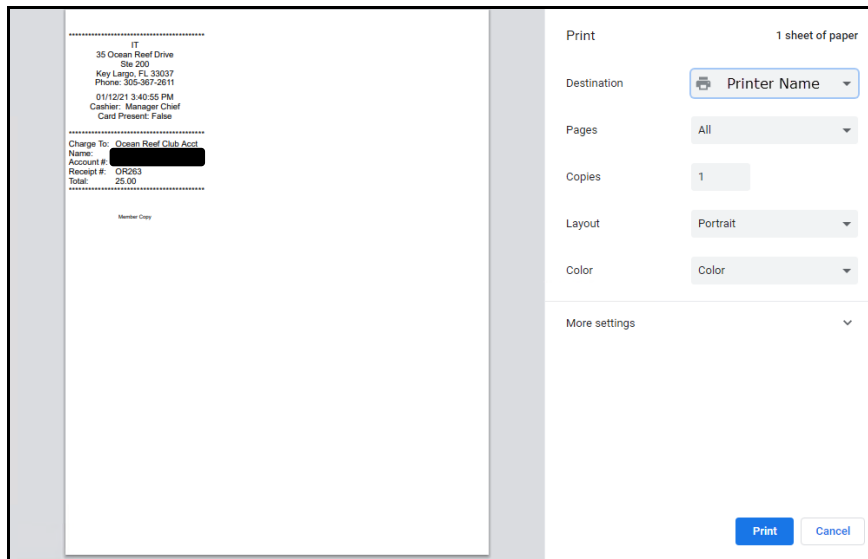
*The Member Discount is shown for reference only and DOES NOT affect the transaction amounts.

*If Display Verification is turned on for the Merchant, a summary of the transaction will be displayed (shown below) and ‘Process Transaction’ can be clicked or ‘Change’ can be clicked which will allow modifications to the Transaction.



5. 4 – Printing Receipts

You should now see a print screen.



Click ‘Print’

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Depending on the Merchant configuration, up to three different receipts will print.

- 1 – Ocean Reef Club Copy
- 2 – Merchant Copy
- 3 – Member Copy

*** You must get the Member/Guest to sign the Ocean Reef Club Copy ***

The screen will return to the main Payments page.

The screenshot shows the 'ORC Club Merchants' interface. At the top, there are two logos and the text 'ORC Club Merchants' and '-- IT --'. Below this is the 'ORC Non-Club Merchant Payment Processing System' section. It contains a 'Member# / Guest#' input field with a 'Verify' button and a 'Member Lookup' button. The 'Print Receipts' section shows 'No Previous Transaction.' and a 'Receipt Type' dropdown menu set to 'Previous Transaction' with a 'Print' button. At the bottom, it says 'v1.0'.

Refund a Member/Guest

Refunds are completed just like payments but may require a Manager password

The screenshot shows the 'Refund a Member/Guest' form. It includes the following fields and options:

- Selected Member Name : **Name 1**
- Member Number : **123456-000**
- Member Status : **Active**
- Member Email : **name@email.com**
- Send Email Receipt: No Yes
- Member Discount : **10 %**
* Does not affect charge amount below. *
- Charge Amount : \$
- Payment Type: Charge Refund
- Refund Password :
- Receipt # :
- Employee :

At the bottom, there are 'Process Transaction' and 'Cancel Transaction' buttons, and 'v1.0' at the very bottom.

The same receipts will print as with a regular charge.

Printing Extra Receipts

Extra copies of receipts can be printed from the main Payments Page.

The screenshot shows the ORC Club Merchants web interface. At the top, there is a blue header with the ORC logo and the text "ORC Club Merchants" and "-- IT --". Below the header, the main content area is titled "ORC Non-Club Merchant Payment Processing System". It contains a form with a "Member# / Guest#" input field, a "Verify" button, and a "Member Lookup" button. Below this, there is a section titled "Print Receipts" with a "Receipt Type:" label, a dropdown menu, and a "Print" button. The dropdown menu is open, showing four options: "Previous Transaction" (highlighted in blue), "Member", "Merchant", and "Club".

