



WashConnect Version 1.6.13.30
May 15, 2020

What's New in WashConnect®?

We are pleased to announce the following new benefits, features, and enhancements in the WashConnect management system. New and improved WashConnect features make it easier than ever to manage your facility and grow your bottom line.

Each new software feature and enhancement is shown in this document as a simple listing to help you learn more about the benefits of the industry's leading management control system and how ICS can make your wash even more successful. Search WashConnect Web Help inside the WashConnect management system for more details.

System Requirement

If you are still running XP machines at any of your washes, you are ineligible to upgrade WashConnect to the V1.6 Production release or any of the earlier V1.5 Production releases. If you are still running XP machines, your site can only be upgraded to the latest V1.4.X.X Release of the software. While some features may be added to all of the V1.6, V1.5 and V1.4 releases, the V1.4 release will never have all of the features provided in V1.5 and V1.6.

New Benefits, Features, and Enhancements

- **ePOS—**
 - Gift Card Delivery Methods:
 - In-store pickup of gift card.
 - Ship gift card to the recipient.
 - Resend ePOS receipts when customers need another copy emailed to them.



Defining the World of Car Wash Technology

- Setting to break down the wash package contents on the receipt for the ePOS purchases.
- When a user purchases a club, it is added to the cart and can be designated as a gift item for another person. When that occurs, the ePOS will show a form to enter the required information for receipt of the club. After a club is purchased as a gift, the ePOS will send an email to the recipient customer.
- The ePOS user has the ability to update their original email address used to create their initial ePOS login so a different email address may be used moving forward.
- After the ePOS email address is updated, the user will receive a confirmation email that the ePOS account is updated with the new email address.
- Customize the email receipt to explain your process that is required for the customer to complete the club purchase upon purchasing a club through the ePOS.
- When a customer is viewing their transaction history within their account through the ePOS, their Autobilling transactions will now be included in that history.
- State, Vehicle Make, and Vehicle Model lists are available to quickly make a selection. Auto-complete functionality is available for the Make and Model entry boxes.
- Ability to change State and License Plate.
- Guest checkout for clubs can be hidden if the site wants to make the customer fully sign-up.

■ **WashConnect Web Help—**

WashConnect Web Help has been updated.

■ **New! Edit Club Privilege—**

When the Edit Club privilege is assigned, the user will be authorized to select a club when adding a new vehicle and changing the club of an existing club vehicle.

■ **Email Alert if a Customer's Club Membership is changed—**

Owners and managers can receive an email any time a change is made manually to a customer's club membership through the Manage Customer tab.

■ **Autobill Declined Credit Cards—**

Contact ICS Technical Support at 800-246-3469 to set up autobilling for declined credit cards.

■ **Additional Support on the Auto Sentry to help guide the user through use of EMV readers—** Added code to delay accepting card entry for EMV devices until they are fully ready so we may avoid consumers inserting their card prematurely and causing issues. Added code to send a different error code if a credit card is swiped before the payment option of Credit is selected. When this occurs, the Auto Sentry plays the AVI - SelectWashBeforeInsertingCredit.AVI which alerts the user that they cannot insert a credit card before they have selected a wash. Added an informational video for customers to select a wash BEFORE inserting credit/debit cards into chip card readers. This includes two new videos for additional direction:

1. **SelectWashBeforeInsertingCredit.AVI—** alerts the user that they cannot insert a credit card before they have selected a wash.

2. **CreditCardInsertedForGiftPayChoice.AVI—** alerts the user if they insert a credit card after selecting the payment type of Gift Card.

The PayChoiceChipCard.AVI will be played for EMV devices when in MSR (Magnetic Swipe Read) only mode. The insert card video plays continuously until the card is inserted to indicate the system is waiting on the customer.

A PIN video plays when the PIN is required in order to direct the user that the system is waiting on the customer.

■ **Fingerprint Reader—**

- On the POS Open Shift screen, the user can touch the Greeter box, and then use the fingerprint reader to clock in as the new greeter. The user must be configured to use a fingerprint reader for clock in/clock out/switch profit center.
- Only Admin users may have the required privilege to authorize a specified fingerprint reader to work on a specified machine and to interface with WashConnect. If the reader is removed and then returned, it will

need to be authorized again before it may be used. A prompt will inform the user that the reader is not authorized, requiring a person with the proper privilege to enter their override code to authorize it.

■ **Stack Management tab—**

When configured to do so, the Stack Management tab opens automatically after a sale at the POS in order for the operator to easily select the fire roller button, and then switches back to the Open Shift page.

