WashPay Owner's Manual

Unitec Electronics

www.unitecelectronics.com

WASHPAY OWNERS MANUAL

SOFTWARE VERSION 1.42

In this manual, we discuss in detail the components and operations of the WashPay system.

If further assistance is needed, please contact the distributor from which the WashPay system was purchased.

When calling for assistance, you must have the following information available:

WashPay Serial Number: ______________________________

Distributor Name: ______________________________

DECLARATION OF COMPLIANCE

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Document Revision History		
Software Version	**Release Date**	**Changes Made**
1.42	1/2012	Added Remote POS4000 support, Account Reloading, Canadian Currency support, Fleet reports, Console/Sales Screen Enhancements, Daylight Savings Time support, and Credit Modem diagnostics.
1.34	2/2011	WashPay programming consolidated onto Sierra server.

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1 Introduction

The WashPay Site Management System is a highly configurable management system for multi-bay self-serve and automatic wash-bay (with Wash Select II interface) carwashes. The WashPay system consists of the following components:

- **WashPay Card Terminal**: The card terminal allows the wash to accept major credit cards in the self-serve bays. Multiple purchases by a customer may be combined in to one transaction, minimizing credit card transaction fees to the site owner. Customers may also purchase house accounts using VIP Wash Pass™ cards. The Card Terminal stores transaction data locally and sends all transaction data to the Site Server.
- **WashPay Sierra Server**: The Sierra server works as a network server and collects data and generates reports from the card terminals, coin machines and wash bays. The Sierra server is remotely accessible by PC for configuration and reporting. The reporting function gives the site owner specific information about the day-to-day income and activities of the carwash. System events are also monitored and recorded using the system software.
- **Receipt Printer** (optional): The receipt printer provides the customer with a credit card receipt for services rendered.

If you have a Wash Select II with WashPay integration, you will only have the site server installed.

1.1 System Management

The Sierra Management Application is used for programming the system operating parameters, viewing and printing reports, and managing house accounts and car wash promotions. A PC with a standard web browser is required to use the management functions. The PC can be located either on-site or off-site. The *WashPay Site Server Installation Manual* provides guidelines for connecting a PC to the local site network.

To access the management application, type the following into the address bar:

http://XXX.XXX.XXX.XXX:9810/web (where XXX equals your site IP address).

When a connection to the Sierra server is established, the log-in page should appear (as shown below). At initial startup, you will use the administrative (ADMIN) user account (user ID 00, password 00). (**Note**: The factory default passwords for all User Accounts should be changed to secure access to sensitive functions. Instructions for changing passwords is provided in the *Sierra Management Application Programming Manual*).

Figure 1. Login Screen

Upon successful log-in, the Summary page of the management application will appear. This page displays a list of devices present on the local network with a count of washes provided and associated revenue for the current day. Car counts and revenue results from previous days can be viewed by selecting the desired date in the calendar. The current day data can be updated by selecting the Refresh button. The management functions are shown across the top of the page. As each function is selected, a secondary menu of related options will appear on the left hand side of the page.

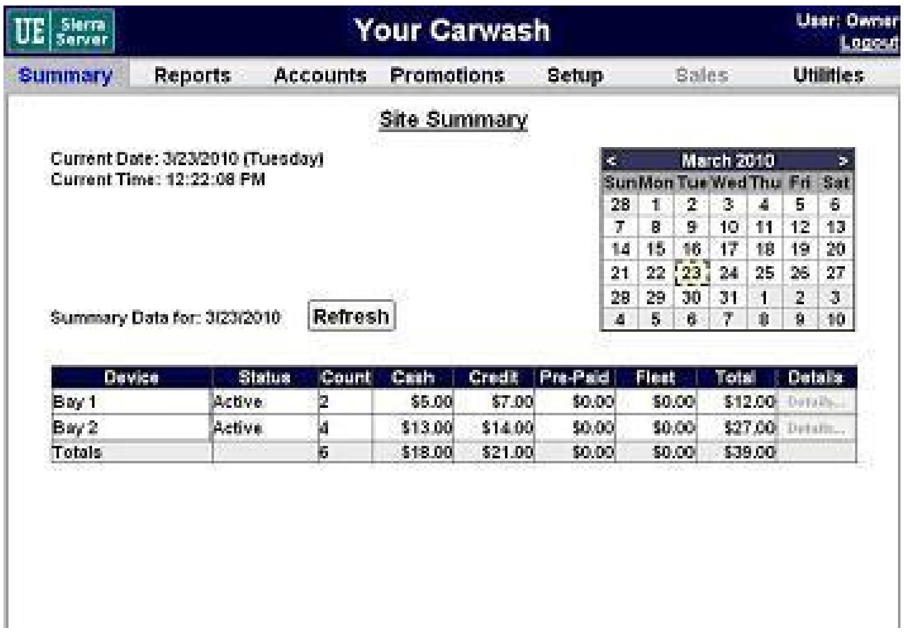


Figure 2. Site Summary Screen

[T H I S   P A G E   I N T E N T I O N A L L Y   L E F T   B L A N K]

2 WashPay Server Setup

The Set-up functions are used to program the WashPay's operational settings and for managing system users. WashPay programming should be performed during installation by your Unitec distributor, but there are some settings that an equipment owner may wish to change, periodically. This section of the manual describes the programmable features that are available. For specific details on using these features, see the *Sierra Management Application Programming Manual* on the manufacturer's website: www.unitecelectronics.com.

2.1 General Site Information

Site information should be set during installation and would not typically need to be changed. The programmable features under site information include the site name and ID (as shown on reports and notifications), credit card account set-up, and pre-authorization or hot file configuration.

2.2 Product Programming

A self-serve wash would only need one product to be setup. The product settings will need to be set up by the installing distributor, but the equipment owner may need to access these settings to change prices.

2.3 Card Terminal Programming

The card terminal's configuration is programmed by creating a 'device profile' and then downloading the profile to the card terminals. Whenever a change is made to the device profile, the associated card terminals will need to be downloaded with the revised profile to implement the changes. The device profile configuration file includes a series of set-up pages, which are described in the following sections.

2.3.1 General Information

The Edit Profile Information page is used to program some general operational settings of the WashPay system including:

- Initial Price
- Initial Swipe Amount
- Additional Swipe Amount
- Credit Drive Off Limit

2.3.2 Product Dispensing

The product dispensing page is used to assign the timer operational mode, and set the turn on delay and grace times. The self-serve product must be set-up through the Products page before it can be assigned to a device profile. This feature will typically not be changed after installation.

2.3.3 Equipment Interface

The Equipment Interface Set-up page is used to configure the interface between the card terminal and existing coin box and the pulses per coin or bill. These settings should only be changed by your distributor.

2.3.4 User Interface Set-up

The User Interface set-up page is used to change messages displayed to customers and adjust 'time-warning times for certain timer modes. This page is also used to customize the text on the screens, that an operator may wish to adjust including the welcome message, thank you message, and stop button message.

2.4 Receipt Printer Setup

The receipt printer setup only requires a paynode name and header and footer text. The site operator may change the receipt message text at any time.

2.5 Download Devices

Once the self-serve and receipt printer profiles have been configured, the device profile must be downloaded. You may choose to download each device individually or download all devices at once. The devices will reboot and come up in operational mode.

2.6 User Management

Unique User IDs and passwords should be set up for employees, service personnel or others that may need access to the WashPay system. The User Set-up pages are used to create new user accounts and to edit or delete an existing account. User privileges that can be assigned are arranged in groups as follows:

- User Management – Allows the user to set-up and manage other user accounts.
- Device Set Up – Allows access to the device (profile) programming functions.
- Accounts and Promotions – Allows the user to set up and manage promotional programs and house accounts.
- Reports – Allows the user to access the WashPay's accounting reports
- Utilities – Allows the user to access system utilities including data logging and database back-up functions.