Under 'Print Receipts' there are three options:

- 1 – Previous Transaction
Prints all receipts configured for the current Merchant from previous transaction
- 2 – Club / Merchant
Prints Club and Merchant receipts from previous transaction
- 3 – Member
Prints Member/Guest receipt from previous transaction

Viewing Member Pictures (if enabled)

You can view Member pictures from the Charging/Refund page on this system.

The screenshot displays the ORC Club Merchants interface. At the top, there is a navigation bar with "Main Menu", "-- IT --", and "Logout : orcmanager". Below this, four member profile cards are shown, each with a placeholder image, a name, a member number, and the status "Active". The first member, "Name 1" (123456-000), is highlighted with a blue border and a blue arrow pointing to it. A "Close" button is located below the member cards, with a blue arrow pointing to it and the text "Click Close to hide Member Images". Below the member cards, the details for the selected member are displayed: "Selected Member Name : Name 1", "Member Number : 123456-000", "Member Status : Active", "Member Email : name@email.com", and "Send Email Receipt : No Yes". A blue arrow points from the text "Clicking the currently selected Member Name will open the Image Selection area if closed, allowing the user to select a different Member for the transaction" to the "Name 1" text. Below the member details, there are fields for "Charge Amount : \$", "Payment Type : Charge/Refund", "Receipt #", and "Employee". At the bottom, there are "Process Transaction" and "Cancel Transaction" buttons. A blue arrow points from the text "Each Member's Image, Name, Member Number, and Status can be clicked to select the Member for the transaction." to the first member card.

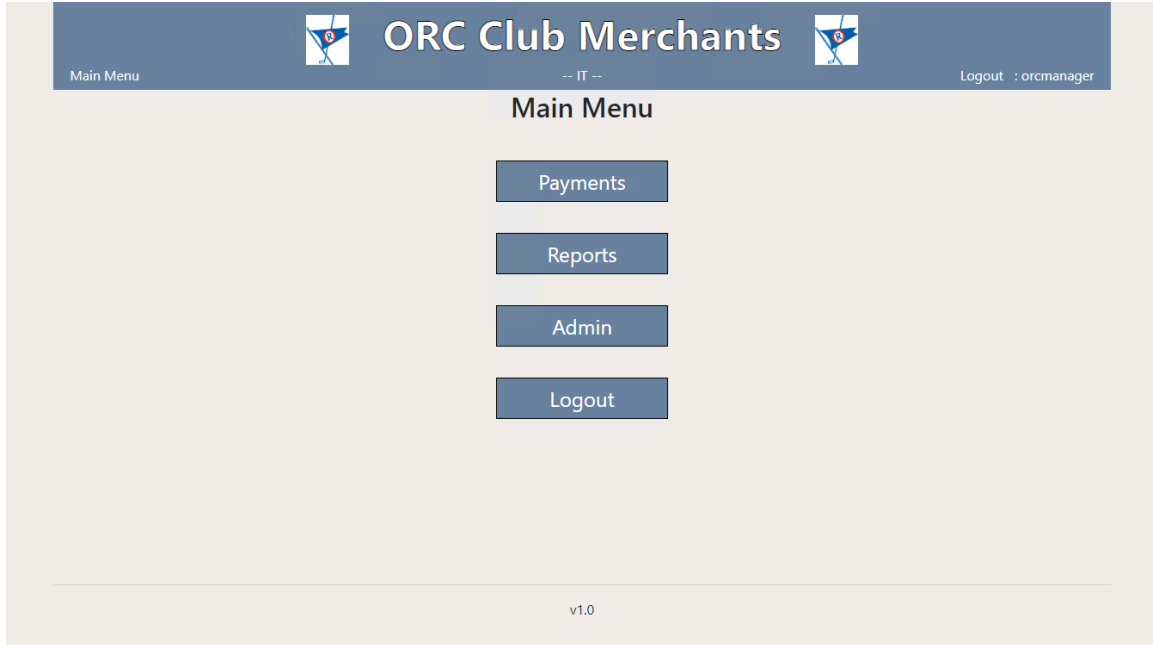
Each Member's Image, Name, Member Number, and Status can be clicked to select the Member for the transaction.

