



# WashConnect® ePOS

**Setup and User Manual**

**Version 2.5**



Defining the World of Car Wash Technology

WashConnect® | Auto Sentry® flex | Auto Sentry® Petro | Auto Passport® | Tunnel Master® wbc | [icsCarWashSystems.com](http://icsCarWashSystems.com) • 800.642.9396

# WashConnect® ePOS Intro

WashConnect® ePOS (electronic point of sale) is a store front that is seamlessly linked as a directed page to your existing car wash website. The ePOS website provides a safe, secure, and user-friendly e-Commerce store with customization giving customers the impression of a seamless experience, appearing as if they never left your website to make an online purchase. The ePOS must be configured to your existing website, it's not a stand alone system.

Suggestion: You can add a link from your Facebook page to your ePOS.

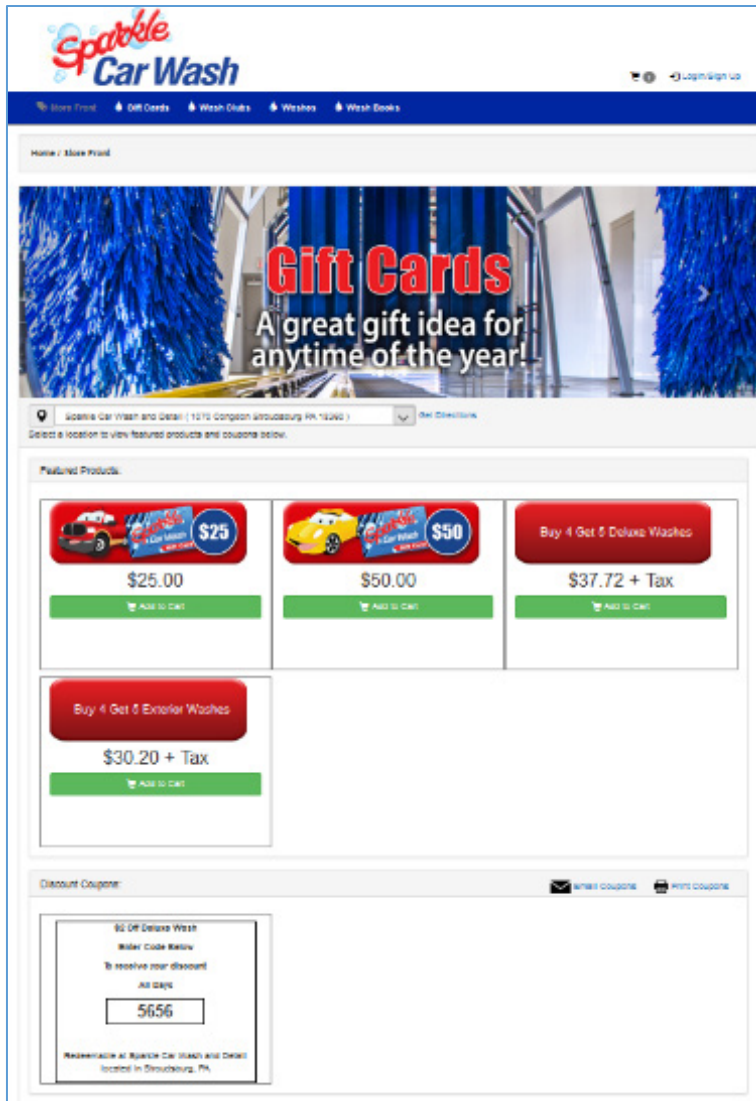
New and existing car wash customers, and guests can remotely purchase Wash Codes for Sales Items (services) or Wash Packages, Wash Books, Club Memberships, and Gift Cards from your existing website set up in the correct Profit Center. Transactions are processed via a secure processor.

All revenue is tracked and reported through WashConnect, maintaining existing profit centers without having to record profits from external sources.

After you set up your Moneris, or First Data Payeezy account with the processor, contact ICS technical support for initial set up of your WashConnect ePOS for your car wash site to run properly.

**NOTE:** WashConnect ePOS is optional and additional fees may apply to set up this service.

# WashConnect® ePOS Store Front



You can make the **Store Front** your default page for your WashConnect ePOS website.

This page is unique as it's the only page that features the background carousel banner and can present Featured Sales Items for the specified site.

\*Contact ICS at 1-800-642-9396 and ask for a Graphic Designer on the Graph *ics* Design Team to begin the design process, additional fees apply.

# WashConnect® ePOS Store Front

The Store Front page is designed so the customer can select the car wash site of interest and view the wash's featured items: Gift Cards, Wash Clubs, Washes, and Wash Books.

Images for the Wash Books, Club Memberships, Gift Cards, and Wash Services can be added to the on-screen buttons.

A custom carousel banner can be added to your store front where you can showcase specials, locations, or anything else you wish to advertise.



# WashConnect® Global ePOS Settings

**NOTE:** If you have any questions regarding ePOS Settings, please do not hesitate to contact ICS technical support.

1. At the WashConnect logon screen, select **Corporate**.
2. On the **System Setup** menu, select **Devices**, and then select **Settings**.
3. From **Device Type**, select **Global**.
4. From **Device Name**, select **Corporate** from the list.
5. From **Settings Type**, select **GlobalConfiguration**.
6. From **Settings**, select **ePOS**.

# WashConnect® Global ePOS Settings

**NOTE:** an email account is required for setting up the ePOS.

These are the settings needed from the customer:

**Email From ID** – The from email address (i.e. HYPERLINK "mailto:support@washnet.com" [support@washnet.com](mailto:support@washnet.com)).

**From Marketing From ID** – The email address used when sending marketing correspondence.

**Email Server Password** – Email Server Login Password.

**Email Server Port** – The port used to send emails.

**Email Server URL** – Email Server Address.


**Email Server User ID** – User ID used to login to the server. The site should receive this information from the email provider.

**Email Use SSL** – Use SSL to connect to the SMTP Server.

# WashConnect® Global ePOS Settings

1. In the **Value** column, set the necessary values for the ePOS settings.
2. Click the **Save** button.

Device Type: Global Device Name: Global  
Settings Type: Global Settings: ePOS  
Search:


Tools 


Name	Value	VDG Enable	Description
Account Activation Message	<p>To complete your account registration, please click the link below. If you did not request this account, please contact the car wash. %%CONFIRM_ACCOUNT%%</p>	<input type="checkbox"/>	The message appearing on the account activation email to direct customers to confirm their account.
CCEPOSReceipt	False	<input checked="" type="checkbox"/>	CCEPOSReceiptDesc





















Menu


# WashConnect® Global ePOS Settings

Device Type: Global Device Name: Global  
 Settings Type: Global Settings: ePOS  
 Search: \_\_\_\_\_

Tools 



<p>Club Activation Message On Emailed Receipt</p>	<div style="border: 1px solid #ccc; padding: 5px;">        </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p> <b>B</b> <i>I</i> <u>U</u> <del>S</del> <small>x</small> <b>x²</b> <i>I<sub>x</sub></i> </p> <p>          </p> <p>     </p> <p>       Styles - Format - Font - Size - <b>A - A -</b> </p> </div> <p>Please present to a car wash attendant to activate your club. Your club must be activated and you must receive a tag before you can use your club.</p>	<p><input type="checkbox"/> The message on the emailed receipt for club activations.</p>
<p>ePOS CC Email Address</p>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;"> <p>_____</p> </div>	<p><input checked="" type="checkbox"/> Enter a valid email address to send a copy of the ePOS receipt email that a customer would receive. Multiple email address should be separated by ;</p>





# WashConnect® Global ePOS Settings

Device Type: Global ▾

Device Name: Global ▾

Settings Type: Global ▾

Settings: ePOS ▾


Search:

Tools

ePOS Customer Information Required	<span>False</span> ▾	<input type="checkbox"/>	When set to True, there are required fields when checking out. The required fields are: Email, First Name, Last Name, and Phone Number **This is only for when launching the ePOS in the container application at site server.**
ePOS Customer Name	<input style="width: 100%;" type="text" value="Squeeky's Car Wash"/>	<input checked="" type="checkbox"/>	The name of the car wash that will be displayed on the various screens of the ePOS site.
ePOS Default Category	<span>Store Front</span> ▾	<input checked="" type="checkbox"/>	The default sales item type to show on the ePOS when a customer logs in
ePOS Direct to Checkout	<span>False</span> ▾	<input type="checkbox"/>	When set to True, the checkout page will be loaded immediately after clicking the inventory item. **This is only for when launching the ePOS in the container application at site server.**
ePOS Enable Mail Gift Card Option	<span>True</span> ▾	<input checked="" type="checkbox"/>	Toggles whether or not the option to mail a gift card is available during checkout.
ePOS Enable Store Pick Up	<span>True</span> ▾	<input type="checkbox"/>	When set to True, the customer can pick up the Gift Card purchased at the store.
ePOS Gift Card Receipt Email Address	<input style="width: 100%;" type="text" value="email@address.com"/>	<input checked="" type="checkbox"/>	When a gift card is purchased on the ePOS, an Email is sent to the address listed. Multiple email addresses may be specified by separating with a semi-colon.
ePOS Gift Card Store Pickup Email Description	<input style="width: 100%;" type="text" value=""/>	<input checked="" type="checkbox"/>	Specifies a message to be included in the email sent to a customer when they indicate they intend to pick up a gift card at the wash. This can be used to specify the hours when the office is open.
ePOS Include Bar codes	<span>True</span> ▾	<input type="checkbox"/>	When set to True, a bar code will be included on the receipt that is sent to the customer when completing a sale on the ePOS. This setting also enables any bar code instructions on the ePOS.

Menu

# WashConnect® Global ePOS Settings

Device Type: <input type="text" value="Global"/> Device Name: <input type="text" value="Global"/> Settings Type: <input type="text" value="Global"/> Settings: <input type="text" value="ePOS"/> Search: <input type="text"/>		Tools <input type="button" value="Save"/>	
ePOS Item Sort	<input type="text" value="Price (Descending)"/>	<input checked="" type="checkbox"/>	The column and direction that will be used to sort items that are sold on the ePOS.
ePOS Items Per Page	<input type="text" value="4"/>	<input checked="" type="checkbox"/>	The number of items to show per page on the ePOS.
ePOS Max Quantity Per PLU	<input type="text" value="10"/>	<input type="checkbox"/>	Specifies the maximum quantity of a PLU that can be added to the shopping cart on the ePOS.
ePOS Menu Background Color	<input type="text" value="#62CCED"/>	<input checked="" type="checkbox"/>	The background color used for the ePOS menu
ePOS Menu Text Color	<input type="text" value="#ffffff"/>	<input checked="" type="checkbox"/>	The text color used for the ePOS menu
ePOS Show Store Front	<input type="text" value="True"/>	<input checked="" type="checkbox"/>	Toggles whether or not the Store Front page will be available in the ePOS.
ePOS Ticket Expiration Days	<input type="text" value="30"/>	<input checked="" type="checkbox"/>	The number of days a wash code purchased on the ePOS is valid for.
ePOS Wash Service Receipt - Corporate	<input type="text" value="To redeem the wash you purchased, scan the bar code below, or enter your ticket number, at the wash. You will still have an opportunity to upgrade your wash or purchase additional services when you arrive."/>	<input type="checkbox"/>	Wash Service Email description for corporate emails with Barcode. ** 'ePOS Include Bar codes' setting set to True will enable this message **
ePOS Wash Service Receipt - Site	<input type="text" value="To redeem the wash you purchased, enter the ticket number at {0} ({1} {2}, {3} {4}). You will still have an opportunity to upgrade your wash or purchase additional services when you arrive."/>	<input type="checkbox"/>	Email description for site emails without a Barcode. The following placeholders can also be sent in the email: {0} = Site Name {1} = Street Address {2} = City {3} = State {4} = Zip Code ** 'ePOS Include Bar codes' setting set to False will enable this message **
ePOS Wash Service Receipt No Barcode - Corporate	<input type="text" value="To redeem the wash you purchased, enter your ticket number at the wash. You will still have an opportunity to upgrade your wash or purchase additional services when you arrive."/>	<input type="checkbox"/>	Wash Service Email description for corporate emails without a Barcode ** 'ePOS Include Bar codes' setting set to False will enable this message **


# WashConnect® Global ePOS Settings


Device Type: Global ▾

Device Name: Global ▾

Settings Type: Global ▾

Settings: ePOS ▾

Tools  




Search:

ePOS Wash Service Receipt No Barcode - Site	To redeem the wash you purchased, scan the bar code below at {0} {{1} {2}, {3} {4)}. You will still have an opportunity to upgrade your wash or purchase additional services when you arrive.	<input type="checkbox"/> Email description for site emails with a Barcode. The following placeholders can also be sent in the email: {0} = Site Name {1} = Street Address {2} = City {3} = State {4} = Zip Code ** 'ePOS Include Bar codes' setting set to True will enable this message **
EPOSEnableImpulsePC	<span>False</span> ▾	<input type="checkbox"/> EPOSEnableImpulsePCDesc
EPOSFailedCOFTransactionCountAlertThreshold	<input type="text" value="10"/>	<input type="checkbox"/> EPOSFailedCOFTransactionCountAlertThresholdDesc
EPOSFailedTransactionCountAlertThreshold	<input type="text" value="10"/>	<input type="checkbox"/> EPOSFailedTransactionCountAlertThresholdDesc
Hide Price With Custom Image	<span>False</span> ▾	<input type="checkbox"/> When set to True, the ePOS displays a custom image instead of just the price.
Split Package Items on Receipt	<span>False</span> ▾	<input type="checkbox"/> When set to True, the receipt shows the package by itself or a broken down list of the package contents.
Wash Club Description Text	<input type="text"/>	<input type="checkbox"/> This is the breadcrumb text that shows up on ePOS.

icssupport
Wednesday, May 13, 2020
Logged On To : Corporate
Default Report Date is 5/13/2020 to 5/13/2020



Global Setting	Description
ePOS Customer Name	This is the name of your car wash that will display on every page of your ePOS.
ePOS Default Category	This is the first screen a customer views when a customer enters the ePOS site or logs in to their ePOS account.
ePOS Enable mail Gift Card Option	True or False. Toggles whether or not the option to mail a gift card is available during checkout.
ePOS Gift Card Recipient Email Address	Enter a gift card receipt email address that will be notified when a gift card is purchased at the ePOS. You can enter multiple email addresses to notify your site managers of the gift card transactions, including the email address of the person who would be responsible for loading the gift cards and sending to the recipients.
ePOS Gift Card Store Pickup Email Description	Enter a message you wish to display at the bottom of your email for the customer who purchases a Gift Card online. This may be used to specify open hours if the customer is picking up a gift card at the car wash site. <i>“Please pick up your Gift Card purchase between the hours of (store hours). Thank you for your purchase.”</i>
ePOS Item Sort	This is the direction in which your items will be displayed. This can be configured to <b>Price</b> ascending or descending; or it can be configured to the <b>Name</b> of the item in ascending or descending alphabetical order.
ePOS Items Per Page	The number of items to show per page on the ePOS. If have more items than you selected per page, the next page button will appear at the bottom of the list.
ePOS Menu Background Color	Click to select the ePOS menu background that is customizable to any color.
ePOS Menu Text Color	Click to select the ePOS menu text color that changes the color of the menu bar only. <b>NOTE:</b> This setting does not effect any other text on the pages.
ePOS Show Store Front	You can toggle the Store Front page on the ePOS. Select False if you do not wish to have a store front main page, otherwise leave it at true.
ePOS Ticket Expiration Days	This is the number of days a wash code or ticket is valid from the date of purchase via the ePOS.