3 Daily Operations

3.1 House Accounts

The accounts module is a product option that allows house accounts to be set up and managed in the Sierra server application. Three account types are available: prepaid, subscription, and fleet accounts. Accounts can be configured for redemption by a magnetic stripe card, numeric code or RFID tag. The Accounts module also includes reports for tracking account status and usage. Management functions will appear on the left side of the Accounts management page as shown below.

3.1.1 Prepaid Accounts

Prepaid accounts function as a gift card and can be configured with either a monetary value for self serve bays and the Wash Select II, or a number of prepaid washes (e.g. 5 wash pass) for the Wash Select II. Revenue received from the sales and recharges of prepaid accounts is shown in the *Other Revenue* section of the Site Revenue Report. Account uses (or redemptions) are reported under the *Prepaid* column in the *Net Sales* section of the Revenue Report.

The recommended method for issuing a prepaid account is to first create an Account Program through the *Programs* option in the Accounts menu. Example programs would be a $50 gift card or 5 Express Wash pass. Once a program is established, individual accounts can be issued through the *Accounts* option in the Accounts menu. Configuration options for prepaid accounts include:

- Schedule – restricts the account for usage on certain days or during certain hours
- Expiration – set an expiration date for the account
- Frequency limit – set a frequency limit for account usage (e.g., once per day, 3 times per week, etc…)

You may reload the account without reentering all information. If the balance of the account is insufficient for the purchase, the customer will be asked if they'd like to recharge the account. If they choose to do so, they'll be prompted to add payment and the account will be recharged for the amount that's defined in the account program. For instance, if the account program is configured to provide (5) $10 washes for $40, the customer will be charged $40 for the reload and 5 washes will be added to their account. One of those will be applied to the current sale so the remaining balance will be 4 washes. Please note that this feature will also apply to 'multi-wash' codes.

3.1.2 Subscription Accounts

Subscription accounts are designed to support an 'unlimited' wash application using an RFID system with the Wash Select II. These accounts are product-based accounts and are valid for a specific wash package. It should be noted, however, that customers using a subscription account are able to add money to upgrade to a better wash if *Upgrades* are enabled. As Sierra does not include a recurring billing application for subscription account payment, the sale of a subscription account is not reported as revenue. Likewise, redemptions against these accounts are not reported as revenue. Redemptions are included in the *Transaction Count* in the summary section of the revenue report but are excluded from the *Paid Transactions* count.

As with prepaid accounts, subscription accounts should be set up by first creating a subscription account program (e.g. Gold, Silver, Bronze pass) than issuing individual accounts from the desired program. Subscription accounts can also be configured to operate on a schedule and have expiration dates and frequency limits.

3.1.3 Fleet Accounts

Fleet accounts are intended as a 'house credit' application where a business will be billed for usage. Typical customers for fleet accounts include local law enforcement agencies and private businesses with a number of vehicles in their fleet. Fleet accounts are set up directly from the *Accounts* menu option and not from the *Programs* menu. Once a fleet account is set up for a business, cards, codes or RFID tags, for use with the Wash Select II, may be activated and assigned to individual users (or vehicles).

Fleet accounts can be set up to restrict a user to a single product or to allow them to select any available product. The feature also allows the car wash Operator to assign a discount (as a dollar value or percentage) to the account. This discount will be applied in the Account Transaction report, which serves as the fleet customer's statement (for billing).

The fleet account set-up page also has a check box, which is used to identify the account as a 'maintenance' account. Maintenance accounts are intended to be used for car wash site employees, service providers and others that may need to use the wash but are not paying customers. The use of maintenance accounts is not accounted for in revenue calculations but these uses are counted in the accounting and house account reports for tracking.

3.1.4 Account Programs

The account programs option is used to set-up standard products for pre-paid, Site Lynx pre-paid, and subscription accounts (e.g. $50 gift card, 5 wash pass etc). Once the program is set-up the 'Accounts' option can be used to issue or edit an individual account.

Figure 3. Account Program Screen

To setup a new account program, select from either Pre-paid or Subscription from the drop-down menu below the table and click Add New Account Program. The Edit Account screen will be displayed. To edit an existing account program, click Edit next to that program.

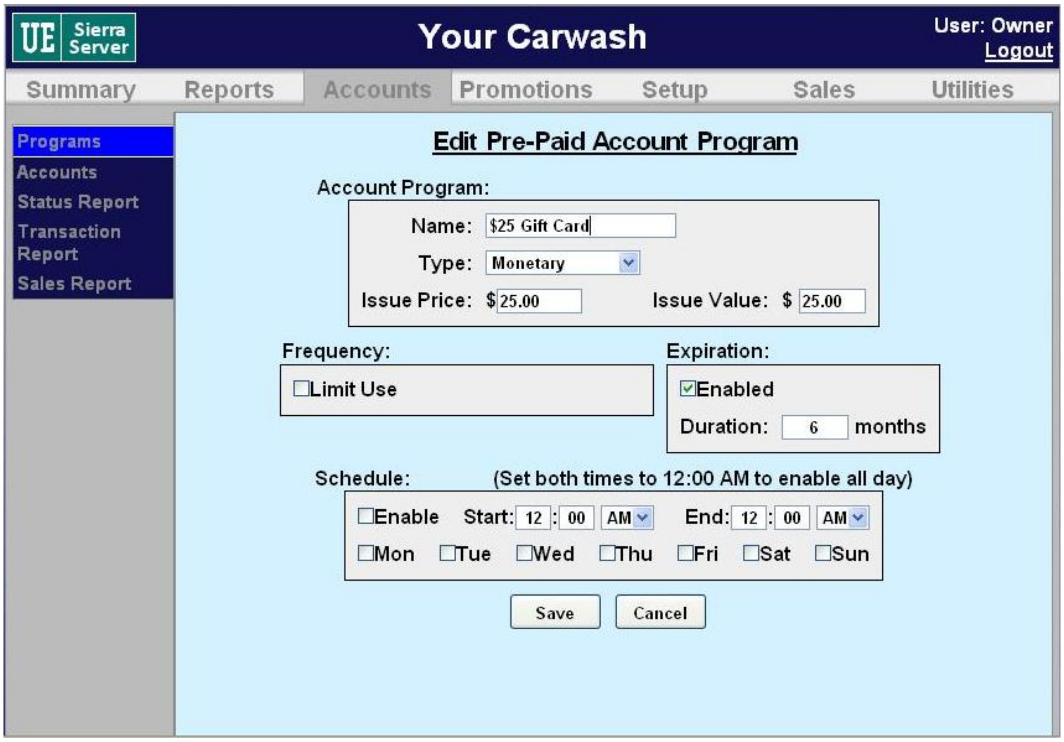


Figure 4. Pre-paid Account Program Edit Screen

1. Enter the name of the account program.
2. Select the type of account from the drop-down menu. A product-based account is useable for only (1) wash product (which is selected from a drop down list). Monetary accounts can be used for any wash. **NOTE**: Prepaid accounts can be monetary or product based; subscription accounts are product based.
3. Enter the Issue Price (or selling price) that will be reported when a new account is issued (or sold) and then enter the Value for which the account can be redeemed. This field is not present on Subscription accounts.
4. You may limit the use and only allow a certain amount of washes per day, week, month or year. To do this, click Limit Use and enter the amount of washes and the time increment from the drop-down menu.
5. If you wish for the account to have an expiration date, click Enable, then enter the duration of the account program. **NOTE:** This schedule runs in calendar months. The account will expire on the last day of the month, not 30 days from the issue date.
6. If you wish to limit usage of the account to certain days and hours, click Enable under the schedule block and enter the valid times and days of the week.
7. Click Save.

