WashNOW! is the easy-to-use free car wash app that you can get from the App Store for the iPhones and the Play Store for androids. The WashNOW! app is convenient and helps you prepare your purchases ahead of time before you go to the wash.

What can you buy or do on the WashNOW! app?

- Purchase wash books and keep track of the washes used.
- Purchase discounted washes if your wash is offering them.
- You can also view bonus points if your wash uses this feature.

\*NOTE: The figures represented in this document are screen captures from an iPhone.

**Install App and Initial Log In**

After the initial WashNOW! install, you will need to setup initial login information.

1. On the Apple mobile device, search for WashNOW! in the App store, and then tap the **Get** button.
2. On the Android mobile device, search for WashNOW! in the Play Store, and then tap the **Download** button.

**Figure 1. WashNow! app icon**

The app download takes several minutes.

2. After the WashNOW! app installs on the mobile device, tap the **OPEN** button from the app store or the Play Store. See Figure 2.
3. The message “WashNOW! Would Like to Send You Notifications” appears, tap **Allow** or **Don’t Allow**. See Figure 3.
   - If selecting Don’t Allow, then go to step #5.
4. The message “Allow WashNOW! to access your location” appears, tap to select one of the following (See Figure 4):
   - Only While Using the App
   - Always Allow
   - Don’t Allow

\*NOTE: Steps #3 and #4 can be configured in the mobile device’s Settings at any time.

**Figure 2. OPEN button from App Store**

**Figure 3. Allow Notifications**

**Figure 4. Allow Access to your Location**

“WashNOW!” Would Like to Send You Notifications
Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

<table>
<thead>
<tr>
<th>Don’t Allow</th>
<th>Allow</th>
</tr>
</thead>
</table>

Allow “WashNOW!” to access your location?
This app would like to scan for car washes both while in use and while in the background.

<table>
<thead>
<tr>
<th>Only While Using the App</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always Allow</td>
</tr>
<tr>
<td>Don’t Allow</td>
</tr>
</tbody>
</table>

![Screen capture of app store search and download](image)
5. In the **City** box, type a City with no spaces after the city where the car wash site is located (This location is where you want to purchase and redeem services).

6. In the **State** box, type the two character abbreviation for the state where the car wash site is located. 

   
   **NOTE:** Make certain there is no space after the city or state.

7. Tap the **Search** button. See Figure 5.

8. From the car wash search results, the customer taps the **Select Wash** button. See Figure 6.

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**Login or Create an Account**

**Login**

You can log in if you already have a WashNOW! (or ePOS) account with the car wash. If you do not have either of these accounts, you will need to create an account first. You can change passwords from this page as well.

1. If you have an existing account with Fingerprints, touch the Fingerprint scanner on the mobile device to confirm your fingerprint.

   If it locates your fingerprint, the mobile device logs in to the WashNOW! app. See Figure 7.

   -or-

   In the **E-mail Address** box, type the email address.

2. In the **Password** box, type the password.

3. Tap the **Login** button.

   
   **NOTE:** After logging in for the first time, you can now go to the "**More**" section, and then touch **Use Fingerprint**, type the Password for the account, and then set up your Fingerprint login.

**Create an Account**

1. From the "Are you an existing customer?" screen, see Figure 8, select one of the following:

   - **No, I am a new customer**

     1. Type the information requested, and then click **Create Account** button. See Figure 9.

     
     **NOTE:** The e-mail address cannot be changed. If you need to provide a new e-mail address, you will need to create a new account.
Create an Account using an existing Car Wash Account

- Yes, verify my email -- (Use this option if the car wash has your email address on file.) See Figure 8.
  - In the E-mail Address box, type in the E-mail Address that the car wash already has on file. See Figure 10.
  - In the Password box, type in a Password.
  - In the Re-enter Password box, type in the password again.
  - Click the Search for Account button.
- Yes, verify my club info. See Figure 8.

![Figure 8. No, I am a new customer](image)

![Figure 9. Add Customer Information](image)

![Figure 10. Yes, verify my email](image)

![Figure 11. Sign-up by Club](image)

![Figure 12. List of Locations](image)

![Figure 13. Fingerprint Authentication](image)
In the Email Address box, type your email address. See Figure 11.
In the Password box, type a password.
In the Re-Enter Password box, type the same password again.
In the RFID Tag # box, type the RFID number located underneath the barcode on the windshield of the vehicle.
In the Last 4 Credit Card # box, type the last four numbers of the credit card number that you use to pay for your club account.
Click the Search for Account button.

2. After receiving a verification email, you will need to reply to the email before you are able to use the app.

   NOTE: If you do not receive your verification email, check your spam and junk email folders.

3. In the Fingerprint Authentication dialog box, tap No or Yes to enable fingerprint authentication when logging in. See Figure 13.

4. If a list of locations appear, you can select the exact location by tapping the Select button. See Figure 12.
The Purchase screen appears. See “Purchase” on page 8.