Global Setting	Description
ePOS Wash Service Receipt - Corporate	Wash Service Email description for corporate emails with Barcode. ** 'ePOS Include Bar codes' setting set to True will enable this message **
ePOS Wash Service Receipt - Site	Email description for site emails without a Barcode. The following placeholders can also be sent in the email: {0} = Site Name {1} = Street Address {2} = City {3} = State {4} = Zip Code ** 'ePOS Include Bar codes' setting set to False will enable this message **
ePOS Wash Service Receipt No Barcode - Corporate	Wash Service Email description for corporate emails without a Barcode ** 'ePOS Include Bar codes' setting set to False will enable this message **
ePOS Wash Service Receipt No Barcode - Site	Email description for site emails with a Barcode. The following placeholders can also be sent in the email: {0} = Site Name {1} = Street Address {2} = City {3} = State {4} = Zip Code ** 'ePOS Include Bar codes' setting set to True will enable this message **
EPOSClubEmailBodyTemplate	EPOSClubEmailBodyTemplateDesc
EPOSFailedCOFTransactionCountAlertThreshold	EPOSFailedCOFTransactionCountAlertThresholdDesc
EPOSFailedTransactionCountAlertThreshold	EPOSFailedTransactionCountAlertThresholdDesc - How many times a single transaction can fail before notifying
EPOSGiftCardEmailSubject	EPOSGiftCardEmailSubjectDesc
EPOSGiftEmailBodyTemplate	EPOSGiftEmailBodyTemplateDesc
EPOSPurchaseEmailBodyTemplate	EPOSPurchaseEmailBodyTemplateDesc
Hide Price With Custom Image	When set to True, the ePOS displays a custom image instead of just the price.
Split Package Items on Receipt	When set to True, the receipt shows the package by itself or a broken down list of the package contents.

# Why use an ePOS Profile?

The WashConnect ePOS Profile allows you to control what sales items, packages, wash books, gift cards, or club memberships you wish to make available for customers to purchase at any of your car wash locations.

You can create one ePOS profile for all sites, or a separate profile for each individual site. Create a separate profile for each site if different tax rates apply to the multi site corporation. Also, create a separate profile for each site if there are different wash services offered at the different sites.

You will not be allowed to create more than one ePOS profile for the same site. Any site without a specific ePOS profile, points to the default profile generated for all sites, if one is created. Any services purchased from a site ePOS profile will show on that site's shift detail report.

If the site has profiles for sites and corporate, the ePOS profile is where you can see what is offered from each site (Washes) as well as Corporate (Clubs, Gift Cards, Wash Books).

## **NOTES:**

- Any site that offers different services (flex vs express) will need to have their own profiles.
- If wash codes are to work at all locations, the wash (code) must be purchased from the corporate ePOS profile.

# WashConnect® Settings for an ePOS Promotion

The following five pages are examples of how to set up an ePOS Promotion.

Device Type:  Device Name:   
 Settings Type:  Settings:   
 Search:



Name	Value	VDG Enable	Description
ePOS Enable Sign Up Promotions	<input type="text" value="False"/>	<input checked="" type="checkbox"/>	When set to True, new customers that create an account on the ePOS will receive a promotion.
ePOS Enable Sign Up Wash Code	<input type="text" value="True"/>	<input checked="" type="checkbox"/>	When set to True, enables the ability to give a Wash Code with an ePOS sign up promotion.
ePOS Use Template For Sign Up Promotion	<input type="text" value="False"/>	<input checked="" type="checkbox"/>	When set to True, WashConnect provides a template that can be modified by the user for the ePOS sign up promotion. When False, the user must configure all aspects of the promotion email with the configurations provided.
ePOS Sign Up Promotion PLU	<input type="text"/>	<input checked="" type="checkbox"/>	Promotion PLU given to new ePOS sign up customers.
ePOS Sign Up Promotion Email Subject	<input type="text"/>	<input checked="" type="checkbox"/>	Text that shows up in the subject line of the ePOS new sign up promotion email.
ePOS Sign Up Promotion Border Color	<input type="text" value="#003366"/>	<input checked="" type="checkbox"/>	The border color used for the ePOS new sign up promotion email.
ePOS SignUp Promotion Wash Code Message	<div data-bbox="241 949 840 1306"> </div>	<input checked="" type="checkbox"/>	Message that shows up in the Wash Code section of the ePOS new sign up promotion email.

# WashConnect® Settings for an ePOS Promotion

Device Type: Global Device Name: Corp Main DB  
Settings Type: Global Settings: ePOS Promotion  
Search:

Tools:

**ePOS Sign Up Promotion Discount Message**

Message that shows up in the Discount information section of the ePOS new sign up promotion email.

**ePOS Sign Up Promotion Header Message**

Message that shows up in the Header of the ePOS new sign up promotion email.



# WashConnect® Settings for an ePOS Promotion

Device Type: Global Device Name: Corp Main DB  
 Settings Type: Global Settings: ePOS Promotion  
 Search:

Tools  
📁 👁 ❓

<p>ePOS Sign Up Promotion Footer Message</p>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <span>Source</span> <span>✂</span> <span>📄</span> <span>📁</span> <span>🔒</span> <span>🔓</span> <span>⏪</span> <span>⏩</span> <span>ABC</span> </div> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <span><b>B</b></span> <span><i>I</i></span> <span><u>U</u></span> <span><del>S</del></span> <span>x<sub>2</sub></span> <span>x<sup>2</sup></span> <span><i>I<sub>x</sub></i></span> </div> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <span></span> <span></span> <span></span> <span></span> </div> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <span>Styles</span> <span>Format</span> <span>Font</span> <span>Size</span> <span>A-</span> <span>A+</span> <span>🔄</span> <span>?</span> </div> <div style="height: 150px;"></div> </div>	<p><input checked="" type="checkbox"/> Message that shows up at the footer of the ePOS new sign up promotion email.</p>
ePOS Enable Club Sign Up Promotions	<span>False</span>	<input type="checkbox"/> When set to True, new club customers that create an account on the ePOS will receive a promotion.
ePOS Enable Club Sign Up Wash Code	<span>True</span>	<input type="checkbox"/> When set to True, enables the ability to give a Wash Code with an ePOS new club promotion.
ePOS Use Template For Club Promotion	<span>False</span>	<input type="checkbox"/> EPOSConfigureClubPromotionBySelfDesc
ePOS Club Promotion PLU	<input type="text"/>	<input type="checkbox"/> Promotion PLU given to new ePOS club customers.
ePOS Club Promotion Email Subject	<input type="text"/>	<input type="checkbox"/> Text that shows up in the subject line of the ePOS new club promotion email.
ePOS Club Promotion Border Color	<span>#003366</span>	<input type="checkbox"/> The border color used for the ePOS new club promotion email.

# WashConnect® Settings for an ePOS Promotion

Device Type: Global Device Name: Corp Main DB  
Settings Type: Global Settings: ePOS Promotion  
Search:

Tools:

**ePOS Club Promotion Wash Code Message**

Message that shows up in the Wash Code section of the ePOS new club promotion email.

**ePOS Club Promotion Discount Message**

Message that shows up in the Discount information section of the ePOS new club promotion email.

# WashConnect® Settings for an ePOS Promotion

The screenshot displays a web-based configuration interface. On the left, a vertical grey bar contains the text "ePOS Club Promotion Footer Message". The main area features a rich text editor toolbar with icons for Source, Cut, Copy, Paste, Undo, Redo, Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Decrease Indent, Increase Indent, Left Align, Center Align, Right Align, Justify, Link, Unlink, and a Flag icon. Below the toolbar are dropdown menus for Styles, Format, Font, and Size, along with font color and background color pickers and a help icon. The editor's content area is currently blank. To the right of the editor, a checkbox is positioned next to the text "Message that shows up at the footer of the ePOS new club promotion email."

# ePOS Promotion Settings Descriptions

Name	Description
<b>ePOS Enable Sign Up Promotions</b>	When set to True, new customers that create an account on the ePOS will receive a promotion.
<b>ePOS Enable Sign Up Wash Code</b>	When set to True, enables the ability to give a Wash Code with an ePOS sign up promotion.
<b>ePOS Use Template For Sign Up Promotion</b>	When set to True, WashConnect provides a template that can be modified by the user for the ePOS sign up promotion. When False, the user must configure all aspects of the promotion email with the configurations provided.
<b>ePOS Sign Up Promotion PLU</b>	Promotion PLU given to new ePOS sign up customers.
<b>ePOS Sign Up Promotion Template</b>	Template for the ePOS sign up thank you message.
<b>ePOS Sign Up Promotion Email Subject</b>	Text that shows up in the subject line of the ePOS new sign up promotion email.
<b>ePOS Sign Up Promotion Border Color</b>	The border color used for the ePOS new sign up promotion email.
<b>ePOS SignUp Promotion Wash Code Message</b>	Message that shows up in the Wash Code section of the ePOS new sign up promotion email.
<b>ePOS Sign Up Promotion Discount Message</b>	Message that shows up in the Discount information section of the ePOS new sign up promotion email.
<b>ePOS Sign Up Promotion Header Message</b>	Message that shows up in the Header of the ePOS new sign up promotion email.
<b>ePOS Sign Up Promotion Footer Message</b>	Message that shows up at the footer of the ePOS new sign up promotion email.
<b>ePOS Enable Club Sign Up Promotions</b>	When set to True, new club customers that create an account on the ePOS will receive a promotion.
<b>ePOS Enable Club Sign Up Wash Code</b>	When set to True, enables the ability to give a Wash Code with an ePOS new club promotion.
<b>ePOS Use Template For Club Promotion</b>	EPOSConfigureClubPromotionBySelfDesc
<b>ePOS Club Promotion PLU</b>	Promotion PLU given to new ePOS club customers.
<b>ePOS Club Promtion Template</b>	EPOSThankYouMessageOnNewClubSignUpDesc
<b>ePOS Club Promotion Email Subject</b>	Text that shows up in the subject line of the ePOS new club promotion email.
<b>ePOS Club Promotion Border Color</b>	The border color used for the ePOS new club promotion email.
<b>ePOS Club Promotion Wash Code Message</b>	Message that shows up in the Wash Code section of the ePOS new club promotion email.
<b>ePOS Club Promotion Discount Message</b>	Message that shows up in the Discount information section of the ePOS new club promotion email.
<b>ePOS Club Promotion Header Message</b>	Message that shows up in the header of the ePOS new club promotion email.
<b>ePOS Club Promotion Footer Message</b>	Message that shows up at the footer of the ePOS new club promotion email.

# Add Services to WashConnect® ePOS

1. At the WashConnect logon screen, select **Corporate**.
2. On the **Configuration** menu, click **Goods and Services**, and then click **ePOS Profiles**.  
You will see a list of ePOS profiles on the left as well as a toolbar above the list. To view existing services on a profile, select the profile and the services will show up in the window to the right.
3. In the Profile area, select the **Add** button.

**NOTE:** For each individual site, only one ePOS profile can be saved.

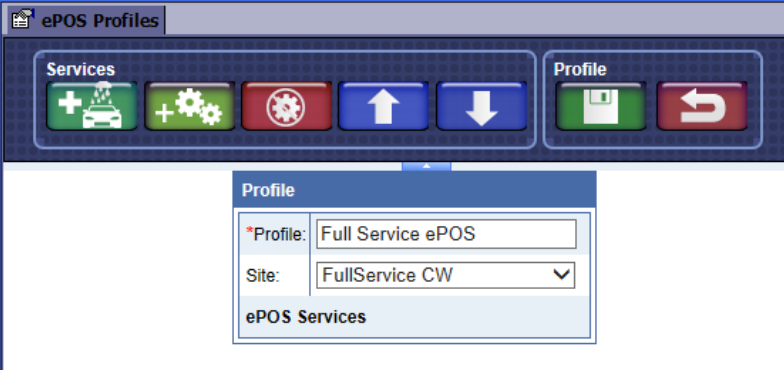
# Add Services to WashConnect® ePOS

4. In the **Profile** box, type a name for your WashConnect ePOS profile.

**NOTE:** If you are setting up a ePOS profile for an individual site, you may want to name it something with the site's name in it so you can find it easily.

5. In the **Site** box, select a site or **All Sites** to apply the ePOS profile.

**NOTE:** For an All sites ePOS profile, you will only be able to select Corporate. Corporate and site specific services, can be added to the individual Sites ePOS profiles.