3.1.5 Accounts

When the accounts option is selected, a list of current accountholders will be displayed along with search functions to find a specific account. To view details of an account, click Edit next to the account. To setup a new account, select the account type from Fleet, Pre-paid or Subscription from the drop-down menu below the table. For new Pre-paid or Subscription accounts, you may select a Program from the additional drop-down menu.

Prepaid and Subscription Accounts

For prepaid and subscription accounts, it's recommended that you first set up an account program, then select the program from the drop down list. Select add new account.

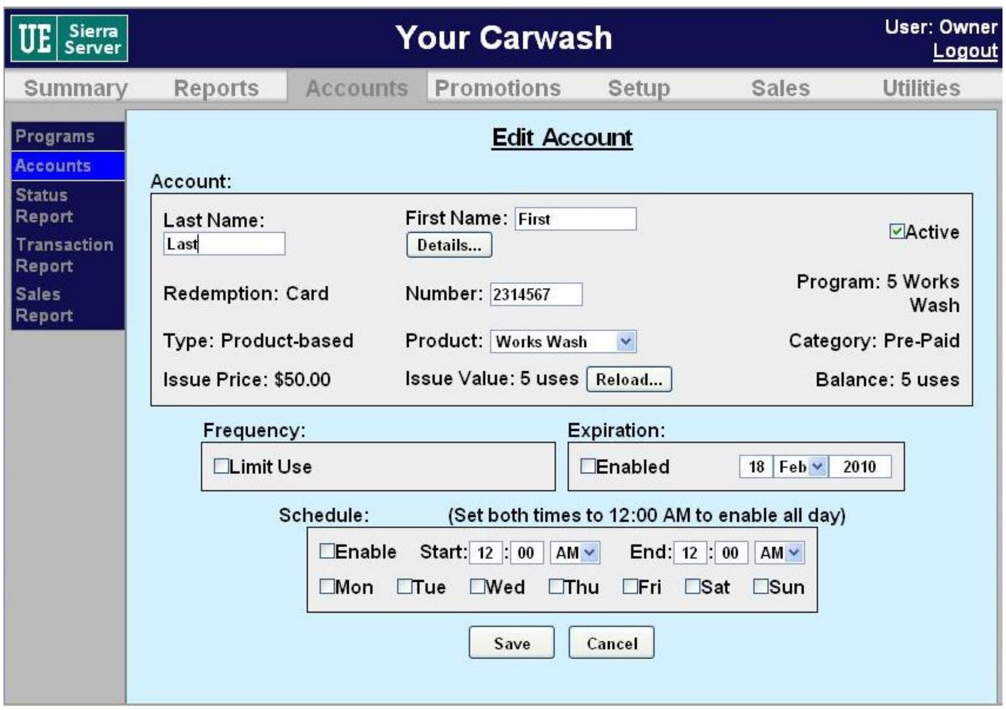


Figure 5. Prepaid Account Edit Screen

The account set-up page will show values that were set-up for the account program but additional data will need to be entered for the account holder as follows:

- Last and First name of the Account holder. A mailing address can be entered if desired by selecting the 'details' tab.
- Redemption method – select code, card or RFID (Subscription accounts only) from the drop down menu.
- Number – Enter code, card number or RFID tag number.

Fleet Accounts

Fleet Accounts are set-up and managed directly through the ‘Accounts’ option (not the ‘Programs’ option). Account set-up is a 2-step process. The first step will be to set up and save the fleet business account. The 2nd step will be to add users (drivers) under the account. From the main Accounts page select Fleet as the account type and click the Add New Account button.

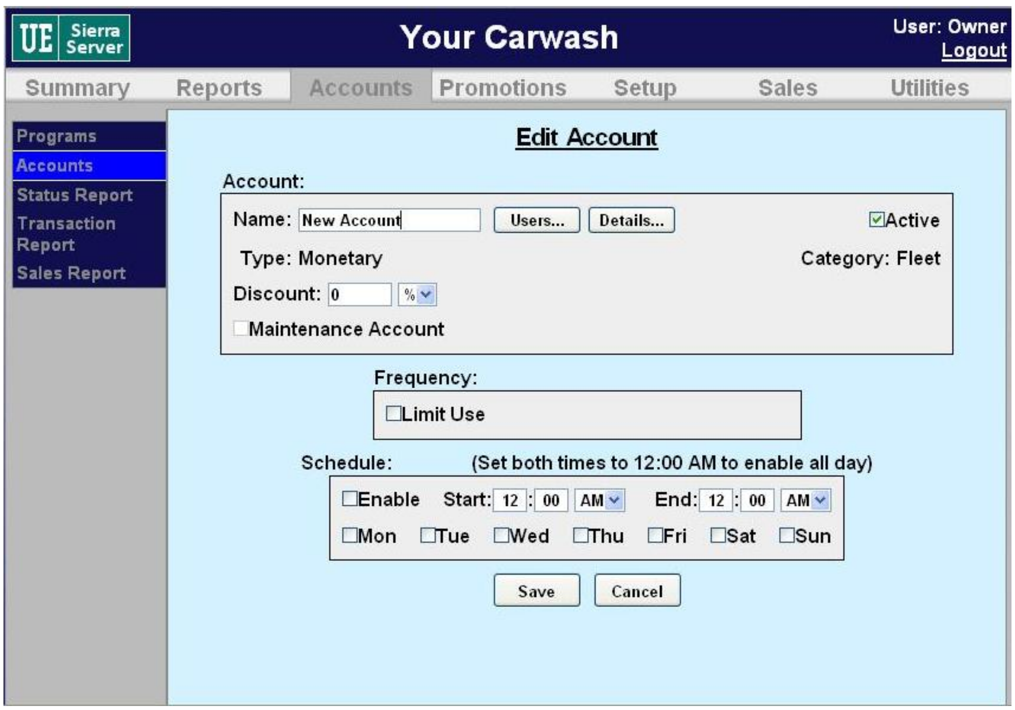


Figure 6. Edit Fleet Account

To set-up the fleet account:

1. Enter the business name for the account in the Name field.
2. Select the account type as monetary or product based. For product accounts, the associated wash product will need to be selected from the drop down list of available products.
3. Enter the value of discount that should be applied to the fleet customer’s billing statement. Discounts can be set for a dollar value or a percentage.
4. Select ‘maintenance’ account if usage is not to be reported as revenue. **NOTE:** This account feature would typically be used for service providers and employees.
5. Select and enter usage limits, if desired.
6. If the account is only to be used during certain days or hours, enable and configure the account schedule.
7. Select the Details button and enter the billing address for the account, if desired.

8. Click save to save the account and return to the account listing.

To add or edit Users under a fleet account, find the account name in the account list and select edit. At the Account Edit page select the Users button. A list of current users will be displayed. Select the Add User function to get to the Edit Account User screen.

Figure 7. Edit Account User

To add a new user,

1. Enter the first and last name of the account user
2. Select the redemption method (code, card or RFID Tag)
3. Enter the code, card number or RFID tag number for the user
4. Click Save.