NOTE: This functionality is available when the POS and Stack Management form are running on the same machine. The initial sale switches to Stack Management, if the user allows the car to be edited in any way, such as changing positions in the stack, when the Fire Roller button is selected, a manual return to the Open Shift tab is necessary. Any Stack Management edit interrupts the automatic return.

■ **VDG (Virtual Device Group) Settings—**

The Enable VDG Overwrite setting has been added and will be used to determine whether that specified value will allow the VDG settings to overwrite its current value. To prevent a setting from being overwritten by a new VDG configuration simply clear that setting at the local device.

■ **Profiles—**

- Separated profiles for ePOS and WashNOW for full control of available sales items.

■ **Marketing Email for Club Expiration—**

- Email alert for clubs expiring will customize the body of the email to include the associated vehicle and more selected membership information like RFID, Plate, Club Name, Club Price, Joined Date, and Club Expiration Date.

■ **Journal—**

Added Performed by column on the Journal page to differentiate which user performed the Journal action for the journal record.

■ **View PLU History—**

The View PLU History button has been added to the Sales Items, Club Services, and Wash Books pages. This button allows user access to a PLU History form to view any modifications or deletions that were made with the name, price, and user who made the changes.

■ **Wash Book Recharge at the Auto Sentry—**

This setting is available to remove the ability to recharge a Wash Book at the Auto Sentry.

■ **Service Unit Login—**

Updated access to the Service Unit login routine to account for the credentialed login for enhanced security.

■ **ROA Flexibility—**

User can apply an ROA to a specific invoice, or instead, continue to automatically apply it to the oldest unpaid invoice.

■ **Added Country and States Menu—**

This menu is available at Corporate only to add or edit countries and states. Assign a country and state when configuring customers. The zip code format can be validated based on the selected country. The default country culture will be determined by the Site Currency Type. ICS will attempt to add various countries along with the State breakdown; however, if the desired selections do not exist, this option will help build the data.

■ ***New Reports!***

- **Declined Payment Report—** This report tracks the progress or success rate of automatically billing those Memberships that are in the Declined status. This offers several sort options such as the Declines by Site, Customer, or All. It also includes an Entity drop-down selection for configuring the Declined Payment Report by day.
- **POS ePOS Comparison Report—** (available at corporate only) This report lists the available clubs and compares how many clubs were purchased at the POS devices versus the ePOS devices.

- **Items Sold by Employee**— This report provides a breakdown of items sold by an employee during a specified date range which may be helpful when proving out commission amounts.
- **Customer Activity**— This report works like the Fleet Activity report but for individual customers. With the privilege to view this report, the user can specify a customer name or number and a date range. The report will display all of the transactions done by that customer for the specified period.

■ **View Register form—**

- Search transactions by Site, CTN and Sales Transaction ID.
- Edit payment privilege is under the Register Reports/View Register section. When enabled, the user is able to edit the payment type that is attached to a transaction through the View Register form. If the privilege is assigned, a **Change Payment** button appears on the View Register tab where you will be able to edit the Payment Type. A Transaction History button will also be available within the View Register tab to allow the user to view the payment transaction history of all payment edits.

■ **Gift Card Report—**

Show breakdown of all gift card transactions on the report.

■ **Payout Report—**

The cashier's name, the Manager's name, and an employee signature prints on a Payout receipt that occurred with an override on the POS. This information displays on the Payout report so you can easily identify who was working during the specific payout operation.

■ **View Register Report—**

Two new devices appear in the Device list from the View Register report: Autobilling and WashNow. The WashNOW! device is the the WashNOW! mobile app. The device may be selected to display their shifts and see the related transactions. The WashNOW device type also has been added to the Credit Card, Gift Card, and FOR reports.

■ **Email Customers ePOS and WashNOW! Account Activation Link—**

Customize the full body of the email message the customer will automatically receive to complete activation of an ePOS or WashNow! account. The email message includes a Confirm your Account hyperlink that the customer must click on to complete the account creation and activate it. This feature is set up through Global configuration settings.

■ **WashNOW onscreen receipt—**

Setting that breaks down the content of the Wash Package on receipts.

■ **Commission Report—**

This report allows the user to filter the report by greeter and by site.

■ **Declined Payment Report—**

- Export the Declined Payment Report to a pdf file or to an Excel file.
- Display the last time the membership was billed as the Last Billed Date on the Declined Payment Report.
- Add a Membership History button to be able to quickly view the membership history when in the Declined Payment.

■ **Sales Distribution Report—**

Added a check box to select the report to display one site per page.