Clicking the currently selected Member Name will open the Image Selection area if closed, allowing the user to select a different Member for the transaction

Click Close to hide Member Images

Manager Pages

Manager Main Menu



Reports

To run a report, click on the ‘Reports’ link on the Manager Main Menu Page.

The reports section of the Manager page allows you to run reports by:

Date Range

Cashier (user)

ARCODE (Member #) / Guest #.

The screenshot shows the 'Reports' section of the ORC Club Merchants interface. At the top, there is a blue navigation bar with the ORC logo, the text 'ORC Club Merchants', and a user profile 'Logout : orcmanager'. Below this is a 'Reports' heading. The main content area features a 'Filter Report Data' form with the following fields: Start Date (01/13/2021), End Date (01/13/2021), Cashier (All Cashiers), Records Per Page (10), ARCODE / Guest #, Receipt #, and Transaction Type. A 'Search' button is located below the form. Underneath the form are two empty report preview boxes: 'Merchant: IT - Transaction' and 'Merchant: IT - Summary'. At the bottom of the page are 'Print All' and 'Export PDF' buttons.

To run a report:

Enter the Date Range

Select Cashier (or All)

Chose the number of Records you would like to see per page

Enter in a specific Member/Guest # (leave blank if you want all)

Click ‘Search’

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The reports will show you:

Transaction Date and Time

Cashier

System Receipt Number (this is the ORC merchant receipt #)

Merchant Receipt Number (if enabled)

Amount - refunds are displayed as (\$)

Customer Name

Customer Account (Member/Guest #)

Card Swiped (Yes/No)

Reprint individual transaction

The report has the total number of transactions and the total sales \$ at the bottom.

There is an option to ‘Print’ the report at the bottom of the page or export to PDF.

Each transaction is listed with a ‘Reprint’ and ‘Adjust’ button. The ‘Reprint’ will print all receipts for the transaction and the ‘Adjust’ will allow adjustment to the transaction if necessary.

Main Menu **ORC Club Merchants** -- IT -- Logout : cweary

Reports

Filter Report Data

Start Date : 01/12/2021
End Date : 01/13/2021
Cashier : All Cashiers
Records Per Page : 10
AR/CODE / Guest # :
Receipt # :
Transaction Type :
Search

Merchant II - Transaction

Transaction Date	Transaction Time	Cashier	Receipt Number	Merchant Receipt	Amount	Customer	Account	Card Swiped	Receipt	Adjust
2021-01-13	10:21 PM		CR274	2121	21.00		128913	No	Receipt	Adjust
2021-01-13	09:54 PM		CR273	1691-12312	21.00		128913	No	Receipt	Adjust
2021-01-13	09:53 PM		CR272	888	5.00		128913	No	Receipt	Adjust
2021-01-13	09:54 PM		CR271	123456	222.00		128913	No	Receipt	Adjust
2021-01-13	09:52 PM		CR270	2222	2.00		128913	No	Receipt	Adjust
2021-01-13	09:48 PM		CR269	2123213	1.00		128913	No	Receipt	Adjust
2021-01-13	09:48 PM		CR268	221312	1.00		128913	No	Receipt	Adjust
2021-01-13	09:48 PM		CR267	1231	1.00		128913	No	Receipt	Adjust
2021-01-12	04:01 PM		CR266	166	1.00		128913	No	Receipt	Adjust
2021-01-12	03:48 PM		CR265	166	10.00		128913	No	Receipt	Adjust

Merchant II - Summary

Filter	Total Transactions	Total Sales
	4	\$1.50
	4	212.00

Print All Export PDF

v1.0

Adjusting Transactions

From an existing report, a transaction can be selected for an adjustment if necessary.