3.1.6 Account Reports

Status Report

A sample status report is shown below. This report will list all accounts that are set up in the account database with the following information:

- Account name and number
- Status – Shown as Active, Inactive (the account has been disabled by the car wash operator), Expired, or Exhausted (prepaid account with no remaining balance).
- Date the account was originally opened
- Expiration date (if account is configured to expire)
- Remaining Balance – shown as $ value or number of uses, depending on the account type)
- Total uses since account was opened (as $ value or number of uses, depending on the account type)

Account Name	Acct#	Status	Open Date	Expiration	Bal ($)	Bal (uses)	Total ($)	Total (uses)
County Police	---	Active	4/14/2010	---	---	---	---	0
Jones, Phil	59632185	Active	4/14/2010	---	$50.00	---	$0.00	---
Smith, Ed	89563214	Active	4/14/2010	---	$50.00	---	$0.00	---
Smith, Will	65987423	Active	4/14/2010	---	---	---	---	0

Figure 8. Sample House Account Status Report

Fleet Report

The fleet report provides a list of all uses from one or more accounts over a user defined date range. This report is used to generate a statement for fleet account billing. A sample fleet report is below. The report shows a fleet application where the Police Department with multiple users is provided with a $2 discount off of the ($11) Deluxe wash.

Fleet Account Statement

Settings... Send Print Save

Police Department

Billing Date: 1/25/2012
Payment Due: 2/24/2012
Amount Due: $288.00

Remit payment to: Your Carwash
1234 Main St
City, ST 12345

User Name	Account No.	Date	Product	Price	Discount	Net Due
Admin 1	1234	12/20/2011	Deluxe	$11.00	$2.00	$9.00
Admin 1	1234	1/7/2012	Deluxe	$11.00	$2.00	$9.00
Admin 1	1234	1/7/2012	Deluxe	$11.00	$2.00	$9.00
Admin 1	1234	1/21/2012	Deluxe	$11.00	$2.00	$9.00
Admin 2	2345	12/18/2011	Deluxe	$11.00	$2.00	$9.00
Admin 2	2345	12/31/2011	Deluxe	$11.00	$2.00	$9.00
Admin 2	2345	1/21/2012	Deluxe	$11.00	$2.00	$9.00
CID	3333	12/22/2011	Deluxe	$11.00	$2.00	$9.00
CID	3333	1/23/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/9/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/9/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/10/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/10/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/10/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/10/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/14/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/17/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/21/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/21/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	12/22/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	1/11/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	1/11/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	1/11/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 1	0001	1/18/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 2	0002	12/9/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 2	0002	12/17/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 2	0002	12/28/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 2	0002	1/7/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 2	0002	1/7/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 3	0003	12/30/2011	Deluxe	$11.00	$2.00	$9.00
Patrol 3	0003	1/18/2012	Deluxe	$11.00	$2.00	$9.00
Patrol 3	0003	1/20/2012	Deluxe	$11.00	$2.00	$9.00
Total				**$352.00**	**$64.00**	**$288.00**

Figure 9. Sample House Account Fleet Report

The Fleet Report contains the following information for the specified time period:

- Name of the fleet account
- Dates of billing, when the payment is due, and the amount due
- The payment address
- User Name and Account Number (either card, code or RFID tag)
- Day the car wash was used
- The wash package that was purchased. Usually, a wash package is assigned to the account in setup.
- Price of the wash package used. The price is totaled at the bottom of the column.
- Amount of discount that is applied to the account (if any). The discount if totaled at the bottom of the column.
- Net amount due for each wash package used. The net amount is totaled at the bottom of the column to show the total amount due for that billing period. This is the same amount listed at the top of the report.

Sales Report

Account Sales Report

Site: Your Carwash

Settings... Print Save

Run Date: 1/26/2012

Report Period: 1 Jan 2012 - 26 Jan 2012

Account Name	Acct#	Program	Date	Sales Type	Value ($)	Value (uses)	Price	Employee ID
Adams, John	38256083		1/14/2012	Issue	$30.00	---	$24.00	00
Washington, George	66913541		1/18/2012	Issue	$100.00	---	$70.00	00
Smith, John	52733161		1/14/2012	Issue	$31.25	---	$25.00	00
Smith, Jane	30622355		1/16/2012	Issue	$52.00	---	$40.00	00
Example, Ima	27274189		1/21/2012	Issue	$35.00	---	$28.00	01
$100 Gift Card	29423077	$100 Gift	1/18/2012	Reload	$100.00	---	$90.00	00
$100 Gift Card	30761204	$100 Gift	1/18/2012	Issue	$100.00	---	$90.00	00
$100 Gift Card	56624211	$100 Gift	1/18/2012	Issue	$100.00	---	$90.00	00
$100 Gift Card	83847475	$100 Gift	1/18/2012	Issue	$100.00	---	$90.00	00
$100 Gift Card	82185278	$100 Gift	1/18/2012	Issue	$100.00	---	$90.00	01
$50 Gift Card	86037969	$50 Gift	1/18/2012	Issue	$50.00	---	$0.00	00
$50 Gift Card	72326034	$50 Gift	1/18/2012	Issue	$50.00	---	$0.00	00
$25 Gift Card	74354076	$25 Gift	1/16/2012	Issue	$25.00	---	$20.00	00
$25 Gift Card	50014935	$25 Gift	1/16/2012	Issue	$25.00	---	$20.00	00
Parker, Peter	11657709		1/7/2012	Issue	$20.00	---	$16.00	00
Arthur, Chester	65738185		1/5/2012	Reload	$50.00	---	$40.00	00
West, Adam	49158965		1/15/2012	Issue	$60.00	---	$48.00	00

Figure 10. Account Sales Report

The account sales report provides a list of prepaid account sales and account reloads during a user defined date range. A sample report is shown below.

- Account Name and Number
- Program – indicates whether an account program was used for this account.
- Date – day account was purchased.
- Sales type -- indicates whether the entry is for a new account that was sold (issued) or a reload.
- Value – indicates the dollar amount or number of uses that were added to the account and the

- Price -- indicates the amount due from the account holder.
- Employee ID – indicates the system user who issued or reloaded the account.

3.2 Reports

The Reports function allows you to view accounting information and product usage, filtered by ranges and dates you specify. When a report is generated, the associated data will appear on the screen with Print and Save functions. By selecting the Print button, you can print a copy of the report at your local printer. The Save function allows the report data to be saved in .CSV format so it can be viewed and/or sorted in standard 3rd party software applications (such as Microsoft Excel).

- **Revenue Report** – Reports revenue at a summary level for a user-defined time period.
- **Sales Report** –Lists items that were sold (e.g. Washes, Added Services, Wash Codes etc.) for a user-defined time period.
- **Cash Report** – Daily report of cash received and dispensed by the Sentinel.
- **Transaction History** – Listing of transactions recorded at the unit for a user-defined time period.
- **Code Listing** – Listing of wash codes (sold at a C-store POS or Pump) currently stored in memory.

3.2.1 Site Revenue Report

Revenue reports can be generated for the current business day, previous day or for a user specified date range. From the report view, the user can print a report copy or save an electronic version in .CSV format. An example report is shown below with descriptions of the included data.

