Auto Sentry® flex

User Manual - Version 2.0

Defining the World of Car Wash Technology

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Chapter 1: Introduction

Congratulations! Thank you for purchasing the Auto Sentry® flex for your In-Bay Automatic Wash.

This document was written for Auto Sentry® flex owners and operators. Some familiarity with WashConnect® software and Auto Sentry® flex operations is assumed.

This manual applies to the Auto Sentry® flex stationed at the tunnel entrance where configuration and settings are done through WashConnect® software.

WARNING: Tunnel Master® software is not utilized for this type of installation in any aspect. If you use Tunnel Master software for configuration and settings with your Auto Sentry® flex, then the content in this user manual does not apply. Instead, please contact ICS for a user manual for the parameters of your Auto Sentry® flex with Tunnel Master.

About the Auto Sentry® flex

Innovative Control Systems is proud to present the Auto Sentry® flex. It is the latest version of the industry-leading Auto Sentry® flex express pay station. The Auto Sentry® flex is appropriately named emphasizing its flexible versatility in a wide variety of car wash solutions, including in-bay automatic washes. Some key features include the following:

- Touch-screen area designed for an easier customer reach and reduced radius of touch during the transaction process.
- 15-inch sunlight readable screen.
- Customized user interface with custom designed buttons and backgrounds.
- Several complimentary promotional videos.
- Optional built-in site intercom for customer assistance.
- Optional multi-cassette bill dispenser for up to three denominations.
- Choice of large capacity bill dispenser cassettes.
Bill acceptor with a 1,000-bill capacity.

Up to three coin hoppers in 25 cents, $1.00, and token denominations.

Up to two bi-directional card readers with high-throughput and fast processing.

Rear mounted service-access door to the unit for easy access.

WashConnect® software provides configuration and reporting for the Auto Sentry® flex. WashConnect® was designed with special consideration for multi-site car washes. As your business grows, WashConnect® expands along with it, building a multi-site and multi-level organization.

Version Considerations

This is Version 2.0 of this document and includes content based on the following ICS software versions:

- AlertNotificationServer - V2.4.9.1
- Autobilling - V3.4.12.2
- CageCLS - V1.0.0.3
- CagePADSS - V4.0.1.110
- CageSecure - V5.0.0.41
- CentralLogServer - V1.2.0.3
- CoreClubService - V2.4.10.1
- DBUpdater - V2.4.15.0
- DeviceInt - V2.4.11.1
- ICSAdminConfiguration - V2.4.14.0
- ICS.Core - V1.4.7.0 thru V1.4.7.3, V1.4.8.0, V1.4.9.0 thru V1.4.9.2, V1.4.10.0 thru V1.4.10.1, V1.4.11.0, V1.4.12.0 thru V1.4.12.3, V1.4.13.0 thru V1.4.13.3, V1.4.14.0 thru V1.4.14.2, V1.4.15.0, V1.4.15.1, V1.4.15.2
- ICSCoreGatewayServer - V2.4.15.1
- MakeModel Import - V1.6.7.0
- NetFuelExp - V1.1.8.4
- Replication - V4.4.15.0
ReportUploader - V2.4.7.0
RFIDExpress - V1.0.9.0
StackController - V1.4.10.1
Touch/TouchPOSReady V5.2.25.33-SQL, V5.2.25.33-TM
TouchES - V1.4.8.0 (if purchased)
ValidateHardware - V1.0.0.4
VFD HMI - V1.1.8.0 (if purchased)
WashConnect - V1.4.15.3
WashConnect Reports - V2.4.13.0
WashConnectWeb - V1.4.15.3
WBC - 1.2B54 (if purchased)

Related Documents

The following documents are available for further reference:

- WashConnect® Web Help
- Auto Sentry® flex Installation Guide

Operating Requirements

Before you begin, the Auto Sentry® flex should be installed and operational. This guide will help you configure the system. Installation instructions and Maintenance Instructions are not included in this manual but are found in separate documents.

System Overview

The Auto Sentry® flex terminal works together with your car wash equipment and WashConnect® software. This system is dynamic for concurrent multi-users and multi-locations and will expand with your business as you add new locations and users.
Auto Sentry® flex User Manual 20 Introduction

In-Bay Equipment

In-bay automatic equipment can receive inputs from a maximum of six outputs on the Auto Sentry® flex. Equipment configuration is done in WashConnect® software. The in-bay equipment is also configured in WashConnect® with output settings.

WashConnect®Software

WashConnect® software can operate as a control, configuration, and management system, providing sales, marketing, reporting and labor information. WashConnect® provides a way to configure options, wash services, promotions and reports. This includes the base wash services to display at the Auto Sentry® flex, extra services (upgrades) to display, payment options accepted, whether or not to accept prepaid wash tickets, and more.

Custom Graphic Design ICS Marketing Team

All of the buttons and screens in this manual are custom designs created by the ICS marketing team.

Innovative Control Systems (ICS) offers a professional marketing team of graphic designers to create custom artwork for as low at $65 per hour. This is an optional and additional feature to customize and coordinate with your existing car wash signage or allow us to build your look from the logo on up. Personalize the Auto Sentry and enhance your customers’ car wash experience.

Matching logo, color theme, decals, custom buttons, and menu sign create continuity that reinforces your logo and makes a memorable customer experience. The following is a list of our graphic design services:

- Custom On-screen Graphics
  - service buttons

<table>
<thead>
<tr>
<th>Module</th>
<th>Communication Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Sentry® flex</td>
<td>Sends sales activity information to WashConnect® software for reporting purposes.</td>
</tr>
</tbody>
</table>
|                     | Communicates with the car wash equipment to sequence cars from the terminal to the tunnel. | WashConnect® software
| Car Wash Equipment  | Receives wash selection from Auto Sentry® flex. Sends wash activity to WashConnect® software for reporting purposes. |
| WashConnect®        | Provides reporting and configuration information for the Auto Sentry® flex.              |

Table 1: System Overview
- backgrounds
- add vendor logos to your extra service buttons to highlight the car care brands that your customers know and trust.

- **Decals**
  - Logo
  - Colors and slogans to enhance your brand recognition

- **RFID Auto Passport Tags**
  - Add your company logo to enhance your brand recognition

- **Cards**
  - Customize your magnetic-stripe cards: Fleet Cards, Club Cards, Gift Cards, and Wash Book Cards.

- **Promotional Animation and Videos**
  - Videos can be presented in two different languages allowing customers to select their preference.
  - Welcome videos provide a friendly greeting.
  - Informative videos to assist your customers with the necessary information to make the most appropriate service choices.
  - Visit ICS’s YouTube Channel to view more examples: ICSCarWashSystems

- **Wind, Menu, and Large Signs**
  - Images as large as 48" wide and any height in portrait or landscape orientation can be designed and printed in house.
  - Professional wash menu custom designed to match your other existing marketing materials. *Ask your salesman about our 46” digital outdoor menu.

**NOTE:** ICS cannot print wind signs. However, we can assist in creating the files needed to the printer of your choice.

- **Literature and Other Media**
  - Professional brochures, pamphlets, flyers, postcards, business cards, coupons, mailers, displays, ads (digital & print) or any other marketing material you may need. ICS can help brand your Car Wash. [Contact the ICS Marketing Department TODAY!](mailto:contact@icscarwashsystems.com)
Safe Configuration

You can use the optional safe with the ICS WashConnect cash management system.

NOTE: If you are a new customer, you will need to make a choice about whether the safe is enabled or disabled for your site. ICS recommends using the safe. Discuss with your ICS service technician during your installation for more information.

The safe is a software-based repository of the reserve cash, coins, checks, token notes and token coins at your site, which are not currently in circulation at each attended and unattended terminal.

Enabling or Disabling the Safe

If you are a new ICS customer, then before you begin using your Auto Sentry® flex and cash management software, you will decide to enable or disable the safe. In either case, you can use cash management software to monitor the liquidity (cash on hand) at your site across devices.

- If you enable the safe, you can monitor total liquidity.
- If you disable the safe, you cannot monitor total liquidity for all devices. Some additional record keeping will be necessary.

Flex-Serve Facilities with the Safe

If you are a flex-serve facility, you can configure your Auto Sentry® flex to use the safe. This is shown on the left-half of the diagram below.

The safe can be disabled for the POS and Touch IT devices at your site. This is shown in the right-half of the diagram below.
If the Auto Sentry® flex is configured to use the safe, then you cannot bump a shift at the Auto Sentry® flex.

**Flex-Serve Facilities Without the Safe**

Your Auto Sentry® flex can be configured to not use the safe at all. If this is your preference, then the safe must also be disabled for the Touch POS and Touch IT devices at your site. This is known as the "Bump Shift" option because it gives you the ability to bump, or create a new shift at the Auto Sentry® flex.

- This setup is convenient for customers who utilize an armored car company to service the cash at the Auto Sentry® flex.
Auto Sentry® flex Hardware Description

The Auto Sentry® flex is equipped with various hardware and software components you can configure.

**Touch Screen**

The Auto Sentry® flex touch screen is durable and was designed and built for reliability in all types of harsh environments. The entire unit, including the touch screen, has been rated IPX NEMA 4X. The enclosure is built for rugged endurance for either indoor or outdoor use to provide a degree of protection against falling dirt, rain, sleet, snow, windblown dust, splashing water, and hose-directed water. The enclosure’s design guards against damage from the external formation of ice and prevents corrosion.
Single Board Computer

The Single Board Computer, often called the motherboard enclosure, provides processing and memory for the Auto Sentry® flex. Different peripheral devices (for example: bill dispenser, bill acceptor, and others) connect to the WashConnect through various communication ports (COM1, COM2, COM3, COM4, and 4 USB, etc.).
Serial Input/Output Board (SIO)

Most of the field wiring is terminated on the SIO board.

Figure 5. Serial I/O Board Bill Acceptor

The bill acceptor can accept paper media, for example, bills or coupon notes. It provides four-way acceptance to allow the bills to be inserted in any direction. The bill acceptor will also accept bills in bad condition such as torn, wrinkled, faded, or dirty. Up to two bill acceptors are supported.

Figure 6. Bill Acceptor
Coin Acceptor

The installed coin/token acceptor can be programmed to distinguish and accept up to 6 different coins or tokens.

Figure 7. Coin Acceptor
Bill Dispensers

From the standard, ATM-grade bill dispenser that includes one cassette which can be configured to dispense a denomination of your choice, typically ones, to the optional multi-denomination bill dispenser that are expandable to two or three cassette units that can be programmed to dispense various media, for example, denominations, and token notes.

ICS provides four different bill dispenser solutions to fit your needs. You can select one of the following for your Auto Sentry:

- *Talaris™ NMD-50* — 2,000 used bills or 2,300 new per cassette.
- *Fujitsu® F-400* — 1,800 used bills per cassette.
- *Talaris™ Multi-Mech* — 600 top and 1,300 bottom cassette.
- *Gen-Mega* — 2,000 new per cassette.

Figure 8. LT - Talaris NMD-50 Bill Dispenser RT - Fujitsu F-400 Bill Dispenser
Figure 9. Talaris MultiMech Bill Dispenser

Figure 10. Gen-Mega Bill Dispenser
Coin Hopper

Each coin hopper can dispense approximately 300 coins per minute. One hopper can hold approximately 600 coins, depending on the coin’s value. Up to three hoppers can be installed.

Card Reader

Each credit card processor uses a different card reader. The non-chip and PIN card reader can accept credit, gift, wash cards, and fleet cards. Depending on the credit card processor, the card reader may accept Debit cards.
The Auto Sentry supports EMV, the technical standard for smart payment cards (also known as Chip cards). EMV cards are smart cards that store their data on integrated circuits. These include cards that must be physically inserted into a reader. Some chip cards can be tapped on the contactless reader that can be read over a very short distance using RFID technology.

Figure 13. Auto Sentry flex with EMV
Chip Card Reader

The chip card reader will accept credit, debit, gift, and fleet (customer) cards. This card reader is secure and is used with Moneris card processing. The electronic chip in the card is read and encrypted for a secure payment with the Credit Card Processor. The photographs in figures 4 - 7 are of the device that is used by Moneris Credit Card Processing.

Figure 14. Moneris Card Reader Unit

Figure 15. Moneris Card Reader (back of unit)
Figure 16. Moneris Card Reader (bottom of unit)
Figure 17. Credit Card Reader (face)
PIN Pad

The Moneris PIN Pad works in conjunction with the Moneris Card Reader.

Figure 18. Moneris PIN Pad

Figure 19. Moneris PIN Pad cable port
Contactless Tap and Pay Card Reader

Contactless mobile payments are dynamically encrypted making them one of the most secure ways to process a payment and the fastest way too. The Moneris Tap and Pay reader allows a smart phone to communicate wirelessly with the payment terminal when they’re close together, accepting Apple and Android Pay. A customer will have to hold their phone within 2” of the Tap and Pay reader or actually tap it. Some chip cards are equipped to be used at the contactless Tap and Pay readers.

Figure 20. Moneris Tap and Pay Contactless Card Reader

Figure 21. Moneris Tap and Pay Contactless Card Reader (bottom view)
Gift Card Dispenser*

This is an optional feature. Gift Card Dispensers provide convenience for your customers to purchase and immediately receive the gift cards at the payment terminals. There are two selling styles for gift cards: Passive selling applies a Buy Gift Card button on the main options screen. Active selling provides a screen prior to the main options screen where the customer must actively select one or the other to proceed: Buy Gift Card or No Thank You buttons. Promote gift card sales by discounting or adding a bonus to the gift card purchase price by a user defined percentage or dollar amount. See WashConnect Web help to set up your gift card promotion.

The card dispenser can only dispense Gift Cards or Wash Cards, not both at the same time. If you want to offer both Wash Cards and Gift Cards, the wash cards will have to utilize the receipts for the wash card numbers and optional bar codes instead of issuing plastic magnetic wash cards.

*Additional fees apply to add a gift card dispenser to your Auto Sentry® flex.

Receipt Printer

The high-speed printer comes installed in the Auto Sentry® flex. The printer is designed to provide your customers with up to a 2 3/8-inch wide receipt or ticket, with or without bar codes depending on your configuration preferences and if you have a bar code reader installed. This device has a low power consumption rate and will detect when the printer paper is reaching the end of the roll. Purchasing thermal paper from ICS provides the best quality receipt as the heat index is matched exactly to our printer and we order custom length rolls of paper.

Call ICS sales at 800-642-9396.
Bar Code Scanner

This is an optional feature. Our bar code scanner makes a fast customer transaction even speedier by scanning tickets and coupon bar codes. This must be installed at the time you purchased your Auto Sentry® flex.
Sonic Sensor - Car Sense Eye

When your wash is open, the sonic sensor is always sensing to determine if a car is present at the Auto Sentry. If it senses a vehicle, it triggers the initial Welcome video.

Figure 23. Sonic Sensor location in base of Auto Sentry

Sonic Sensor installed in base of Auto Sentry
Vandalism Alarm

The Vandalism Alarm is designed to deter vandals before any damage is done. ICS promotes two different Vandalism Alarms for the Auto Sentry that need to be set up with Technical Support: Deterrent Warning Alarm and Deterrent Break-in Alarm.

Deterrent Warning Alarm

The Deterrent Warning Alarm hardware comes preinstalled in the Auto Sentry models 2017 or later. The hardware required is the Sonic Sensor installed in the base of the Auto Sentry and needs to be wired to the SIO or PIO board of the unit.

The Deterrent Warning Alarm is only honored when the Deterrent is enabled in the WashConnect software, and the Auto Sentry is in the Wash Closed state. The Auto Sentry screen will display the WashClosedAlarmed.bmp. This feature is ignored when in Wash Open.

Figure 24. Sonic Sensor in Auto Sentry with deterrent Warning message on-screen

The Sonic Sensor, known as the Car Sense Eye within the base of the Auto Sentry, is always monitoring, and if it detects something in front of the Auto Sentry after the wash is closed, the Deterrent Warning Alarm is triggered, and immediately, the Auto Sentry will play a VandalismAlarmWarning.avi video and will fire up to two outputs to further act as a deterrent before someone attempts to break-in the Auto Sentry unit: Deterrent Warning Alarm Output 1 and 2.
The video sounds the message, “Attention. The car wash is closed. Caution. The system is armed. Do not touch. Leave the area immediately or the authorities will be notified.”

The Vandalism Alarm settings are configured through the System Setup/Devices/Settings/TouchConfiguration/Vandalism Deterrent selection within WashConnect (See Figure 25).

![Figure 25. Vandalism Deterrent Settings](image)

In addition to the video, and up to two fired outputs, you can configure the system to send a Warning email Alert via WashConnect. The email would post an Event Code of 20030. The received Warning email message reads: This event indicates the vandalism warning alarm is on, meaning activity was detected in front of the Auto Sentry when the wash is closed.