Menu Bar

After installing the WashNOW! app and its set up for the initial use, the Menu Bar is accessible. See Figure 14.

Figure 14. Menu Bar

On the WashNOW! menu bar, the following menu items appear:

- Redeem
  - Automatically with Bluetooth
  - Scan the Barcode
  - Enter Wash Code

- Info
  - Contact:
    - E-mail Address
    - First Name
    - Last Name
    - Address
  - Card:
    - Add New Card - A Credit Card must be saved on file to make purchases with this app
  - Promotion:
    - First Visit
    - Last Visit
    - Bonus Points

- Purchase (This list is dependent on what the wash is offering)
  - Buy Wash
  - Buy Wash Books
  - Purchased Washes
  - Buy Gift Cards
  - Join Wash Clubs

- More
  - Find Locations
  - Update PIN
  - View Transaction History
  - View Prepaid Balance (This feature is not used in the United States)
  - Use Fingerprint
  - Sign out
Redeem a Purchased Wash

If a wash was purchased on WashNOW!, there are three different ways to redeem the wash at the payment terminal: Bluetooth, Barcode (if the payment terminal has a barcode reader), or Wash Code.

Automatically (Bluetooth)

\textbf{NOTE:} For this feature, a Bluetooth connection is necessary at the payment terminal and on your mobile device.

1. Enable Bluetooth connection on your mobile device’s settings.
2. Open the WashNOW! app.
3. Select the Redeem button from the menu bar.
4. Select the Wash by tapping the Redeem button. See Figure 15.
5. When in front of the payment terminal screen, tap the \textbf{Automatically} button on the Redeem your Wash screen. See Figure 16. After the payment terminal recognizes your device, a two-digit code is displayed on the payment terminal screen.
6. On the customer’s mobile device, the customer must type in the two-digit code that is displayed on the payment terminal to complete the transaction. See Figure 18
   If the two-digit code does not appear on the payment terminal screen, the customer can scan the barcode or Enter the Wash Code.

Scan this Barcode

1. Open the WashNOW! app.
2. Select the Redeem button from the menu bar.
3. Select the Wash by tapping the Redeem button. See Figure 16.
4. On the payment terminal’s barcode reader, scan the barcode from the mobile device’s screen. See Figure 17.

Enter this Wash Code

1. Open the WashNOW! app.
2. Select the Redeem button from the menu bar.
3. Select the Wash by tapping the Redeem button.
4. On the payment terminal’s touchscreen, tap to select the Wash Code button.
5. On the payment terminal’s touchscreen, type the 6-digit wash code located under \textbf{Enter this wash code}. See Figure 15.
Purchase

From the Purchase menu, you can Buy Washes, Buy Wash Books, or view and redeem Purchased Washes.

Buy Washes
1. Open the WashNOW! app, and tap the Purchase menu.
2. Click the Select button next to the car wash location where the customer will redeem their wash if applicable.
3. Tap the Buy Washes button. See Figure 18.
4. From the Washes list, tap the Add to Cart button to select the desired wash. See Figure 26.
5. The Choose Upgrade options screen appear, if applicable. Tap one or more Upgrade options to select, and then click the Continue button. See Figure 28.
6. After selecting a wash and upgrade, the Checkout screen appears.

7. Scroll down, reviewing your items until you see the Checkout button. At this point, you can do one of four things:
   - Checkout
   - Continue Shopping
   - Remove an Item
   - Empty Cart
8. Tap the Checkout button.
   **NOTE:** If you have the Password on Checkout setting turned on, you will need to either enter your password or scan your fingerprint, if Fingerprint Authentication is set up, to complete your purchase. Settings is located under the collapsed menu icon (three bars) in the top left corner.
9. If a card is not on file, the message “Add Card” appears. Tap OK. See “Add New Card” on page 10.
   **NOTE:** A card must be on file in order to purchase.
10. The Credit Card processes and the Receipt appears.
Buy Wash Book

From the Purchase menu, you can Buy Wash Books.
1. Open the WashNOW! app, and tap the Purchase menu.
2. Click the Select button next to the car wash that you want to use.
3. Click the Buy Wash Books button.
4. From the Wash books list, click the Add to Cart button. See Figure 23.
   The checkout page appears.
5. Click the Checkout button. See Figure 24.
6. If you set up Fingerprint and Password on Checkout, you will receive the message “Touch ID for WashNOW! Please confirm your fingerprint to continue.” To confirm the purchase, you must scan your fingerprint.

7. If a credit card is not on file, you will receive the message “Add Card.” Click OK.
8. The Contact tab appears, verify your Contact information, and then click the Card tab.
9. Click the New Card button.
10. After you add the new Credit Card, the transaction will process.

Purchased Washes

When you select the Purchased Washes button, it takes you to the Redeem menu. See “Redeem a Purchased Wash” on page 7.
Info

The Info button has three sections: Contact, Card, and Promotion.