The screenshot shows the 'ePOS Profiles' configuration window. It features a 'Services' toolbar with icons for adding, editing, deleting, and moving services. A 'Profile' toolbar contains a save icon and a refresh icon. The main area displays a 'Profile' dialog box with the following fields:

*Profile:	Full Service ePOS
Site:	FullService CW
ePOS Services	

# Add Services to WashConnect® ePOS

The screenshot displays the WashConnect ePOS interface. At the top, there are two main sections: 'Services' and 'Profile'. The 'Services' section contains five buttons: a green button with a car and a plus sign (Add Base Service), a green button with a plus sign and gears (Add Service), a red button with a gear (Edit Service), a blue button with an upward arrow (Move Up), and a blue button with a downward arrow (Move Down). The 'Profile' section contains two buttons: a green button with a floppy disk (Save) and a red button with a curved arrow (Back). Below these sections is a 'Profile' form with the following fields:

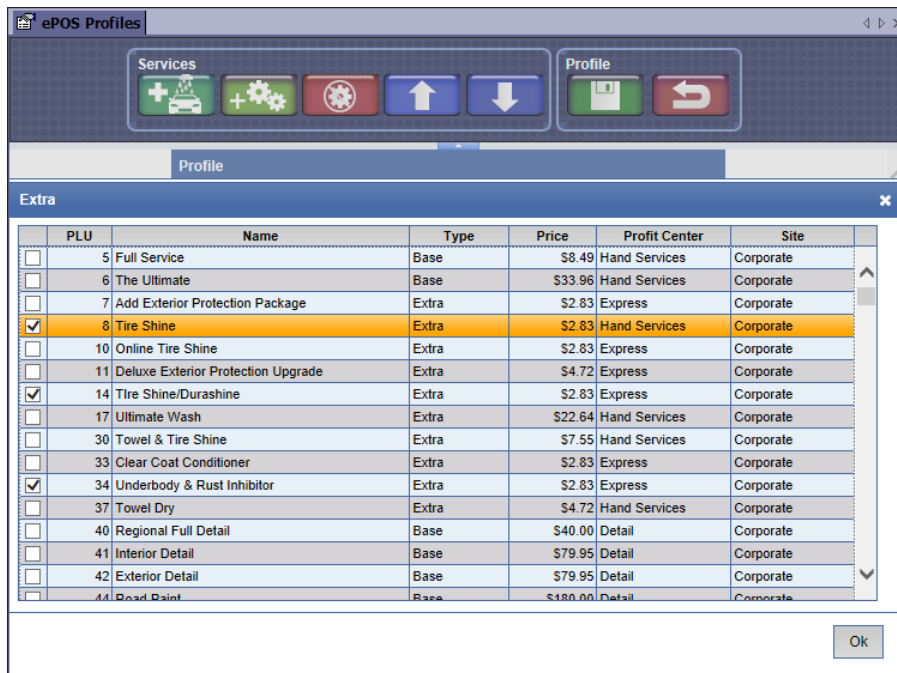
*Profile:	Full Service ePOS
Site:	FullService CW
<b>ePOS Services</b>	
... 2 - Deluxe Exterior Protection Package [Corporate] [ Price: 11.32 ] + Tax: \$12.00	
... 1 - Exterior Wash [Corporate] [ Price: 6.60 ] + Tax: \$7.00	
... 3 - Exterior Protection Package [Corporate] [ Price: 9.43 ] + Tax: \$10.00	

6. In the **Services** area, click the **Add Base Service** button.
7. Select one or more services to add to the list to sell on the ePOS.
8. In the **Profile** box, type a name for your WashConnect ePOS profile.

# Add Extra Services to WashConnect® ePOS

9. From the ePOS Services list, click to select a service.
10. In the **Services** area, click the **Add Extra Services** button.
11. Select one or more extra services.

The extra services will be presented as options or upgrades to be added on to the product when the customer is ready to check out.



The screenshot shows the 'ePOS Profiles' window with a 'Services' toolbar and a 'Profile' section. The 'Extra' section is expanded, displaying a table of services with checkboxes for selection.

PLU	Name	Type	Price	Profit Center	Site
<input type="checkbox"/>	5 Full Service	Base	\$8.49	Hand Services	Corporate
<input type="checkbox"/>	6 The Ultimate	Base	\$33.96	Hand Services	Corporate
<input type="checkbox"/>	7 Add Exterior Protection Package	Extra	\$2.83	Express	Corporate
<input checked="" type="checkbox"/>	8 Tire Shine	Extra	\$2.83	Hand Services	Corporate
<input type="checkbox"/>	10 Online Tire Shine	Extra	\$2.83	Express	Corporate
<input type="checkbox"/>	11 Deluxe Exterior Protection Upgrade	Extra	\$4.72	Express	Corporate
<input checked="" type="checkbox"/>	14 Tire Shine/Durashine	Extra	\$2.83	Express	Corporate
<input type="checkbox"/>	17 Ultimate Wash	Extra	\$22.64	Hand Services	Corporate
<input type="checkbox"/>	30 Towel & Tire Shine	Extra	\$7.55	Hand Services	Corporate
<input type="checkbox"/>	33 Clear Coat Conditioner	Extra	\$2.83	Express	Corporate
<input checked="" type="checkbox"/>	34 Underbody & Rust Inhibitor	Extra	\$2.83	Express	Corporate
<input type="checkbox"/>	37 Towel Dry	Extra	\$4.72	Hand Services	Corporate
<input type="checkbox"/>	40 Regional Full Detail	Base	\$40.00	Detail	Corporate
<input type="checkbox"/>	41 Interior Detail	Base	\$79.95	Detail	Corporate
<input type="checkbox"/>	42 Exterior Detail	Base	\$79.95	Detail	Corporate
<input type="checkbox"/>	44 Road Paint	Base	\$180.00	Detail	Corporate

An 'Ok' button is located at the bottom right of the window.



# Remove Services

The screenshot displays the ICSi software interface for managing services. At the top, there are two main sections: 'Services' and 'Profile'. The 'Services' section contains five buttons: a green '+ car' button, a green '+ gears' button, a red 'Remove' button (a gear with a red 'X'), a blue 'Up' button, and a blue 'Down' button. The 'Profile' section contains a green 'Save' button and a red 'Back' button. Below these buttons is a 'Profile' form with the following fields:

- \*Profile: Full Service ePOS
- Site: FullService CW

Below the form is a list of 'ePOS Services':

- ... 2 - Deluxe Exterior Protection Package [Corporate] [ Price: 11.32 ] + Tax: \$12.00
- ... 1 - Exterior Wash [Corporate] [ Price: 6.60 ] + Tax: \$7.00
- ... 3 - Exterior Protection Package [Corporate] [ Price: 9.43 ] + Tax: \$10.00

The third service is highlighted in orange.

12. In the Services area, click to select the **Remove** button if necessary.
13. After services are added, click the **Save** button.  
The message "Profile saved successfully" appears.

# ePOS Menu

The ePOS automatically sorts your services into the related menu tabs on your ePOS website.

For example, if you only saved club services and wash services to your ePOS profile, the menus for Wash Clubs and Washes will automatically appear on the navigation bar of your ePOS site.



The ePOS menu bar's color can be changed for the background as well as the menu text. (See WashConnect Global ePOS Settings.)

# Menu Bar for the WashConnect® ePOS



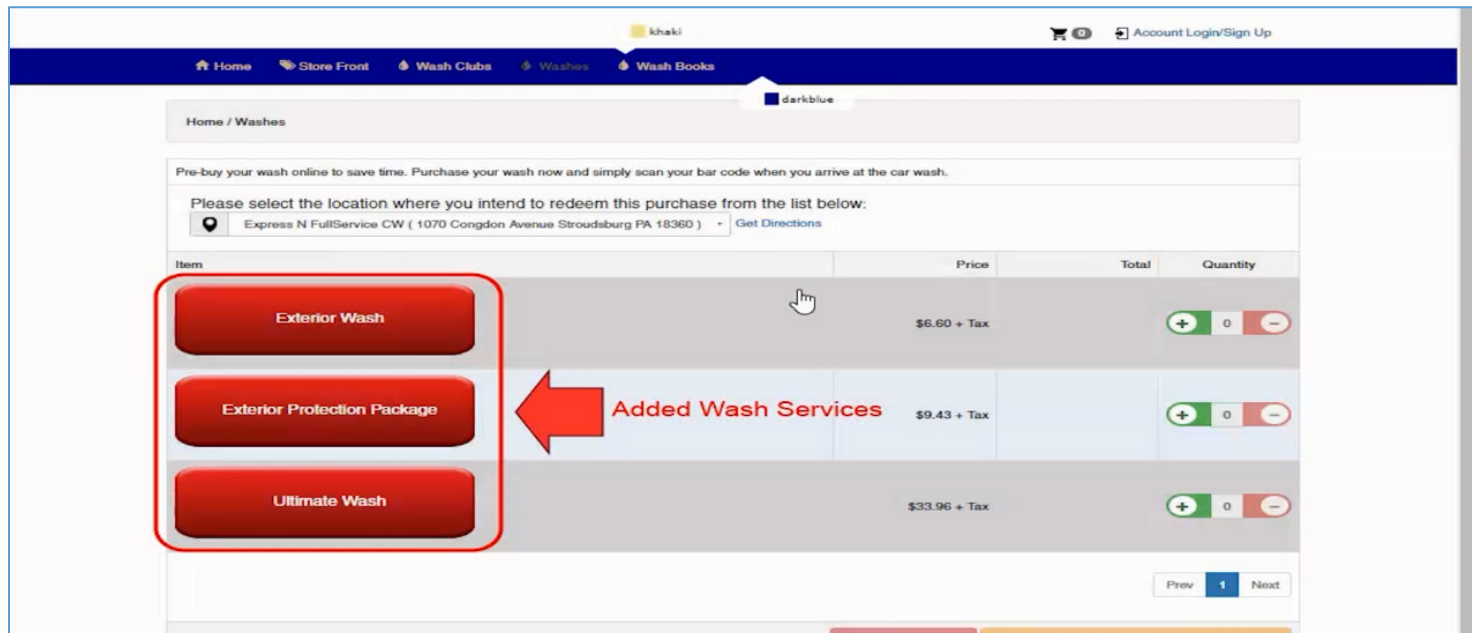
The menu bar displays the sales categories for customers to easily navigate to the items they are interested in purchasing.

The submenu allows customers to select a specific site, if you have more than one location.

# Washes Menu

After your profile is saved in WashConnect, you can immediately view your updated ePOS profile online. You may need to refresh your browser to see the changes.

Below, view an ePOS website example displaying the Wash Services saved in the ePOS profile. **NOTE:** The Wash Service default buttons are white font on red background and this cannot be changed at this time.



The screenshot shows a web interface for purchasing car wash services. At the top, there is a navigation bar with links for Home, Store Front, Wash Clubs, Washes, and Wash Books. Below the navigation bar, there is a header area with the text "Home / Washes" and a user profile indicator "darkblue".

The main content area features a promotional message: "Pre-buy your wash online to save time. Purchase your wash now and simply scan your bar code when you arrive at the car wash." Below this, there is a location selection dropdown menu showing "Express N FullService CW ( 1070 Congdon Avenue Stroudsburg PA 18360 )" and a "Get Directions" link.

The core of the interface is a table listing available wash services. The table has columns for "Item", "Price", "Total", and "Quantity". Three services are listed, each with a red button for selection and a quantity selector (plus/minus buttons with a "0" in the middle). A red box highlights the three red buttons, and a red arrow points to them with the text "Added Wash Services".

Item	Price	Total	Quantity
Exterior Wash	\$6.60 + Tax		0
Exterior Protection Package	\$9.43 + Tax		0
Ultimate Wash	\$33.96 + Tax		0

At the bottom of the table, there are "Prev" and "Next" buttons, with a "1" in a blue box between them, indicating the current page number.

# Washes Menu

Home / Exterior Wash

**Exterior Wash**

Description	This wash can be redeemed at the car wash any time during normal business hours.
Price	<b>\$7.55 + Tax</b>
Available Upgrades	The following upgrades will be available to you at an additional cost. You can choose these upgrades from the shopping cart page. <ul style="list-style-type: none"><li>• Clear Coat Conditioner</li><li>• Underbody &amp; Rust Inhibitor</li></ul>

**Added Extra Services**

Continue Shopping

Add to Cart

Go to Secure Checkout (0 items - \$0.00)

Remove from Cart

This is where the site would enter an ePOS description if the site is not using custom graphics.

# Upgrades (One Upgrade Selection)

Extra services will only be available if the ePOS Profile has extra services assigned to the selected base service.

**NOTE:** Technical Support tier 3 can enable or disable a la carte rules.

The screenshot shows a web browser displaying a car wash website. A modal window titled "Interested in any Upgrades?" is open in the center. The modal contains a list of four upgrade options, each with a radio button, a name, and a price:

- Rust Inhibitor \$3.50
- Tire Shine \$1.89
- Sealer wax \$2.00
- Undercarrige \$2.50

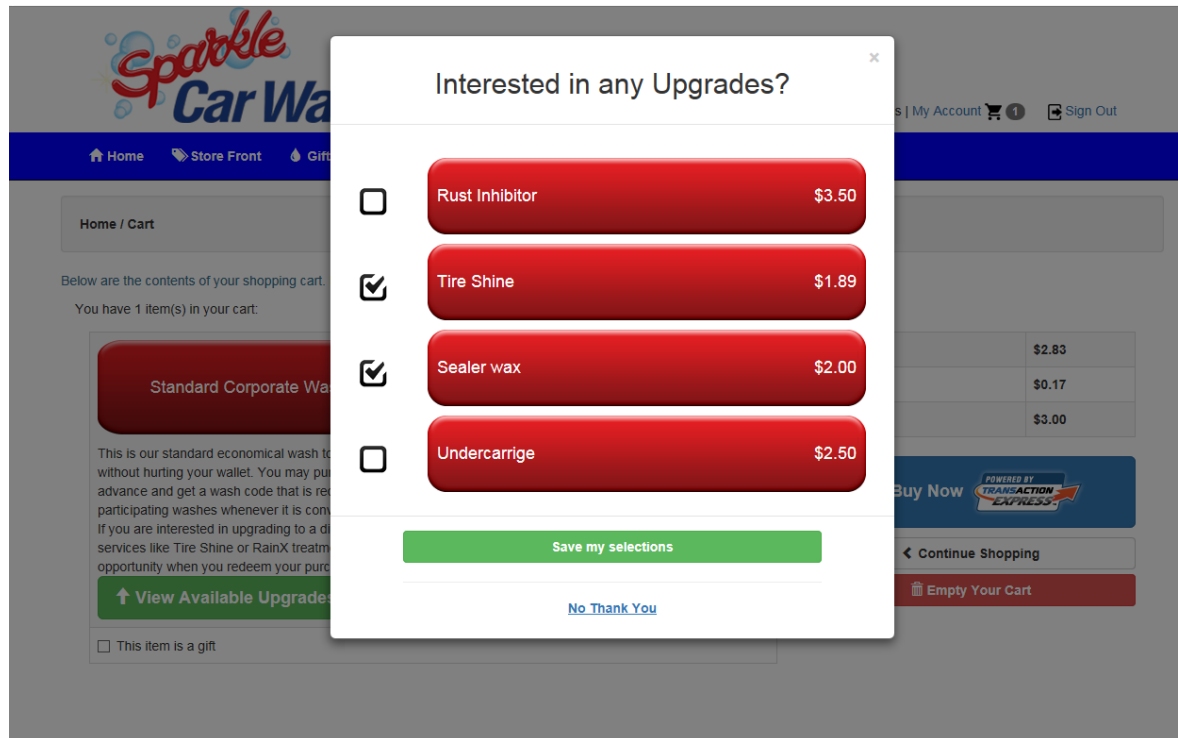
At the bottom of the modal, there are two buttons: a green "Save my selections" button and a blue "No Thank You" link.