**Deterrent Break-In Alarm**

Guard your Auto Sentry with the Seismic or Electronic Vibration Detector. This feature is optional and can be purchased for an additional fee. Contact your salesperson to purchase. The Electronic Vibration Detector needs to be installed inside the Auto Sentry, and wires connected to the HV Sense/Vandal input on the SIO or PIO board. When the Seismic detector senses tampering of the unit, it triggers the Deterrent Break-In alarm. The ICS VandalismAlarm.avi video plays on the Auto Sentry screen, “Tampering attempt detected. Police have been notified.” Whether the police are notified is up to your alarm company but the message acts as a deterrent for the vandal. When the detector is triggered, the software will fire up to two outputs that may control lights, horns, or connect to the input to your on-site alarm system that triggers whatever additional security and police notifications services are provided by your alarm company.
The Deterrent Break-in Alarm settings are configured in WashConnect through the System Setup/Devices/Settings/TouchConfiguration/Vandalism Deterrent Settings: Deterrent Break-In Alarm Output 1 and 2.

In order to install the Electronic Vibration Detector, WashConnect needs to be on version 1.4.5.1 or later. Contact ICS technical support to see if you can update WashConnect and install the Electronic Vibration Detector.

In addition to the video, and up to two fired outputs, you can configure the system to send a Critical email Alert via WashConnect. The email would post an Event Code of 2001e when the alarm is triggered. The received Critical alert email message reads: VANDALISM ALARM IS ON – NEEDS IMMEDIATE ATTENTION.

Vandalism Sensor

Guard your Auto Sentry with the Vandalism Sensor. The Seismic Detector needs to be installed inside the top of the Auto Sentry. The Seismic Detector is wired to the SIO or PIO board. When the Seismic detector senses tampering of the unit, the VandalismAlarm.avi video plays on the Auto Sentry screen. This is known as the Break-In alarm.

The Seismic detector will also fire up to two outputs. The outputs may control lights, horns, or may provide a signal to the alarm company’s monitoring system to notify authorities of the warning. The Vandalism Warning parameters are configured in WashConnect through the System Setup/Devices/Settings/TouchConfiguration/Vandalism Deterrent settings: Deterrent Break-In Alarm Output 1 and 2.

Table 2: Auto Sentry Vandalism Deterrent

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deterrent Alarm Output</td>
<td>Numeric. The output that will be fired when the alarm is tripped.</td>
</tr>
<tr>
<td>Deterrent Alarm Time Out</td>
<td>Numeric. Minutes. If set to zero, the alarm never resets based on this timeout. Any number entry greater than zero represents the time to wait (in minutes) until the alarm is automatically reset.</td>
</tr>
<tr>
<td>Deterrent Enable</td>
<td><strong>True</strong> or <strong>False</strong>. Enable or disable the vandalism alarm.</td>
</tr>
<tr>
<td>Deterrent On Change Low High</td>
<td>Type <strong>HIGH</strong> if the alarm triggers on a logic change from low to high. Else, type <strong>LOW</strong>.</td>
</tr>
</tbody>
</table>
Chapter 2: Operating

This chapter includes descriptions of the screens presented to a customer when purchasing a basic wash and extra services. It includes an explanation of the on-screen buttons, messages, and graphics used to interact with the payment terminal. Most of these options can be customized.

Introducing the Touch Screen

The Auto Sentry® flex offers two main configurations for the welcome screen:

- Video on the left, buttons on the right, is the standard orientation for the Auto Sentry® flex. This ergonomic configuration was found to be easier to use as it reduces the radius of interaction between the touch-screen interface and the hardware components. Plus, customers complete their transactions faster.

![Figure 26. Welcome Screen Descriptions Custom Graphics](image)
Video on the right, buttons on the left. This is the older configuration and still can be used.

![Welcome Screen with video on right Custom Graphics](image)

For more information about enabling left-right video displays, see “Auto Sentry® Main Options” on page 187.

**About Touchscreen Configurations**

The touchscreen images shown in this manual may not appear exactly the same as the touchscreen displayed on your Auto Sentry® *flex*. The Auto Sentry® *flex* was built to be custom tailored to your car wash requirements. For example, if you do not accept coupon codes, then the **Enter Coupon Code** button can be turned off for your Auto Sentry® *flex*. The Buy Wash button is always larger than the others.

![Welcome Screen, Two-Button Configuration](image)
About Custom Graphics

In addition to your configuration settings, the Auto Sentry® flex can be visually customized with your own graphics, including fonts, color schemes, logos, and backgrounds with or without our marketing department. With a fully customized skin, you can use the Auto Sentry® flex to build brand recognition.

![Image of Custom Graphics on Auto Sentry® flex](image)

**Figure 29. Welcome Screen with 3 button configuration Custom Graphics**

Contact Technical Support for more information about ICS Marketing Team designing custom graphics for your Auto Sentry® flex. This service is optional and additional fees apply.

Custom audio and video prompts produced by ICS are available, and again they are optional and additional fees apply. You can also create your own audio and video prompts.

About Damage Waiver Videos

You can include a damage waiver video on the Auto Sentry® flex.

- Damage waiver videos inform customers of potential vehicle damage caused by in-bay equipment operations. A Yes button requires customers to provide consent.

- ICS does not provide standard damage waiver videos. You can record your own damage waiver video, and then enable it at the Auto Sentry® flex.

Advertisement Videos

You can include custom advertisement videos on the Auto Sentry® flex. Custom advertisement videos typically feature a short welcome message before customers interact with the terminal.

- Custom advertisement videos can be produced to market your facility and services. For example, a video might promote your gift cards or tokens.
About Product Information Clips

You can include short informational clips at the Auto Sentry® flex. Informational clips typically feature products such as tire shine and sealer wax.

**NOTE:** The following clips are available: Rain-X®, tire shine, polish wax, sealer wax and undercarriage. These short promotional clips are provided at no charge. Contact ICS technical support for more information.
For more information about enabling product information clips, see “Using Videos” on page 119.

About the Secondary Language Display

The Auto Sentry® flex touch screen interface can be fully translated into Spanish.

A standard set of Spanish-language buttons is included. You can configure the button text and many other text fields to your own Spanish-language requirements.

Figure 32. Spanish Language Interface with Custom Graphics

For more information on setting language options, see “Auto Sentry®Language” on page 178.

Understanding Purchasing Scenarios

Before a customer purchases a wash at the Auto Sentry® flex, a process to identify the customer must first take place. The Auto Sentry® flex must determine:

- Is this a fleet or wash club member?
- Is this a high vehicle profile?
- Is the customer redeeming a wash code?
- Is the customer redeeming a coupon?
After the customer is identified, the Auto Sentry® flex can display the correct screens to meet customer’s needs.

**About the Purchase Buttons**

Depending on how you configure your Auto Sentry® flex, the main options menu can display up to five out of seven Purchase Buttons. Up to five of these buttons can appear on the main options Auto Sentry® flex touch screen but they will always appear in the following order.

![Figure 33. Seven Purchase Buttons (Custom)](image)

**NOTE:** Purchase buttons shown in Figure 33 are also available in Spanish.

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Buy Wash</td>
<td>Used to purchase a single wash.</td>
</tr>
<tr>
<td>2 Join Wash Club</td>
<td>Used to sign up customers to a wash club.</td>
</tr>
<tr>
<td>3 Buy Gift Card</td>
<td>Used to purchase a gift card. (A Gift Card dispenser is required for this feature and may be purchased for an additional fee.)</td>
</tr>
<tr>
<td>4 Wash Code</td>
<td>Used to enter a five-digit paid ticket code from the fuel pump. (Wash codes are generated randomly from the fuel pump and include an expiration date. A wash code is unique and cannot be reused.) Wash codes that are 6- or 9-digit codes created by the site can be used for promotions. (Wash codes are generated randomly from the fuel pump interface and include an expiration date.) A wash code is unique and only can be redeemed one time.</td>
</tr>
</tbody>
</table>
From the Settings in WashConnect, you can set up the Main Options menu by following these steps:

1. Start WashConnect.
2. On the **System Setup** menu, click **Devices**, and then click **Settings**.
3. In the **Device Type** box, select the **Auto Sentry**.
4. In the **Device Name** box, select the device name from the list.
5. In the **Settings Type** box, select **TouchConfiguration**.
6. In the **Settings** box, select **MainOptions**.
7. Select True or False for the following options:
   - **Allow Card** - Buy Wash button will appear.
   - **Allow Cash** - Buy Wash button will appear.
   - **Allow Code** - Enter Wash Code button will appear to enter a five-digit ticket wash code.
   - **Allow Coupon** - Enter Coupon button will appear to enter a three-, four- or five-digit code.
   - **Allow Pay** - Pay Attendant button will appear to give payment directly to car wash attendant. (This button is not enabled for in-bay automatic sites.)
8. From the **Tools** area, click the **Save** button.

**NOTE:**
- A Buy Gift Card button will appear on Main Options screen after repeating steps #1-4, and then from the Settings, select **Gift Card**, and then in **Sell Style** box, select Passive.

<table>
<thead>
<tr>
<th></th>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td><strong>Coupon Code</strong></td>
<td>Used to enter a three- four- or five-digit coupon code. (A PLU needs to be created for the coupon and the PLU number is the Coupon number. A Profile needs to be created for Coupons and activated with a valid schedule with days and time selected. The same Coupon code can be used by many and multiple customers.)</td>
</tr>
<tr>
<td>6</td>
<td><strong>Fund Raiser Code</strong></td>
<td>Used to purchase a wash through a fund raiser code that is set up in the system so sales can be tracked and easily determine the amount to forward to the charity or organization. Fund raisers typically use 4-digit codes.</td>
</tr>
<tr>
<td>7</td>
<td><strong>Pay Attendant</strong></td>
<td>This button is not enabled for in-bay automatic sites. (Used to give payment directly to car wash attendant.)</td>
</tr>
</tbody>
</table>

**Table 3: Purchase Buttons**
A Buy Club Membership button will appear on the Main Options screen after repeating steps #1-4, and then from the Settings, select Clubs, and then in Sell Style box, select Passive; and then in Clubs Sell box, select True.

Figure 34. Main Menu Custom Graphics
Purchasing a Wash with No Extra Services

The following examples show a single wash purchase with no upgrades, paid in cash—the simplest scenario for a customer.

![Welcome Screen and Select Wash Screen](image)

**Figure 35. Welcome Screen and Select Wash Screen**

A customer can tap the **Buy Wash** button on the Welcome screen. The Select Wash screen appears. On the Select Wash screen, a customer can choose a wash (maximum of six wash buttons can appear on this screen). Washes are created in **WashConnect** software.

![Select Extra Services Screen](image)

**Figure 36. Select Wash to Select Extra Service Screen**

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*Auto Sentry* flex User Manual 51 Operating
After the customer selects a wash, the **Select Extra Services** screen appears for the base wash selected. You can configure up to six extra services per base wash on the Select Extra Services screen. Five extra service examples are shown in Figure 36. Extra services are defined in **WashConnect** software from Sales Items.

![Custom Select Extra Service and Insert Cash or Card Screen](image)

**Figure 37. Custom Select Extra Service and Insert Cash or Card Screen**

If the customer does not want extra services, they can tap the **No Upgrade** button on the Select Extra Service screen. The payment screen appears where a customer can finalize the transaction by inserting Cash or inserting Card or Tap Card on Contactless Reader.

![Payment Screen](image)

*For more information on payment methods, see “Understanding Payment Scenarios” on page 76.*

**Purchasing a Wash with an Extra Service**

The following example shows a car wash purchase with one extra service.

**NOTE:** Customers have an opportunity to purchase one base wash, and up to six extra services if configured. (For example, the **Select Extra Service** screen appears only once). If there are no extra services associated with the wash selection, then the **Select Extra Service** screen does not appear.
Figure 38. Basic Wash with an Extra Service Purchase

In Figure 38, the virtual receipt shows a basic wash and extra service.
Selling Club Memberships

There are two different ways to present the Club Membership buttons.

1. Passive selling means if the customer does not want to join a club, the customer just bypasses the Join Wash Club button altogether by selecting a different wash option button.

2. Active Sell Style goes directly to the Club options when the customer taps the screen or is sensed by the Auto Sentry.

To enable the active or passive club sell process, follow these steps:

3. On the System Setup menu, click Devices, and then click Settings. The Settings dialog box appears.

4. In the Device Type box, select Auto Sentry.

5. In the Device Name box, select the name of the device from the list.

6. In the Settings Type box, select TouchConfiguration.

7. In the Settings box, select Clubs.

8. In the Clubs Sell Style box, select one of the following:
   - **Active** selling style sets the buy club membership option to appear up front for the customer to choose. If the customer presses NOTHANKYOU, and then the Buy Wash main options screen appears.
   - **Passive** sets the buy club membership option to have an extra button for Buy Club Membership along with the other buttons on the Buy Wash main options screen.
   - **None** (this used to be the Original ICS setting) sets the buy club membership option to offer the club in the default style, where there is a Buy Club and NOTHANKYOU button to the left of the video on the screen before the Buy Wash screen. The customer is required to
make a selection by tapping one of the two buttons before moving forward with the transaction: **Join Wash Club** or **No Thank You**. ICS does not support the None Club Sell Style.

![Figure 39. “None” Club Sell Style Screen](image)

**Renew Club Memberships at the Terminal**

The system supports ONE of the following club membership renewal options:

- Renew existing clubs only – allows customers to renew the membership for the club they were previously enrolled. Customer cannot change into a different club during renewal with this option.

- Renew membership from club list – allows customer to select the club from a list of clubs offered. The club they are currently a member of may or may not exist in this list. It will exist only if you sell the club at the terminal.

For renewal of membership for existing clubs only, follow these setup instructions:

1. On the **System Setup** menu, click **Devices**, and then click **Settings**. The Settings dialog box appears.
2. In the Device Type box, select **Auto Sentry**.
3. In the Device Name box, select the name of the device from the list.
4. In the Settings Type box, select **TouchConfiguration**.
5. In the Settings box, select **Clubs**.
6. From the Clubs Self Renew, select **True**.
7. From the Clubs Renew Existing Program, select **True**.
For renewal of membership with the option to select a different club, follow these setup instructions:

1. On the **System Setup** menu, click **Devices**, and then click **Settings**. The Settings dialog box appears.

2. In the Device Type box, select **Auto Sentry**.

3. In the Device Name box, select the name of the device from the list.

4. In the Settings Type box, select **TouchConfiguration**.

5. In the Settings box, select **Clubs**.

6. From the Clubs Self Renew, select **True**.

7. From the Clubs Renew Existing Program, select **False**.

- If a customer has multiple memberships in a declined state, the system will charge for the current membership and update their status and expiration state. The system will then set the status for the other declined memberships to **Bill**. This will result in auto-billing attempting to bill their credit card for the other memberships the next time auto-billing runs (generally early the next morning).

- Renewal date can be set to honor the expiration date or the current (renewal) date, if billing on anniversary date (not 1\textsuperscript{st} of the month). If set to honor the expiration date, then the system updates the new expiration date based on the old expiration date plus club duration. Example, if a membership expired on the 5\textsuperscript{th} of the month and a customer renews on the 10\textsuperscript{th}, the new expiration date for a monthly club is the 5\textsuperscript{th} of the following month. If set to honor renewal date, the new expiration date for the same example would be the 10\textsuperscript{th} of the next month. Either way, the customer is billed the entire club price (no prorating).

- Prorating is honored only if billing on the 1\textsuperscript{st} of the month and prorating is selected. When a customer renews and billing is 1\textsuperscript{st} of the month, their expiration date is moved to the 1\textsuperscript{st} of the next month. If prorating is selected, they are billed the remaining portion. If not, they are billed the entire club amount.

**About Unlimited Wash Clubs with a Club Card**

Wash club members are issued wash club cards (or with the ICS **Auto Passport** wireless tag system. See “Purchasing an extra service with a Club Tag” on page 57 for more information).

For example, a customer purchases a $30.00 per month wash club, and returns with the wash club member card and can redeem unlimited basic washes for the month or until the membership is canceled. The club member will automatically be billed to the given credit card.

Or, with a club card, you might entitle club customers to $5.00 off any regular wash choice.
Club memberships are created in *WashConnect* software, and can be sold at the point-of-sale cash register or at the *Auto Sentry*. If purchasing club membership at the *Auto Sentry*, customer needs to see an operator to pick up their club card. The operator also collects more information about the vehicle to manually enter in *WashConnect*.

Clubs are linked to Profiles in *WashConnect* and then enabled in the **Profile Times** dialog box.

In Figure 40, this **Basic Club** profile offers no wash choices for the customer to select. Instead, the Auto Sentry® flex automatically selects the **Basic Wash** for the club customer since it is the only one available in the **Basic Club** profile. Upgrade selections are made available. The example shows a club member redeeming the **Club Basic Wash**, and then selecting the $4.00 **TireShine and DuraShine** upgrade.

In the following figure, the club customer swipes their club card when they arrive at the Auto Sentry® flex. The club name is shown at the top of the screen. The virtual receipt shows a pre-approved club service and a unique club ID number. The club customer selects TireShine and DuraShine extra service and pays $4.00 cash.