Click ‘Adjust’ on the transaction needing adjustments in the report:

The screenshot shows the 'ORC Club Merchants' Reports page. At the top, there is a navigation bar with 'Main Menu', 'ORC Club Merchants', and 'Logout : cweary'. Below this is a 'Reports' section with a 'Filter Report Data' form. The form includes fields for 'Start Date' (01/12/2021), 'End Date' (01/13/2021), 'Cashier' (All Cashiers), 'Records Per Page' (10), 'ARCODE / Guest #', 'Receipt #', and 'Transaction Type'. A 'Search' button is located below the form.

Below the search form is a table titled 'Merchant IT - Transaction'. The table has columns for 'Transaction Date', 'Transaction Time', 'Cashier', 'Receipt Number', 'Merchant Number', 'Amount', 'Customer', 'Account', 'Card Status', 'Receipt', and 'Action'. The 'Action' column contains 'Report' and 'Adjust' buttons. The 'Adjust' button for the transaction on 2021-01-13 at 08:58 PM is highlighted with a yellow mouse cursor.

Below the table is a 'Merchant IT - Summary' section with a table showing 'Cashier', 'Total Transactions', and 'Total Sales'. The 'Total Sales' is split into two rows: \$1.00 and \$14.00. At the bottom of the page are 'Print All' and 'Export PDF' buttons, and a version number 'v1.0'.

A transaction is then queued with the original amount. The original receipt number will be prefixed with a ‘-’ and cannot be modified.

Enter the new transaction amount and select whether it is a charge or refund. If the user has manager rights, the employee can also be modified if necessary.

Once the adjustment is ready to be processed, click ‘Process Transaction’ to continue. If the merchant is configured for Display Verification, then the summary screen will be displayed, otherwise, the new transaction will be posted and the tab will automatically close, bringing the user back to the report screen. If the Display Verification screen is displayed, then the user can either click ‘Process Transaction’ to submit the transaction or ‘Change’ if further adjustments are needed. Clicking ‘Change’ will take the user to the previous screen to allow modifications to the transaction.

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The screenshot shows the top navigation bar with the ORC Club Merchants logo and the text "ORC Club Merchants". Below the navigation bar, there is a transaction summary section with the following details:

- Charge Amount: \$3.00
- Payment Type: Charge
- Receipt #: -555
- Employee: [Redacted]

Below the summary are two buttons: "Process Transaction" and "Change". A large box labeled "Display Verification Screen" is positioned to the right. At the bottom of the page, the version number "v1.0" is displayed.

Admin

To get to the Admin page, click on the 'Admin' link on the Manager Main Menu Page.

The admin page is where you can edit your Merchant information and change settings for the system.

General Merchant Setup

Contact Ocean Reef Club IT Dept for help with this section.

The screenshot shows the "General Information" form with the following fields and values:

Merchant Name :	IT
Address :	35 Ocean Reef Drive
Address 2 :	Ste 200
City :	Key Largo
State :	FL
Zip :	33037
Phone :	305-367-2611

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Site Settings

Display Verification : On

View Member Images : On

Use Store Receipts : On

Require Refund Password : On

Refund Password :

Employees

Employee ID	First Name	Last Name	Email	User Name	Employee Type	Active
1200					Admin	True
2000					Admin	False
10					Manager	True
2001					Manager	True
196					Admin	True
5					Admin	True
1196					Admin	True
126					Manager	False
13					Cashier	True
6					Cashier	True

[Add New Employee](#)

Emails

Admin Email :

Billing Email :

Technical Email :

Notifications

Receive Error Messages : Off

Receive Daily Report : Off

Receive Weekly Report : Off

Receipt Printing

Print Merchant Copy : On

Print Member Copy : On

Print Club Copy : On

Payment Limits

Minimum Charge Amount :

Maximum Charge Amount :

Minimum Refund Amount :

Maximum Refund Amount :