The background website shows the "Sparkle Car Wash" logo and a navigation menu with "Home", "Store Front", and "Gift". Below the navigation, there is a section for "Standard Corporate Wash" with a description and a "View Available Upgrades" button. A shopping cart summary is visible on the right side of the page, showing a total of \$3.00.

# Upgrades (Multiple Upgrade Selection)

Extra services will only be available if the ePOS Profile has extra services assigned to the selected base service. Upgrade check boxes will appear where the customers may select more than one upgrade.

**NOTE:** Technical Support tier 3 can enable or disable a la carte rules.



The screenshot shows a web interface for 'Sparkle Car Wash'. A modal window titled 'Interested in any Upgrades?' is displayed over the main content. The modal lists four upgrade options with checkboxes and prices:

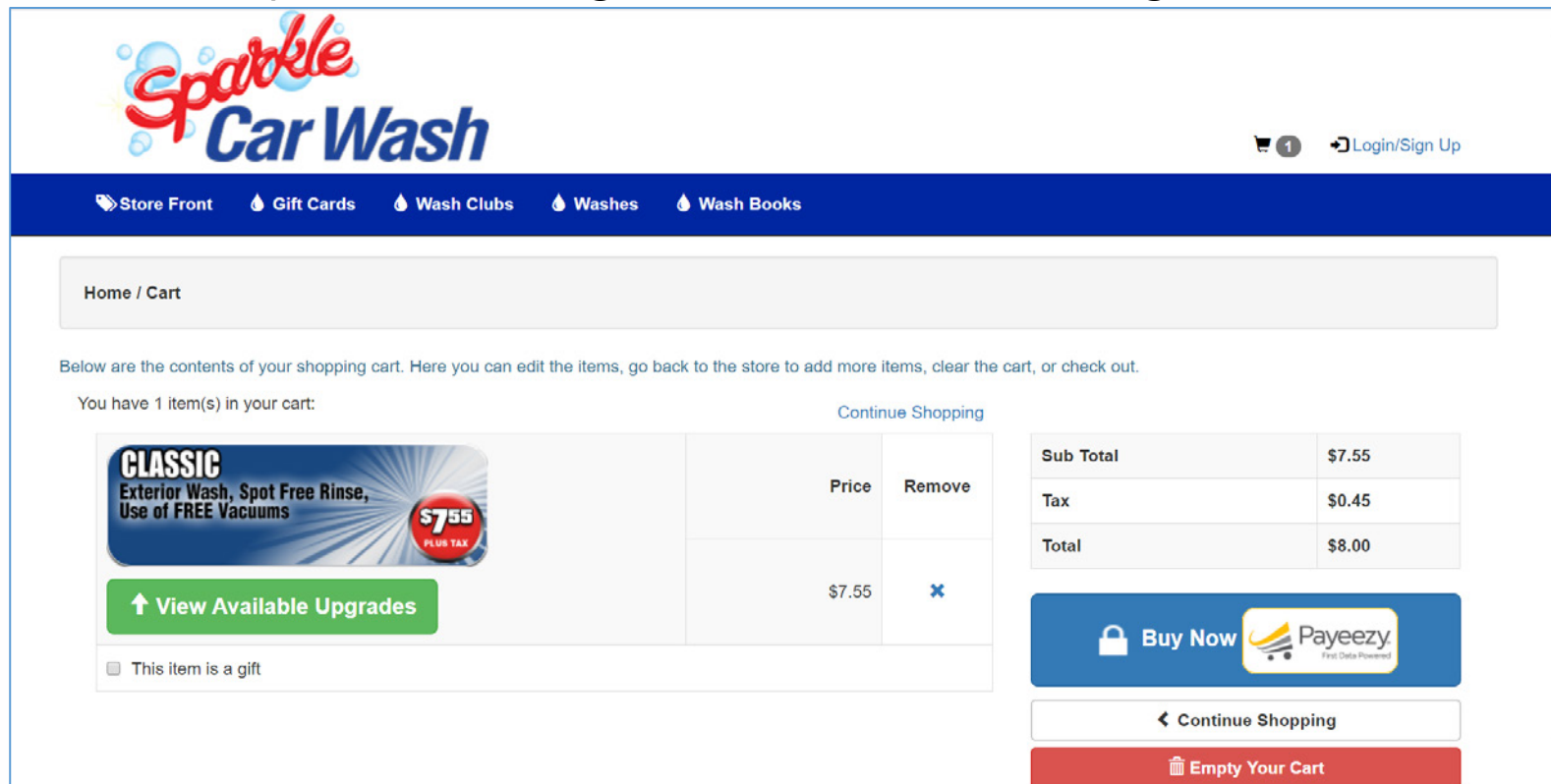
Upgrade	Price
<input type="checkbox"/> Rust Inhibitor	\$3.50
<input checked="" type="checkbox"/> Tire Shine	\$1.89
<input checked="" type="checkbox"/> Sealer wax	\$2.00
<input type="checkbox"/> Undercarriage	\$2.50

At the bottom of the modal, there are two buttons: a green 'Save my selections' button and a blue 'No Thank You' link.

The background website shows a navigation bar with 'Home', 'Store Front', and 'Gift' options. Below the navigation, there is a section for 'Standard Corporate Wash' with a description and a 'View Available Upgrades' button. A table on the right side of the page shows a list of items with prices: \$2.83, \$0.17, and \$3.00. At the bottom of the page, there are buttons for 'Buy Now', 'Continue Shopping', and 'Empty Your Cart'.

# Purchase as Gift

The customer selects their items and they appear in the shopping cart. You can make this purchase a gift by selecting the **This item is a gift** check box. **Note:** Clubs purchased as a gift will not have a recurring ID.




The screenshot shows the Sparkle Car Wash website's shopping cart. The cart contains one item: a 'CLASSIC' exterior wash for \$7.55. Below the item is a checkbox labeled 'This item is a gift'. To the right, a summary table shows a sub-total of \$7.55, tax of \$0.45, and a total of \$8.00. At the bottom right, there are buttons for 'Buy Now' (with a Payeezy logo), 'Continue Shopping', and 'Empty Your Cart'.

Home / Cart


Below are the contents of your shopping cart. Here you can edit the items, go back to the store to add more items, clear the cart, or check out.

You have 1 item(s) in your cart: [Continue Shopping](#)

 <a href="#">↑ View Available Upgrades</a>	Price	Remove
	\$7.55	<a href="#">×</a>

This item is a gift

Sub Total	\$7.55
Tax	\$0.45
Total	\$8.00

[Buy Now](#) 

[← Continue Shopping](#)




[🗑 Empty Your Cart](#)



# Washes Menu with Custom Buttons

Customers can Pre-purchase a wash by selecting the wash and then selecting the car wash site to wash their car.

The screenshot shows the Sparkle Car Wash website interface. At the top, there is a navigation bar with links for Store Front, Gift Cards, Wash Clubs, Washes, and Wash Books. Below the navigation bar, there is a breadcrumb trail for Home / Washes. A message encourages users to pre-buy their wash online to save time. A location selection dropdown is set to 'Sparkle Car Wash and Detail ( 1070 Congden Stroudsburg PA 18360 )' with a 'Get Directions' link. The main content area displays a table of wash options:

Item	Price	Total	Quantity
<b>CLASSIC</b> Exterior Wash, Spot Free Rinse, Use of FREE Vacuums 	\$7.55 + Tax		+ 0 -
<b>CLASSIC SHINE</b> Exterior Wash, Spot Free Rinse, Use of FREE Vacuums, PLUS: Protectant 	\$9.43 + Tax		+ 0 -
<b>TOTAL PROTECTION</b> Exterior Wash, Spot Free Rinse, Use of FREE Vacuums, Protectant Plus: Conditioner, Underbody Rust Inhibitor 	\$11.32 + Tax		+ 0 -

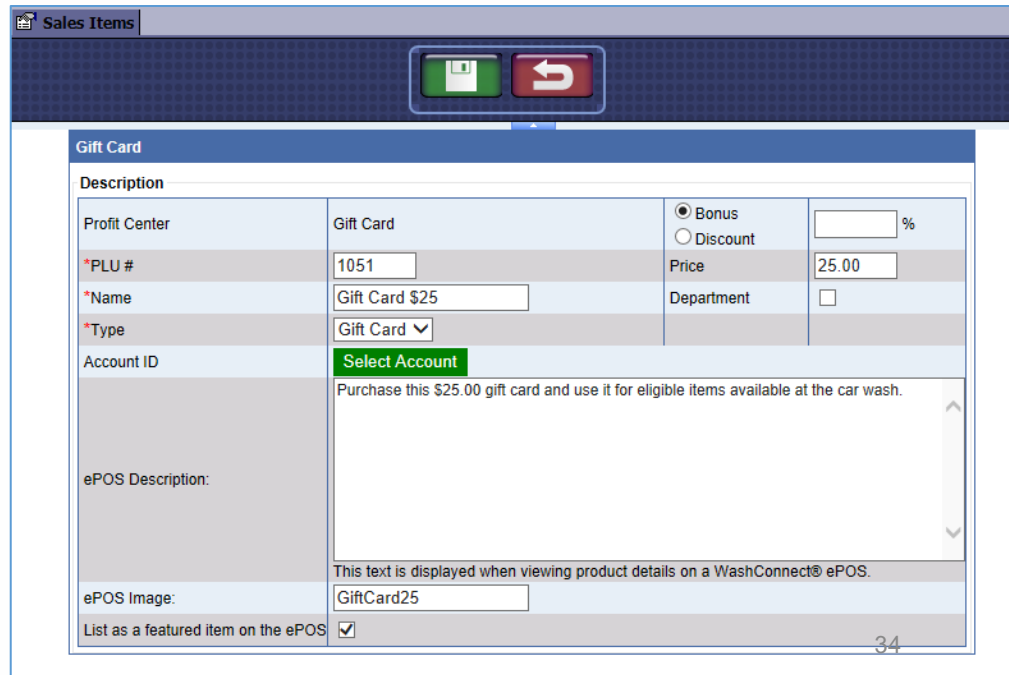
At the bottom of the page, there is a pagination control showing 'Prev 1 2 3 Next' and a shopping cart summary: 'Empty Your Cart' and 'Go to Secure Checkout (0 Items - \$0.00)'.

# Gift Card Set up for ePOS

1. On the **Configuration** menu, click **Goods and Services**, and then click **Sales Items**.
2. Set up the Gift Card.
3. In the **ePOS Description** box, type in a description that will appear on the ePOS.
4. In the **ePOS Image** box, type in the Image name used for this gift card.
5. Click to select the **List as a featured item on the ePOS** box so that this Gift Card item appears on the ePOS.
6. In the **Price** box, enter an amount.

**NOTE:** A value must be assigned to the Price box. At this time, the price cannot be open ended for the customer to select their own value.