**Table 5: Audio Prompts for Wash Purchase with a Club Card**

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to the car wash. If you have a valid wash code, please tap the button on the screen labeled enter wash code. If you would like to purchase a car wash, please tap the button on the screen labeled buy wash -or- insert cash or credit card at any time.</td>
</tr>
<tr>
<td>2</td>
<td>Please select an extra service -or- push the no extra service button located at the bottom of the screen.</td>
</tr>
<tr>
<td>3</td>
<td>Thank you. Please insert cash or card.  [Customer inserts dollar bills]. To complete your car wash purchase, please insert bills into the acceptor to the right of the screen.</td>
</tr>
<tr>
<td>4</td>
<td>You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.</td>
</tr>
</tbody>
</table>

**Purchasing an extra service with a Club Tag**

Customers who purchase an unlimited wash club will be able to redeem unlimited washes during the month until the membership is renewed. At the *Auto Sentry flex*, the customer enters their credit card for the unlimited club, and it will automatically bill every month until cancellation. After customer purchases the membership at the Auto Sentry® flex, and proceeds through the tunnel for their first wash, they will need to see an attendant afterwards to install their RFID tag.

For example, you might sell a $30.00 per month wash club, entitling members to redeem unlimited basic washes as many times as they would like for the entire month.
If they skip this step, the customer cannot return to the Auto Sentry® flex for a club wash but instead will be charged for the wash. The ICS Auto Passport system requires an RFID Reader that communicates with the wireless electronic chips in the RFID tags adhered to the vehicles’ windshields, require separate hardware and software, including a tag reader with mounted antennas. Club tag accounts can be sold at the POS cash register as well as at the Auto Sentry® flex. Wash club memberships are linked to Profiles created in the WashConnect® software and are enabled from the Profile’s Schedule section.

The process for redeeming a club wash using a club tag is very similar to the process for redeeming a club wash using a traditional club card. In the following example, the No Limit club offers all six wash choices for the customer to select. Each one is discounted by $5.00 with the sixth choice, Basic Wash, reduced to $0.00. Upgrade selections are made available. The example shows a No Limit club member redeeming the Basic Wash and a $4.00 Shield and Shine upgrade.

**NOTE:** This example begins with a screen labeled, “Please Wait While We Verify Your Membership.” When the ICS Auto Passport system is installed on an Auto Sentry® flex lane,
then that Auto Sentry® flex will always display “Please Wait While We Verify Your Membership.”

Figure 40. Wash Club Purchase with Club Tag

In Figure 40, when the club customer arrives, the Auto Sentry® flex system checks for an RFID tag and active membership status. The customer has a choice to select one (or more, if set up) extra service from the list or select no upgrade. The on-screen receipt shows an approved club service
and a unique club ID number. The club customer selected TireShine and DuraShine extra service and paid $4.00 cash.

Table 6: Audio Prompts for Wash Purchase with a Club Tag

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to the car wash. Please wait while we verify your membership.</td>
</tr>
<tr>
<td>2</td>
<td>Please select a car wash by simply touching that item on the screen. Thank you.</td>
</tr>
<tr>
<td>3</td>
<td>Please select an extra service -or- push the no extra service button located at the bottom of the screen.</td>
</tr>
<tr>
<td>4</td>
<td>Please insert cash or card. [Customer inserts dollar bills]. To complete your car wash purchase, please insert bills into the bill acceptor.</td>
</tr>
<tr>
<td>5</td>
<td>You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.</td>
</tr>
</tbody>
</table>

Selling Gift Cards at the Auto Sentry® flex

Currently, one gift card per transaction is supported. If the system recognizes the dispenser is empty or detects an error with the dispenser, then the system automatically turns off selling gift cards. If a gift card does not dispense, the gift card transaction error message appears and the customers credit card transaction is voided.

NOTE: Card dispensers are optional and can be installed by your support technician to the Auto Sentry® flex to accommodate the growing needs of your car wash. This feature is optional and additional fees apply.

The customer must activate the gift card at the Auto Sentry immediately after purchasing.

There are two different ways to present the sale of gift cards: Actively and Passively.

- **Passive** selling sets the buy gift card option to have an extra button for Gift Cards along with the other buttons on the Buy Wash main screen. If not interested, the customer does not need to make any selection regarding gift cards. If interested in gift cards, the customer is required to select the **Buy Gift Card** button from the main menu to learn more or purchase.

- **Active** selling sets the gift card option to appear before the main options screen and customer is required to actively select either the **Buy Gift Card** or **No Thank You** button before continuing to the Buy Wash main screen. You can change this as often as you like.
None turns off the selling of gift cards and the gift card button will not appear at all. None is the default setting. Other settings include Active and Passive.

Set up Passive or Active Sell Style for Gift Cards

To enable the passive or active selling style for gift cards, follow these steps:

1. On the System Setup menu, click Devices, and then click Settings. The Settings dialog box appears.
2. In the Device Type box, select Auto Sentry.
3. In the Device Name box, select the name of the device from the list.
4. In the Settings Type box, select TouchConfiguration.
5. In the Settings box, select GiftCard.
6. In the Sell Style setting, select Passive or Active.
7. From the Tools area, click the Save button.
Configure terminal to sell both gift cards and clubs using the following combinations:
Active Gift Cards, Passive Clubs
Active Clubs, Passive Gift Cards
Passive Gift Cards, Passive Clubs

NOTE: System cannot be configured for both active gift and active clubs. Also, only one type of purchase can happen in a transaction, regardless of the active or passive setting. In other words, if a customer purchases a gift card, they cannot purchase a club in the same transaction and vice-versa.

Purchasing a Wash with a Wash Code

Wash Codes are not just used for Fuel Pumps. Wash Codes can be used as a promotion sent out to many customer in the area surrounding of the car wash. A wash code is a unique number and cannot be reused after redemption. In WashConnect, the Ticket Generator is used to create the 5-, 6- or 9-digit Wash Codes.

Barcodes for the wash code can print on the sales receipt (the barcode scanner is optional and is necessary to read barcodes). Customers enter wash codes or scan barcodes at the Auto Sentry or POS. Wash Codes can be setup for promotions or prepaid washes at the fuel pumps. Wash Codes can be received after purchasing a car wash at a fuel pump terminal on your property or at a different location. Fuel Pump interface is needed to receive the wash code from the fuel pump terminal.

A wash code is unique. Once a wash code is redeemed, that wash code is no longer valid.

Wash Codes used with Paid Tickets

For example, a car wash sold at a fuel pump might generate a wash code. The customer pays for the wash at the fuel pump and receives a paid ticket or receipt with a five-digit wash code. The customer can redeem the wash at the Auto Sentry® flex by selecting Enter Wash Code button on the screen and then entering the wash code from the fuel receipt. A barcode scanner can also read the receipt’s barcode for the wash code. A barcode scanner is optional and can be installed at any time and may incur additional fees.

Wash codes are linked to the Paid Ticket transaction type in the Profile's Schedule dialog box.

For more information about enabling profiles and schedule for wash codes, see “Using Profiles and Schedules” on page 123.

The following example shows a car wash purchased with a paid ticket.
In Figure 44, the customer arrives with a wash code on a receipt. He touches the **Enter Wash Code** button, and then types the five-digit wash code. The receipt shows an $10.00 upgrade credit.
Table 7: Audio Prompts for Wash Purchase with Wash Code

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Welcome to our car wash. To get started, touch &quot;Buy Wash&quot; -or- if you have a valid wash code, touch &quot;Enter Wash Code.&quot; If you have a coupon, touch &quot;Enter Coupon.&quot;</td>
</tr>
<tr>
<td>3</td>
<td>Enter code. Please enter the five-digit code you received when you purchased your car wash. If you do not have a wash code, touch &quot;Back,&quot; and then touch &quot;Buy Wash.&quot; [User input.] One. Seven. Eight. Zero. One.</td>
</tr>
<tr>
<td>4</td>
<td>You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.</td>
</tr>
</tbody>
</table>

Paying the Attendant to Purchase a Wash

The following example shows a car wash purchased by paying the car wash attendant.

In Figure 45, the receipt shows a $0.00 credit for the Pay Attendant selection.
Table 8: Audio Prompts for Wash Purchase with Pay Attendant

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to the car wash. If you have a valid wash code, please tap the button on the screen labeled enter wash code. If you would like to purchase a car wash, please tap the button on the screen labeled buy wash. Or insert cash or credit card at any time.</td>
</tr>
<tr>
<td>2</td>
<td>Please take your receipt, wait for the gate to fully open and proceed carefully toward the car wash. The car wash attendant will help you complete your car wash purchase.</td>
</tr>
</tbody>
</table>

**Purchasing a Wash with a Coupon**

Coupons are typically used for promotions offering money off a wash. Coupon codes can be three-, four- or five-digit codes (4-digit is most commonly used). For example, if a customer arrives at a special time of day when the discount is offered on select washes, then customer can enter a coupon code.

Coupons can also be used to provide free washes.

Coupons can be set up to be active during certain hours, specific days, or within a specified date range. However, they are available to any customer who knows the coupon code.

Unlike wash codes, coupons are **not** unique. You can set up a coupon code, and then make it active for many customers. The coupon code is good for unlimited redemptions as long as the profile’s schedule is valid and enabled at the *Auto Sentry*® terminal.

Barcode scanners can be used to read coupons. Barcode scanners are optional and additional fees apply. Barcode scanners are installed at time of purchase.

Coupons can be set up in *WashConnect*® software. Coupons are created with their own PLU in the Sales Item dialog box, and then activated in the Profile dialog box by selecting **Coupon** from Applied To column.
The following example shows a car wash purchased with a coupon.

![Figure 46. Wash Purchase with Coupon and No Extra Services](image)

In Figure 46, the customer taps the **Enter Coupon** button. He enters the three-digit code. The virtual receipt shows **BEST WASH $2.00 CPN** which is the best wash at retail price of $12.00 given at a reduced price of $10.00.

**Table 9: Audio Prompts for Purchase with Coupon and No Extra Services**

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to our car wash. To get started, touch &quot;Buy Wash.&quot; -or- if you have a valid wash code, touch &quot;Enter Wash Code.&quot; If you have a coupon, touch &quot;Enter Coupon.&quot;</td>
</tr>
<tr>
<td>2</td>
<td>Enter coupon. Use the numeric keypad on the screen to enter your coupon code. If you have a wash code, touch &quot;Back,&quot; and then touch &quot;Enter Wash Code.&quot; [User input] One. Nine. One.</td>
</tr>
<tr>
<td>3</td>
<td>Please insert cash or card.</td>
</tr>
</tbody>
</table>
**Track Zip Codes by Using Coupons**

The following steps are used to set up a wash with a PLU for a coupon that will track the customer’s zip codes.

1. On the **Configuration** menu, click **Goods and Services**, and then click **Sales Item**.
2. Click the **Add** button to add a new sales item.
3. Enter the name the sales item. (For example, 18091 Zip Code Discount.)
4. Enter a PLU of the five-digit zip code.
5. Enter a price for the discounted wash. (For example, if the coupon amount is $2 off and the wash is $10, then enter $8.00 for the price.)
6. Configure a service output which is usually the same as the original wash’s selected output and save.
7. On the **Configuration** menu, click **Goods and Services**, and the click **Profiles**, set up a Profile, and then add the schedule by selecting the day and times for the distributed coupon. Before saving, select **Coupon** from the **Applies To** list. Select **Save**. The Profile is activated for your designated times.
8. On the **System Setup** menu, click **Devices**, and then click **Settings**. The Settings dialog box appears.
9. In the Device Type box, select **Auto Sentry**.
10. In the Device Name box, select the name of the device from the list.
11. In the Settings Type box, select **TouchConfiguration**.
12. In the Settings box, select **Shift**.
13. In the Coupon Length box, set to 5.
14. On the **Financial** menu, click **Register Reports**, and then click **Shift Detail** to view the PLU sales.

**Purchase a Wash with a Fleet Account Card**

Fleet accounts are created in **WashConnect** software. A fleet account is available for customers who want to include multiple vehicles on a single billing account. For example, a state police station can establish a single fleet billing account for the entire fleet of patrol cars.

Fleet wash selections can be up to six washes but is typically restricted to one or two predetermined wash choices depending on the fleet account manager’s approval. The Fleet Member swipes the Fleet Card, and the restricted Fleet menu appears. Fleet account cards are
issued to authorized users. Those cards contain unique code numbers which are accepted at the Auto Sentry® flex. The fleet account cards are optionally secured with a PIN. The customer enters the Fleet Card PIN number by tapping the numbers on the on-screen keypad. Next, the card is approved and then the wash is charged to the fleet account.

In WashConnect®, Fleet account numbers are assigned to customers, and 4-digit passwords can be setup from the Fleet menu for each Fleet Card. Fleet wash selections are set up in the Fleet Profile with a valid time Schedule, and then enabled.

In Figure 47, a customer swiped a fleet card and then is required to enter a PIN. After the customer touches **Buy Wash**, he receives no wash menu—only the **Basic Wash** for $5.00 which is the limitation configured in this fleet profile. However, fleet accounts do not need to be restricted to a single wash choice. You could offer fleet customers two or three wash offerings to a full menu selection as it appears for regular, non-fleet customers. Each Fleet Account can be set up with
different options. The on-screen receipt shows a recognized fleet account. A $5.00 wash is charged to the fleet account.

Figure 47. Wash Purchase with Fleet Account Card
Wash Clubs

Clubs are available for customers who join prepaid or auto billing wash clubs. For example, you might sell a $30.00 per month wash club, entitling members to redeem unlimited basic washes at $5.00 a wash. Or you might entitle club customers to $5.00 off any regular wash choice.

Wash club members are issued RFID tags adhered to the customer’s windshield and read with the ICS Auto Passport wireless tag system. Club cards an also be issued if necessary.

**NOTE:** Club cards are not recommended for Express Car Wash Sites, unless you limit your club cards to only 4 or 5 washes per month.

See “Purchasing an extra service with a Club Tag” on page 57 for more information.

Club memberships are created in WashConnect®, and then sold at the Touch POS (point-of-sale) as well as the Auto Sentry payment terminals. Clubs are linked to profiles with a valid Schedule and then enabled.

**Purchasing a Wash with a Club Card**

In Figure 48, the Basic Club profile offers no wash choices for the customer to select. Instead, the Auto Sentry® flex automatically selects the Club Basic Wash for the club customer since it is the only one available in the Basic Club profile. Upgrade selections are made available. The example shows a club member redeeming the Club Basic Wash, and then selecting the $4.00 Shield and Shine upgrade.

---

### Table 10: Audio Prompts for Wash Purchase with a Fleet Account Card

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
</table>
| 1      | Please enter your PIN number.  
          [User input. Security beeps, not audio prompts, provide feedback for digits.] |
| 2      | Welcome to our car wash. To get started, touch "Buy Wash." Or if you have a valid wash code, touch "Enter Wash Code." If you have a coupon, touch "Enter Coupon." |
| 3      | Buy wash.     |
| 4      | You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash. |
Figure 48. Wash Purchase and Extra Service with Club Card
In Figure 48, the club customer swipes the club card. The club name is shown at the top of the screen. The virtual receipt shows a pre approved club service and a unique club ID number. The club customer selects shield and shine extra service and pays $4.00 cash.

### Table 11: Audio Prompts for Wash Purchase with a Fleet Account Card

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to the car wash. If you have a valid wash code, please tap the button on the screen labeled enter wash code. If you would like to purchase a car wash, please tap the button on the screen labeled buy wash. Or insert cash or credit card at any time.</td>
</tr>
<tr>
<td>2</td>
<td>Please select an extra service. Or push the no extra service button located at the bottom of the screen.</td>
</tr>
<tr>
<td>3</td>
<td>Thank you. Please insert cash or card. [Customer inserts dollar bills]. To complete your car wash purchase, please insert bills into the acceptor to the right of the screen.</td>
</tr>
<tr>
<td>4</td>
<td>You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.</td>
</tr>
</tbody>
</table>

### Purchasing a Wash with a Club RFID Tag

Clubs are available for customers who join prepaid or auto billing wash clubs. For example, you might sell a $30.00 per month wash club, entitling members to redeem unlimited basic washes at $5.00 a wash. Or you might entitle club customers to $5.00 off any regular wash choice. ICS Auto Passport system makes it simple to identify club accounts. An RFID tag is affixed to the vehicle’s windshield. The Auto Passport system is optional and additional fees apply. Hardware and software needs to be installed, including a RFID reader and mounted antennas. Club programs are created in WashConnect®. Club programs are linked to an profiles with a valid schedule.

The process for redeeming a club wash using a club tag is very similar to the process for redeeming a club wash using a traditional club card. In the following example, the No Limit club offers all six wash choices for the customer to select. Each one is discounted by $5.00 with the sixth choice, Basic Wash, reduced to $0.00. Upgrade selections are made available. The example shows a No Limit club member redeeming the Basic Wash and a $4.00 Shield and Shine upgrade.

This example begins with a screen labeled “Please Wait While We Verify Your Membership.” When the ICS Auto Passport system is installed on an Auto Sentry® flex lane, then that Auto Sentry® flex will always display “Please Wait While We Verify Your Membership.”
Figure 49. Wash Purchase with Club RFID Tag
In Figure 49, the club customer arrives. The system checks for a tag ID and active membership status. The club name is shown at the top of the screen. The wash choices includes an extra service list. The on-screen receipt shows a the designated club service and a unique club ID number. The club customer selects shield and shine extra service and pays $4.00 cash.