*** You will need to logoff and back on to ClubMerchants for changes to take affect ***

Employee Management

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Employees						
Employee ID	First Name	Last Name	Email	User Name	Employee Type	Active
1200	[Redacted]			[Redacted]	Admin	True
2000	[Redacted]			[Redacted]	Admin	False
10	Manager	Chief	[Redacted]	orcmanager	Manager	True
2001	[Redacted]			[Redacted]	Manager	True
196	[Redacted]			[Redacted]	Admin	True
5	[Redacted]			[Redacted]	Admin	True
1196	[Redacted]			[Redacted]	Admin	True
126	[Redacted]			[Redacted]	Manager	False
13	[Redacted]			[Redacted]	Cashier	True
6	[Redacted]			[Redacted]	Cashier	True

Clicking any of the Employees listed will allow updates to the Employee.

Clicking ‘Add New Employee’ will allow adding a new employee to the current Merchant.

Employee Management Page
You can Edit and Deactivate Employees

Click ‘Save’ after any changes.

Employee for IT

Employee Active : Yes

First Name :

Last Name :

Email :

User Name :

Password :

Employee Type :

Add New Employee

Click on ‘Add New Employee’ on the bottom of the Employee Management Section

Now enter the information:

First Name

Last Name

Email Address

Username

Password

Employee Type

 Cashier (only sees Payment Option on Main Menu)

 Manager (full access to all functions and reports)

When finished click on ‘Save’

Employee for IT

Employee Active : Yes

First Name :

Last Name :

Email :

User Name :

Password :

Employee Type : Admin ▼

Edit Employee (reset password)

On the Employee Management section, click the employee you want to edit.

Employees						
Employee ID	First Name	Last Name	Email	User Name	Employee Type	Active
1200	[REDACTED]				Admin	True
2000	[REDACTED]				Admin	False
10	Manager	Chief		orcmanager	Manager	True
2001	Biscuit	Der Riese	thedeafdon@thewhitehouse.com	W_biscuit	Manager	True
196	[REDACTED]				Admin	True
5	[REDACTED]				Admin	True
1196	[REDACTED]				Admin	True
126	[REDACTED]				Manager	False
13	[REDACTED]				Cashier	True
6	[REDACTED]				Cashier	True

You can change any information and then click ‘Save’ at the bottom when finished.

The screenshot shows a web form titled "Employee for IT". It contains the following fields and controls:

- Employee Active :** A toggle switch is currently turned on, with the text "Yes" next to it.
- First Name :** A text input field containing the text "Manager".
- Last Name :** A text input field containing the text "Chief".
- Email :** An empty text input field.
- User Name :** A text input field with the content obscured by a black redaction bar.
- Password :** A text input field with the content obscured by a black redaction bar.
- Employee Type :** A dropdown menu with "Manager" selected and a downward arrow.
- Buttons:** Two buttons labeled "Save" and "Cancel" are positioned at the bottom of the form.

You will be returned to the Management Admin Page after clicking 'Save'.

Deactivate / Reactivate an Employee

On the Employee Management section, click the employee you need to activate/deactivate

Employee ID	First Name	Last Name	Email	User Name	Employee Type	Active
1200					Admin	True
2000					Admin	False
10	Manager	Chief		orcmanager	Manager	True
2001					Manager	True
196					Admin	True
5					Admin	True
1196					Admin	True
126					Manager	False
13					Cashier	True
6					Cashier	True

Add New Employee

Click the toggle switch to activate or deactivate the employee and then click ‘Save.’