7. Click the **Save** button.



Sales Items

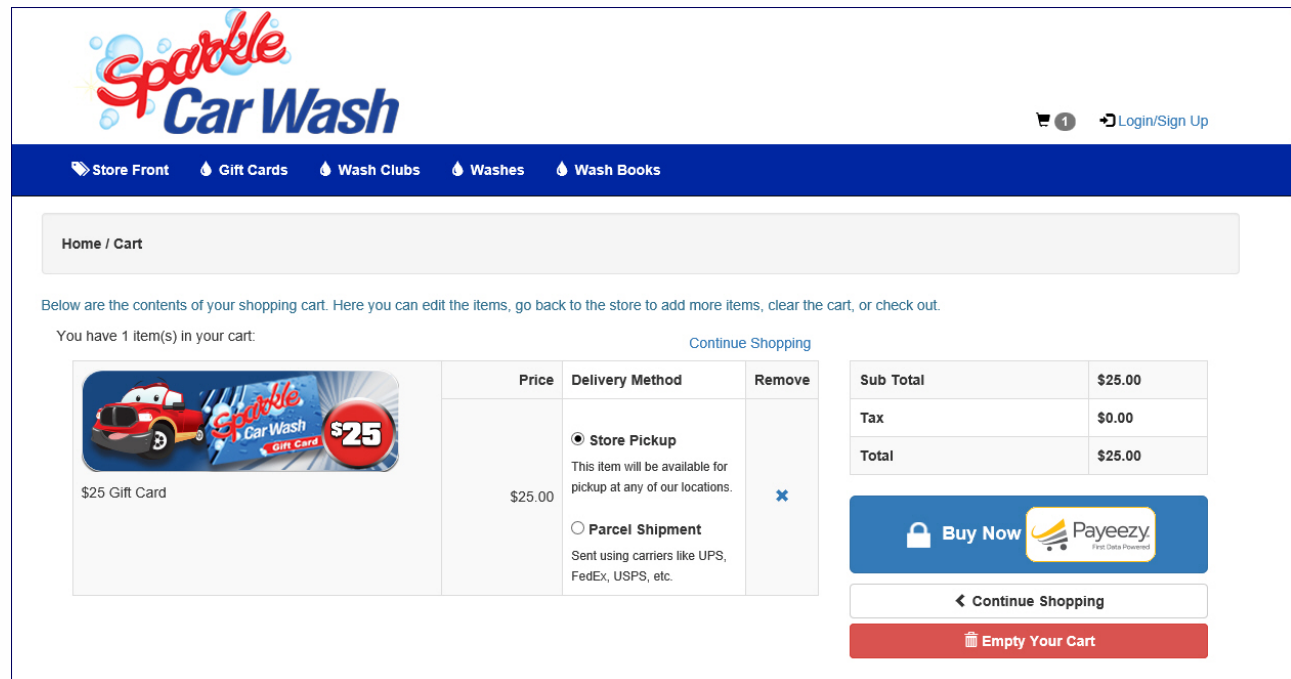
Gift Card

Profit Center	Gift Card	<input checked="" type="radio"/> Bonus	<input type="text"/> %
*PLU #	1051	<input type="radio"/> Discount	Price
*Name	Gift Card \$25	Department	<input type="checkbox"/>
*Type	Gift Card		
Account ID	Select Account		
ePOS Description:	Purchase this \$25.00 gift card and use it for eligible items available at the car wash.		
ePOS Image:	GiftCard25	This text is displayed when viewing product details on a WashConnect® ePOS.	
List as a featured item on the ePOS	<input checked="" type="checkbox"/>		

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# Gift Card: Select Delivery Method

- Customer may select one of two delivery methods:
  - Store Pickup
  - Parcel Shipment
- If Store Pickup is selected, an email will be sent to the address set up in Global Settings for Store Pickup.



The screenshot shows the Sparkle Car Wash website interface. At the top, there is a navigation bar with links for Store Front, Gift Cards, Wash Clubs, Washes, and Wash Books. A shopping cart icon with a '1' and a 'Login/Sign Up' link are also visible. Below the navigation bar, a breadcrumb trail shows 'Home / Cart'. A message states: 'Below are the contents of your shopping cart. Here you can edit the items, go back to the store to add more items, clear the cart, or check out. You have 1 item(s) in your cart.' A 'Continue Shopping' link is provided. The main content area displays a \$25 Gift Card with a price of \$25.00. Two delivery methods are available: 'Store Pickup' (selected) and 'Parcel Shipment'. The 'Store Pickup' option includes a note: 'This item will be available for pickup at any of our locations.' The 'Parcel Shipment' option includes a note: 'Sent using carriers like UPS, FedEx, USPS, etc.' To the right of the cart item is a 'Remove' button with an 'x' icon. A summary table shows: Sub Total: \$25.00, Tax: \$0.00, Total: \$25.00. Below the table are buttons for 'Buy Now' (with a lock icon) and 'Payeezy' (with the Payeezy logo). At the bottom, there are buttons for 'Continue Shopping' and 'Empty Your Cart'.

Sub Total	\$25.00
Tax	\$0.00
<b>Total</b>	<b>\$25.00</b>


# Gift Card: Select Delivery Method

- If the site does not support or want Parcel Pickup, the ability to hide the mail option for Gift Cards is a global configuration setting.
- If removing Parcel Pickup option, Store Pickup will be the only Delivery Method available.

Home / Cart

Below are the contents of your shopping cart. Here you can edit the items, go back to the store to add more items, clear the cart, or check out.

You have 1 item(s) in your cart: [Continue Shopping](#)

Image	Price	Delivery Method	Remove
 \$25 Gift Card	\$25.00	<input type="radio"/> Store Pickup <small>This item will be available for pickup at any of our locations.</small>  <input checked="" type="radio"/> Parcel Shipment <small>Sent using carriers like UPS, FedEx, USPS, etc.</small>	✕

Sub Total	\$25.00
Tax	\$0.00
<b>Total</b>	<b>\$25.00</b>

Buy Now

◀ Continue Shopping

🛒 Empty Your Cart

**Shipping Details**

To ship your purchased item to an address other than the one listed on your My Account page, enter the information below.



State   
 ▼

# Ship Gift Card Directly to Recipient

If the Parcel Shipment is selected, then the car wash will need to directly ship the Gift Card to the recipient.


World Gift can directly mail gift cards to the recipient.

(This is optional and additional fees apply. Contact ICS Inside Sales to set up). The customer will need to fill out the Shipping Details.

Home / Cart

Below are the contents of your shopping cart. Here you can edit the items, go back to the store to add more items, clear the cart, or check out.

You have 1 item(s) in your cart: [Continue Shopping](#)

Image	Price	Delivery Method	Remove
 \$25 Gift Card	\$25.00	<input type="radio"/> Store Pickup <small>This item will be available for pickup at any of our locations.</small> <input checked="" type="radio"/> Parcel Shipment <small>Sent using carriers like UPS, FedEx, USPS, etc.</small>	✕

**Shipping Details**

To ship your purchased item to an address other than the one listed on your My Account page, enter the information below.



▼

Sub Total	\$25.00
Tax	\$0.00
<b>Total</b>	<b>\$25.00</b>

Buy Now

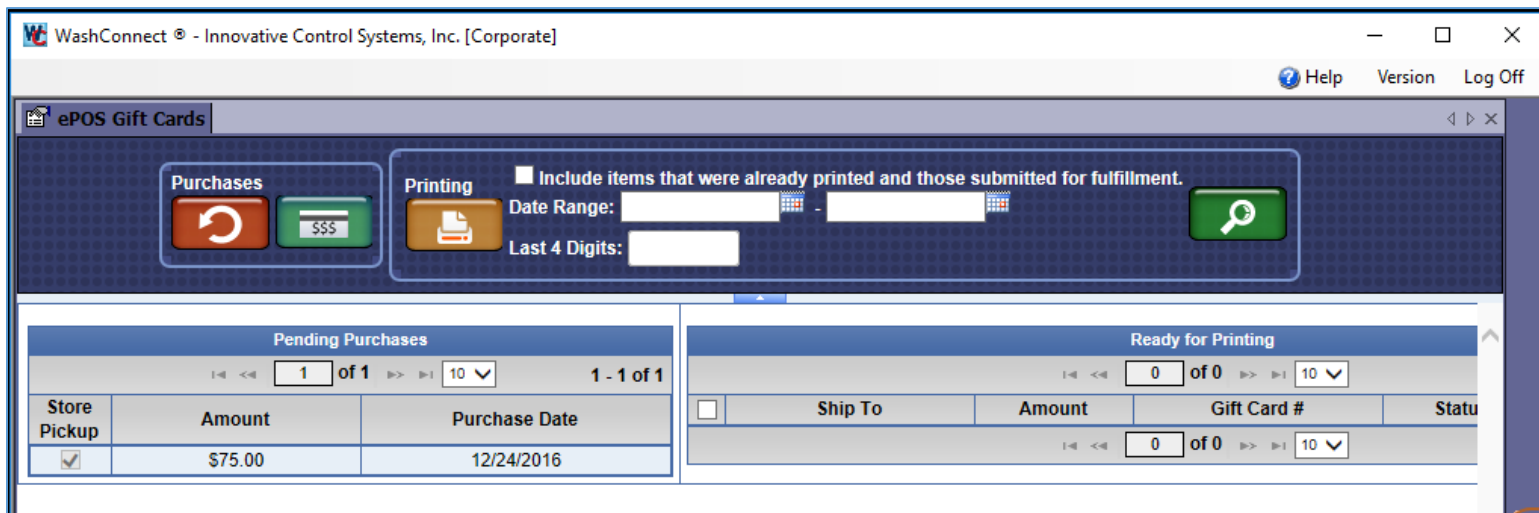
← Continue Shopping

Empty Your Cart

# ePOS Gift Cards



This page is for Gift Card orders received through the ePOS web site only. Your car wash attendant can activate Gift Cards and mail them directly to recipients. Also, for orders received through the ePOS web site, World Gift has the ability to activate and mail these Gift Card orders directly to the recipient for the car wash site's convenience. Contact ICS to setup this feature. Additional fees may apply.


**NOTE:** Contact ICS to enable this report who will use the icssupport override at corporate in the enable/disable menu items.



WashConnect © - Innovative Control Systems, Inc. [Corporate] Help Version Log Off

ePOS Gift Cards

Purchases  


Printing  Include items that were already printed and those submitted for fulfillment.  
 Date Range:  -   
 Last 4 Digits:  

Pending Purchases		
1 of 1 10		
Store Pickup	Amount	Purchase Date
<input checked="" type="checkbox"/>	\$75.00	12/24/2016

Ready for Printing				
0 of 0 10				
<input type="checkbox"/>	Ship To	Amount	Gift Card #	Status
0 of 0 10				


# ePOS Gift Cards Search

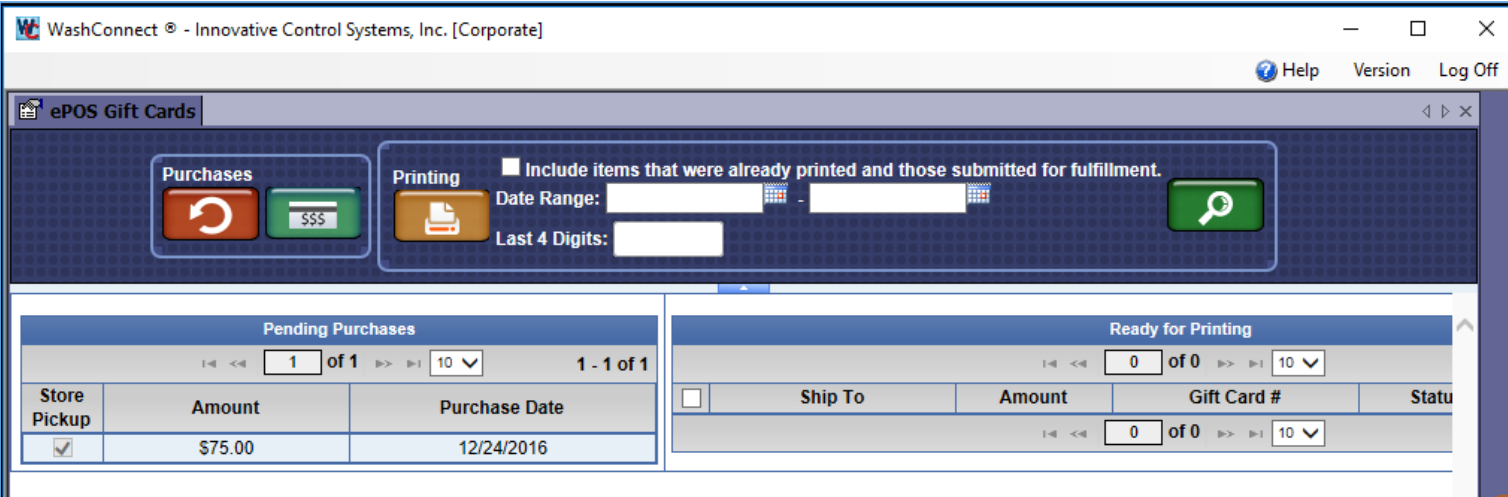
After customers purchase Gift Cards on the ePOS, access the ePOS Gift Card tab in WashConnect to complete the process.

1. At the WashConnect logon screen, select **Corporate**.
2. On the **Gift Cards** menu, click **ePOS Gift Cards**.
3. In the **Include items that were already printed and those submitted for fulfillment** box, click to select or click again to clear the check mark.
4. In the **Date Range** boxes, select the beginning date and ending date for the report.
5. In the **Last 4 Digits** box, type in the last four digits of the gift card.
6. Click the **Search** button. 

# ePOS Gift Cards Activate



At the time of ePOS purchase, if the customer selected store pickup for Gift Card, follow these steps:


1. From the Pending Purchases list, click to select the ePOS Gift Card Amount and Purchase Date.
2. Click the **Activate** button. 
3. A message will appear instructing you to swipe the gift card. At that time, locate a new gift card, and then swipe the gift card to activate it.
4. If the customer is picking up the Gift Card in the store, from Pending Purchases list, click to select **Store Pickup** box.
5. Give your Customer the activated Gift Card to complete the order.



WashConnect © - Innovative Control Systems, Inc. [Corporate]

ePOS Gift Cards

**Purchases**  

**Printing**  Include items that were already printed and those submitted for fulfillment.  
Date Range:  -   
Last 4 Digits:  



Pending Purchases		
1 of 1		
Store Pickup	Amount	Purchase Date
<input checked="" type="checkbox"/>	\$75.00	12/24/2016

Ready for Printing				
0 of 0				
<input type="checkbox"/>	Ship To	Amount	Gift Card #	Status
0 of 0				



# ePOS Gift Cards Mail

If your customer selected send directly to recipient at time of ePOS purchase, follow these steps:

1. To refresh your Gift Card purchases list, click the **Refresh** button. 
2. Click to select a Pending Gift Card Purchase.
3. Click the **Activate** button. 
4. A message will appear instructing you to swipe the gift card. At that time, swipe a new gift card to activate it.
5. From the Ready for Printing list, click to select the Gift Card that was activated.
6. Click the **Print** button to print the accompanying letter to send to the recipient.
7. You can mail the gift card to the recipient with the accompanying letter generated.

# Wash Books Set up for ePOS

Wash Books benefit customers who would like to receive an incentive for being loyal without having to sign up for a wash club. If a Wash Book is already set up in WashConnect, you do not have to set up a new Wash Book, just go to the Wash Book and add an ePOS description.

**NOTE:** There are no books to give to customers, this is just a name for the program. When purchasing the Wash Book, the customer will receive an email, NOT a book.

1. On the **Configuration** menu, click **Goods and Services**, and then click **Wash Book**.
2. Click the **Add** or **Edit** button.
3. In the **Profit Center** box, **Book** is automatically entered and cannot be changed.
4. In the **PLU #** box, type a PLU number.