**Table 12: Audio Prompts for Wash Purchase with a Club RFID Tag**

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to the car wash. Please wait while we verify your membership.</td>
</tr>
<tr>
<td>2</td>
<td>(Optional) Please select a car wash by pressing one of the service buttons on the screen</td>
</tr>
<tr>
<td>3</td>
<td>Please select an upgrade. Or if you do not want an upgrade, press No Upgrade.</td>
</tr>
</tbody>
</table>
| 4      | Please insert cash or card.  
     | [Customer inserts dollar bills].  
     | To complete your car wash purchase, please insert bills into the acceptor to the right of the screen. |
| 5      | You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash. |

**Sensing a High Vehicle**

**NOTE:** This feature is optional and additional fees apply. This feature requires additional hardware that must be installed to enable the high vehicle profile sensor.

Sensing High Vehicles is an optional feature but it can recover the extra costs of washing the bigger vehicles because of the extra costs. Customers with high vehicles, such as cargo and conversion vans, can view a high vehicle menu at the Auto Sentry® flex. The washes are the same but display higher pricing. The hardware is optional and additional fees apply. The high vehicle sensor must be installed which is necessary to activate the High Vehicle Profile (HVP) that has all the washes with the increased value.

Additional High Vehicle wash PLUs need to be created as well as a High Vehicle Profile (HVP). Set the time Schedule for your hours of operation, select High Vehicle from the Vehicle Height box, and then select Retail from the Applies To box.

In Figure 50, the example shows a list of wash services for a high vehicle Profile.
Understanding Payment Scenarios

A customer will first select a wash service and an extra service as described in the previous section. Next, the customer must select a payment type of either cash or a card.

Cash payment methods include the following:

- Cash bills
- Coins

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome to our car wash. To get started, touch &quot;Buy Wash.&quot; -or- if you have a valid wash code, touch &quot;Enter Wash Code.&quot; If you have a coupon, touch &quot;Enter Coupon.&quot; [Customer input.] Buy wash.</td>
</tr>
<tr>
<td>2</td>
<td>Buy wash. Please select a car wash by pressing one of the service buttons on the screen. [Customer input.] Thank you.</td>
</tr>
<tr>
<td>3</td>
<td>Please insert cash or card. [Customer inserts a $20.00 bill.]</td>
</tr>
<tr>
<td>4</td>
<td>You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.</td>
</tr>
</tbody>
</table>
- Token coins and notes (i.e., MEI® brand coins and coupons)

Card payment methods include the following:

- Credit cards
- Gift cards
- Fleet cards
- Club cards
- Debit cards (If your credit card processor accepts debit transactions. Freedom Pay and Moneris accept Debit Cards.)

**About Credit Card and Gift Card Combinations**

The on-screen credit card and gift card payment options depend on the settings configured in *WashConnect*® for your site. For example, if you do not accept *American Express*®, then that card logo can be removed from available payment options.

The following figure shows nine possible screens presented to customers who have not yet selected a payment type either cash or card. Only one of these screens will be implemented for your site, depending upon your ability to accept different payment types.

*Visa*® and *MasterCard*® can be configured as one option or independent of each other. Additionally, a generic **Please Insert Cash or Card** graphic is available showing no card logos.

![Figure 51. Payment Screen for all Payment Combinations Custom Graphics](image-url)
Cash and Coin Payment Combinations

If the customer selects a payment type of cash, then one of the following screens is displayed depending upon whether your Auto Sentry® flex accepts bills only or both bills and coins. A coin only payment option is not available.

NOTE: After a cash payment type is selected, the transaction must be finalized with cash. The customer cannot split the payment with cash and credit.

Dispensing Change

If the customer requires change, and the Auto Sentry® flex is able to provide the correct amounts.
Payment Process Feedback

A club customer inserts payment for the extra services. Various information points provide feedback on the payment process. The total amount owed is $4.00.

- A status message shows the payment type and amount received.
- A virtual receipt also shows the payment type and amount received.
- A balance due message shows amount owed.

Drive Ahead Screen

After the customer has inserted the correct cash payment amount, the **Drive Ahead** screen appears.

![Drive Ahead Screen Custom Graphics](figure)

**Figure 54. Drive Ahead Screen Custom Graphics**

About Gift Card Payments

Gift cards can be used to provide a full or partial payment.

Split payments are allowed for gift cards. If a customer swipes a gift card and the remaining balance on the gift card is not sufficient to complete the sale, then the option is given to add value to the gift card or to complete the transaction with cash or card.

Adding Value to a Gift Card

The following example shows a customer choosing **Add Value to Gift Card**.
Figure 55. Gift Card Add Value Option

In Figure 55, the customer selected a $30.00 Hand Wax Super Wash and paid with a gift card. The card contained a balance of only $20.00, and so the Insufficient Funds screen appeared. The customer selected Add Value to Gift Card, and then entered $20.00, which he paid in cash. This left a $10.00 balance on the gift card.

+ $20.00 Beginning Balance on Gift Card  
+ $20.00 Add Value to Gift Card  
- $30.00 Cost of Hand Wax Super Wash  
--------
+ $10.00 Ending Balance on Gift Card
Table 14: Audio Prompts for Add Value to Gift Card

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
</table>
| 1      | The value on your gift card is less than the total of your purchase. If you would like to add value to your gift card, touch "Add Value." If you would like to pay the difference with cash or credit, touch "Pay Difference."
   [User input. Add value.] Add value. |
| 2      | Use the numeric key pad on the screen to enter the amount you would like to add to your gift card. When you are finished, touch "Enter." If you make a mistake, touch "Clear" and try again.
   [User touches Enter.] |
| 3      | Please insert cash or card.  
   [Customer inserts a $20.00 bill.] |
| 4      | You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash. |
Adding Value to a Gift Card with Bonus Increase

In Figure 56, a customer selects the **Add Value to Gift Card** with increased percentage bonus.

![Figure 56. Gift Card Add Value Option with Promotional Increase](image-url)
In Figure 56, the customer selected a $30.00 **Hand Wax Super Wash** and paid with a gift card. The card contained a balance of only $10.00. The **Insufficient Funds** screen appeared. The customer selected **Add Value to Gift Card**, and then entered $20.00, which he paid in cash. A ten percent promotional increase was in effect, which added another $2.00 to the value of the card. The card was processed successfully and charged $30.00. This left a $2.00 balance on the gift card.

+ $10.00  Beginning Balance on Gift Card  
+ $20.00  Add Value to Gift Card  
+ $ 2.00  Bonus Promotion of 10%  
- $30.00  Cost of Wash  
--------  
+ $ 2.00  Ending Balance on Gift Card

**Table 15: Audio Prompts for Add Value to Gift Card with Promotional Increase**

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
</table>
| 1      | The value on your gift card is less than the total of your purchase. If you would like to add value to your gift card, touch "Add Value." If you would like to pay the difference with cash or credit, touch "Pay Difference."  
 [User input. Add value.] Add value. |
| 2      | Use the numeric key pad on the screen to enter the amount you would like to add to your gift card. Your gift card value will also increase by the bonus percentage shown, at no additional charge. When you are finished, touch "Enter." If you make a mistake, touch "Clear" and try again.  
 [User touch Enter.] |
| 3      | Please insert cash or card.  
 [Customer inserts a $20.00 bill.] |
| 4      | [Card processed for $30.00.] |
| 5      | You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash. |
Pay Difference

The following example shows a customer selecting the Pay Difference option.

![Image of Pay Difference screens]

Figure 57. Pay Difference on Gift Card

In Figure 57, the customer selected a $30.00 Hand Wax Super Wash and paid with a gift card. The card contained a balance of only $10.00, as shown in the status box above the virtual receipt. The Insufficient Funds screen appeared. The customer selected Pay Difference Cash or Card, and then paid $20.00 in cash. The card was processed successfully and charged $10.00. This left a $0.00 balance on the gift card.
+ $10.00  Beginning Balance on Gift Card
+ $20.00  Pay Difference in Cash
- $30.00  Cost of Wash
---------
+ $0.00  Ending Balance on Gift Card

Table 16: Audio Prompts for Add Value to Gift Card with Promotional Increase

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The value on your gift card is less than the total of your purchase. If you would like to add value to your gift card, touch &quot;Add Value.&quot; If you would like to pay the difference with cash or credit, touch &quot;Pay Difference.&quot; [User input. Pay difference cash or card.] Pay difference.</td>
</tr>
<tr>
<td>2</td>
<td>Please insert cash or card. [Customer inserts a $20.00 bill.]</td>
</tr>
<tr>
<td>3</td>
<td>[Card processed for $10.00.]</td>
</tr>
<tr>
<td>4</td>
<td>You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.</td>
</tr>
</tbody>
</table>

About Token Coins and Token Notes

Your Auto Sentry® flex can be programmed to accept token coins and token notes (token coupons).

About Receipt Options

You can configure your Auto Sentry® flex to print a receipt automatically or to prompt a customer to tap a button for a receipt. In Figure:

- The first example shows a customer who purchased the $5.00 basic wash with cash. The Print Receipt button is configured to appear since the Auto Sentry® flex does not automatically print a receipt.
- The second example shows the Thank You message, which appears when one or more receipts automatically print after the transaction is finalized.
About Errors and Command Buttons

Various error messages provide instructions to customers when an unexpected condition occurs. Command buttons such as Cancel and Back help customers navigate the touch-screen interface.

Card Authorization Failure

If a card fails to authorize, an error message is displayed. Customers are given the option to cancel or try again.

---

For more information, see “Auto Sentry® Receipt Footer” on page 178 and “Auto Sentry® Receipt Header” on page 178.
Card Maximum Timeout

If a card reaches the maximum timeout period, the following screen is displayed.

![Figure 60. Card Maximum Timeout](image1)

Table 17: Audio Prompt for Card Authorization Failure

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The credit card you provided has failed to authorize. Please check the card and try again.</td>
</tr>
</tbody>
</table>

Card Duplicate Transaction

If a card is used to process a duplicate transaction, the following screen is displayed.

![Figure 61. Card Duplicate Transaction](image2)
**Wash Code Not Valid**

The following screen is displayed if a wash code is not valid.

![Image of Screen with message: "The wash code you entered is not valid. Please check the code and try again."occupied by a figure labeled "Figure 62. Wash Code Not Valid".](image)

Table 18: Audio Prompts for Invalid Wash Code

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The wash code you entered is not valid. Please check the code and try again.</td>
</tr>
</tbody>
</table>

**Wash Code Expired**

The following screen is displayed if a wash code is expired.

![Image of Screen with message: "The wash code you entered has expired. Please check the code and try again."occupied by a figure labeled "Figure 63. Wash Code Expired".](image)

Table 19: Audio Prompts for Expired Wash Code

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The wash code you entered has expired. Please check the code and try again.</td>
</tr>
</tbody>
</table>
Credit Due for Wash Payment

The following screen is displayed when a customer overpays for a wash with cash, coin or token and the Auto Sentry® flex cannot dispense change.

![Credit Due for Wash Payment Screen](image)

**Figure 64. Credit Due for Wash Payment**

Credit Due for Canceling Transaction

The following screen is displayed when a customer inserts cash, coin, or token, and then taps Cancel before finalizing a wash selection. This screen appears only if the machine cannot dispense the amount that was entered.

![Credit Due for Canceling Transaction Screen](image)

**Figure 65. Credit Due for Canceling Transaction**
Unspecified Error

The following screen is displayed when a customer encounters an unspecified error, such as when no services are available in the current Schedule dialog box. A common error is forgetting to schedule days and times to your profile.

![Figure 66. Unspecified Error](image)

Table 20: Audio Prompts for Unspecified Error

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>An error has occurred. Please touch cancel and try again.</td>
</tr>
</tbody>
</table>

Wash Busy

The following screen is displayed if the in-bay is busy and the gate is not raised (if gate is installed).

![Figure 67. Wash Busy](image)
Help Button

The Help button is available for customers who need more information about using the Auto Sentry® flex touchscreen interface.

![HELP]

Figure 68. Help Button

Table 21: Audio Prompt for Help Button

<table>
<thead>
<tr>
<th>Screen</th>
<th>Transcription</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>You may touch the button below labeled replay to hear the instructions for the screen that you are viewing. Touch the button below labeled cancel at any time to go back to the first screen. If you continue to experience difficulty using the automated attendant, please notify the attendant.</td>
</tr>
</tbody>
</table>

Back, Cancel and Replay Buttons

The Back, Cancel and Replay buttons are available to help customers navigate the Auto Sentry® flex touch-screen interface.

![BACK CANCEL REPLAY]

Figure 69. Back, Cancel, and Replay Buttons

English and Spanish Buttons

The English and Spanish buttons are available to change the Auto Sentry® flex touch screen interface between English-language and Spanish-language.

![ENGLISH ESPAÑOL]

Figure 70. English and Spanish Buttons

For more information, see “Auto Sentry® Language” on page 178.
Chapter 3: Service Unit Screen

You can use the Service Unit screen to add and remove money from the bill dispenser or coin hoppers; remove money from the bill or coin acceptors; and verify the coin hoppers. This screen will be directly accessible on the Auto Sentry touch screen.

- **Add**—Adds bills to the dispenser or coins to the hopper.
- **Remove**—Take funds from the unit.
- **Verify**—Empty selected coin hopper and get a count of coins dispensed.
- **Close Terminal**—Close the current terminal upon exiting the Service Unit screen. The unit displays the message Car Wash Is Closed.
- **Diagnostics**—Offers a receipt printer test and a dispense test for the bill and coin dispensers. Also displays Bill Dispenser Diagnostics and History, as well as a listing of current Software Revisions. If set up, disable or reset Vandalism Alarm from this screen.

Service Unit Screen Password and PIN

To access the *Auto Sentry® flex* service screen, a user password and PIN must be created. You can create the password and PIN in the *User* dialog box.

To create a password and PIN, follow these steps:

1. In WashConnect®, on the *Users* menu, click *Manage Users*. The *Manage Users* tab appears.
2. Select a User, and then click the *Edit* button. The *User* dialog box appears.
3. In the *Password* box, type an alphanumeric password.
   **NOTE:** This is an alphanumeric password can be upper and lower case letters with numbers and symbols if the user would like to use them. Must be at least six characters long.
4. In the *PIN* box, type a four-digit PIN.
5 Click the **Save** button.
   The user’s password and PIN are saved.

**Accessing the Service Unit Screen**

To access the Service Unit Screen for the *Auto Sentry® flex®,* first locate one of the service buttons inside the *Auto Sentry® flex,* in either the upper-left chamber of the Auto Sentry or in the lower-right chamber.

![Service Buttons](image)

**Figure 71. Service Buttons**

To log on to the *Auto Sentry® flex* service unit screen, follow these steps:

1 Unlock the *Auto Sentry® flex* door.
2 Open the door with a hex key, and then locate the service button. See Figure 71.
3 Press and hold one of the Service buttons for a few seconds, and then release. The Service Unit screen appears on the Auto Sentry touch screen.

**NOTE:** If the service button is held too long, then it will reboot the unit if the **Switch Enabled** setting is set to **TRUE.**
4  Select a Site ID, which is typically a four-digit number such as 1002.

5  Tap the **Edit** button.

6  In **User’s Site ID** box, type the Site ID first, and then the UserID and PIN.

**NOTE:** If the User’s site is not listed, the user will need to change to their site first, and then enter their User ID.
7 Log on with your user ID and four-digit PIN, and then tap Enter. To access the Auto Sentry® flex®, your user PIN must be numeric. An alphanumeric PIN is not accepted.

**NOTE:** The PIN is set up from the Users menu, in the Manage Users dialog box in WashConnect®.

**Bill Dispenser Group.**
For units that include a multi-denomination dispenser.
- Each bill dispenser shows the assigned denomination, for example, $1.00, and the current amount, 50, within the dispenser.

**Coin Hoppers.**
- Coin and token hoppers show the assigned denomination, for example, $1.00, and the current amount, for example, 50, within the coin hopper.

**Reset.**
Typically used if the bill dispenser is jammed. Also for coin hoppers.
- Tap the bill dispenser or coin hopper icon.
- Tap the Reset button. A reset command is sent to the device. Message Sent To Reset … appears in the information box.

**Bill Acceptor, Coin Acceptor, Commands.**
- Bill and coin acceptor shows the total amount (top line) and number (bottom line) of bills and coins received.
- Command buttons include Add, Remove, Verify, Start, Stop, and Edit.
Add Funds

You can add coins or tokens to the Auto Sentry® flex. The following instructions include adding coins and tokens to the Auto Sentry® flex. The journal entry is added automatically. Adding coins or tokens to the Auto Sentry is Auto Verified so the user will not need to verify the journal.

Add Coins or Coin Tokens

Do this when you need to replenish the coins in an Auto Sentry® flex.

1. On the Service Unit Screen, tap a coin or token hopper icon.

2. Tap Add, and then tap Start.
   The instruction box displays a message. For example:
- Enter total amount (in dollars) you are adding to Hopper 1. Tap the ENTER button when finished.