Revenue Report

Site: Your Carwash

Settings... Print Save

Run Date: 26 Jan 2012

Report Period: 1 Dec 2011 - 31 Dec 2011

Business Summary

Device	Transaction Count	Paid Transactions	Avg Gross Sale	Discount	Avg Net Sale
Portal 1	840	699	$10.11	$240.00	$9.77
Portal 2	616	532	$9.81	$186.50	$9.46
Bay 4	130	130	$3.05	$0.00	$3.05
Bay 3	209	209	$3.36	$0.00	$3.36
Bay 2	36	36	$4.38	$0.00	$4.38
Bay 1	188	188	$3.49	$0.00	$3.49
Pet Wash	199	199	$6.30	$0.00	$6.30
Total	2218	1993	$7.75	$426.50	$7.54

Net Sales

Device	Cash	Credit	Fleet	Prepaid	Codes	Total
Portal 1	$2,772.00	$3,042.00	$0.00	$1,016.00	$0.00	$6,830.00
Portal 2	$1,832.00	$2,306.00	$17.50	$876.00	$0.00	$5,031.50
Bay 4	$374.50	$22.22	$0.00	$0.00	$0.00	$396.72
Bay 3	$586.00	$108.75	$0.00	$3.21	$0.00	$697.96
Bay 2	$0.00	$131.04	$0.00	$17.58	$0.00	$148.62
Bay 1	$571.25	$82.56	$0.00	$7.10	$0.00	$660.91
Pet Wash	$756.75	$256.70	$0.00	$242.67	$0.00	$1,256.12
Total	$6,892.50	$5,949.27	$17.50	$2,162.56	$0.00	$15,021.83

Credit Revenue

Credit Type	Value
American Express Credit	$70.11
External Credit	$0.00
Discover Credit	$159.77
MasterCard Credit	$3,047.88
Visa Credit	$2,671.51

Other Revenue

	Count	Value
Codes	0	$0.00
Account Sales	51	$1,330.00
Account Reloads	10	$459.00
Total	61	$1,789.00

Liabilities

Device	Fundraisers	Change Due	Total
Portal 1	$0.00	$0.25	$0.25
Portal 2	$0.00	$40.25	$40.25
Total	$0.00	$40.50	$40.50

Figure 11. Sample Site Revenue Report

Business Summary - Provides a wash count and average sales value. Two values are shown for the count – total transactions and paid transactions. The paid transaction count will not include washes activated by maintenance accounts or subscription accounts (e.g., unlimited wash pass).

Average sales metrics are provided with and without discounts applied and the value of all discounts is identified. This value includes promotions and any discounts provided to fleet customers.

Net Sales - Provides a breakdown of revenue (from paid transactions) by payment type. The values shown under prepaid and codes are for redemptions of these payment types with the value of code redemptions based on the selling price of the code and the value of prepaid redemptions based on the currently posted wash price. The prepaid column includes prepaid house accounts and 3rd party gift cards (through Mercury Payment Systems).

Liabilities - Identifies any amounts due from the use of fundraiser promotion types and any money owed to consumers (due to change dispensing errors).

Other Revenue - Identifies any revenue realized from the sale of wash codes (e.g. pay at the pump codes) and sales and reloads of prepaid house accounts.

3.2.2 Sales Report

The Sales report shows the products that were purchased in the reporting period. This report can be generated for a specific payment device or for all devices on site. The available report periods are current day, previous day or a user-specified date range. Sales reports can be printed or saved in .CSV format. An example report is shown below with descriptions of the included data.

Sales Report

Site: Your Carwash

Settings... Print Save

Run Date: 26 Jan 2012

Report Period: 1 Dec 2011 - 1 Dec 2011

Device(s): All Devices

Wash Activations

Product	Purchases	Code Use	Maintenance	Total	Usage
Express Wash	2	0	0	2	6.06 %
Super Wash	3	0	0	3	9.09 %
Deluxe Wash	6	0	0	6	18.18 %
Works Wash	22	0	0	22	66.67 %
Total	33	0	0	33	100 %

Self Serve Activations

	Cash		Credit		Account		Maintenance	
Product	Count	Avg.	Count	Avg.	Count	Avg.	Count	Avg.
Self Serve Wash	11	10.9 min	3	12.82 min	0	0 min	0	0 min
Dog Wash	3	5.82 min	1	10.57 min	3	8.62 min	0	0 min

Added Services

Product	Count	Usage
Total	0	0 %

Prepaid Upgrades

Product	Count	Amount	Usage
Express Wash	0	$0.00	0 %
Super Wash	0	$0.00	0 %
Deluxe Wash	0	$0.00	0 %
Works Wash	0	$0.00	0 %
Total	0	$0.00	0 %

Code Sales

Product	Pump	C-Store	Remote Console	Total	Usage
Express Wash	0	0	0	0	0 %
Super Wash	0	0	0	0	0 %
Deluxe Wash	0	0	0	0	0 %
Works Wash	0	0	0	0	0 %
Total	0	0	0	0	0 %

Payments

Type	Count	Usage
MasterCard Credit	10	18.52 %
Visa Credit	5	9.26 %
Debit	0	0 %
Cash	21	38.89 %
Discount	0	0 %
Fundraiser	0	0 %
Fleet Account	0	0 %
Prepaid Wash	0	0 %
Prepaid Account	10	18.52 %
Free Wash	6	11.11 %
Special	0	0 %
Subscription Account	2	3.7 %
Total	54	100 %

Figure 12. Sample Sales Report

Wash Activations - Provides a count of washes dispensed, broken down by wash type, and includes washes dispensed using codes or maintenance accounts. The usage metric shows the percentage of activations for each wash type. Self-serve wash packages are displayed by purchase type - cash, credit, house account, or maintenance account.

Added Services - Provides a count of added services that were purchased, broken down by service type. The usage metric shows the percentage of customers that selected the service.

Prepaid Upgrades – Provides a count of and dollar amount earned for upgrades purchased with a wash package. The usage metric shows the percentage of activations for each wash type.

Code Sales – Provides a count of code sales and is displayed by POS device – pump, c-store register, or remote console. The usage metric shows the percentage of activations for each wash type.

Payments - Provides a list of payment methods used with the percentage of use (based on $ value).

3.2.3 Cash Report

The cash report provides details on cash, coupons and tokens that were received and dispensed during the business day. The report can be generated for the current day (as a real time snapshot) or for any previous day. An example report is shown below with descriptions of the included data.

Cash Report

Site: Your Carwash

Settings... Print Save

Run Date: 2 Feb 2012

Report Date: 2 Feb 2012

All Devices:

Net Cash Received:	$489.00
Net Deposit:	$0.00

Device: Soft Touch

Cash Summary

Type	Amount
Starting Balance	$15,339.00
Ending Balance	$15,442.00
Cash Received	$112.00
Cash Dispensed	$9.00
Net Cash	$103.00
Cash Added	$0.00
Cash Removed	$0.00
Net Deposit	$0.00

Cash Received

Type	Count	Value
Quarter	68	$17.00
Dollar Bill	10	$10.00
Five Dollar Bill	5	$25.00
Ten Dollar Bill	6	$60.00

Change Dispensed

Type	Count	Value
Quarter	36	$9.00

Other Receipts

Type	Count
dollar token	9

Other Dispensed

No data available.

Device: Touchless

Cash Summary

Type	Amount
Starting Balance	$15,574.75
Ending Balance	$15,708.75
Cash Received	$142.00
Cash Dispensed	$8.00
Net Cash	$134.00
Cash Added	$0.00
Cash Removed	$0.00
Net Deposit	$0.00

Cash Received

Type	Count	Value
Dollar Coin	28	$28.00
Dollar Bill	24	$24.00
Five Dollar Bill	8	$40.00
Ten Dollar Bill	5	$50.00

Change Dispensed

Type	Count	Value
Quarter	32	$8.00

Other Receipts

No data available.

Other Dispensed

No data available.

Figure 13. Sample Cash Report

The top section displays the cash adjustments record that is generated when an employee uses the cash removal or deposit functions (from the Maintenance functions) to restock change devices or remove cash from a cash acceptor or dispensing device. The adjustment record shows the date and time of the event, the user ID of the employee that performed the adjustment, and lists the amount of cash that was added or removed. The total amount of cash that was added and removed through these adjustments should match the associated entries in the Cash Summary section.

The bottom of the report displays the cash information for each device.