**NOTE:** Select Corporate Wash type PLU's only.

5. In the **Price** box, this number will automatically appear.

**NOTE:** This number is calculated based on the quantity and the Redeem Sales Item that you select.

# Wash Book Set up for ePOS

**Wash Book**

**Description**

Profit Center	Book	<input checked="" type="radio"/> Single Code <input type="radio"/> Multi Code
*PLU #	7205	Description 1
*Price	\$127.35 + tax \$7.65 Total \$135.00	Description 2
*Quantity	9 Free: 1 Total: 10	Barcode
Alert Quantity	2	Account ID
*Name	Buy 9 Get 1 Total Protec	Expire in day(s)
ePOS Description:	Buy 9 Total Protection Plus Washes and get the 10th for FREE This text is displayed when viewing product details on a WashConnect® ePOS.	
List as a featured item on the ePOS	<input type="checkbox"/>	

**Commission**

Greeter  Amount  Percentage

Secondary Language Description

**Bonus Points**

Points Awarded  Points To Redeem

**Media Information**

Video File	<input type="text"/>	Button File	Sparkle-WashBooks-TPF
Button Color	None	Font Color	<input type="text"/>
Extra Advertised Video File	<input type="text"/>		

**Redeem Sales Item**

203 Total Protection Plus [\$14.15]

## Wash Books Set up for ePOS

6. In the **Quantity** box, type the amount of washes that the customer will receive when purchasing this Wash Book.
7. In the **Free** box, type the amount of free washes the customer will receive when they purchase this Wash Book.
8. In the **Alert Quantity** box, type the amount of washes to alert customers that their wash balance is getting low. For example, if this number is 2, when the amount of washes on the wash book is down to two remaining washes, the Auto Sentry provides a message asking customers if they would like to recharge their wash book. It will ask them each time they return including if they come in and there are zero washes remaining.
9. In the **Name** box, type a name for the Wash Book.
10. In the **Expire in days** box, type an amount of days that this Wash Book will be valid.

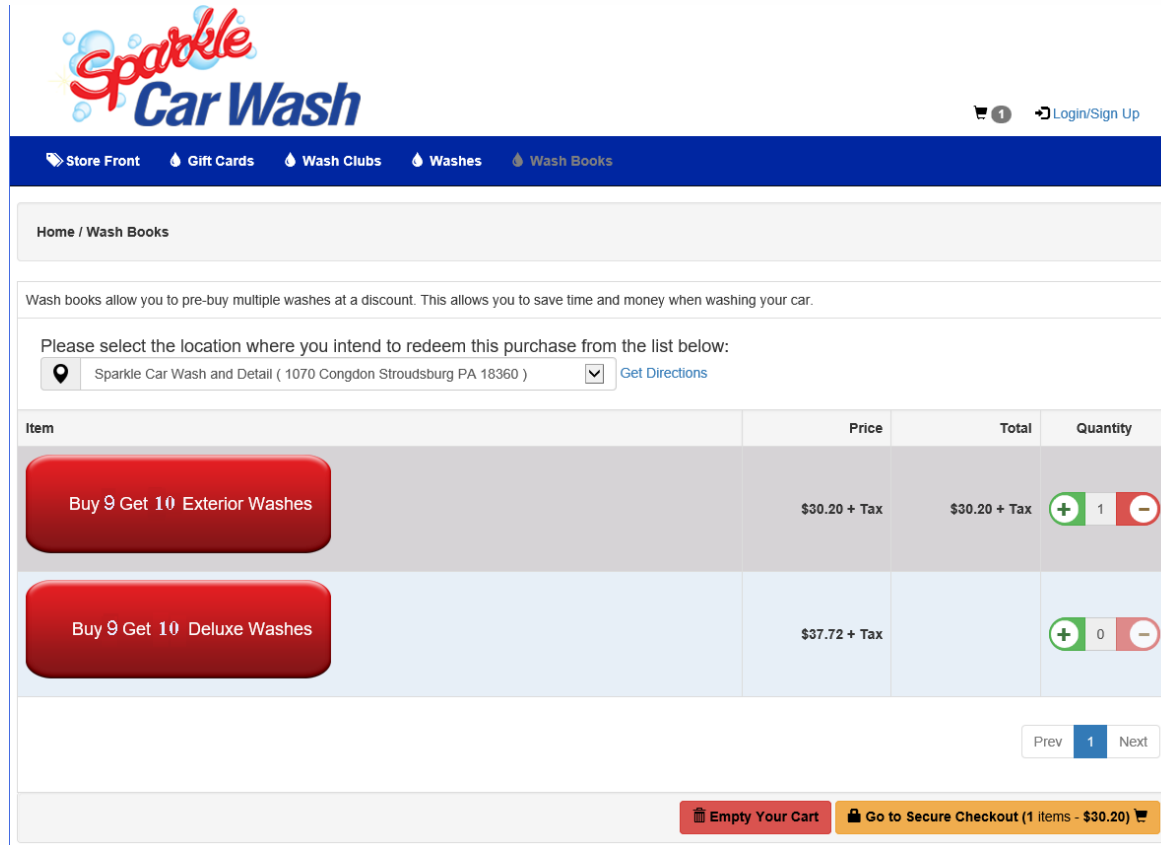
**NOTE:** Entering a 0 is infinite.

## Wash Books Set up for ePOS

11. In the **ePOS Description** box, type in the description to appear when viewing product details on your WashConnect ePOS.
12. If you would like to show the Wash Book on the Store Front page only, click to select the **List as a featured item on the ePOS** box.
13. In the **Redeem Sales Item** list, select the wash for this Wash Book.  
**NOTE:** You can only select one item from the list.
14. Complete remaining fields, if necessary.
15. Click the **Save** button.

# Customer Purchases a Wash Book on the ePOS

1. On the Car Wash's ePOS menu bar, select **Wash Books**.
2. From the **Quantity** column, the customer clicks (+) or (-) to adjust the quantity of the Wash Books.



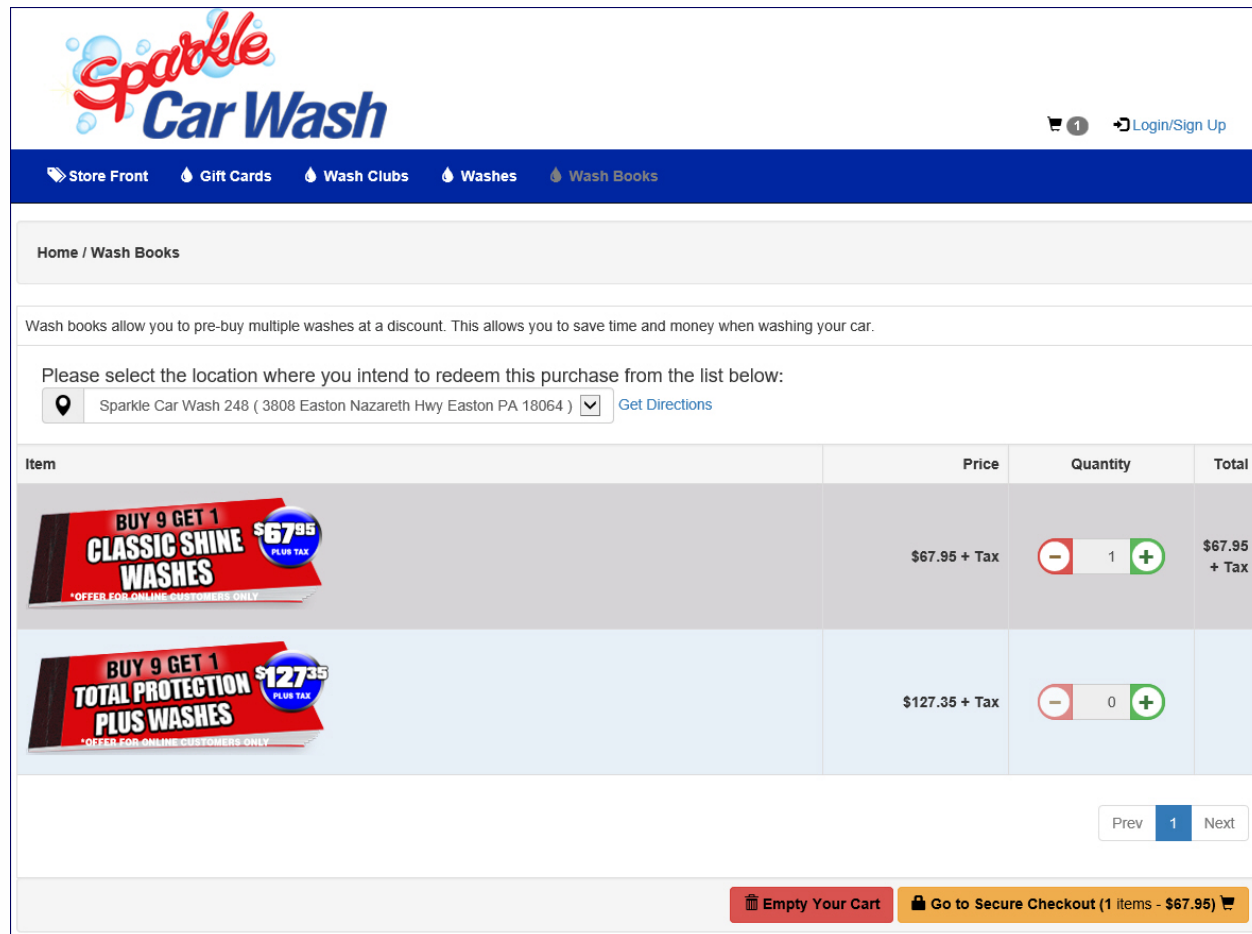
The screenshot shows the Sparkle Car Wash ePOS interface. At the top, the logo "Sparkle Car Wash" is displayed. Below the logo is a navigation bar with options: Store Front, Gift Cards, Wash Clubs, Washes, and Wash Books. The "Wash Books" option is selected. The main content area shows a breadcrumb "Home / Wash Books" and a description: "Wash books allow you to pre-buy multiple washes at a discount. This allows you to save time and money when washing your car." Below this is a location selection dropdown menu with "Sparkle Car Wash and Detail ( 1070 Congdon Stroudsburg PA 18360 )" selected and a "Get Directions" link. A table displays the available wash books:

Item	Price	Total	Quantity
Buy 9 Get 10 Exterior Washes	\$30.20 + Tax	\$30.20 + Tax	+ 1 -
Buy 9 Get 10 Deluxe Washes	\$37.72 + Tax		+ 0 -



At the bottom of the page, there are buttons for "Empty Your Cart" and "Go to Secure Checkout (1 Items - \$30.20)".

# Customer Purchases Wash Book on ePOS

3. Click the **Go to Secure Checkout** button.



The screenshot shows the Sparkle Car Wash ePOS interface. At the top, there is a navigation bar with links for Store Front, Gift Cards, Wash Clubs, Washes, and Wash Books. Below the navigation bar, there is a breadcrumb trail: Home / Wash Books. A descriptive text states: "Wash books allow you to pre-buy multiple washes at a discount. This allows you to save time and money when washing your car." Below this, there is a location selection dropdown menu showing "Sparkle Car Wash 248 ( 3808 Easton Nazareth Hwy Easton PA 18064 )" and a "Get Directions" link. The main content area features a table with two items:

Item	Price	Quantity	Total
	\$67.95 + Tax	1	\$67.95 + Tax
	\$127.35 + Tax	0	

At the bottom of the page, there are two buttons: "Empty Your Cart" and "Go to Secure Checkout (1 items - \$67.95)".

# Email Wash Books directly to Recipient

4. If this is a gift, click to select the **This item is a gift** box.
5. Customer types in the Recipients First and Last Name, Recipient Email, and then the Gift Message.

**Sparkle Car Wash** 🛒 1 [Login/Sign Up](#)

[Store Front](#) [Gift Cards](#) [Wash Clubs](#) [Washes](#) [Wash Books](#)

Home / Cart

Below are the contents of your shopping cart. Here you can edit the items, go back to the store to add more items, clear the cart, or check out.

You have 1 item(s) in your cart: [Continue Shopping](#)

<p>Buy 9 Classic Washes and get the 10th for Free</p> <p><input type="checkbox"/> This item is a gift</p>	Price	Remove
	\$67.95	✕

Sub Total	\$67.95
Tax	\$4.10
<b>Total</b>	<b>\$72.05</b>

[Buy Now](#)

[← Continue Shopping](#)

[🗑️ Empty Your Cart](#)



# Email Wash Books directly to Recipient

6. Recipient opens email.
7. Print out the letter, and cut the Wash Book from the letter.

**NOTE:** It is the customer's responsibility to print out the wash book, not the sites.

**Subject: Your Wash Services have Arrived**


Sparkle Car Wash on Hwy 248  
3808 Easton Nazareth Hwy  
Easton, PA 18064  
<http://www.sparklecarwash.net/>

Dear Dan,

You have received a gift from Wendy Hoffman. Below is a summary of the wash books that are currently available on your account.

Book Name	Washes Left	Gift Message
Buy9Get 1 Classic Washes	10	I love you and always want to make your life a little easier. Thank you so much for everything , Wendy

Below is a copy of your customer card. Keep this card with you and present it at the car wash to redeem your wash books. Simply scan the bar code below to redeem your washes.