3 Type the dollar amount on the keypad. The amount appears in the keypad display.

4 Tap Enter. The dollar amount is confirmed in the verification box.
   - (Optional) If the amount is incorrect, tap Cancel to start over.

5 Tap Enter to confirm. The amount is added and the instruction box confirms the transaction. The quantity is displayed on the coin hopper icon.

6 Take the receipt.

7 Slide out the coin hopper drawer. Physically add coins, and then slide the drawer back.

**Add Bills (to the Auto Sentry)**

Do this when you need to replenish the bills in an Auto Sentry® flex® bill dispenser.

**NOTE:** Bill dispenser capacities:

- **Fujitsu** — 3 cassettes: 2,000 | 2,000 | 2,000 used bills.
- **Talaris** — 2 cassettes: 1,800 | 1,800 used bills.
- **Multi-mech** — 2 cassettes: 600 | 1,300 used bills.
- **Gen Mega** — 2 cassettes: 2000 | 2000 new bills

1 On the Service Unit Screen, press a bill dispenser icon.

2 Tap Add, and then tap Start. The instruction box displays the following message:
   - Enter the total amount (in dollars) you are adding to Dispenser 1 (2 or 3). Tap the ENTER button when finished.

3 Enter the amount on the keypad. The amount appears in the keypad display.

4 Tap Enter. The amount is confirmed in the verification box.
   - (Optional) If the amount is incorrect, tap Cancel to start over.
5 Tap **Enter** to confirm. The amount is added and the instruction box confirms the transaction. The quantity is displayed on the bill dispenser icon.

6 Take the receipt.

7 Slide out the bill dispenser drawer. Physically add bills, and then slide the drawer back.

### Verify Coin Hoppers

To audit the coin totals in the *Auto Sentry*<sup>®</sup> flex for accuracy, the Service Unit Screen provides a Verify function. This function dispenses all of the coins held within a selected hopper, and then reports the total quantity. This total quantity can be used to verify the quantity or dollar-coin amount currently represented in the selected hopper.

To verify the contents of a hopper, follow these steps:

1. After logging on the Service Unit Screen, select a coin hopper icon.

2. Prepare a bag or bucket to collect the coins, if necessary.

3. Tap **Verify**, and then tap **Start**. The coin hopper is emptied.

4. When coin hopper is empty, tap **Stop**

5. If the amount is correct:
   - Tap **Stop. Ending Bank Unchanged** appears in the instruction box. No receipt is printed.

6. If the amount is not correct:
   - Tap **Edit**, and then enter the correct amount.
   - Enter the total number of coins, not the dollar amount. The system will calculate the dollar amount for you.
   - Tap **Stop** to finish.
   - **Ending bank has been adjusted by...** appears in the instruction box.
   - Take the receipt.
Remove Bill or Coins (from the Auto Sentry)

Selecting the Remove command tells the software to zero out the amount (or quantity in the case of tokens) at the selected device. This automatic journal entry is entered in the WashConnect® software. The command does not physically cause bills or coins to be dispensed from the device. You must manually remove the bills or coins after completing the Remove command.

Removing from Bill Dispenser, Bill Acceptor, or Coin Acceptor

NOTE: When the user removes money from the Auto Sentry, they will have to verify the journal entry associated with the remove because it is not Auto Verified.

To remove funds from the bill dispenser, bill acceptor, or coin acceptor, follow these steps:

1. Log on the Service Unit Screen of the Auto Sentry.
2. On the Service Unit Screen, tap an icon.
3. Tap Remove, and then tap Start. A message appears in the information box. For example, 600 bills removed from Bill Dispenser.
4. Slide out the bill dispenser, bill acceptor or coin acceptor drawer. Collect the bills or coins, and then slide the drawer back.

Removing from Coin Hopper or Coin Token Hopper

To remove coins from the coin hopper or coin token hopper, follow these steps:

Part One: Verify the Hopper

1. Log on the Service Unit Screen of the Auto Sentry.
2. On the service unit screen, select a coin hopper or coin token hopper icon.
3  Have a bag or bucket ready to collect the coins, if necessary.
4  Tap **Verify**, and then tap **Start**.
5  Tap **Stop** when the hopper is empty.
6  Count the number of coins.
   If the amount is correct:
   ▪  Tap **Stop**. **Ending Bank Unchanged** appears in the instruction box. No receipt is printed.
   If the amount is not correct:
   ▪  Tap **Edit**, and then enter the correct amount.
   ▪  Enter the total number of coins, not the dollar amount. The system will calculate the dollar amount for you.
   ▪  Tap **Stop** to finish.
   ▪  **Ending bank has been adjusted by**… appears in the instruction box.
   ▪  Take the receipt.

**Part Two: Enter the Remove Command**

7  Tap the same coin hopper or coin token hopper icon you selected in step 1 above.
8  Tap **Remove**.
9  Tap **Start**.
   A message appears in the information box. For example, **100 coins removed from Hopper 1 (coin value = $0.25)**.

**Terminal Operations**

**Close Terminal - Auto Sentry**

**IMPORTANT:** If the user closes the terminal with the Close Terminal button on the **Auto Sentry® flex**, they will need to use the Open Terminal button on the Auto Sentry® flex to open the machine the next day or they will not be able to process sales on that machine.
The **Close Terminal** button is used when closing the wash at the end of business to prevent customers from attempting to purchase a wash. A message will be displayed on the screen to indicate that the **Wash is Closed**.

**NOTE:** The **Close Terminal** button simply stops access to the terminal to prevent wash purchases. It does not close the wash shift. **WashConnect®** will automatically close the shift each night at midnight.

**Bump Shift**

You can manually close a shift at the **Auto Sentry® flex®**.

For example, you might service the **WashConnect®** in the middle of the day by removing all the cash and replacing the bill dispenser with a fresh cassette. At this point, you might want to create a new shift for the **WashConnect®**. You can use the **Bump Shift** button at the **Auto Sentry® flex®** to create a new shift.

To close a shift, follow these steps:

1. Log on the Service Unit Screen of the **Auto Sentry**.
2. In the **Site ID** box, select a Site ID, which is typically a four-digit number such as 1002.
3. Log on with your user ID / four-digit PIN, and then tap **Enter**.
4. Tap **Bump Shift**.
   - The following message appears:
     "**Attempting to bump shift . . .**"
     "**New shift [nnnn] Created Successfully**"

You can see the new shift in the **Journals** dialog box and the shift report screen.

**Close Terminal**

Select the **Close Terminal** button or use the override switch if installed at the facility.
Open Terminal

Select the Open Terminal button or use the override switch if installed at the facility.

Diagnostics

The diagnostics screen displays information about the bill dispenser. You can also test the printer and issue a dispense command to the bill dispenser and coin hoppers.

Table 1: Diagnostics Screen Icon Descriptions

- Tap the Test button to print a test receipt.

- Tap the bill dispenser, coin, or token hopper, and then tap the Dispense button. A single bill or coin is ejected from the device. This is not recorded in the software. You should replace the bill or coin after it has been dispensed.

- Tap the Refresh button to redisplay the dispenser diagnostics. This will take another reading of all the sensors and display the health again.

- Tap the Exit button to leave the diagnostics screen.

- Tap the Clear Memory button (DeLaRue® bill dispensers only). Clears bill calibration settings. Unit will need to be reprogrammed to learn bills.

- Tap the Lock button (DeLaRue bill dispensers only). Physically locks the cassette so it cannot be removed.
Version information may include but is not limited to the following application names:

- CAGE.exe. Credit card clearing software.
- CoreGatewayServer.exe. Server application.
- Touch.exe. WashConnect® touch-screen software.
- Deviceint.exe. Device interface software.
- Bill Acceptor. Configured bill acceptor for the WashConnect®.

Bill Dispenser Diagnostics and Life History

Sensor Health, Pot Level (potentiometer) and Legend are displayed for Fujitsu™ brand bill dispensers. Pot Level shows the MDS sensor health.

Life History is displayed for both Fujitsu and De La Rue™ brand bill dispensers. Life history shows errors and more on the board until it is reset.

Exiting the Service Unit Screen

Once all maintenance has been completed in the main Service Unit Screen or Diagnostics Screen, tap the Exit button.

![Exit Button on Service Unit Screen](image)

Reset Alarm

If the alarm deterrent device input is continuous (not momentary) or there is a need to deactivate the alarm outputs, we will allow the employee to enter the Service Unit Screen by logging in with the proper credentials and allow them to access the Diagnostics screen. From the Diagnostics screen, there will be two buttons at the center bottom of the screen labeled Reset Alarm and Disable Alarm. When the outputs are still active, the employee may turn them off by selecting the Reset Alarm button. If they need to do some maintenance while in the unit they may select the Disable Alarm button to prevent the alarm from inadvertently going off. When the Disable Alarm button is selected, the button reappears as Enable Alarm. Selecting the Enable Alarm button reactivates the alarm to be ready to monitor warnings again. If the employee forgets to enable the alarm, leaving the Service Unit screen will automatically enable the alarm for you.

1. Open the Auto Sentry, and log in to the Service Unit - Diagnostics screen.
   Two buttons appear at the center bottom of the screen labeled Reset Alarm and Disable Alarm.

2. When the outputs are still active, the employee may turn them off by selecting the Reset Alarm button.
If need to do some maintenance while in the unit, select the **Disable Alarm** button to prevent the alarm from inadvertently going off. When the Disable Alarm button is selected, it reappears as Enable Alarm.

3. Select the **Enable Alarm** button to reactivate the Vandalism Alarm.

4. If one forgets to select the Enable Alarm button, exiting the Service Unit screen will automatically enable the alarm.

![Figure 76. Diagnostic Screen to disable and reset the Vandalism Alarm](image)

**Terminal Balances**

In WashConnect, on the **Financial** menu, click **Cash Management**, and then click **Terminal Balances** to view the current Terminal Balances.

The Terminal Balances shows the total bills, coins, and tokens in each Auto Sentry® terminal. You can also select **Safe** to view balances in the virtual safe. The numbers are updated in real time as customers make purchases at your Auto Sentry®. Therefore, you can view the Terminal Balances dialog box to decide whether you should add to or remove the cash in your Auto Sentry®.

For more information, see “Add Coins or Coin Tokens” on page 97 and “Remove Bill or Coins (from the Auto Sentry)” on page 100.

The table below provides descriptions of each numbered area in the figure.
### Area 1 of 5: Selection Box.

1. In the **Site** box, select the **Site** or select **All**.
2. In the **View** box, select **Quantity** or **Amount**.
3. Click the **Refresh** button, to update the balances to the present time.

Terminal Balances displays how much cash is in an Auto Sentry® flex terminal, POS drawer, or Safe in real-time.

### Area 2 of 5: Auto Sentry flex

#### Bill Acceptor

This shows the denomination, for example, Twenties; quantity for example, 10. The bill acceptor can be configured to recognize up to three different types of token bills.

#### Coin Acceptor

This shows the denomination, for example, Quarters; quantity, for example, 341. Coin acceptors can be configured to recognize up to six different types of coins or tokens. The **Twos** coin field is available for Canadian sites.

#### Bill Dispenser and Coin Hoppers

The **Dispenser** area shows the denomination, for example, $1.00; quantity, for example, 279.

The **Hoppers** area shows similar information for each of the two coin hoppers. In this example:
- The first coin hopper dispenses $1.00 coins. It contains 50 coins totaling $50.00.
- The second coin hopper dispenses $.25 coins. It has 20 coins.
- The combined total of the bill acceptor, coin acceptor, bill dispenser and two coin hoppers is $462.25.

Remember, coin hoppers dispense coins, while coin acceptors accept coins.
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| 3    | **Area 3 of 5: Touch POS Terminal Drawer**  
Cash  
This shows the total amount in the drawer. The system does not track every dollar or coin that is taken in or given out as change.  
Checks  
This shows the total amount of checks collected during the shift.  
Total  
The total of all cash and checks in the POS drawer. |
| 4    | **Area 4 of 5: Safe**  
Safe  
This shows the total amount of cash and checks in the safe in real-time.  
Checks  
This shows the total amount of checks collected during the shift.  
The amount of denominations, coins, and tokens are broken down. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| 5    | **Area 5 of 5: Cash On Hand**  
Cash on Hand displays the total amount of cash and checks in all the devices at the site in real-time.  
**Bills** The amounts are broken down by denomination.  
**Coins** The amounts are broken down by coins and tokens.  
**Misc.** The total amount of all misc. cash at your site.  
**Checks** The total amount of checks at your site or all of your sites. |
Cash Management

Cash management is available in WashConnect® software for the Auto Sentry® flex®. Cash management provides a system to track cash flow in and out of the unit.

To access the main cash management journal in WashConnect®, on the Financial menu, click Cash Management, and then click Journals.

About Entries in the Cash Management Journal

Your cash management journal shows various entries for your Auto Sentry® flex:

- Beginning Balance
- Adds
- Removes
- Ending Balance

Automatically Created Shifts in the Cash Management Journal

Each time the Auto Sentry® flex creates a new shift—either automatically or with the Bump Shift command—an entry appears in the cash management journal.

Figure 77. Journals in WashConnect®
The **Action** column shows what activity occurred for the journal entry. The following table describes each of the possible actions that can appear in the **Action** column. The recommendation is to use the safe.

**Table 1: Journals Entry Descriptions with Safe enabled**

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Balance</td>
<td>Beginning Balance is the amount of funds in a device at the beginning of its shift.</td>
</tr>
<tr>
<td>Ending Balance</td>
<td>Ending Balance is the amount of funds in a device at the end of its shift.</td>
</tr>
<tr>
<td>Deposit</td>
<td>Amount of funds removed from a device and deposited in the corporate bank account.</td>
</tr>
<tr>
<td>Add</td>
<td>Amount of funds removed from the Auto Sentry and added to the safe.</td>
</tr>
<tr>
<td>Remove</td>
<td>Amount of funds removed from the safe and added to a device like the Auto Sentry. This is done on the service unit screen. For example, Edit appears if you verify a coin hopper, and then make changes at the Auto Sentry®.</td>
</tr>
<tr>
<td>Convert</td>
<td>Amount of funds taken to the bank to exchange into different currency denominations for the original currency.</td>
</tr>
<tr>
<td>Verify</td>
<td>The recounting of funds to confirm amount is correct.</td>
</tr>
</tbody>
</table>

**Servicing Tips**

The following tips are provided to help you service your *Auto Sentry® flex*.

**Stagger Times for Cash Removal**

Theft is an unfortunate reality in the car wash business. Do some of the following to protect your cash.

Prevent temptation of theft by adding cash inside a locked office: Remove the cassettes from the Auto Sentry, take them directly to an office, lock the doors of the office, and if they have curtains or blinds, close them, and then load the money.

By varying the time of day, and day of the week you access your Auto Sentry to remove the cash, you can make it more difficult for potential criminals to predict your business practices.

**Tip** It is often safer to leave money in the Auto Sentry than to remove the money late at night from the payment terminal.

If theft is a more serious consideration for your site, consider an armored-car service. For example, an armored-car might service your *Auto Sentry® flex®* by emptying the acceptors, replacing the dispensers, and then they can bump the shift. Armored car personnel can be trained to log on and use the *Auto Sentry® flex®* Service Unit Screen to maintain accurate cash management records.
Check Balances Periodically

You can view the balances for each Auto Sentry® as often as you like in the Terminal Balances screen (Financial > Audit Controls > Terminal Balance Report). The numbers are updated in real time as customers make purchases. You can press the Refresh button to refresh the report and see the most current balances. By monitoring these balances, you will know when to add funds if levels fall too low. Bill dispensers can be configured to accept ones or fives with a typical maximum capacity between 1,000 to 1,500 bills. You can also remove bill acceptor funds before maximum capacity is reached, typically 1,000 bills.

Verify Cash Management Transactions Daily

The Verify command in the Journals is available to help you locate and correct discrepancies in the Cash Management journal. Use the Verify command whenever you remove money from the Auto Sentry® flex®.

It is not necessary to verify entries—WashConnect® software will continue to operate with unverified journal entries; however, it is good business practice to verify entries.

- For example, someone else created the Corporate Bank Deposit entry in the cash management journal. You can double-check the amount shown in the journal against an actual count of the cash received. If you find a mistake, you can use the Verify command to make changes and correct the mistake.
Chapter 4:
Marketing with your Auto Sentry

This chapter includes information on using your Auto Sentry® flex to promote and market your car wash. In this section you can find information about the following: custom buttons, video clips, profiles and profile times, tokens, fundraisers, and time-limited PLUs.

Custom Buttons

Custom buttons are used in place of the standard buttons presented to customers at the Select Wash and Select Extra Services screens. You can enable custom buttons to make your Auto Sentry® flex stand out in various ways:

 Custom buttons can increase brand recognition for your car wash.
 They can be used with time-sensitive profiles to offer a different look and feel for special promotional periods.
 They can include familiar product logos for tire shine, wax, and more.