Cash Summary - Shows starting and ending balance of all cash in the unit (in both bill and coin acceptors and change dispensing devices). The amount of cash that was collected from customers is shown in the Cash Received entry. The Cash Added entry is the amount of cash that was added to restock change dispensers. The Cash Removed entry is the amount of cash that was removed from any of the cash devices (cash acceptors or change dispensers). If the Cash Added or Removed amounts are not zero, there should be a cash adjustment entry at the end of the report that provides a record of related events.

Cash Received - Provides a count and value of all cash received from customers, broken down by type and denomination.

Other Receipts - Provides a count of non-cash media (coupons, tokens) received from customers.

Change Dispensed - Provides a count and value of all change dispensed to customers, broken down by type and denomination.

Other Dispensed – Provides a count of tokens dispensed (if applicable).

3.2.4 Transaction Report

The transaction report provides a list of all transactions that were recorded over the reporting period. Reports can be generated for the current business day, previous day or for a user-specified date range. Additional filters are provided to refine reports include:

- Devices – show transactions for a single payment device on the site.
- Products – show transactions where a specific product (wash or added service) was purchased.
- Payment Type – show transactions where a specific payment type (cash, credit, house account etc.) was used. Additional filters are provided for some payment types to further refine the report to a specific account or account type.

An example report is shown below. The date, time, amount, device, product and any discounts applied are listed for each purchase. The payment column displays the specific payment types used. This column will show 'Multiple' for a transaction that included multiple payment types (i.e., split tender). The Account Name column (if applicable) will list the account holder's name for transactions that were paid with a house account. The Account column will display either the last four numbers of the credit card used or the house account used. The Transaction status will be shown as processed (transaction was completed), cancelled (customer cancelled the transaction before it could be completed), or pending (transaction was started was not completed, still in process).

Transaction Report

Site: Your Carwash

Settings... | Print | Save

Run Date: 27 Feb 2012

Report Period: 27 Feb 2012 - 27 Feb 2012

Device(s): All Devices

Date/Time	Amount	Device	Product(s)	Payment(s)	Discount	Account	Status	Details
2/27/12 09:12	$3.50	Bay 2	Self Serve Wash	Cash	$0.00		Complete	details
2/27/12 09:02	$8.00	Touchless	Deluxe Wash	Visa Credit	$0.00	7943	Complete	details
2/27/12 08:57	$9.00	Touchless	Works Wash	Visa Credit	$0.00	1765	Complete	details
2/27/12 08:46	$9.00	Touchless	Works Wash	Fleet Account	$0.00	Police Dept	Complete	details
2/27/12 08:40	$8.00	Touchless	Deluxe Wash	Visa Credit	$0.00	1690	Complete	details
2/27/12 08:38	$9.00	Soft Touch	Works Wash	Visa Credit	$0.00	4720	Complete	details
2/27/12 07:40	$9.00	Touchless	Works Wash	MasterCard Credit	$0.00	4097	Complete	details
2/27/12 07:33	$6.00	Touchless	Express Wash	Visa Credit	$0.00	8131	Complete	details
2/27/12 06:43	$9.00	Soft Touch	Works Wash	Visa Credit	$0.00	3541	Complete	details
2/27/12 06:39	$8.00	Soft Touch	Deluxe Wash	MasterCard Credit	$0.00	0687	Complete	details

1 2 3

Figure 14. Sample Transaction Report

When the transaction report is viewed, a "details" link will be displayed for each record. By clicking on this link, the user can view and print a more detailed record of the transaction. An example of this detailed view is shown below.

Transaction Details

Print

Site: Your Carwash
Started: 2/27/2012 9:02:27 AM
Completed: 2/27/2012 9:02:27 AM
Total: $8.00
Status: Complete

Products

Name	Type	Rate	Quantity	Device
Deluxe Wash	Wash	$8.00	1.00	Touchless

Payments

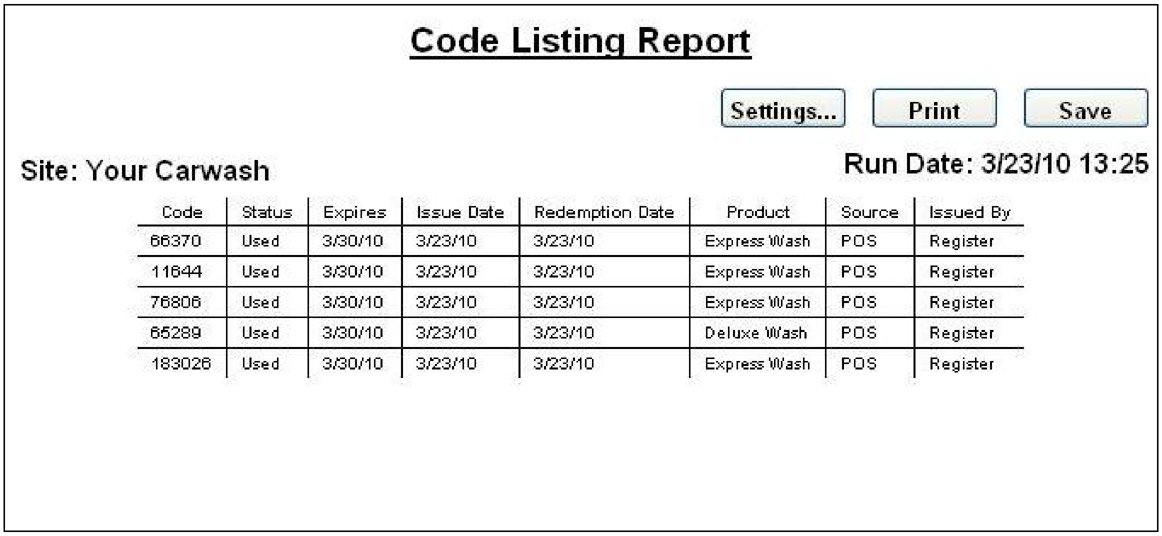
Type	Amount	Media	Acct#	Expires	Ref#	CC	Status	Acct Name	User Name
Visa Credit	$8.00	Card	7943	06/13		Visa Credit	Complete		

Done

Figure 15. Sample Transaction Details

3.2.5 Code Listing Report

The code listing report is applicable to sites that use the optional POS interface or console for wash code sales. It can be used to check the status of a specific code by entering all or part of the code number. To generate a complete list of wash codes in memory, leave the code field blank and select the Run report button.



Code Listing Report

Settings... Print Save

Site: Your Carwash

Run Date: 3/23/10 13:25

Code	Status	Expires	Issue Date	Redemption Date	Product	Source	Issued By
66370	Used	3/30/10	3/23/10	3/23/10	Express Wash	POS	Register
11644	Used	3/30/10	3/23/10	3/23/10	Express Wash	POS	Register
76806	Used	3/30/10	3/23/10	3/23/10	Express Wash	POS	Register
65289	Used	3/30/10	3/23/10	3/23/10	Deluxe Wash	POS	Register
183026	Used	3/30/10	3/23/10	3/23/10	Express Wash	POS	Register

Figure 16. Sample Code Listing Report

The wash codes currently stored in memory are listed in chronological order. The code status will be shown as Active, Used or Expired. The Expires column displays the date the code expires. The Issue Date column displays the date the code was issued. The Redemption Date displays the date the code was used if any. The Product column displays the wash package sold. The Source column will indicate whether the code was sold from a console, C-store POS register or purchased at the pump. For codes sold at the console, the 'Issued by' column will show the user ID of the attendant that issued the code ticket. If more than 15 records are returned for the report query, use the page navigation at the lower right corner of the table.

