



WashConnect® Version 1.5.27.6

May 24, 2018

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 to the V1.5 release. Your site can only be upgraded to the latest release of V1.4.X.X software. While some features may be added to both V1.5 and V1.4, the V1.4 release will never have all of the features provided in V1.5.

New Benefits, Features, and Enhancements

WashConnect Mobile app –

- Added ability to log on to multiple corporate sites.
- Added ability to view the Conveyor Speed only if using Tunnel Master® wbc.

New! Pay by Card on File—

- Increase your sales with Pay by Card on File feature. Club customers who have provided a credit card for automatic recurring payments and have a valid recurring ID may purchase extra services during their club wash and be offered the payment method of Card on File. This avoids the need to swipe a card or insert cash for extra services, making it faster and easier for customers to purchase extra services. This feature is available at the Auto Sentry and the Touch POS. Contact ICS Technical Support for initial setup.



Defining the World of Car Wash Technology



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Drive Ahead Video—

- When using an Entrance Management System, the Drive Ahead video will loop based on the configured time interval. When the vehicle is initially loaded, the Drive Ahead video demonstrates the car pulling forward to the gate eyes in the tunnel. This video will play over and over until the Roller relay is selected.

Entrance and Exit Signs—

- Displays the first name of the customer associated with the transaction whenever it is available.
- The Entrance and Exit signs will display a custom message like “Welcome or Thank You _____” using the actual first name of the customer if on file.
- When a new club is purchased, a flashing message, “New Club Purchased” appears on the Entrance Sign. This message can be customized by selecting the background and font colors. Also, on the Stack Management form in WashConnect, the message, “New Club” appears on the individual vehicle.

Touch POS—

- Ability to limit club purchases to finalize with a Credit Card on the Touch POS.

Customer Promotions—

- At the Auto Sentry, added the ability to receive a customer promotion like birthday or punch card.

Refunds—

- Enhanced refund with three options to make it easier for the person performing the refund:
 - Full refund with receipt: all items selected.
 - Partial refund with receipt: the user must determine which items to select for the refund.
 - No receipt: the user will need to directly select the items from the POS that will be refunded.
- Ability to refund a Chip and PIN Debit transaction for Moneris® credit card processor.

WashConnect ePOS—

- Ability to turn off the Store Pickup option for gift cards purchased through the ePOS for sites that do not want to support that functionality.
- Three new columns have been added under the Pending Purchases section from the ePOS Gift Card tab: First Name, Last Name, and Store Name. This will be used for sites that are not creating gift cards as they come in, but wait for the person to come in to the store to validate the gift card. These columns help to easily identify the ePOS gift card purchases that are incomplete.
- You are now able to hide the ePOS Gift Card Parcel Shipment option during customer checkout, and then Store Pickup is automatically selected. The default setting shows Parcel Shipment as a delivery method since it is typically offered.
- The Store Pickup option and the Parcel Shipment option are both default delivery options when purchasing gift cards through the ePOS. The site has the ability to turn off either option if they choose not to offer it.

Auto billing—

- Added the Number of Days to Auto bill After Customer Was Declined setting and ability to add how far to look back. The default is 0, meaning Auto billing will not attempt to automatically bill a declined customer. If configured to a number of days other than zero, Auto billing will wait until the configured number of days is reached and then attempt to bill Declined customers.

Invoice—

- Invoice adjustments can be made to an invoice as long as a payment has not been received on the invoice. An amount can be added to or removed from an invoice in the Amount Adjusted column. The amount will be positive or negative to reflect the change made to the invoice. Notes can be added at the time of adjustment.

Stack Management Status Message—

- Allow customization of the colors displayed for the status (Panic or Informational) messages that may appear on Stack Management in WashConnect.

Show Last Services Enhancement—

- A Touch POS or Presell terminal can use the Show More and Show Last Services button to view previous purchases for the current customer.

