WashConnect® Version 1.4.18.7

October 9, 2019

What's New in *WashConnect*?

New and improved *WashConnect* features make it easier than ever to manage your facility and grow your bottom line. Learn more about the benefits of the industry's leading management system and how ICS can make you even more successful.

We are pleased to announce the following new benefits, features, and enhancements in the *WashConnect* management system. Each new software feature and enhancement is shown in this document as a simple listing. For more detailed instructions, search Help inside the *WashConnect* management system.

New Benefits, Features, and Enhancements

New! *WashConnect* **Web Help—** [⊘ Help]
Introducing *WashConnect* Web Help. If you have a question while on any open tab in *WashConnect*, simply click on the Help button and the Help topic associated to the *WashConnect* page that is currently selected will display. After Web Help opens, you can perform a search for help topics or directly choose other help topics.

Transaction Express Processor (TXP)

- Supports Transaction Express for clearing credit cards.

- When updating the credit card on file through the Manage Customers form, the credit card number is fully masked in *WashConnect* because TXP does not return the last four-digits of the credit card to *WashConnect*. **NOTE:** The expiration date will display 5 years in advance.

New! *WashConnect* **ePOS —**

- World Gift has the ability to create, activate, and mail Gift Card orders received through the ePOS web site for the car wash's convenience. Ability to hide the mail option for Gift Cards purchased through the ePOS. Contact ICS to setup this feature.

- Ability to enable/disable the Store Front page which offers you the flexibility to customize your ePOS.

Defining the World of Car Wash Technology

- You can set the number of items to display per page on the ePOS menu pages.
  (Default value is 3 per scrolling page.)

- Existing club customers at your car wash can create a new ePOS account by searching for their RFID tag number and last four-digits of their credit card.

- Club promotions can be created for the purchase of a new club membership and offer either free months or free days directly from the Club Services screen.

- Easily return to the car wash web site by clicking the car wash logo or the Visit link at the bottom of any ePOS page.

- Create ePOS Discount Coupons that only appear on the Store Front page where customers or guests can print or email for use at the site.

Fleets—

- With fleet sales, you can now accept split payments at the Touch POS.

- Assign customers associated with the fleet account to separate departments with their own fleet rules instead of inheriting the fleet account profile. If no department is selected, the defined fleet account rules apply.

- At the Touch POS, an ROA Fleet customer can choose to pay the full balance, pay the specified invoice balance, or pay another amount.

Clubs—

- A Discount Coupon can be applied to Club Sales so that no matter which club the customer purchases, they can receive the discount. The Discount Coupon appears on the Shift Detail report to track coupon usage.

- Ability to use license plate only for autobilling club memberships.

- Ability to define a custom message that appears on the club receipts printed from both the Auto Sentry and the Touch POS.

Reports—

- **Fleet Activity Report** shows the designated Additional Information Fields entered during a POS transaction, if Fleet required them.

- *New!* **Gift Card Merge Report** lists all the gift card merge transactions for tracking purposes.

- *New!* **Club Statistics Report** provides 18 different club membership statistics to keep you informed.

- Profitability, Club Usage, and Club Summary corporate reports break down by level or sites. Compare your individual sites with these reports.

- Ticket Redeemed Detail Report displays the status of generated tickets for all active device types instead of only showing the Fuel device tickets. It will display the shifts that are available in the specified date range for Auto Sentry devices, POS, RFIDExpress, Fuel, and more. This displays the status of their generated tickets.

- From the Dashboard Employees card, the Working tab shows both the Profit Center and Department that the employees are clocked into for that day.

Stack Management—

- Idle Conveyor/Restart Conveyor buttons can now be enabled and display on the Touch ES and on Stack Management in *WashConnect* which communicates with the WBC. At the same time the Idle Conveyor button is selected, temporarily stopping the conveyor without putting the system into Panic, the system starts a timer. If the set value of the timer is reached, the system will go in to a Panic State. If the Restart Conveyor button is selected before the specified time is reached, the conveyor will restart without the system going in to a Panic State.

Touch POS—

- When performing a customer search in the License, RFID, or customer fields, the Touch POS now has the ability to prompt the user for an override password. This provides search restrictions as well as a log of the searches made by the user who logged on *WashConnect*.

- Quickly add Customer to the Free Wash or Rewash transaction at the Touch POS with configurable options.

Presell Greeter Override—

- Added a Privilege under Touch POS Security Roles which allows a user to override the greeter of a Presell ticket.

- Added a setting called Required License Plate for Presell devices. When set to True, the operator must enter a license plate value with EVERY presell transaction that is done on that machine.

Grant Access to Vacuum/Detail area—

- Added a Detail Access wash type that allows reading an RFID tag to grant access to vacuum/detail area.

- Through the use of a dedicated Auto Sentry and an RFID reader, the club tag can grant access to a gated vacuum/detail area.

Time Clocks—

- The employee box has been changed to use an auto-complete function, making it faster to find an employee to add a time clock punch.

- Specify how far back in the past you would like the privileged user to be able to go to Edit Time Clock entries: All Dates, Date Range, or Today Only. If the Date Range privilege is selected, you can further define the number of Days, Weeks, Months, or Years that the User can go back to make a Time Clock edit.

Sales Promotions—

- **Discount Coupons** are a separate sales item PLU that gets punched in at the Auto Sentry or Touch POS at the site level to give you a discount when buying your wash. A Discount Coupon can be tied to a specified Profile with the sales items. The customer can scan or type in the discount coupon number and can choose from the services in that Profile to apply the discount.

- Polish Base services may now be used as the service to purchase or the service rewarded in defining **Frequency Promotions**.
  NOTE: The receipt generated for promotions involving Polish Base service MUST clearly state that these promotions are strictly redeemable at a Polish Tunnel. If a customer attempts to redeem the wash code at a wash tunnel, then they will receive an error message stating "No Base Wash Service".

- After purchasing a **Wash Book**, a Thank You video will automatically play and then close after the video ends, or when the customer selects the OK button during the video to stop playing, it will stop and close.

Other Enhancements—

- Launch a specific screen automatically after *WashConnect* log on:

  - Hand Service Management

  - Time Clock - Clock In/Clock Out

  - Stack Management for specified tunnel

- The Created By column displays the name of the user who created the customer/vehicle notes.

- Alert Notification Service has the ability to suppress duplicate event code messages if the same event occurs within 15 minutes of its last sent alert message.

- After creating a new sales item, you can choose if it automatically appears in the POS Profile or not by using the include/exclude mode options.

- Entice customers to sign up for a club membership: offer a club promotion that can add free time to a club membership, such as free days or free months, or an amount or percentage discount that can automatically be deducted from club autobilling for a specified number of billing cycles.

- You can select the expiration period for wash tickets created at an external POS (Point of Sale), meaning a non-*WashConnect* POS, such as a POS from a C-Store. (Default value is 30 days.)

- Added the ability to invert the gate signal that comes into the SIO for third party controllers.

- Enable or disable the reprinting of receipts at the Touch POS or Stack Management.

- ISI Customers - allows club customers with a single vehicle to be identified by a customer card.

- WashSoft Customers Only - when scanning barcodes, the POS can ignore any spaces treating the tags as one number. This will allow existing tags to be used.

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

YOUR BEST CHOICE for car wash success.

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.