3.3 Sales

The Sales tab displays and functions as a Point of Sale console interface. This would be used with Wash Select II integration You must first set up the Sales screen in the POS Interface in order for this screen to be populated..

Figure 17. Sales Screen

The Sales screen function keys are color-coded. Washes are blue and reports are red. Account, reloads, rewashes and the check and void code functions are teal.

To purchase a wash package, select one of the washes then click Purchase.

Figure 18. Purchase Wash Package Screen

A code will be generated and displayed on the screen. You may then print the code from the POS printer or from the print function of your PC.

Figure 19. Wash Purchased Screen

To purchase a new account, click on the account:

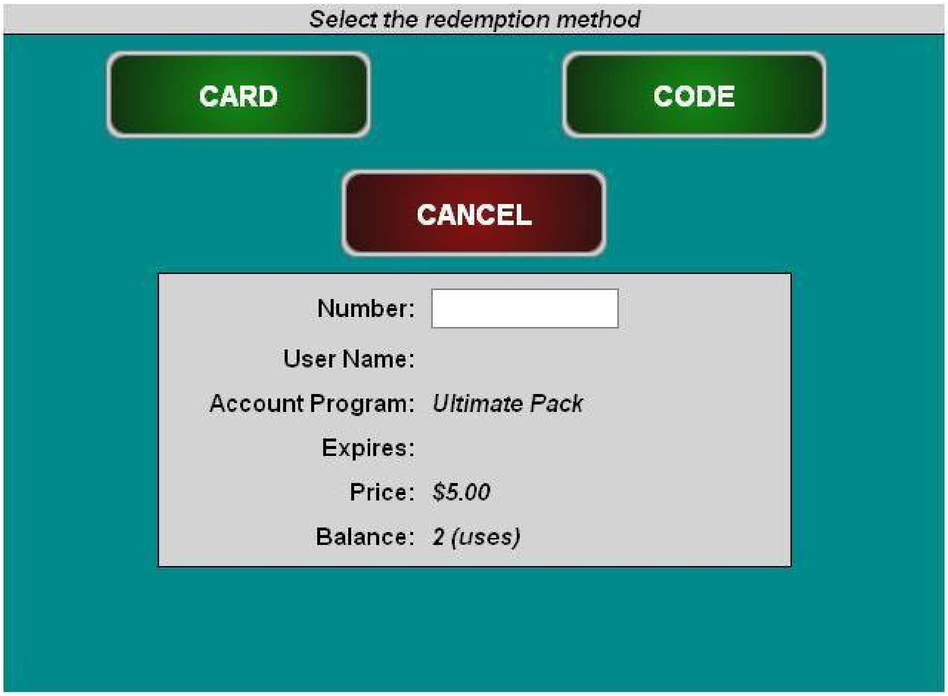


Figure 20. Account Purchase

1. Select code or card.
2. Enter the account number.
3. Enter the account holder's name.
4. Click Purchase to finalize the account purchase.

To reload an account, click Reload and enter the account number.

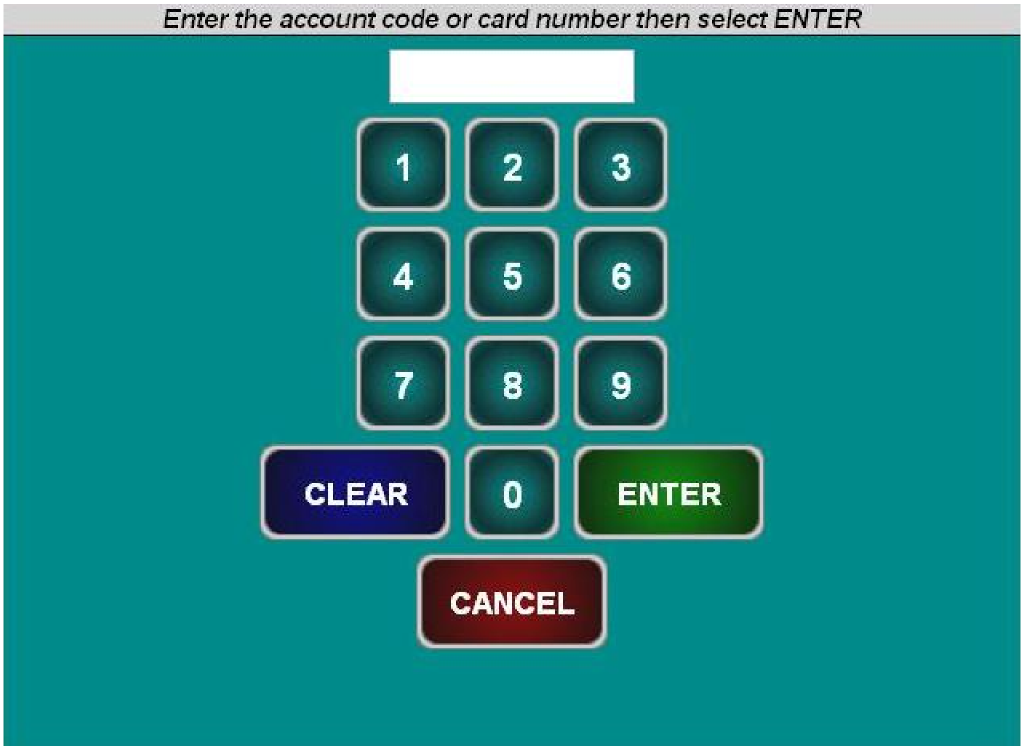


Figure 21. Reload Account Screen

Ensure the account holder's information is correct, then click Reload.

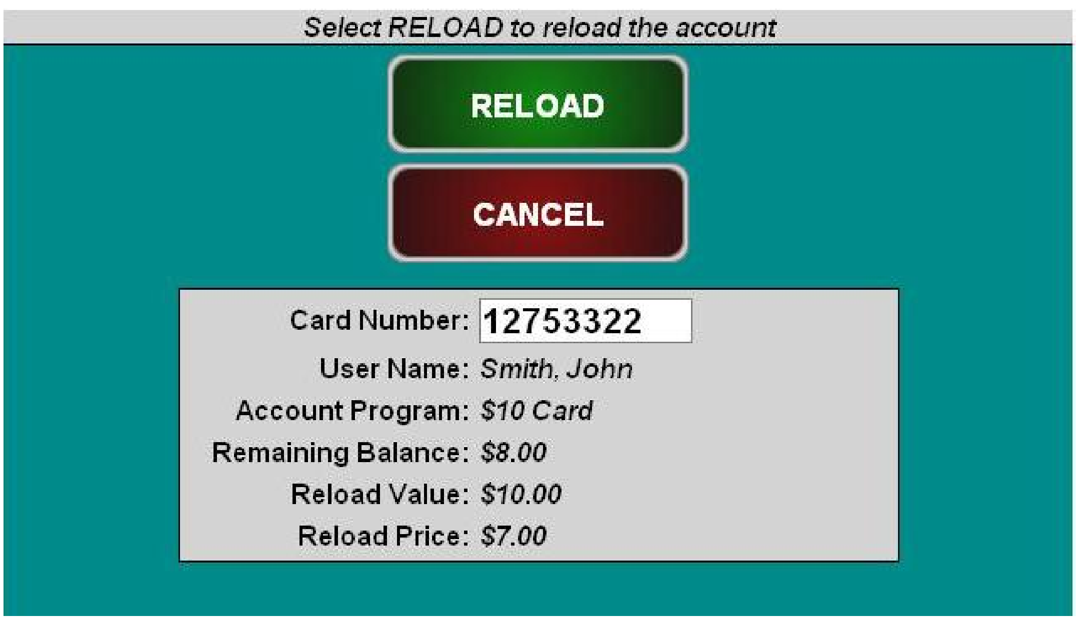


Figure 22. Reloaded Account Screen

To issue a rewash code, click Rewash then select the wash to issue the code:

Figure 23. Rewash Selection Screen

Figure 24. Rewash Code Issued Screen

To print a report, select the report type. If you would like to select a date other than the current day, select Change Dates. You may select the current day, select the previous day, or select a date range, then click Done, then Print Report. **NOTE:** The Report functions on the Sales page are for console users **ONLY.**

Figure 25. Report Date Selection Screen

4 Component Operation and Maintenance

This section of the manual describes the normal operating procedures and basic troubleshooting and repair techniques for each of the system components. The following procedures are designed to provide you with the hardware troubleshooting and service information you need in order to provide your customers with the highest quality service possible.