Employee Active : Yes

First Name :

Last Name :

Email :

User Name :

Password :

Employee Type :

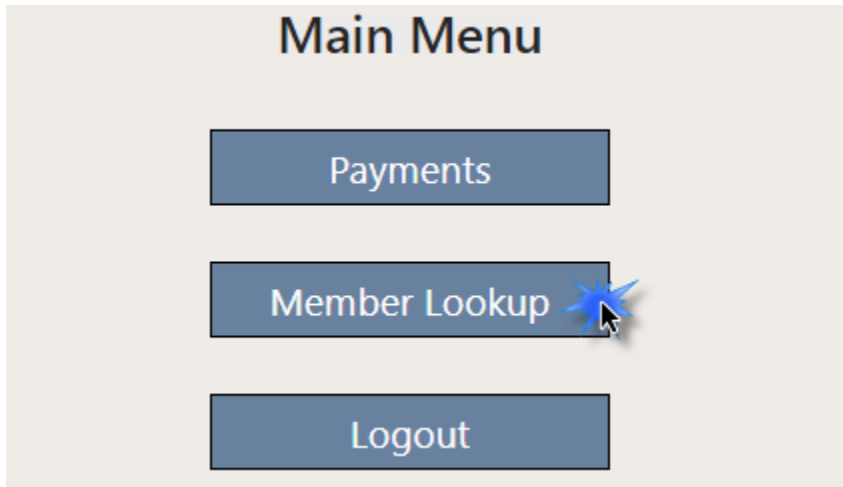
Save Cancel

Member Lookup

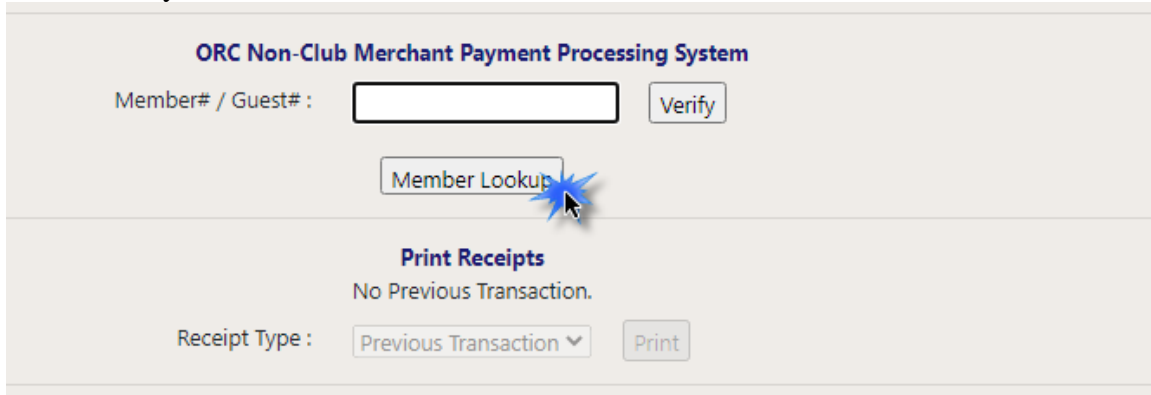
The Member Lookup function can be used to lookup member information by typing in a name.

If the user account has Member Lookup enabled, it will be accessible from either the Main Menu or the Payments screen.

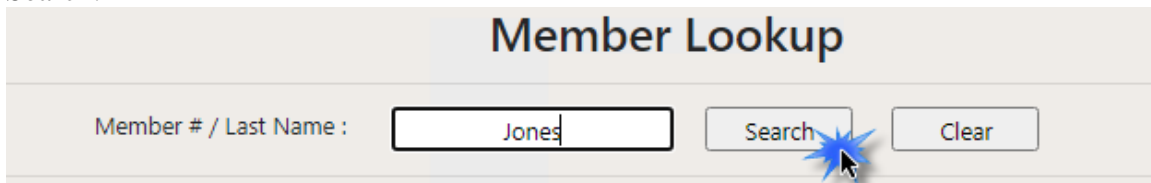
From the Main Menu:



From the Payments screen:



Example of entering a name in the text box on the Member Lookup screen and clicking Search:



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A maximum of the top 500 results will be displayed.

Clicking any of the rows will bring up the member information and allow choosing the particular member for creating a new Payment within the system.