■ **Email Alert—**

- Alert sends when the hopper Jackpot button is selected (one event for each hopper).
- Alert sends when a closed Auto Sentry screen is touched.

■ **Vehicle Statistics Performance Report enhanced with filters—**

Filter the Vehicle Statistics Performance Report (VSPR) by one or more sites so that the performance reports can be compared against each other (available at Corporate only).

■ **Shift Detail Report—**

- Ensures the ePOS and WashNOW transactions are shown in the redemption location.
- When opening a new shift not using a safe, the POS checks for any difference between the previous shift Ending Bank Balance and the current shift Beginning Bank Balance. If a difference is found, the POS prompts the user if they still want to open the shift or not. If user continues, the POS will insert a new record with the amount of the difference with a journal action Beginning Bank Difference. This will also display at the bottom of the Shift Detail report.
- At corporate, display the data for a single site or combination of sites for the Shift Detail Report.
- If more than 100 shifts are filtered for the report, the shift list will appear at the top of the report.

■ **RFID Statistics—**

When the POS operator selects the RFID button on the POS, it will log an entry of who was logged into the Greeter at the time, and a stamped time and date. The results of this operation will be found within the RFID Statistics Report.

■ **POS Cash Drawer—**

- Cash drawer pop is optional when refund is made or if a transaction is for Cash/Check.

■ **Fleet Activity—**

- The Fleet Activity report shows a View Report button on the account selection screen. After the user selects the account, they can select the View Report button which will automatically runs the report, instead of taking the user back to the Fleet Activity main screen.
- Setting available to send an email that includes the Fleet Activity report along with the invoice.

■ **Added a Prepaid Fleet Default Liability Charge Amount—**

Added a new global configuration to allow user to set an amount that will be charged as a Prepaid liability when the Prepaid Fleet does not have enough money on it to complete the sale for the customer's selected items.

■ **WashConnect tab and status bar formatting—**

- If configured, the User's opened tabs from the previous session automatically open when WashConnect starts. The default is set to no open tabs upon the start of WashConnect.
- Larger tabs make it easier to select on the touchscreen.
- To directly close an Open Tab, a Close button has been added to every open Tab.
- Confirmation to close an Open Tab, if configured.
- Status and menu bar can be hidden to reveal more work space on the Touch POS and the Site Server screens.

■ **After Selling Hours on the Auto Sentry —**

If there is no active retail service profile, then the Bubbles screen appears. If someone touches the screen, the message displays System Unavailable for 15 seconds, and then reverts back to the Bubbles screen.

■ **Promotions at the Auto Sentry —**

- Bonus points can now be redeemed at the Auto Sentry. The order in which the promotions are redeemed at the Auto Sentry will be as follows: Punch Card, Customer Date, and Bonus Points. This means that if a punch card or date promotion is available, the user will be prompted for that promotion instead of the Bonus Points promotion.
- Bonus point totals display on the Auto Sentry screen when the site is honoring bonus point use.
- Bonus Points print on the Auto Sentry receipt.

■ **Frequency Promotions—**

Frequency Promotions that were only offered at the Auto Sentry are available on the Touch POS.

■ **Enter Code button on the Auto Sentry—**

The Enter Code button is a single button that combines the functions of the Enter Wash Code and the Enter Coupon buttons. Because the button accepts the various entry lengths, the customer will need to press the Enter button after entering the wash code or coupon code. If this setting is not selected, then the two buttons, Wash Code and Coupon Code, will appear on the Auto Sentry.

■ **Invoice Menu—**

- Merged the Fleet Invoice and Manage menus into one Invoice menu to simplify, making it easier to navigate.
- Removed the Fleet Manage menu.
- Ability to generate Invoices at the site level (Connect to Corporate internally) if user has Invoice permission.
- The user can select the billing location for the assigned Invoice by selecting the site where the Fleet Account was created or from a list of all available sites.
- The Send Email check box is used to select an invoice that will be emailed to a customer if the customer has a valid email address assigned in WashConnect.

■ **Employee Home Site—**

Ability to easily move an employee to any site location.

■ **Transfer Fleet vehicle to another customer in a different fleet—**

With the privilege, you can transfer a fleet vehicle from one customer to another customer in a different fleet. If this is the last remaining vehicle in the fleet that you are transferring, it will prompt if you want to close out the fleet.

■ **Fleet Discounts—**

- Option to assign fleet discount as taxable.
- Global setting for a Fleet Discount defined in the Accounts tab from the POS to be applied at the Auto Sentry.
- System Item may be updated to a different name if the wash prefers something other than Fleet Discount.