Report Enhancements—

- **All Reports**
 - When sending any report to be printed, all groupings automatically expand, if collapsed. For example, on the Shift Detail report if the add/removes are normally collapsed, they will automatically expand for the printed report.
- **Prepaid Balance Report**
 - Added the ability to filter the report by the remaining balance. It now includes filters of <, >, and = with a 'Balance' field to enter the amount reference to help display customers with certain types of balances.
- **Alerts**
 - Set up an Alert to be sent when the verified journal does not match the cash drop or closing of a shift. Alerts can be sent whenever there is mismatch between the shift's Cash amount and the Ending Cash amount on a closed POS shift.
- **Fleet Activity Report**
 - A new Include Notes box is available for selection prior to viewing the Fleet Activity Report. When checked, all notes that were added within the fleet will appear on the Fleet Activity Report for the Fleet account and for specific child customers, if available.
 - From the Report Subscription tab, the Fleet Activity report can be added and configured to include all fleets from all sites, or select fleets from select sites, as well as selecting date interval and delivery schedule.
- **Credit Card Report**
 - Added new summary data to the Credit Card Report. It will now include expandable fields to display the usage by number and percentage of credit versus debit, display usage by processor type when multiple processors are used, and breakdown of card types used and how they were entered (swiped, manual, chip, card on file, or contactless).
- **Free Wash and ReWash Reports**
 - Upgraded transactions on the Free Wash/Rewash reports are shaded a different color to quickly indicate that they will not be included in the totals calculations. A symbol in front of the transaction number indicates which of the discounts are applied to the Total Discount column.

■ **View Register**

- View Register transaction and all tickets associated with that transaction. Examples: a Wash Book sale and the washes that are included in the Wash Book, or a transaction for purchasing paid tickets. The tickets associated with the main transaction will have an association to the main transaction ID number.

■ **Audit Trail**

- Whenever someone makes a change to the Time Clock Use Fingerprint Only setting, a new audit trail record is created with 'Settings' as the Audit Type. You can search or sort the 'Settings' audit log type to find these changes.

■ **Shift Detail Report**

- When the Expand Devices check box is selected, the Device section of the Shift Detail Report automatically expands when viewing the report. Clear the Expand Devices check box and the devices list contracts.
- Save Preferences button. Hover the mouse over the Save Preferences button, and view all highlighted preferences that can be saved. Click the Save Preferences button to save the settings.
- Tokens purchased appear on the Shift Detail report, and if you expand Token, you can view the individual denomination breakdown or the different token Bulk packages purchased.
- When Card on File is used as a payment type, there will be a breakdown in the Total Noncash Reconciliation section on the Shift Detail Report, summarizing the types of credit cards used, the total number of that card type, the total amount charged against the cards, and the site where the recurring ID was created.

■ **Service Washed**

- The report was modified to be able to display more than one month of data if desired.

Customer and Vehicle Notes—

- Customer or Vehicles Notes can be viewed or added directly from the Touch POS sales screen without having to leave the Touch POS sales screen and go to the Customers menu.

Monitor Club Expiration Date Changes—

- In order to save a new Club Expiration Date for a club customer, a new Remarks comment box is required to be completed to track the reason for changing the expiration date (minimum of 10 characters).
- A warning message will appear to the User who is changing the Club Expiration date that an email will be sent to management advising them immediately of the Club Date change.
- Email addresses can be set up for designated recipients.
- At the bottom of the Shift Detail Report, you will find a link to the Expiration Edits Report if a club expiration date changed during the date range of the Shift Detail Report.

Hand Service Wait Time—

- If the Flex Profile is enabled, the Hand Service Wait Time can be seen on the Auto Sentry® before selecting the Flex button. If the Wait Time is zero, the wait time will not appear at all.

Sales Items—

- From the Sales Items tab, a Select Columns button allows you to add or remove columns/fields to fully customize the Sales Item List page.

Fleet Accounts—

- Added the ability to assign specific profit centers as eligible to be purchased by specified Fleets. This will allow the fleet to deny the purchase of PLUs of a specific profit center created at the site or corporate level.
- When Exporting a fleet account, the export will include all customers associated with the Fleet Account. This applies when only exporting a single Fleet Account.

Club Group Tab—

- The Club Group tab is used to organize the clubs from many different sites into groups for reporting purposes only.

Customers—

- Added the ability to assign a Tax ID to a customer within the Customer form of the Manage Customers tab.

Touch POS Moneris Canada Only—

- When using a processor that supports Debit transactions, the Debit button will be enabled at the Touch POS. The reader will read the card when it is Inserted/Swiped/Tapped, and the cashier can prompt the customer.



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