About Custom Buttons, PLUs, and Profiles

Your custom button is assigned to one or more PLU number in the Sales Item tab. The PLU is added to a profile, which may contain other PLUs. Other PLUs in the profile can also link to custom buttons. (If not, then a combination of standard and custom buttons will appear).

When the profile is active, based on settings in the Schedules dialog box, then the custom buttons will be used at the Auto Sentry® flex touchscreen. Different sized buttons are displayed based on how many services are contained in the profile. For example, if the profile contains two services, then the extra large button size is used. But if the profile contains six services, then the small button size is used.
**Figure 78. Custom Button Enabled for PLU 5**

- **Sales Item**
  - **Description**
    - **Description 1**: Interior Clean, Vacuum
    - **Description 2**: And Exterior Towel Dry
  - **Price**: $8.49 + tax 0.51 Total $9.00
  - **Name**: Full Service
  - **Type**: Base
  - **Tariable**: Always
  - **Extra Service Amount**: $8.43
  - **Time Req. (min)**: 10

- **Token to Dispense**
  - **Name**: US One Dollar Token Coin
  - **Quantity**:

- **Cascade Price**

- **Hand Finish Service Automation**

- **Commission**
  - **Percentage**:

- **Secondary Language Description**

- **Media Information**
  - **Video File**:
  - **BMP File**: FullServ
  - **Extra Associated Video File**: FULLSERVICE

- **Profile**
  - **Device Type**: POS
  - **Device**: Touch POS [13120]
  - **Service Type**: Wash Service

- **Folder**
  - **Folder Structure**
    - **ICS**
      - **Files**
    - **BMP Files**
      - **Common**
      - **Primary**
      - **Secondary**
  - **Files**:
    - BasicOut.bmp
    - Dryk.bmp
    - Empty.bmp
    - Extra3.bmp
    - Extra4.bmp
    - FullService.bmp

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  - Marketing with your Auto Sentry
In the previous figure:

- In the Sales Item dialog box, PLU 5 is shown. The BMP File box contains Fullserv, which is a reference to the custom button file name. Including a file name in this box enables the custom button.

- PLU 5 is part of the Day profile with one other base wash. Since there are two services in the profile, the extra-large (X) size custom button is required. The number of services in the profile determines the required size of the custom buttons. The BMP file name must contain the size suffix or the button will not work.

- The FullservX.bmp file is located in the ICS/BMPFiles/Primary/Custom directory. It will be used whenever PLU 5 is part of the active profile at the Auto Sentry® flex. The bmp will only be used if there are two or more wash services or extra services. This extra large size is also used if you have only one extra service in the profile. No wash buttons are needed at all if you only have one wash service since the customer does not get to choose.

- The custom button appears on the Auto Sentry® flex touch-screen, along with another custom button and associated Info buttons.

**Sizing Custom Buttons**

Each custom button will be replicated in four different sizes with the respective suffix in the file name for availability as needed:

- Extra Large—X
- Large—L
- Medium—M
- Small—S

The following table contains specifications for each button size.

**NOTE:** If you only have one wash service to offer customers, the Auto Sentry® flex will forward you to the extra services screen or to the insert payment screen. This is why there is no extra large button for only one wash service.
Naming Custom Buttons

File names are a maximum of eight characters plus a suffix (X, L, M or S). Following the suffix is the file extension `.bmp`. Custom button files must be saved as the Bitmap image format. An example file name follows:

- `FullservX.bmp`

Saving Custom Buttons

You must save custom button files on the Auto Sentry® flex drive. For example, by using a network connection.

- Save primary language custom button bitmap files here:
  `\ICS\BMPFiles\Primary\Custom`
- Save secondary language custom button bitmap files here:
  `\ICS\BMPFiles\Secondary\Custom`

Enabling Buttons

You can use the Sales Item dialog box to enable custom buttons. To enable a custom button, follow these steps:

1. On the Configuration menu, click Goods and Services, and then click Sales Items. The Sales Item tab appears.
2. Browse to the PLU number for which you want to enable a custom button.
3. Select the PLU, and then click Edit. The Sales Item dialog box appears.

<table>
<thead>
<tr>
<th>Size</th>
<th>Suffix</th>
<th>Pixel Dimensions (W X H)</th>
<th>Number of Buttons per Screen</th>
<th>Example File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra Large</td>
<td>X</td>
<td>465 X 230</td>
<td>1 (unavailable for Wash Service) 2</td>
<td>FullservX.bmp</td>
</tr>
<tr>
<td>Large</td>
<td>L</td>
<td>465 X 150</td>
<td>3</td>
<td>FullservL.bmp</td>
</tr>
<tr>
<td>Medium</td>
<td>M</td>
<td>465 X 100</td>
<td>4</td>
<td>FullservM.bmp</td>
</tr>
<tr>
<td>Small</td>
<td>S</td>
<td>465 X 81</td>
<td>5 or 6</td>
<td>FullservS.bmp</td>
</tr>
</tbody>
</table>
4 In the **BMP File** box, type the file name of the custom button. Do not type the size suffix (S, M, L or X). Do not type the .bmp file extension.

5 Click **Save** when you are finished. The custom button is enabled for the PLU.

**Buttons Layout Examples**

The following figures show examples of how each size custom button is displayed on the Auto Sentry® *flex* touch screen. The number of buttons that appear on the screen depends upon the number of services included in the profile.

**Small Size Custom Buttons, 6 or 5 Services**

![Figure 79. Small Custom Button, 6 or 5 Services](image)

**Medium Size Custom Buttons, 4 Services**

![Figure 80. Medium Custom Buttons, 4 Services](image)
Large Size Custom Buttons, 3 Services

Figure 81. Large Size Custom Buttons, 3 Services

Extra Large Size Custom Buttons, 2 Services

Figure 82. Extra Large Size 2 Services Custom Buttons
Extra Large Size Custom Button, Available for One Extra Service Only

![Image of Extra Large Custom Button](image1)

**Figure 83. Extra Large Custom Button, only available for one Extra Service**

**NOTE:** A wash selection menu with only one wash service is not available. If you only have one wash service in the Profile, the screen will go to Extra Services if you have those configured. If no extra services, then the Auto Sentry will advance to the payment screen.

Using Videos

Videos are available to provide welcome messages, damage waivers and more detailed product promotions or wash service descriptions. The most commonly used videos are promotional clips.

About Promotional Clips

Clips can be assigned to base wash services or extra services and be associated with custom buttons or standard buttons. **Info** buttons on touch screen provide access to video clips.

![Image of Video Clip Info Buttons](image2)

**Figure 84. Video Clip Info Buttons**
Ordering Video Clips
The following clips are available:

- Rain-X®
- Tire shine
- Polish wax
- Sealer wax
- Under carriage

These short promotional clips are provided at no charge. Contact ICS technical support for more information.

Recording Video Clips
You can record your own video clips.

Tip
The narrator should be recorded in a portrait setting with their head and top of shoulders just inside the frame.

Naming Video Clips
Video clip file names are a maximum of eight characters.

Saving Video Clip Files
Video clips must be saved as audio-video interleave (.avi) format. By using a network connection, the video clip files must be saved on the Auto Sentry® flex drive.

- Save primary language video clip files here:
  \ICS\AVIFiles\Primary\n
- Save secondary language video clip files here:
  \ICS\AVIFiles\Secondary\n
Figure 85. Example Video Clip File in AVI Files Directory
# Video Clip Specifications

A video clip file must be saved in the audio-video interleave (.avi) format with the following specifications:

**Table 3: Video and Audio Specifications**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Video Specifications</strong></td>
<td></td>
</tr>
<tr>
<td>Codec</td>
<td>Microsoft® MPEG-4 Video Codec V3</td>
</tr>
<tr>
<td>Frame Size for Clip</td>
<td>Width, 352—Height, 288</td>
</tr>
<tr>
<td>Frame Size for Welcome Video</td>
<td>Width, 720—Height, 480</td>
</tr>
<tr>
<td>Frame Rate</td>
<td>29.970 (NTSC)</td>
</tr>
<tr>
<td>Pixel Aspect Ratio</td>
<td>1.0</td>
</tr>
<tr>
<td>Field Order</td>
<td>Lower field first (B)</td>
</tr>
<tr>
<td><strong>Audio Specifications</strong></td>
<td></td>
</tr>
<tr>
<td>MP3 Codec</td>
<td>MPEG Layer-3 (MPEG-2 Layer 3)</td>
</tr>
<tr>
<td>Bit Depth</td>
<td>32 kBit/s</td>
</tr>
<tr>
<td>Sample Rate</td>
<td>22,050 Hz to 44,100 Hz</td>
</tr>
<tr>
<td>Channel</td>
<td>Mono</td>
</tr>
<tr>
<td>To Set Volume Level</td>
<td>Normalize –12 dB</td>
</tr>
</tbody>
</table>

**Enabling Video Clip Files for Standard Buttons**

To enable a video clip for a standard wash or extra service button, you can add a reference to the video clip file name in the **Info Video File** box of the **Sales Item** dialog box.
In the figure above:

- The **Sales Item** dialog box is shown for PLU 5, **Full Service**.
- In the **Info Video File** box, **Polish** appears. This associates the video clip file named **Polish.avi** with PLU 5.

**Enabling Video Clip Files**

To enable a video clip for a custom button, you must save it in the ICS directory in the correct folder, for example:

- You might include a video clip named **Polish.avi** in the \ICS\AVIFiles\Primary\ directory.

**NOTE:** The video clip file name does not include a suffix like X, L, M, or S. The video clip file extension is **.avi**, not **.bmp**. After video clips are saved in the Auto Sentry® **flex** directory, they are automatically enabled for any PLU that includes the file name in the **Info Video File** box.
Enabling Welcome Videos and Damage Waivers

To enable a welcome video or damage waiver, follow these steps:

1. After you have recorded the file, name it as follows:
   - For a welcome video, name the file `CustomAdvertise.avi`.
   - For a damage waiver video, name the file `DamageWaiver.avi`.

2. Save the file here:
   - `\ICS\AVIFiles`

3. Restart `Touch.exe` to enable the video.

**NOTE:** Except for the size, the specifications for welcome videos and damage waivers are the same as the specifications for promotional clips. Promotional clips are 352 by 288 pixels. Welcome videos and damage waivers are 720 by 480 pixels.

For more information, see “Video Clip Specifications” on page 121.

Using Profiles and Schedules

A profile can be a group of base washes with their extra services. A profile can be enabled or disabled at the Auto Sentry® flex. Profiles can be set up based on certain times or days of the week. For example, you might create a profile that includes your base washes for your wash when you have busy times of operation. Then, you might also create a profile for a promotion to encourage
more business at slower times and/or days. By using a profile to contain your services, you can display a customized wash menu to customers at the Auto Sentry® flex.

Profiles can be enabled based on the following parameters:

- Day of week, start and end time.
- Vehicle height (normal or high vehicle).
- Transaction type (retail, flex, program, paid ticket, open ticket, coupon, club sales, and gift sales).
- Program type (a custom list of fleets or wash clubs).

This section includes general information about how you might use different profile times. It does not include detailed, step-by-step instructions on how to create wash services, profiles or schedules. For instructions, see the WashConnect® User Manual.

From the Configuration menu, click Goods and Services, then click Profiles. The Profile tab appears.

The following example includes profiles and their details settings for standard offerings, early-bird specials, fleets, high-vehicle profiles, upgrades, and more.

![Figure 88. Example of a list of profiles from the Profile tab](image-url)
**About Wash Selections Based on the Day and Time**

You can configure Auto Sentry® *flex* to offer a different set of wash options based on various conditions which might include the following:

- Weekdays, weekends, and evenings
- Holidays
- Slow times and busy times
- Inclement weather
- Twenty-four hour washes

You can use the **Schedule** dialog box to set up these conditions. Using the **Day**, **Start Time**, and **Stop Time** fields, you can create your own schedule times. Examples are shown in the following figures.

**Display a Standard Offerings Schedule**

The following example displays a standard offerings profile. From the Service heading, you can view the list of wash offerings for the Standard Offerings. This profile enables the Auto Sentry® *flex* to operate the same standard offerings except at different times for the weekday schedule than the weekend schedule.

![Figure 89. Example Standard Offerings Schedule](image)

You can see from this example, the wash is open from 6:00 a.m. to 9:00 p.m. weekdays, and 6:00 a.m. to 5:00 p.m. on weekends. The Standard Offerings profile is selected. It includes separate schedules for weekdays and weekends, which enables the Auto Sentry® *flex* to display the same services at different times.
Display a Holiday Schedule

The following example shows a schedule to accommodate extended hours over the Labor Day weekend.

Figure 90. Example Labor Day Schedule

In this example, the Standard Offerings schedule includes specific dates for the Labor Day weekend when the wash is open for extended hours. The weekend schedule is active from 9/3/2011 to 9/4/2011. The extended hours are 5:00 AM through 10:00 PM.
Display Busy and Slow Schedules

This example shows how you can provide different profiles for your busy and slow times.

<table>
<thead>
<tr>
<th>Profile</th>
<th>Devices</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Options</td>
<td>AA1902</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Early Bird Standard</td>
<td>AA1102</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Fast Fit</td>
<td>AA1302</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Standard MVP</td>
<td>AA1902</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Preset Upgrade Standard</td>
<td>AA1102</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Fuel Upgrade Standard</td>
<td>AA1302</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Fast MVP</td>
<td>AA1902</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Preset Upgrade MVP</td>
<td>AA1102</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Fuel Upgrade MVP</td>
<td>AA1302</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Night Service</td>
<td>AA1902</td>
<td>Express Wash (36:20)</td>
</tr>
<tr>
<td>Night Service MVP</td>
<td>AA1102</td>
<td>Express Wash (36:20)</td>
</tr>
</tbody>
</table>

Figure 91. Example Busy and Slow Schedules

In the example above, two profiles enable the Auto Sentry® flex to display wash selections based on how busy the wash is expected to be.

During busy times, from 8:00 AM to 1:00 PM, the wash choices are limited to the Express Wash to provide a speedier selection process and wash experience. During slow times, free tokens are offered with each selection to encourage repeat visits.

- **The Busy** profile is used for weekdays between 8:00 AM and 1:00 PM.
- **The Slow** profile is used for weekdays between 1:00 PM and 3:00 PM.
Display an Inclement Weather Schedule

The following example shows how you can create profiles and schedules to deal with inclement weather and heavy insect conditions. You might consider creating a special profile for snowy days and one for buggy days during periods of heavy insect activity.

![Profile Diagram]

**Figure 92. Example Buggy Thursdays Schedule**

In this example, Thursdays between Memorial Day and Labor Day are Buggy Thursdays when Bug Blaster is offered as an extra service with every wash.
Display a Twenty-Four Hour Schedule

The following example is a twenty-four hour wash Profile.

![Table of Profiles]

Figure 93. Example Twenty-Four Hour Schedule

In this example, the Start Time and End Time are entered; however, if the schedule is 24 hours, only the Start Date needs to be included, not the end date. Select the days of the week or All Days. The default time is 24 hours, the entire day.

IMPORTANT: For a 24 hour wash, enter Start Time 12:00AM and End Time 11:59PM. If you type in 12:00AM to 12:00AM, then the wash will only be open for 59 seconds at midnight.

Display Wash Selections Based on Vehicle Height

Vehicle height is either Normal or High Vehicle. A twenty-four hour wash might be set up if the Normal schedule has an associated High Vehicle schedule.

The Twenty-Four Hour High Vehicle schedule is available as well as the normal Twenty-Four Hour schedule. High Vehicle appears in the Vehicle Height column. A vehicle must trigger the High Vehicle sensor which turns on the High Vehicle Profile.

About Wash Selections Based on Transaction Type

Transaction types in the Applies To Column include Retail, Club, Open Ticket, Paid Ticket, Coupon, Club Sales, Gift Sales, Flex, Fleet, Book Sales, and Customer Group.
Display a Retail Schedule

The Retail transaction type is the main wash options and is set up as the default menu. When a customer selects the **Buy Wash** button at the Auto Sentry® *flex*, the system attempts to match the day, time and vehicle height. If a match is found, the profile associated with the **Retail** transaction type is used. **Retail** appears in the **Applies To** column of the Profile’s Schedule dialog box.

![Figure 94. Example Retail Schedule](image-url)

<table>
<thead>
<tr>
<th>Profile</th>
<th>Devices</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard Offerings</strong></td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td>Xtreme Wash ($13.00)</td>
</tr>
<tr>
<td>Early Bird Standard</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td>Free Wash ($13.00)</td>
</tr>
<tr>
<td>Fleet Std</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td>Ultimate Wash ($12.00)</td>
</tr>
<tr>
<td>Standard HV/P</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td>Deluxe Wash ($9.00)</td>
</tr>
<tr>
<td>Prepaid Upgrade Standard</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td>Triple Foam Polish ($11.00)</td>
</tr>
<tr>
<td>Fuel Upgrade Standard</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td>Express Wash ($7.00)</td>
</tr>
<tr>
<td>Fleet HV/P</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td>Triple Foam Polish ($9.00)</td>
</tr>
<tr>
<td>Prepaid Upgrade HV/P</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td></td>
</tr>
<tr>
<td>Fuel Upgrade HV/P</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td></td>
</tr>
<tr>
<td>Night Services</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td></td>
</tr>
<tr>
<td>Night Services HV/P</td>
<td>AA:1002,USER6 - POS,USER7 - POS</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Day of Week</th>
<th>Start Date</th>
<th>End Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Vehicle Height</th>
<th>Applies To</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
<td>6:00 AM</td>
<td>9:00 PM</td>
<td>Normal</td>
<td>Retail</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekend</td>
<td>6:00 AM</td>
<td>5:00 PM</td>
<td>Normal</td>
<td>Retail</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Display a Fleet Schedule

The Fleet profile transaction type Applies To Fleet. The profile is active for fleet customers who swipe a fleet card at the Auto Sentry® flex or customers with Auto Passport windshield tags, if the required hardware and software is installed which is optional and incurs additional fees. Fleet profiles can be created to offer a limited set of wash choices.