Member Lookup

Member # / Last Name :





***Max of Top 500 results shown.

MembershipId	Last Name	First Name	FamNum	MemType	Status
110740-004	Jones	Abby	004	OTHER	Inactive
111790-006	Jones	Alexis	006	EQUITY	Active
110740-000	Jones	Allan	000	OTHER	Inactive
110747-004	Jones	Allison	004	OTHER	Inactive
130178-000	Jones	Anderson	000	LEGACY	Active
111790-001	Jones	Angela	001	EQUITY	Active
110746-001	Jones	Annette	001	SOCIAL	Active
118084-005	Jones	Ashley	005	OTHER	Inactive
110740-006	Jones	Bailey	006	OTHER	Inactive
110734-004	Jones	Caitlin	004	OTHER	Inactive
110727-001	Jones	Caroline	001	OTHER	Inactive
118084-001	Jones	Celeste	001	OTHER	Inactive
110734-001	Jones	Cheryl	001	OTHER	Inactive
129736-000	Jones	Christina	000	OTHER	Inactive
110741-007	Jones	Christopher	007	OTHER	Inactive
110727-006	Jones	Christopher	006	OTHER	Inactive
110744-001	Jones	Constance	001	OTHER	Inactive
110740-003	Jones	Courtney	003	OTHER	Inactive
120677-050	JONES	CRAIG	050	OTHER	Active
110741-001	Jones	Crystal	001	OTHER	Inactive
118084-004	Jones	Cynthia	004	OTHER	Inactive
111239-000	Jones	D.	000	OTHER	Inactive
129355-000	Jones	Delle	000	OTHER	Inactive
110737-001	Jones	Diana	001	OTHER	Inactive
110748-001	Jones	Diane	001	EQUITY	Active
110728-000	Jones	Donald	000	OTHER	Inactive
110737-000	Jones	Dylan	000	OTHER	Inactive
129355-001	Jones	Edmund	001	OTHER	Inactive
110742-001	Jones	F.K.	001	OTHER	Inactive
110556-000	Jones	Frances	000	LEGACY	Active
110731-001	Jones	Frances	001	OTHER	Inactive
110727-000	Jones	Geoffrey	000	OTHER	Inactive
139681-001	Jones	Geoffrey	001	SOCIAL	Inactive
110742-000	Jones	Georgina	000	OTHER	Inactive
110745-001	Jones	Jacqueline	001	SOCIAL	Active
110735-000	Jones	James	000	OTHER	Inactive
110735-001	Jones	Janice	001	OTHER	Inactive
110740-001	Jones	Janie	001	OTHER	Inactive

Clicking a member's image will bring up a new Payment entry screen.

Member Lookup

Member # / Last Name :

 Name 1 123456-000 Active	 Name 2 123456-001 Active	 Name 3 123456-003 Active	 Name 4 123456-004 Active
--	--	---	--

*** Click on the image to Open a Ticket with that person. ***

A new Payment can then be entered to begin a transaction:

Selected Member Name : **Name 1**

Member Number : **123456-000**

Member Status : **Active**

Member Email : **name@email.com**

Send Email Receipt: No Yes

Member Discount : **10 %**
* Does not affect charge amount below. *

Charge Amount : \$

Payment Type : Charge Refund



Receipt # :

Employee : ▼

Member Discounts

While entering a transaction on the Payment screen, a Member Discount will be displayed if the Member is eligible for a discount on the transaction.

The percentage displayed DOES NOT affect any of the values within the transaction and is to be used as a reference only.

Selected Member Name :	Name 1
Member Number :	123456-000
Member Status :	Active
Member Email :	name@email.com
Send Email Receipt:	<input checked="" type="radio"/> No <input type="radio"/> Yes
Member Discount :	10 %  <small>* Does not affect charge amount below. *</small>
Charge Amount : \$	<input type="text"/>
Payment Type :	<input checked="" type="radio"/> Charge <input type="radio"/> Refund
Receipt # :	<input type="text"/>
Employee :	<input type="text" value=""/> 
<input type="button" value="Process Transaction"/>	<input type="button" value="Cancel Transaction"/>