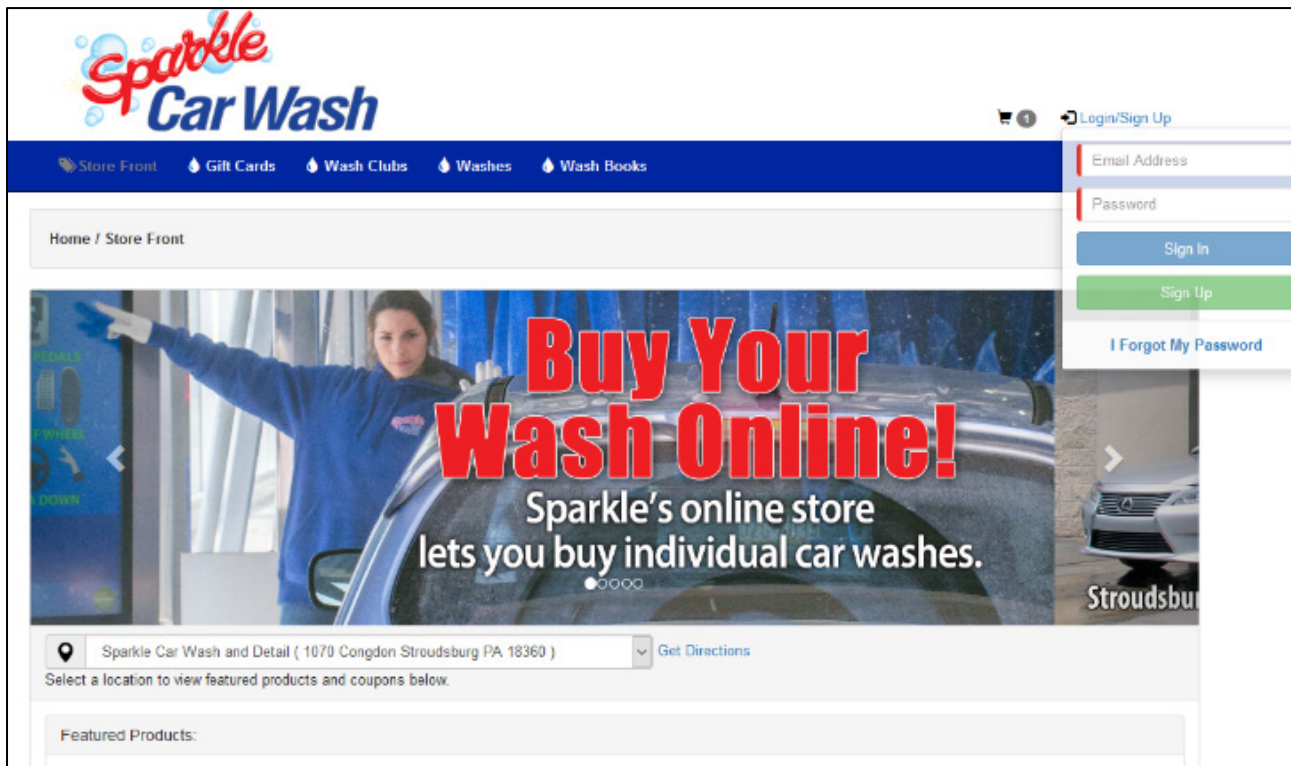
Below are some of our nearest locations:

Sparkle Car Wash and Detail 1070 Congdon Stroudsburg, PA 18360	Sparkle Car Wash on Hwy 248 3808 Easton Nazareth Hwy Easton, PA 18064
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# WashConnect® ePOS Sign In

It is recommended that customers who already have an account, sign in before they make their selections.

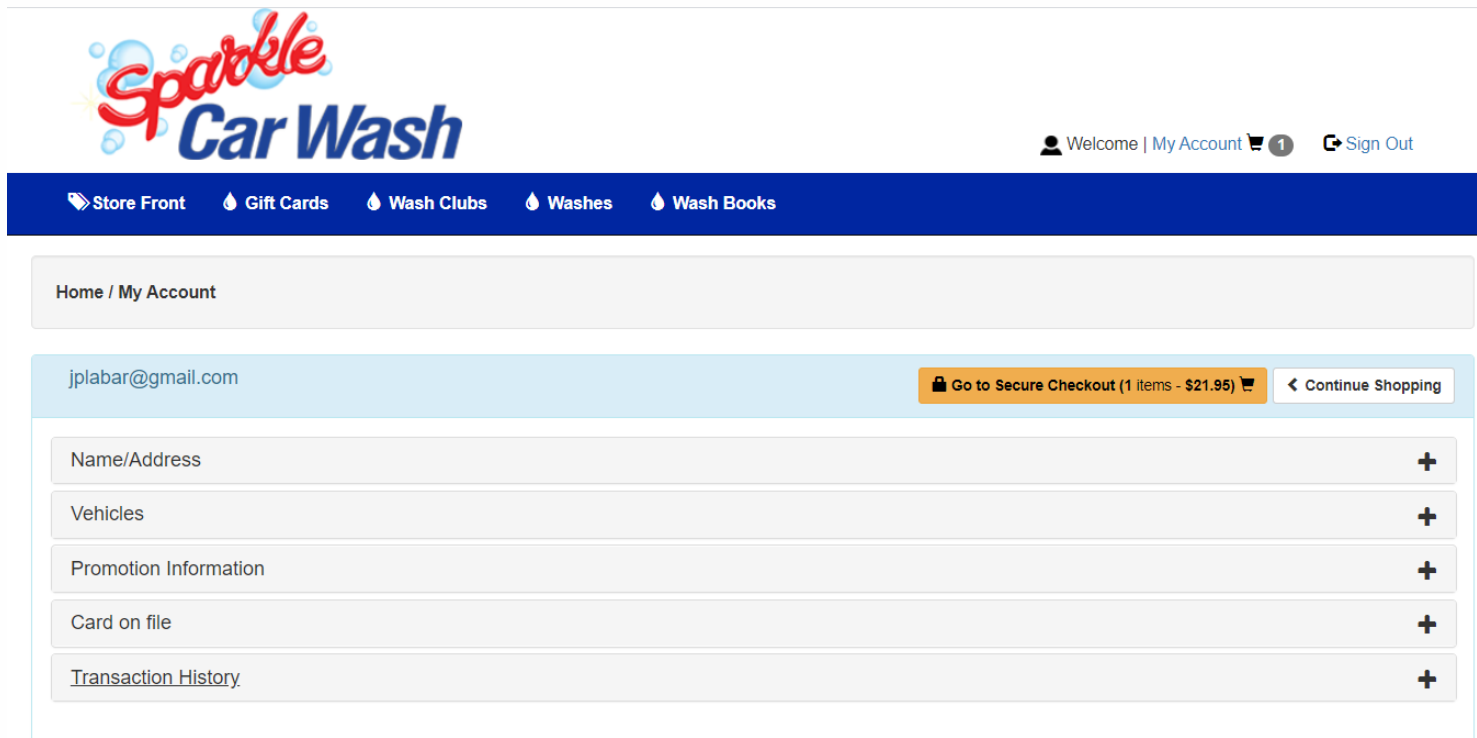
**NOTE:** When a customer signs up, they must first enter their email and password before clicking the **Signup** button.



# My Account

After the Customer signs in, the customer can select **My Account** above the ePOS menu bar to manage their account:

- Email Subscriptions



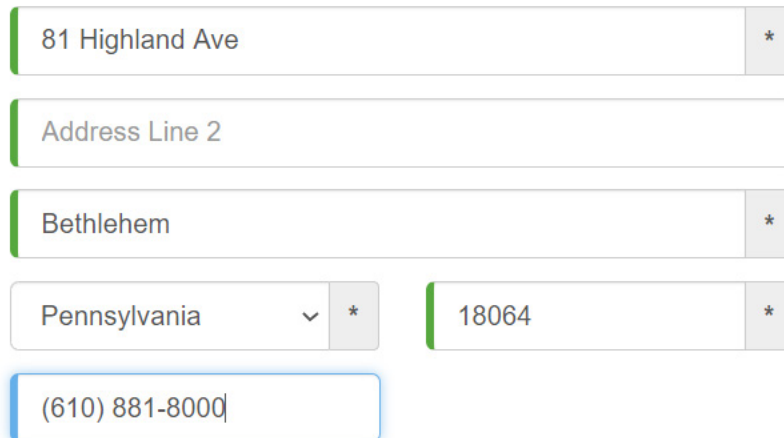
The screenshot shows the 'My Account' page for Sparkle Car Wash. At the top left is the Sparkle Car Wash logo. On the right, there is a user profile icon, the text 'Welcome | My Account', a shopping cart icon with a '1' badge, and a 'Sign Out' link. Below this is a dark blue navigation bar with links for 'Store Front', 'Gift Cards', 'Wash Clubs', 'Washes', and 'Wash Books'. The main content area has a breadcrumb trail 'Home / My Account'. Below that, the email address 'jplabar@gmail.com' is displayed. To the right of the email is a yellow button that says 'Go to Secure Checkout (1 items - \$21.95)' and a white button that says '< Continue Shopping'. Below these are five expandable menu items, each with a plus sign on the right: 'Name/Address', 'Vehicles', 'Promotion Information', 'Card on file', and 'Transaction History'.

# My Account

After the Customer signs in, the customer can select **My Account** above the ePOS menu bar to manage their account:

- Personal Information

## Address Details



A form titled "Address Details" with a multi-colored horizontal bar above it. The form contains several input fields:

- A text input field containing "81 Highland Ave" with an asterisk (\*) on the right.
- A text input field containing "Address Line 2".
- A text input field containing "Bethlehem" with an asterisk (\*) on the right.
- A dropdown menu showing "Pennsylvania" with a downward arrow and an asterisk (\*) on the right.
- A text input field containing "18064" with an asterisk (\*) on the right.
- A text input field containing "(610) 881-8000" with a blue border.

# My Account

- View Vehicle Information or Add a Vehicle

jplabar@gmail.com Go to Secure Checkout (1 items - \$21.95) Continue Shopping

Name/Address +

Vehicles -

Items marked with an \* are required. Any items with a red indicator to their left contain invalid values and must be corrected.

+ Add a New Vehicle

State/Region	Plate	Vehicle	RFID Tag #	Status	Club T&C	Action
PA	EZE4321	2020 Subaru Impreza Sport AWD		Active		<span>Edit</span>

# My Account

- View Vehicle Information or Add a Vehicle

Vehicles -

---

Items marked with an \* are required. Any items with a red indicator to their left contain invalid values and must be corrected.

+ Add a New Vehicle

Save
Cancel

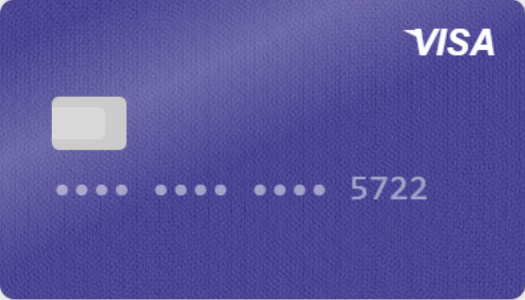
State/Region	Plate	Vehicle	RFID Tag #	Status	Club T&C	Action
PA	EZE4321	2020 Subaru Impreza Sport AWD		Active		<span style="background-color: #c00000; color: white; padding: 2px 5px; border-radius: 3px;">✎ Edit</span>

# My Account

- Card on File

Card on file

---



DELETE CARD

# My Account

- View Vehicle Terms and Conditions

Vehicles -

Items marked with an \* are required. Any items with a red indicator to their left contain invalid values and must be corrected.

[+ Add a New Vehicle](#)

Pennsylvania v \*    EZE4321 \*

2020    Subaru    Impreza Sport AWD

[Save](#)    [Cancel](#)

State/Region	Plate	Vehicle	RFID Tag #	Status	Club T&C	Action
PA	EZE4321	2020 Subaru Impreza Sport AWD		Active		<a href="#">Edit</a>



# Customer Account Management

- Change Password
- Update Address Info
- View Vehicle Club Membership Status
- View remaining Wash Book Counts
- Confirm Promotional Punch Card / Bonus Point Totals

If a customer doesn't want to sign up for an account, then the customer can check out as a guest.

**NOTE:** Customers are unable to update their home site after selecting it during the account activation/signup.

# Customer Account Management

- Search Transaction History
  - Select the date range

Transaction History

Start:  End:  [Show History](#)

Display Name Price

Trans #	Sub Total	Tax	Plate	Site:																																										
<div style="display: flex; justify-content: space-between;"> <span>June 2020</span> <span>Prev Next</span> </div> <table border="1"> <thead> <tr> <th>Su</th> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Su	Mo	Tu	We	Th	Fr	Sa		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30				
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- Click the Show History button for Transaction History results

Transaction History

Start:  End:  [Show History](#)

Display Name Price

Trans #	Date	Total	Sub Total	Tax	Plate	Site:
*****4540	5/15/2020 3:04 PM	\$7.20	\$6.79	\$0.41		248 Sparkle

Prev **1** Next

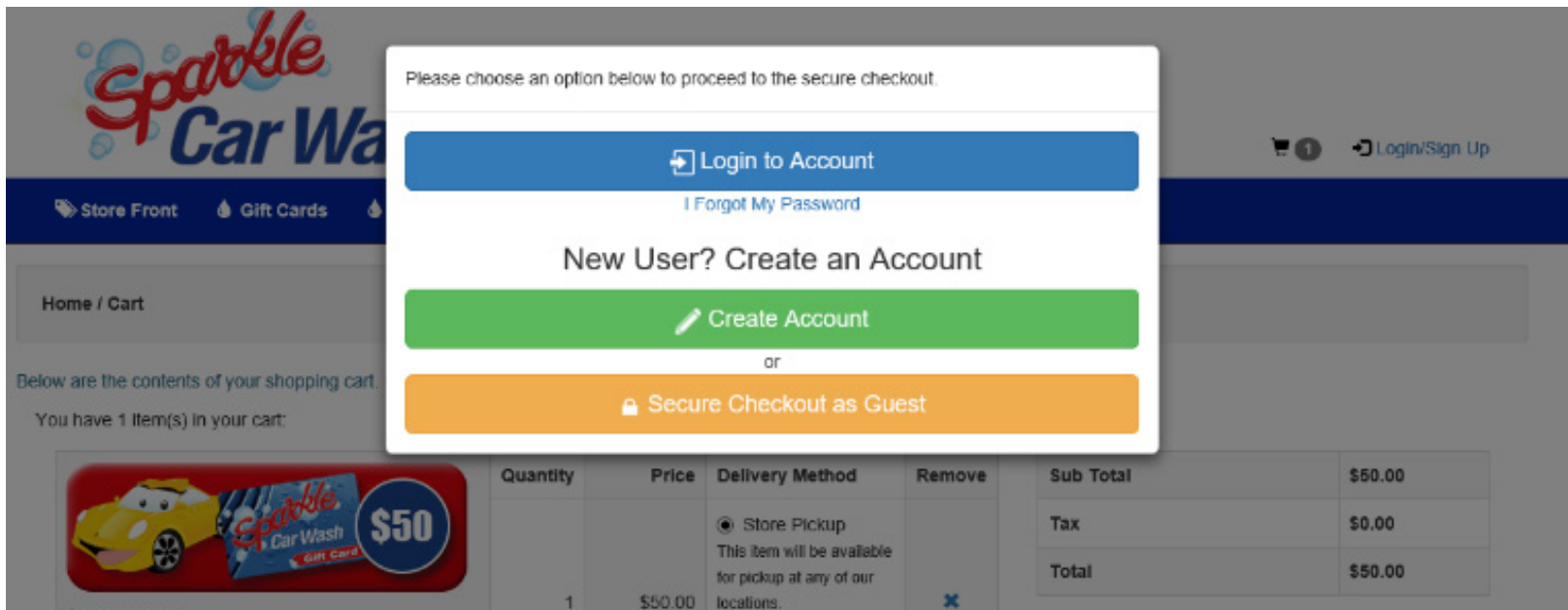
# Buy Now button

To purchase items in the shopping cart, the customer selects the **Buy Now** button.