■ **Flex Fleet Profile—**

A Flex Fleet may be setup to allow a Flex feature for specified fleet customers by assigning the Fleet Rules of the desired fleets. Offer the configured Fleet profile and Flex Fleet profile when the Fleet is identified.

■ **Search for Fleet Vehicles—**

Ability to display the associated vehicles directly below the customer grid, making it easier to view any vehicles associated to the customer instead of using unnecessary clicks to open the customer record to see the vehicles.

■ **Invoice Adjustments—**

Any Invoice Adjustments that have been applied to the Invoice will be included on the Invoice under the Adjustment Notes section.

■ **Email History Sent—**

Email confirmation will be saved and available to review from within the Invoice tab. There is now an Email History button which gives the user the ability to select an invoice and view the information regarding when an invoice was emailed to the customer.

■ **Customers—**

- Email Subscription global setting is available to set up all email subscription check boxes to be selected when adding a new customer. This is the default setting. If set to False, all email subscription check boxes will be clear when adding a new customer.
- Search customers based on their Join Date and the Site's ID to which they belong from the Manage Customers tab.

■ **Edit Time Clock—**

If a user does not have the Edit My Time Clock privilege, the user will not be able to edit their own time clock entry in WashConnect.

■ **Presell—**

Added a new Enable Free Wash/Rewash setting on the Presell terminal so the Presell ticket can be scanned on the POS and a Free Wash/Rewash can be applied to that Presell ticket.

■ **Dashboard and WashConnect Mobile Application—**

The Dashboard and WashConnect Mobile Application will only include car counts for the various wash profit centers, such as Express, Full-Service, In-bay, and Self-Serve.

■ **License Plate Required—**

Added a setting to require the entry of a license plate before finalizing a sales transaction at the Touch POS or the Presell Terminals or both.

■ **Manage Users List—**

Added columns to narrow the search and speed up the search by using two filters:

- Mobile Access
- Security Level

■ **Weather Data—**

- Added a global configuration of WeatherAPIType to choose the source for weather data. Default is WeatherUnderground.
- In addition to WeatherUnderground, added support for Apixu, Open Weather Map, and more Weather sources to come.

■ **Read RFID Tag—**

- Added the Touch Here to Read RFID Tag button that prompts the customer on the Auto Sentry touchscreen to scan for an RFID tag, if for some reason, it didn't find one on the initial scan. This button only becomes visible if an RFID is not found. It appears on top of the on-screen receipt and is obvious for the customer to take action.
- A barcode can be scanned during the Verify RFID process instead of waiting until it is complete. If a scanned barcode is found during the Verify RFID process, it will take precedence over completing the RFID read process and cut the video from playing.

■ **WashConnect Inactivity Logoff—**

A warning countdown timer has been added to monitor inactivity in WashConnect. At the end of the inactive time period, the user will be logged off. After being logged off, the same user can log on to WashConnect and continue working from where they left off.

■ **PAX Terminal only—**

The Customer Name and Signature of the person who made the payment at the PAX terminal can be displayed within the View Register report and also on the printed receipts for both the Merchant and the Customer copies.

■ **Phone Number Entry at Auto Sentry—**

Configure so that a prompt appears to capture the customer's phone number at the Auto Sentry for every customer buying and/or renewing a club. This phone number may be called or receive a text message to remind them to get their RFID tag if they have not done so immediately after the purchase.

■ **Vacuum Codes on Receipts—**

Added global configuration to configure the text that displays on the receipt when Vacuum services are purchased. By default it is set to blank. Sites can now name the "Backyard Code" to whatever they want it to be.

■ **Washpad Devices Setting—**

Select a Users default profit center or use the Global profit center.

■ **QuickBooks—**

- QuickBooks export— Expanded the export date range to be able to exceed 30 days. The export will use the same rules as the Shift Detail report, meaning it will include the Shift numbers if the the date range is 30 days or less and the number of shifts in that period is 100 or less. After those parameters are exceeded, the shift numbers will be suppressed.
- Site Accounts page—Configure an account to be used for Refunds Due generated for the Auto Sentry when it is unable to provide the required change to the customer. This will be used to export the Refund Due amounts that occurred from the Auto Sentry into the QuickBooks export.
- QuickBook Show Deposit Positive—This setting allows deposits in the export to appear as negative or positive. This setting is to support those customers who believe the deposits should be positive versus those who believe it should be negative.
- Fuel Payments are included in the Export.



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.