![Fleet Profile Schedule](image)

**Figure 95. Example Fleet Profile Time**

The illustration above shows a schedule with Fleet in the Applies To column. The Longford Landscapes fleet is active All Days from 6:00AM to 9:00 PM. If the system recognizes a valid fleet account customer, this profile is used.
Display an Open Ticket Schedule

The Open Ticket transaction type is active for customers with unpaid wash tickets who select **Enter Wash Code** on the Auto Sentry® flex touch screen. Open tickets can be used with frequency promotion campaigns. Customers who receive an open ticket get a wash code for an unpaid service. The associated profile might include upsell extra services.

![Figure 96. Example Presell Schedule]

In the figure above, the Presell Upgrade Standard profile is active on All Days from 6:00 AM to 9:00 PM. A customer with an open ticket who selects **Enter Wash Code** will receive this profile, which contains wash choices and extra services.

Display a Paid Ticket Schedule

The Paid Ticket transaction type is active for customers with prepaid wash tickets with a wash code who selects **Enter Wash Code** on the Auto Sentry® flex touch screen. Purchase car washes at the pump and in exchange receive a receipt with a unique wash code or purchase a wash at a quick lube register. A customer who receives a paid ticket gets a wash code to redeem his car wash purchase. The customer redeems the prepaid services at the Auto Sentry® flex by either entering the Wash Code or scanning the receipt with the barcode of the wash code. Barcode Scanners are optional and may incur additional fees. The associated profile may be set up to include upsell extra services. Additional equipment such as a fuel pump interface would be needed and may incur additional fees and can be added at any time.
For example, in Figure 97, the Fuel Upgrade Standard profile is active for All Days from 6:00 AM to 9:00 PM. A customer with a paid ticket who selects Enter Wash Code will receive this profile, which contains wash upgrades and extra services.

Display a Club Schedule

The wash club solution includes the option to sell memberships at the Auto Sentry® flex, and then automatically bill customers at regular intervals. The Club Sales transaction type makes the wash menu available to appear for customers who select Join Wash Club button from the Auto Sentry® flex.

The Club Sales transaction type is active for customers who belong to wash clubs. A club customer can swipe a club card. Clubs can also be active for customers with Auto Passport windshield tags if the required hardware and software is installed.
In Figure 98, the In Bay Club profile is active for All Days from 6:00 AM to 9:00 PM. A customer with an active club membership will receive this profile, which includes the Xtreme Club Wash. This is an example of a club that offers the top wash with one upgrade option. There is no charge to the customer for redeeming the club. But the Bug Blaster extra service is an additional $2.00 for each visit.

**Display a Coupon Schedule**

The Coupon transaction type is available for customers who enter a coupon code at the Auto Sentry® flex touch screen. Coupon codes can be reused are three-, four-, or five-digit codes that give a discount on the wash service set up using a profile.
A coupon is a discount off of a single wash and needs a profile to activate the coupon. You can have multiple coupons that are active inside of one profile. A discount coupon is used to give a discount off an entire profile. The Wash Coupon profile is selected. It is active for All Days from 6:00 AM to 9:00 PM. Customers who enter the correct coupon code at the Auto Sentry® flex touch screen will receive a discounted selection of base wash services. Without the discount, the services are $7.00, $9.00, $12.00 and $13.00. With the discount, the services are $6.00, $8.00, $11.00 and $12.00, as shown in the illustration. The discount is $1.00. Extra services are not discounted.

Display a Club Sales Schedule

The Club Sales transaction type is available for customers who purchase a wash club at the Auto Sentry® flex.
The **In Bay Club Purchase** profile is selected. It is active **All Days** from 6:00 AM to 9:00 PM. Customers who touch Buy Club at the Auto Sentry® *flex* see this profile, which includes the **In Bay Club Charge** for $25.00.

### Using Discount Coupon

Discount ALL of your washes on your Flex/Retail menu or all of your clubs with the creation of a single discount coupon. Set up one PLU for the discount coupon that can be redeemed for your wash menu or club menu. Simply create wash packages, and then add the packages to one profile with the new Discount Coupon PLU. You can apply the discount coupon to the Retail/Flex profile or the Club Sales profile, but not both. Then, you can then track the discount coupon on the Shift Detail report to see how many times the specific coupon has been redeemed.

#### Add a Discount Coupon Sales Item

To set up the Discount Coupon Sales Item, follow these steps:

1. **On the **Configuration** menu, click **Goods and Services**, and then click **Sales Items**. The Sales Items tab appears.**
2 In the **Profit Center** box, select a profit center from the list that the sales item will be sold and tracked in.

**NOTE:** Profit centers are important for reporting purposes. For more information on Profit Centers that appear the list, see Profit Centers.

3 Click the **Add** button.

The **Sales Item** dialog box appears.

![Sales Item dialog box](image)

**Figure 101. Discount Coupon Sales Item**

4 In the **PLU #** box, type a positive whole number. You can prepare an organized number system with your accountant. (Note: PLU# 900-999 are unavailable as the system uses those numbers to generate Club Service PLUs.)

5 In the **Name** box, type a name for the discount.

6 In the **Type** box, select **Discount Coupon**.

7 When the Discount Coupon type is selected, the coupon price can be defined as a discount of a flat amount or a percentage discount.

8 In the **Price** box, type a price before tax for the discount coupon, and then press the **Tab** key or click in another box.

9 Click to select **Amount** or **Percentage**.

**NOTE:** At the Auto Sentry, the flat **Amount** discount will only be applied against the cost of the base wash and never against the extra service. However, the **Percentage** discount will be applied against the total cost of the base wash and the extra service.

To the right of the **Price** box, you will see the item price, tax, and total for the discount.

10 In remaining fields, type any additional information available.
11 Click the **Save** button.

12 The message "Sales item saved successfully" appears.

13 Next, set up a [Discount Coupon Profile](#) with this discount coupon PLU.

### Add a Discount Coupon Profile and Schedule

**Tip** Save time and create one Discount Coupon (Coupon Code) that is good for all of your Retail/Flex washes or all of your Club Sales Profile but not both.

After you have added the [Discount Coupon PLU](#), it will need to be assigned in a Discount Coupon Profile. Follow these steps to assign the Discount Coupon to your Discount Coupon Profile.

1 Create [Discount Coupon PLUs](#).

2 On the **Configuration** menu, click **Goods and Services**, and then click **Profile**.

3 From the **Profile** area, click the **Add** button. The Profile dialog box appears.

4 In the **Profile** box, type a name for the profile. In the **Device Type** box, select a device type.

5 In the **Devices** box, select one or more devices.

6 In the **Service Type** box, select **Discount Coupon**.

7 From the **Services** group, select the **Discount Coupon** button. You can view the discount coupon when used, on the Shift Detail Report.
8 From the Discount Coupons section, select all Discounts that apply. (Only those Sales Items defined as Discount Coupon will be available for assignment.)

![Discount Coupon Profile](image)

**Figure 102. Discount Coupon Profile**

9 Click **OK**.

10 Click the **Save** button.  
   The message “This profile is not enabled do you want to enable it at this site” appears.

11 Click **Yes**.  
   The message “Profile saved successfully” appears.

12 Click **OK**.  
   The discount coupons are assigned to the new profile. Next, a schedule must be assigned.

**Add a Schedule for a Discount Coupon**

To add a Schedule to a profile, follow these steps:

1 On the **Configuration** menu, click **Goods and Services**, and then click the **Profiles** button.
2 Select a Profile in the list. (Active profiles are highlighted in green.) This is the Profile to which you will assign the schedule.

3 In the Schedule area, click the Add button. The Schedule dialog box appears.

4 In the Day of Week box, select All Days or the individual days.

5 In the Start Date box, select a start date.

6 In the End Date box, select an end date if necessary.

7 In the Start Time and End Time boxes, select a specific time, if necessary.

8 In the Vehicle Height box, select Normal or High Vehicle.

9 In the Applies To box, will automatically be populated with the Discount Coupon.

10 In the Rule box, select a rule from the list.

NOTE: Rules apply to clubs and fleets accounts. Setup rules prior to adding a profile and schedule.

11 Click the Save button.

While setting up the schedule for a Discount Coupon, you are selecting a Profile to apply the discount to. Controller services are not set up for the Discount Coupon profile. If controller services are not set up for the individual sales items saved in the other Profile, the message “The following sales items do not have controller services to save this profile” appears.

12 Click the Enable button, if necessary.

13 If the Status column displays Enabled, and the profile has a valid schedule, then the profile will be completely enabled.

NOTE: Click the Disable button to disable.

Using Tokens

You can configure your Auto Sentry® flex to dispense and accept token coins which are often used for redeemable free wash or wash service promotions. Token coins are often used this way during grand openings to provide free car washes, generate repeat business and establish goodwill. Tokens are also commonly given to customers as bonuses for purchasing premium wash services.
Dispensing Tokens as Part of a Promotion

This section deals with dispensing tokens as part of a promotion. Dispensing tokens is the first part of a two-part process. The second part of the process involves accepting tokens which is described in the next section.

For more information, see “Configure Coin Acceptor to Accept Tokens” on page 145.

The following procedure illustrates how you might configure an Auto Sentry® flex coin hopper to dispense a Free Vac Token for customers who purchase the $13.00 Xtreme Wash. You can use this procedure as a guideline to help develop a token promotion specific to your own requirements. The Free Vac Token shown in the following examples has been defined in WashConnect® from the System Setup menu, click Devices, and then click Define Token.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>US One Dollar Token Coin</td>
<td>Coin Token</td>
<td>1.00</td>
</tr>
<tr>
<td>Free Vac Token</td>
<td>Coin Token</td>
<td>1.25</td>
</tr>
<tr>
<td>Free Wash Token</td>
<td>Bill Token</td>
<td>5.00</td>
</tr>
</tbody>
</table>

Figure 103. Token Setup

NOTE: Define Token is set up at Corporate logon for users with appropriate access privileges, such as an owner or system administrator. While the tokens are set up at Corporate, they are available at the site levels. The illustration shows three tokens:

- The US One Dollar Token Coin is a Coin Token with a Value of 1.00.
- The Free Vac Token is a Coin Token with a Value of 1.25.
- The Free Wash Token is a Bill Token with a Value of 5.00.
Next, you can configure the Auto Sentry® *flex* coin hopper to dispense tokens:

1. Open *WashConnect*.
2. On the *System Setup* menu, click *Devices*, and then click *Assign Denominations*. The *Assign Denominations* tab appears.
3. In the *Device* box, select the device that will dispense tokens.
4. In the *Component* box, select *Coin Hopper*. 
5 Click the **Add** or **Edit** button.

   The **Denomination** dialog box appears.

![Denomination Dialog Box](image)

Figure 105. Denomination Dialog Box

6 Do the following:

   - In the **Denomination** box, select **Some Token**
   - In the **Max. Dispense** box, type a dispense limit per transaction.

7 Click the **Save** button.

   The token is registered. Restart the device, the Auto Sentry® *flex* in this example, is now configured to dispense tokens.

Next, you can enable a PLU to dispense a token coin:

1 On the **Configuration** menu, select **Goods and Services**, and then click the **Sales Item**.

   The **Sales Item** tab appears.

2 Select the PLU you want to configure, and then click the **Edit** button.
The PLU is available to edit.

![Image of Auto Sentry® flex User Manual](image)

**Figure 106. Tokens and Hopper Setup for a PLU Example**

3. In the **Token to Dispense** area, type an amount to dispense in the **Quantity** box.

4. Click the **Save** button.
   The PLU is configured to dispense tokens.

5. Should fill the coin hopper with the correct token coins. Keep in mind that the hopper may be sized to a particular coin denomination. For example, quarter coin hoppers are sized to dispense quarters. Therefore, the tokens must be the correct size for the hopper you have configured.

   For more information on adding tokens to the Auto Sentry® flex, see “Add Funds” on page 97.
Figure 107. Please Take Coins Below Custom Graphic

Figure 107, the sale of a $13.00 Xtreme Wash is complete. Before the customer is instructed to drive ahead, a token is dispensed. A reminder message to take the coins is displayed.

**Configure Coin Acceptor to Accept Tokens**

You can accept Tokens as Part of a Promotion with the Auto Sentry® flex. To configure the Auto Sentry® flex to accept token coins, follow these steps:

1. Open WashConnect®
2. On the **System Setup** menu, click **Devices**, and then click **Settings**.

**NOTE:** To enable changes, after making changes in the **Settings** tab, you must remember to restart Touch.exe software on the corresponding Auto Sentry® flex terminal.

3. In the **Device Type** box, select **Auto Sentry**.
4. In the **Device Name** box, select the **Auto Sentry** that will accept tokens.
5. In the **Settings** box, select **Coin Acceptor**.

![Image of Coin Acceptor Settings](image)

Figure 108. **Auto Sentry** Coin Acceptor Settings

6. In the **Value** box, select **True** if you want the coin acceptor to take more than one token per transaction. Select **False** if you want the coin acceptor to take only one token per transaction.
7 Click **Save**, and then click **Exit**.

8 Restart **Touch.exe**.
   The coin acceptor is configured to accept tokens.

![Figure 109. Wash Paid with 1.00 Token](image)

In the previous figure, the sale of a $7.00 Express Wash is complete. The receipt shows the customer paid with a $1.00 token and $6.00 cash.

**Add a Currency Value for the Coin Acceptor**

You can program the coin acceptor to recognize the correct token coins. Keep in mind that the channel you program on the acceptor must match the channel you configure in the following procedure. For example, if you configure **US One Dollar Token Coin** on channel six, then you should also program channel six on the coin acceptor to recognize your token.

To assign a currency value for a channel of the coin acceptor, follow these steps:

1 On the **System Setup** menu, click **Devices**, and then click **Assign Denominations**. The **Assign Denominations** tab appears.

![Figure 110. Assign Denominations Tab](image)

2 In the **Device** box, select a device.

3 In the **Component** box, select a coin acceptor.
NOTE: Items that appear in the Denominations list are defined. Token denominations are set up as Some Token.

4 Click the Add. The Assign Denominations dialog box appears.

<table>
<thead>
<tr>
<th>Denomination</th>
<th>Channel</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.00 (Coin)</td>
<td>1</td>
</tr>
<tr>
<td>25¢ (Quarter)</td>
<td>2</td>
</tr>
<tr>
<td>$5.00 Token Coin</td>
<td>3</td>
</tr>
<tr>
<td>$4.00 Token Coin</td>
<td>4</td>
</tr>
</tbody>
</table>

Figure 111. Assign Denominations Dialog Box

5 In the Denomination box, select a denomination.

NOTE: Coin acceptor channels must be programmed separately at the coin acceptor. Refer to the coin acceptor documentation or contact ICS support for more information.

6 Click Save when you are finished. The denomination is assigned to a channel on the coin acceptor.

Using Frequency Promotion

Set up a Frequency Promotion offer for your Auto Sentry customers. This includes special promotional pricing on various services and products at the Auto Sentry when the customer returns and purchases within a specified number of days encouraging loyalty. When setting up the PLU, be certain to select the correct Profit Center for each promotional service, product, or discount. The system automatically tracks the discounts for promotions sold in the Express Profit Center.

NOTE: The following Frequency Promotion instructions are for Auto Sentry customers only. If setting up Frequency Promotion for Touch POS In-Bay, Express, or Full-Service customers, see Cascade Pricing Promotions.

The following are five menu items to complete in order to set up a Frequency Promotion for the Auto Sentry:

1 Sales Items
2 Packages
3 Promo Setup
4  Promo Receipt Text

5  Flex/Retail Standard Screen
Set up a promotion package PLU to offer $3.00 off Exterior Wash on the next wash redeemed within a certain time period. The $3.00 off the Exterior Wash is redeemed with a wash code printed on a presell ticket at the initial time of purchase.

The next step is to assign the promotional package PLU to the “Exterior Wash” in the Auto Sentry **Promo Setup** tab.

1  At the WashConnect logon, select Corporate.

2  On the **Configuration** menu, click **Goods and Services**, and then click **Sales Items**, confirm a Base Wash service exists or Add a base wash service, if necessary.

3  On the **Configuration** menu, click **Goods and Services**, and then click **Sales Items**, confirm a Discount PLU exists or Add a Discount PLU.