The Secure Checkout options appear:

- Login to Account
- Create Account
- Secure Checkout as Guest

**NOTE:** Customers who purchase a club must create an account.



Please choose an option below to proceed to the secure checkout.

[Login to Account](#)  
[I Forgot My Password](#)

New User? Create an Account

[Create Account](#)

or

[Secure Checkout as Guest](#)

Quantity	Price	Delivery Method	Remove	Sub Total	\$50.00
1	\$50.00	<input checked="" type="radio"/> Store Pickup This item will be available for pickup at any of our locations.	<a href="#">X</a>	Tax	\$0.00
				Total	\$50.00

# Customer Account Login

1. If the Customer already has an account that was set up at the car wash or online, then the Customer can click the **Login to Account** button.
2. The customer enters their email address and password.  
**NOTE:** The customer must use the same email address and password that they used when they created their account online or at the car wash.
3. The customer clicks the **Login** button.  
A confirmation email will be sent.
4. The customer logs in to their Email Account, opens the email from the car wash, and clicks on the **Confirm your Account** text link in the body of the email.
5. On the Sparkle Car Wash Verify Email webpage, the message “Your Account has been verified...” appears.
6. The customer types in their information, if necessary.
7. The customer clicks to select the **Save My Account** button.

Sparkle Car Wash

Home / Verify Email

Your account has been verified. Please complete the information below. After you have completed this information, your account will be ready to use.

Verify Email

Where is your Car Wash?

First Name Last Name

Address Line 1

Address Line 2

City

State Zip Code

Home Phone

Save My Account

# Create a New Customer Account

When a customer is ready to check out but does not have an account, follow these steps:

1. If a Customer needs to set up an account for the first time, select the **Create Account** button.
2. The customer types in the Email Address to use to create their account.
3. The customer types the Password to use to create their account.
4. The customer clicks the **Sign Up** button.  
The message "Are you an existing Customer?" appears.
5. The customer clicks the select the **No, I am a new customer** option.
6. The customer types in their information, and clicks the Save button.

# Check Out as a Guest

When a customer is ready to check out, but does not want to create an account, follow these steps:


1. After a customer selects items to purchase, select the **Buy Now** button.
2. The customer selects **Secure Checkout as Guest** button.
3. The customer types in the Guest Account Information.

**NOTE:** Red line to the left of the box are required and must be completed to proceed with checkout.

4. The customer clicks the **Continue to Checkout** button.

The secure processor's checkout screen appears.

Guest Account Information

  
 \*  \*  
 \*  
  
 \*  
 \*  \*  
  
[← Back to Cart](#) [Continue to Checkout](#)  62

# Secure Check Out

When a customer selects Secure Check Out, the secure processor's checkout form appears.

**NOTE:** This page is controlled by the processor. We do not control the graphics or items displayed here.

1. The customer types in their credit card information, billing address, phone number, email address, and Word Verification Image.
2. When the customer has all fields completed, the customer clicks the **Submit** button.

**NOTE:** The site needs to have a credit card terms and conditions prepared, and then have tier 3 upload.

The screenshot displays the checkout interface for Sparkle Car Wash. At the top, the logo features the word "Sparkle" in a red, bubbly font and "Car Wash" in a blue, bold font. To the right of the logo, the text "Sparkle Car Wash" is displayed. Below the logo is a blue horizontal bar. The main heading is "Review Your Order". Underneath, it shows "Total Amount: USD 135.00". A blue link with a left-pointing arrow reads "Return to Sparkle Car Wash". The next section is "Pay With Your Credit Card". It contains several input fields: "Cardholder Name", "Credit Card Number", and "Expiry Date (MMYY)". Below these fields are logos for MasterCard, VISA, DISCOVER, and AMERICAN EXPRESS. A "Verification" section includes a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with a link to "Privacy - Terms". A "Pay With Your Credit Card" button is positioned below the verification section. At the bottom of the form, there is a security notice: "Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server. We respect your privacy. We will pass your name, address or e-mail address on only to the merchant." In the bottom right corner, it states "Secure Payment provided by First Data Corp."

# Terms & Conditions

If a site is running software 1.6.X or lower, then tier 3 will need to upload the terms and conditions on behalf of the site. If the site is running 1.7.X, then the site can configure and upload the terms and conditions.

**NOTE:** Terms and Conditions are not optional. If the site does not setup the terms and conditions, a blank dialog box will appear when the customer purchases a club.

1. From the menu, you can find Terms and conditions:

**Configuration > Goods and Services > Terms & Conditions**

The screenshot shows the 'Terms & Conditions' management interface. At the top, there is a header with the title 'Terms & Conditions' and a close button. Below the header is a 'Tools' section with three buttons: a green plus sign for adding, a blue pencil for editing, and a red trash can for deleting. The main content area displays a 'Terms and Conditions List' table. The table has a search bar with the text 'terms' and a search icon. Below the search bar are two expandable menu items: 'Configuration' and 'Goods and Services'. Under 'Goods and Services', there is a sub-menu item 'Terms & Conditions' which is highlighted in yellow. The table below shows a search result for 'Terms & Conditions' with a checkmark and a plus sign. The table has columns for 'Name' and 'Programs'. The table is currently empty, showing 'No records to view'.

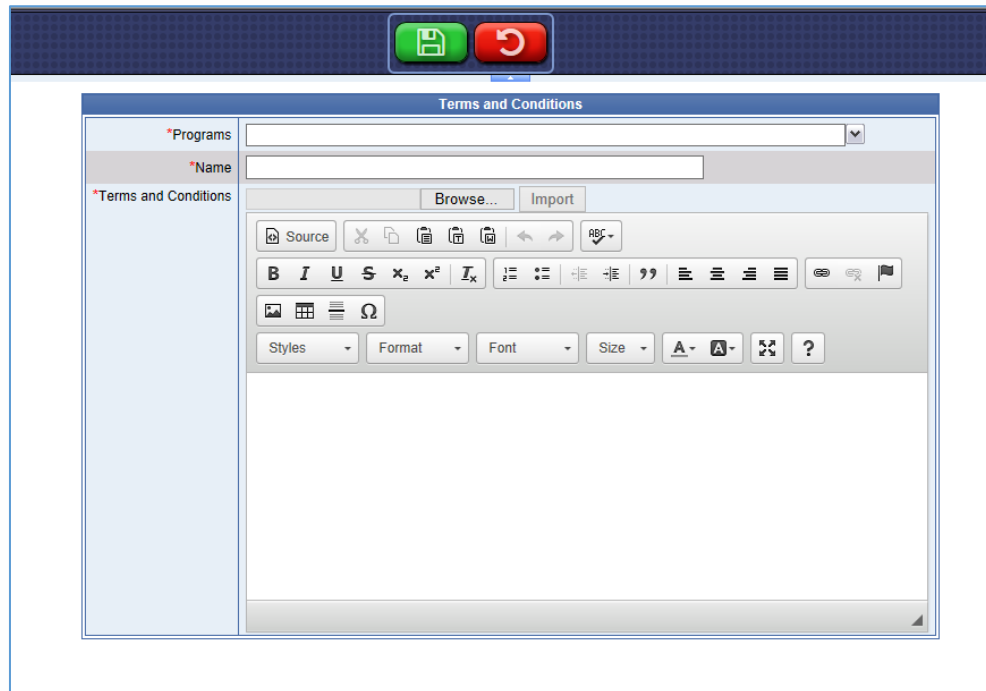
Name	Programs
No records to view	



# Terms & Conditions

If a site is running software 1.6.X.X or lower, then tier 3 will need to upload the terms and conditions on behalf of the site. If the site is running 1.7.X.X, then the site can configure and upload the terms and conditions.

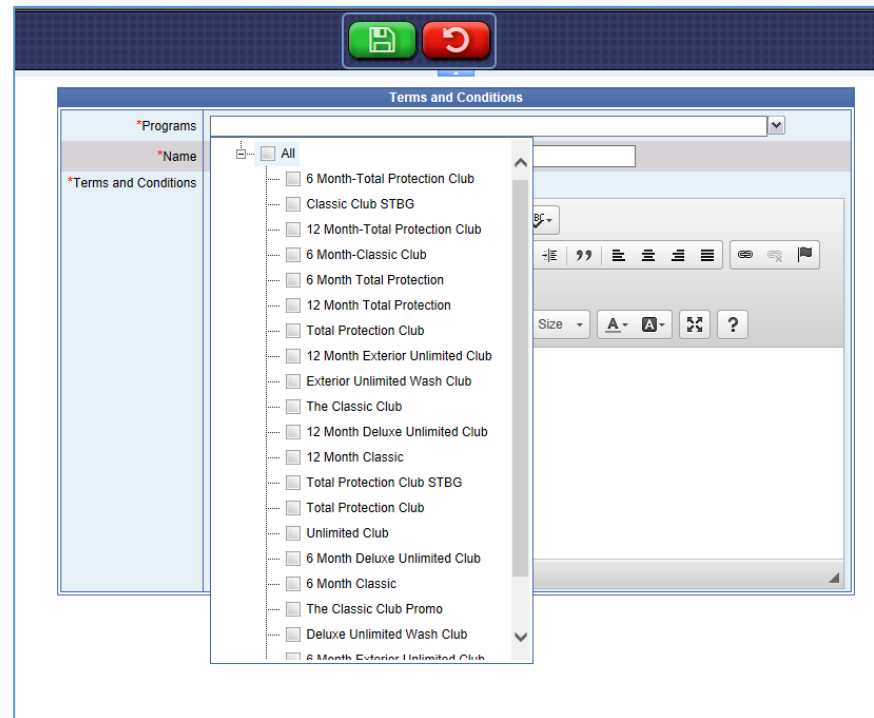
1. Terms and conditions may be found under Configuration > Goods & Services> Terms & Conditions



# Terms & Conditions

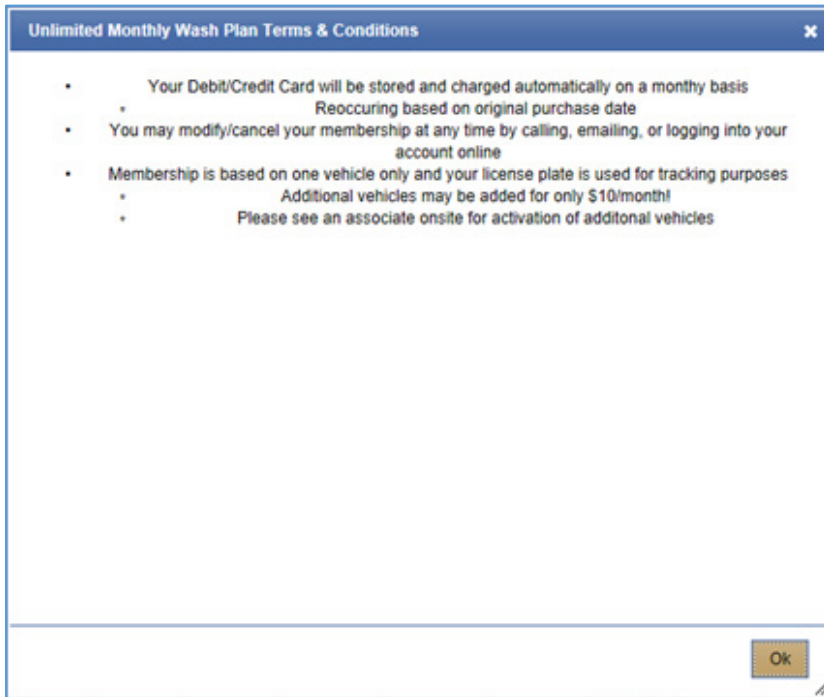
You can setup different terms and conditions depending on the clubs offered.


2. In the **Programs** box, select the program(s) that the terms and conditions apply to from the program list.
3. In the **Name** box, type a descriptive name of the Terms & Conditions.
4. Click the **Import** button to import a .txt or .doc file that contains the Terms & Conditions.



# Terms & Conditions

- After the terms and conditions are setup and active, you can view a customer's Terms & Conditions from the Manage Customers tab.
- In the **Club/Fleet Rule** column, select the document icon or select the customer, and then select the membership history button.



Club/Fleet Rule
Unlimited Super Wash [Price: \$24.95] 
Unlimited Ultimate Wash [Price: \$29.95] 
Unlimited Super Wash [Price: \$24.95] 
Unlimited Ultimate Wash [Price: \$29.95] 
Unlimited Ultimate Wash [Price: \$29.95] 
Unlimited Basic Wash

## Change History

Document Version	Dates	Reviewer's Initials	Description
1.0	2/7/17	WLS, TR, BM, JP	Initial Release
1.5	5/7/19	WLS, JP, SB	Updated a few screens
2.0	5/18/2020	WLS, JL	Updated removed discount coupon
2.5	6/30/2020	WLS, JL	Updated Terms and Conditions. Updated Screen shots