Contact

All contact information can be changed except the e-mail address.
1. Open the WashNOW! app.
2. Select the Info button from the menu bar.
3. You can view or make any necessary changes (saved automatically) to the following items:
   - E-mail address (cannot be changed)
   - First Name
   - Last Name
   - Street Address
   - City
   - State
   - Zip code

Card

You can add a new credit card and view all credit cards that have been entered. Adding a credit card takes you to a secure outside link.

Add New Card

1. Open the WashNOW! app.
2. Select the Info button from the menu bar.
3. Select the Card tab.
4. Select the Add New Card button.
5. After reading the license, click the Accept button. See Figure 26.
   The Enter Your Credit Card screen appears (See Figure 27):
6. In the Cardholder Name box, type the card holder’s name.
7. In the Credit Card Number box, type the credit card number.
8. In the Expiry Date (MM/YY) box, type the expiration date.
9. Click the Submit button.
Promotion

From the Promotion section, if your wash is tracking the promotions statistics then you can view the following:

1. **First Visit** - View the customer’s first visit promotion date.
2. **Last Visit** - View the last visit the customer has redeemed a wash.
3. **Bonus Points** - View the count of bonus points. (In this release, you cannot redeem bonus points on the app.)
Menu

There is another Menu besides the Menu Bar across the bottom of your screen that navigates you to another menu. This menu button is also known as the collapsed menu icon, it has three horizontal black bars and is located in the top left corner of your screen.

1. Tap the menu button (three horizontal lines), see Figure 28

   When the menu expands, see Figure 29, the following options appear:

   - Car Washes
     - (List of added car washes)
     - Add Car Wash
   - Preferences
     - Settings
       - Default Page
       - Password on Checkout
     - About
       - Version of WashNOW!

   Car Washes

   Add Car Wash

   1. Click the **Add Car Wash** button.
   2. Click the Scan QR Code button if the car wash has a QR code. See Figure 30.
      - or- Type the City and State abbreviation, and then click the **Search** button.
   3. Tap to select the car wash you want to use, and then click the **Select Wash** button. See Figure 32.
Preferences

Settings

Default Page
After installing WashNOW!, you can set one of two default pages to appear upon WashNOW! startup.
1. Click the menu button on the top left corner of the app.
2. On the main menu, select Settings. See Figure 34.
3. From the Default Page, select one of the following from the list:
   - **NOTE:** The Default page opens upon WashNOW! startup.
   - Redeem Washes - the Purchased Washes Screen
   - Store - Wash Location Selection
   - **NOTE:** Choosing a wash location is not always on.

Password on Checkout
4. Click the menu button on the top left corner of the app.
5. On the main menu, select Settings.
6. Drag the slider to turn on or off the Password to be entered at Checkout.

More

Find Locations
The WashNOW! app uses Google Maps to locate the closest car washes.
1. From the More menu, click to select Find Locations.
2. The Google Map appears with the closest car washes highlighted with the marker.
3. Click the marker to learn the Name and Location of the car wash.
4. Click the Google link at the bottom of the screen to open Google Maps.

Update PIN
1. Select the More button from the menu, click to select Update PIN.
2. In the Current PIN box, type the current PIN.
3. In the New PIN box, type a new PIN.
4. In the Re-enter New PIN box, type the same new PIN as in step #3.
5. Click the Save button.

View Transaction History
1. Select the More button from the menu.
2. Click to select View Transaction history.
   The list of car wash transactions appears.
View Prepaid Balance

View Prepaid Balance is for the locations outside the United States.
1. Select the More button from the menu.
2. Click to select Prepaid Balance History.
   The current Balance appears.

Use Fingerprint

Using Fingerprint Authentication on your mobile device is optional.

Turn On Fingerprint

1. Select the More button from the menu, click to select Use Fingerprint.
   Touch and tap the slider to the right to turn on Fingerprint security.
   The message “Enter Password” appears.
2. In the Password box, type your password.
3. Click the Proceed button.
4. Scan your fingerprint.

Turn Off Fingerprint

1. Select the More button from the menu, click to select Use Fingerprint.
2. Touch and tap the slider to the left to turn off Fingerprint security.
   The message “Delete Fingerprint? Are you sure you wish to delete the Fingerprint credentials stored? You will have to re-authorize to enable this again” appears.
3. Click Delete.
   The message “Successfully removed” appears.

Sign out

1. Select the More button from the menu, click to select Sign out.
   \*NOTE: If you sign out, you will need to enter your password to login again.
2. You can login again with the password or fingerprint. See “Login” on page 4.

Figure 35. Delete Fingerprint
If you have any questions or concerns, please contact ICS Technical Support: 800-246-3469.

MISSION STATEMENT:

It is our passion to leverage our experience as car wash operators, our position as a Market Leader, and our ability to incorporate advanced technology into Visionary products, which enables our Customers to differentiate their operations, achieve a distinct competitive advantage, and maximize their earnings.