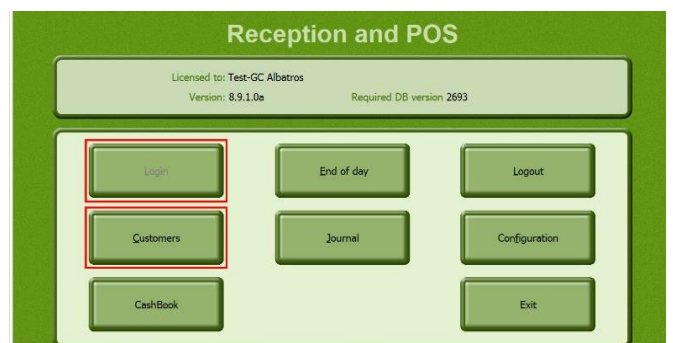


## FAQ | Reception

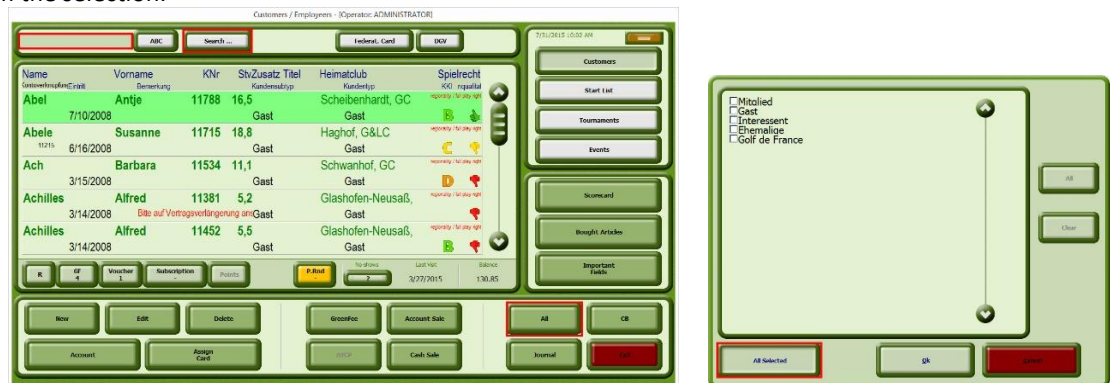
### Search a Customer

1 [1]

1. Log on to the Albatros Reception and click on the field "Customers". This will display a list of all the members currently on the system. Alternatively you can click on the „All" button to bring up a list of all the membership types and select what member type you need to display in the list.



2. A list of all the customers currently existing in the system will appear. Click on the button "All" and a new window will appear. Click "All Selected" at the left-hand bottom, then you can select the relevant membership types. Click "Ok" to confirm the selection.



3. You can find any member by starting to type its name into the search bar at the top left of the page. With "/" you can add the first name like for instance "wa/j" to find Wayne, John. The "ABC" button opens an integrated keyboard. Alternatively, you can click on "Search" and then on "Customer number" and enter the number, or conduct a "Manual" search by card number. If the customer has an "Internal card" or a "Federation membership card", you can swipe the card through the reader to find the customer. Via the "DGV" button, you will be connected to the DGV intranet.