When troubleshooting any issue, verify that the power supply is providing power to the affected component.

✍	**Note:**	Only trained technicians should perform maintenance or repair procedures.

4.1 Pay Node

A pay node is located in each Card Terminal and Receipt Printer. It consists of an LCD screen, a circuit board, wiring, and a metal enclosure.

4.1.1 Running a Self Test

Use the Self Test card (that was supplied with the WashPay System) to run a test on the Card Terminal Pay Node. Swipe the card once to enter the Self Test mode and swipe the card again to exit Self Test. The Card Terminal will exit Self Test and restart. The following data will be listed:

- STOP key – This test checks three outputs on the pay node:
    - Bay Power – The second press will energize the Power Relay for 5 seconds.
    - Coin Power – the third press will energize the Coin Acceptor Power Relay.
    - The next press will repeat the cycle.

Note: When running this test, the Coin Acceptor Power Relay will be de-energized when the Bay Power test is active. The Coin and Bill Acceptors will be disabled, if they are powered through this relay. To re-enable the Coin and Bill Acceptors, either exit and re-enter the Self Test, or press the STOP button until the Coin Power test is active.

- Input 1 – The number of pulses generated by the device connected to the Coin 1 input will be displayed along with the pulse width of the last pulse. The pulse width displayed will be the pulse width that the pay node sees. It will be different from the actual pulse width generated by the acceptor because of the time delay associated with the input circuitry of the pay node. Note: The pulse count is a two-digit cumulative counter. After reaching 99, the next pulse will reset the counter back to 00.
- Input 2 – The number of pulses generated by the device connected to the Coin 2 input will be displayed along with the pulse width of the last pulse. The pulse width displayed will be the pulse width that the pay node sees. It will be different from the actual pulse width generated by the acceptor because of the time delay associated with the input circuitry of the pay node.

Note: The pulse count is a two-digit cumulative counter. After reaching 99, the next pulse will reset the counter back to 00.

- Track 1 – When a card other than the Self Test card is swiped, this test will display GOOD if the Track 1 data was read correctly and BAD if it was not.
- Track 2 - When a card other than the Self Test card is swiped, this test will display GOOD if the Track 2 data was read correctly and BAD if it was not.

4.1.2 Display Status

Use the Display Status card to display valuable debug information on the paynode's LCD screen. The information will be shown for 30 seconds before the paynode returns to normal operation.

4.1.3 Reset Capture Memory

A Reset Capture Memory swipe card was supplied with the WashPay system. Swiping this card in the Card Terminal will erase all transaction data that has been stored locally in the Card Terminal.

4.2 Card Reader

The card reader is installed on the front of the Card Terminal and requires the following maintenance.

4.2.1 Cleaning the Card Reader

The internal card reader sensing devices accumulate dirt over time. As this happens, the credit card reader acceptance rate will begin to decline.

It is best to clean your card reader using card reader cleaning cards. These cleaner cards may be purchased directly from your distributor or from the manufacturer of the cleaner cards. The cleaner cards are Unitec stock #MS2031 and can also be purchased from Clean Team by calling 1-800-888-8830.

4.2.2 Troubleshooting the Card Reader

The magnetic card reader typically reads both tracks 1 and 2. In nearly all card formats, the important data is on track 2. Major credit cards encode the customer's name on track 1. In the event that track 1 is not read for a credit card, the transaction should still go through but the WashPay will not capture the customer's name. Use the Paynode Self Test card to see if tracks 1 and 2 on a credit card are reading properly.

4.3 Networking Components

The Router provides connectivity from the C-store and office system components to the WashPay. The C-Store Interface Router/Hub connects the WashPay to the following components:

1. **Print Server** – This component allows the connection of a stand-alone printer that can be accessed by the other components connected to the Router.
2. **Sierra Server** – An additional port provides the ability to connect an Ethernet-capable PC to the system, allowing direct access to the WashPay system data.
3. **WAN Modem** – By connecting the Router to a WAN modem, you can access the WashPay through the Internet.

4.3.1 Router

The Router provides network connections for each of the devices in the Local Area Network (LAN). Unitec provides and supports a four-port router. If you require additional ports, you can purchase our networking kit and use it to expand the network. When troubleshooting the router, refer to the documentation received with the router.

4.4 Thermal Printer

Figure 26. Thermal Printer

The following sections contain information and procedures important for peak operating performance.

1. Replacing the Printer Paper
2. Clearing a Paper Jam
3. Manually Printing a Self-Test

4.4.1 Replacing the Printer Paper

Replace printer paper when you see a red mark running down the side of the receipt or the unit is reporting Paper low.

1. Open the rear door of the printer enclosure.

2. Insert the new paper roll on the paper carriage at the bottom of the printer. The paper roll should be oriented such that the end of the paper is at the top of the roll. The paper will automatically feed into the printer when the power is on.
3. Close the rear door of the printer enclosure.

4.4.2 Clearing a Paper Jam

Follow the steps below to clear a paper jam.

1. Open the printer assembly.
2. Locate the blue locking arms on the sides of the printer assembly, pull them out and remove the main printer assembly by lifting it up and out.
3. Locate and remove the paper jam.
4. Once the jam has been dislodged, replace the main printer assembly and relock the blue locking arms.
5. Feed the paper into the slot marked “Paper Insert.”
6. Test the printer.

4.4.3 Manually Printing a Self-Test

The printer can print a test page by swiping the special Print Test Page card that was supplied with the WashPay system.

[T H I S P A G E I N T E N T I O N A L L Y L E F T B L A N K]

Appendix A – Notifications

Notification Options

Notifications can be provided to Users by email only. The table below outlines characteristics of each media and how the Notification will differ between them.

User Notification Description

Notification Type	Use	Notification Details
E-mail (Requires Broadband Internet Connection)	Mail Accounts Cell Phones with e-mail capabilities	Uses SMTP to send text email to supported ISPs and private e-mail access points. Sends a plain text message indicating severity, equipment ID, site and problem.

Wash Select II to WashPay Notifications

The following table lists the notifications the Wash Select II sends to the WashPay site server, which then contacts the site owner via email.

WSII Pager ID	WSII Description	WashPay Alert ID	WashPay Alert
1	Hopper low	16	Peripheral low (10%)
2	Hopper empty	17	Peripheral empty
4	Wash out of service	4	Auto – Out Of Service
8	Printer paper	17	Peripheral empty
9	Printer power error	12	Peripheral error
10	Printer error	12	Peripheral error
11	Bill jam	13	Peripheral jammed
12	Bill stacker full	14	Peripheral full
13	Bill validator error	12	Peripheral error
14	Card reader error	12	Peripheral error
16	Wash fault	2	Fault -- Out Of Service
18	Wash in service	5	Auto – returned to service
20	Security alarm	25	Alarm activated