4  On the **Configuration** menu, click **Goods and Services**, and then click **Packages**, create Promotion PLU for each price discount. (Package = Sales Item PLU plus Discount Sales Item PLU.)

5  On the **Configuration** menu, click **Frequency Promotions**, and then click **Promo Setup**.

![Promo Setup](image)

**Figure 112. Frequency Promotion Example**

6  Locate the base wash PLU for the Frequency Promotion.
   - Scroll arrows are available under the Frequency Promotions title bar.
- Click the column header to reorder the column to ascending or click again for descending order.
- Below the Frequency Promotions title bar, you can select the number of PLU numbers to view on one page: 20, 40, or 60.

7. In the **Promotion PLU** box, type Promotion Package PLU number.

8. In the **Expires** column, type the number of days until the promotion expires. For example, the customer has 5 days from the original date of purchase to redeem the promotional wash code.

9. In the **Active** box, click to mark and activate the frequency promotion.

**NOTE:** To disable the promotion, click in the Active box again to remove the check mark.

10. In the **Receipt Text** box, select the Name of the Receipt Text from the list which was previously created in the Promo Receipt Text tab.

11. Click the **Save** –or– **Cancel** button.

**Promo Receipt Text**

If you need to set up a Frequency Promotion for the Touch POS, see the **Promotions** menu, and then **Cascade Pricing**.

At the Auto Sentry, you can personalize the frequency promotion text that prints at the bottom of customer’s receipt along with the auto generated Wash Code and *barcode. The promotion is available to customers who purchase their wash on the Auto Sentry.
When the frequency promotion is active (the **Active** checkbox is selected), a customer who purchases one of the following sales items PLU: 1, 2, or 3. After selecting one of these washes, the customer will also receive a presell ticket containing a wash code.

**Figure 114. Example Frequent Promotion Receipt with a Wash Code**

In the example above, the presell ticket shows **WASH CODE 73232**. This is the five-digit code a customer enters at the Auto Sentry® *flex* by touching the Enter Wash Code button. In summary, PLU 192, “Free Straight Wash,” is offered for any customer who purchases PLU 1, “Royal Flush,” wash. The offer **Expires (Days)** in 7 days and is **Active**. The Auto Sentry® *flex* will print a presell ticket showing PLU 192 with a wash code. If **Active** box is clear then no ticket is produced.

**NOTE**: The **Active** field makes it simple to turn promotions on and off.

**About Promotional PLUs and Extra Services**

You can assign a promotional PLU to a base wash, as described above. You can also assign a promotional PLU to an extra service. The extra service promotional PLU overrides the base service promotional PLU (with respect to which ticket is printed). For example, say a customer purchases a base wash and an extra service, both of which contain promotional PLUs. A presell ticket is printed with the **extra service** promotional PLU only (for example, the extra service promotional PLU overrides the base service promotional PLU).
Next, at the Auto Sentry® flex:

- Customer selects **Royal Flush Wash**.
- Customer also selects **Heavy Detail** extra service.
- Customer receives a receipt with a five-digit wash code good for PLU 190, **Free Royal Flush**.
Redeeming a Presell Ticket

A customer can redeem a presell ticket at the Auto Sentry® flex. Typically, a frequency promotion profile and a Presell profile time is created to facilitate this. When such a profile and profile time is set up in WashConnect, then customers who select Enter Wash Code at the Auto Sentry® flex touch screen will receive the correct extra service selections.

In Figure 116, the FREQUENCY PROMOTION profile is created with base wash PLU 408. This PLU must match the PLU assigned. If not, the associated extra services will not be displayed.

Next, the Schedule dialog box is shown. It includes a profile time for the FREQUENCY PROMOTION profile. In the Applies To list, select the Transaction type for this profile time which would be Open Ticket. Set up another schedule for the same times, and in the Applies To list, select the Transaction type for this profile time which would be Paid Ticket if you are giving out a free wash for the promotion.

For more information about Presell profile times, see “About Wash Selections Based on Transaction Type” on page 129.

Using Wash Club Promotions

You will need to make various business decisions before you establish a wash club. For example, a car wash might offer the following base wash choices:

- $7.00 Express Wash
- $9.00 Deluxe Wash
- $11.00 Ultimate Wash
- $13.00 Xtreme Wash

The following table lists some common considerations and suggested decision-making guidelines.

### Table 4: Business Considerations for Wash Club Promotion

<table>
<thead>
<tr>
<th>Consideration</th>
<th>Suggestion</th>
<th>Discussion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price?</td>
<td>Based on frequency of visits</td>
<td>Wash club pricing can be determined by estimating the average number of visits a customer will make in a given time period. For example, say you estimate your average club customer will visit your car wash two or three times a week. You offer a $30.00 club membership good for a maximum of 10 visits per month. The redemption value of each wash is $5.00. Therefore, the customer will break even after six washes. Six washes redeemed at $5.00 a wash is $30.00.</td>
</tr>
<tr>
<td>Frequency?</td>
<td>Monthly</td>
<td>You can bill (or renew) your wash club at given intervals: monthly, quarterly, etc. Monthly billing is a popular choice. Corporate customers might prefer quarterly billing.</td>
</tr>
<tr>
<td>Limitations?</td>
<td>None</td>
<td>You can limit the days of the week for which the club is active. For example, you might decide to offer the wash club only on slow days (e.g., Tuesdays and Wednesdays). Most often, however, the wash club is not limited.</td>
</tr>
<tr>
<td>What Wash?</td>
<td>Most economical base wash or second-level wash</td>
<td>Most often, a club is associated with the lowest-priced base wash. However, you can customize a club for any of your services.</td>
</tr>
<tr>
<td>Upgrades?</td>
<td>All other base washes</td>
<td>If your club wash is associated with the lowest-priced base wash, you can offer wash upgrades to each additional base wash. The customer savings remains constant. For example, say an Exterior AS Wash Club member redeemed all 10 $5.00 base washes in a month. So, he received $50.00 in washes but paid only $30.00 for the club, a $20.00 savings. Now suppose he paid an extra $5.00 to upgrade one of his washes from the $5.00 base wash to the $10.00 Premium wash. He was charged an additional $5.00. His total cost for the club and upgrade that month was $35.00. He received $55.00 in services (nine $5.00 washes and one $10.00 wash). His savings is still $20.00. But the car wash received an extra $5.00 in sales. Upgrades offer more business for the car wash and more selection for the customer.</td>
</tr>
<tr>
<td>Payment Options?</td>
<td>Autobilling</td>
<td>Customers who pay by credit card can be automatically renewed on a regular basis (monthly) until they notify the car wash to discontinue their membership.</td>
</tr>
</tbody>
</table>
Setting up your Wash Club Menu

Customers who join an unlimited wash club provide a credit card that will automatically be charged a flat fee every month, and in return, receive unlimited washes for that specific vehicle. This example outlines the process for multi-site clubs using Auto Sentry® flex. The organization includes two sites. First, set up your Sales Item PLU numbers for your retail wash menu services and extra service items. After you created the Retail wash menu, you can follow these steps in order to prepare your club membership menu:

**Tip**  
Wash clubs are based on your existing wash menu, and it may be easier to name the clubs accordingly.

I. Retail Wash Menu

If necessary, setup the retail wash services menu items first.

II. Setup the Club's Base Wash Redemption PLU

**Redeem Value** is the dollar amount of the assigned base wash, for example, -$5.00. For every wash club, a Wash Club Redemption PLU Sales Item is needed to complete the Wash Club Package. The Wash Club Redemption PLU offsets the charges against the club's Base Wash in the Club Package, allowing the amount due to be $0 since the customer has already paid for the wash in the club membership fee. When the vehicle returns for a wash, the customer does not get charged again, but the club redemption PLU allows the wash to advance the vehicle without charging them, and tracks the vehicle's redeemed washes. Creating the package allows the base wash to be selected to turn on the services in the tunnel.

**NOTE:** The Redemption PLU provides a means to redeem the wash without affecting the sales per car totals.

1. Log on to WashConnect at a local site.
2. On the **Configuration** menu, click **Goods and Services**, and then click **Sales Items**.
3. In the **Profit Center** box, select Club.
4. Add a **Sales Item**.
5. Type a PLU number and PLU name. (ex: Basic Wash Redemption)
6. Type the negative amount of the Base Wash for the club. (ex: -$7.00)
7. In the **Type** box, click **Discount**.
8. Click the **Save** button.
III. Create a Package for every Wash Club

Since the customer has already paid for the wash in the membership fee, they will not be charged when redeeming a wash. Therefore, create a separate Package for each wash club or offering. Packages combine the base wash service PLU for the club and a redemption wash PLU. This package balances out to zero. This example assumes you have a Sales Items PLU for the Base Wash at $7.00, and a Sales Item PLU for the Base Wash Redemption -$7.00. If necessary, log on to WashConnect® at a local site.

1. From the Configuration menu, click Goods and Services, and then click Packages.
2. Click the Add Package button.
3. In the Profit Center box, select Profit Center.
4. In the Price box, automatically populates after Sales Items are added. When creating a package, the customer is not able to type in a price. This will be populated by the different items that are assigned to the package.
5. In the PLU # box, type a number for the Club Package.
6. In the Name box, type a name for the club package.
7. Click the Add Sales Item button.
8. From the Profit Center list, select the Express profit center, and locate the PLU Sales Item:
   - Select the Base Wash PLU used for the Club (ex: $7.00)
   - Click OK.
9. From the Profit Center list, select the Club profit center, and locate the PLU Sales Item:
   - Select the Club's Base Wash Redemption PLU (ex: -$7.00)
   - Click OK.

In the Price box, the two services together total $0.00 which is the package price because customer already paid for the club membership so they are not charged per wash. However, this is the means to track the washes in WashConnect for reports and accounting.

IV. Set up a Club Service

Next, setup a club service for each club wash package.

1. From the WashConnect Logon screen, select Corporate, and then click the Log On button.
2. From the Configuration menu, click Goods and Services, and then click Club Services.
3. In the Profit Center box, the Club profit center is automatically assigned.
4. In the PLU # box, a Wash Club PLU is automatically assigned a number between 900 and 999. You cannot change this PLU number.
5 In the **Price** box, type a pretax price for the wash club.

6 In the **Name** box, type a name for the wash club.

**NOTE:** This name will display on the POS and the Auto Sentry Screen with or without custom graphics.

**Tip** Wash clubs are based on your existing wash menu, and it may be easier to name the clubs accordingly.

7 In the **Club Rule** section, set the parameters:

- **Duration:** Select a number representing how many months to bill the club. This number is the amount of months the customer has to receive the services offered through the club until renewal. In the Duration box, type 6 for a prepaid 6-month club which would renew at 6-months each time of renewal. If it’s a monthly wash, the Duration would be 1.

- **Billing Day:** This field is used to determine the customer’s club membership expiration date for monthly billing purposes.
  - First Day (Prorating is available)
  - Signup Day (Prorating does not apply with this option)

- **Grace Period:** Select an amount of days that the customer can receive unlimited car washes after a credit card declines. This is the grace period to stay in good standing with your customers until they can work things out with their bank or provide another credit card.

- **Club Counts** (Limited/Unlimited): This is the number of washes offered for the wash club. The actual limitations are assigned in the **Club Rule** section of the **Club Services** tab.
  - **Unlimited Clubs.** If you type zero (0) in each of the Washes per box, then the club is not limited. Customers may redeem unlimited washes for the given Duration.
  - **Single-Rule Clubs.** Establishing a single rule is the simplest club scenario. For example, in Washes per Month, you can type 31. This establishes a monthly limit for club customers. Other limits are not enforced.
  - **Multi-Rule Clubs.** If you want to establish multiple rules (for example, day, week and month), follow the general guideline of ascending order (for example, week is greater than day, month is greater than week, quarter is greater than month, etc.). The ascending order guideline is not required by the software. Any combination of positive integer values and zeros are valid, whether they are in ascending order or not.

8 Click the **Save** button. Repeat for other wash clubs.

**V. Create a new Profile for each Wash Club**

Create a profile for every wash club that includes the base wash and extras for each wash club.
1. If necessary, log on to WashConnect at local site.

2. On the Configuration menu, click Goods and Services, click Profiles.

3. In the Profile box, type a name for the wash club Profile.

4. In the Device Type box, select the Device Type from the list.

5. In the Devices box, select the devices from the list.

6. In the Service Type box, select Club Service from the list.

7. Click the Add a Club Service button, and select a PLU for your one of your Club Service, and click the OK button.

8. In Wash Service section, click to select the Wash Club.

9. Click the Save button, and Enable the Profile.

10. From the Schedule tool area, click the Add a Schedule button, and In Applies To, select Club. Also add the days and time the profile is active, click OK.

11. In the Rule box, select the Club Rules from the list.

12. Click OK, and the click OK again.

13. Repeat steps 1 through 7 for each wash clubs that you are setting up.

VI. Create a Profile for the entire Wash Club Offerings

This profile is used to include all your valid Wash Club profiles so the profile can be scheduled to appear on the Purchase Club Membership screen.

1. If necessary, log on to WashConnect at local site.

2. On the Configuration menu, click Goods and Services, click Profiles.

3. In the Name box, type a name for the wash club Profile.

4. In the Device Type box, select the Device Type from the list.

5. In the Devices box, select the devices from the list.

6. In the Service Type box, select Club Service.

7. Select up to six PLUs for your Sales Club offerings to present on the Club menu.

8. Add a Schedule, and In Applies To, select Club Sales, and click OK, and OK.

Immediately after setting up a valid Club Sales schedule, your wash club menu will appear for customers when they select the Join Wash Club button.
NOTE: Optional, set up a discount coupon code that can be applied to all of your clubs on the menu, follow these extra steps:

VII. Create a Sales Item for the Discount Coupon Code (optional)
A Discount Coupon Code allows multiple discounts on a single transaction using the same Sales Item PLU.

1. On the Configuration menu, click Goods and Services, and then click Sales Items.
2. In the Profit Center box, select a profit center, for example, Express.
3. In the Type box, select DiscountCoupon.
4. In the PLU # box, type a PLU number for the Discount Coupon.
5. In the Price box, type a price for the Discount Coupon.
6. In the Name box, type a name for the Discount Coupon.
7. Click the Save button.

VIII. Create a Profile for the Discount Coupon Code
Create a separate Profile for the Discount Coupon Code.

1. On the Configuration menu, click Goods and Services, and then click Profiles.
2. In the Profile toolbox, click the Add button to add a new Profile.
3. In the Profile box, type a name for the Discount Coupon profile.
4. In the Device Type box, select AutoSentry.
5. In the Devices box, select the devices from the list.
6. In the Service Type box, select Discount Coupon.
7. From the Services tool box, click the Add Discount Coupon button. The Discount Coupons dialog box appears.
8. Click to select the Discount Coupons from the list to apply to this Profile, and then click OK.
9. Click the Save button.
10. Click to select the saved Profile from the Profiles list, and then click the Add Schedule button.
11. Select the Days and Times for the Profile to be active.
12. In the Rule box, select Club Sales (Club), and then click OK.
Assigning Services to the Club Package

The following illustrations provide a very brief overview. More considerations include the following: selling clubs at the POS, issuing card numbers, creating club packages, creating club profiles, linking clubs and profiles, and enabling club profiles. These topics are outside the scope of this document. They are covered at length in WashConnect Web Help, available directly from your WashConnect app.

Selling a Club Package at the POS and Auto Sentry® flex

☑ Customers can purchase and be signed up for the club at your POS and at the Auto Sentry® flex.

![Figure 117. Main Menu select Join Wash Club](image1)

Redeeming a Club Wash

☑ The paid club customer can redeem his wash and purchase extra services at the Auto Sentry® flex.

![Figure 118. Club Member redeemed Wash and purchased Extra Services](image2)
Using Fundraiser Promotions

Fundraising and charity car washing, which were once viewed as detrimental to professional car washes, are now becoming a profitable marketing channel for many operators. For example, the Car Wash Operators of New Jersey (www.cwonj.com) has teamed up with the New Jersey Department of Environmental Protection (www.cleanwaternj.com) to form an alliance for fundraisers. Allow charities to sign up for charity events with your car wash. You can use your Auto Sentry® flex to facilitate fund raisers at your wash. You can set up multiple charities at the same time. Such programs have been shown to increase ticket average and enhance a car wash’s image within the community.

Following is a brief outline of an example fundraiser process:

1. The non-profit fills out a form, which can be online if your site has a web presence. The form provides basic information about the charity, including a sales month, a Federal Identification Number, and a four-digit code that will be disseminated to the charity friends, family, and supporters.

2. You run the sales month concurrent with the calendar month. Each non-profit is allowed to participate once per year.

3. About a week or two before the sales month begins, a representative from the non-profit completes a liability form, and then picks up about 250 business-card sized instructions to hand out to their supporters. The instructions include a blank space for the non-profit to fill in its name, four-digit code, and sales month.

4. You can also provide the non-profit with an initial email blast to send to its list, plus weekly updates to track progress.

5. When the non-profit’s supporters drive up to the Auto Sentry® flex, they tap a Fundraising button, and then enter the appropriate four digit code. This unique PLU code is a package which contains your fundraising selections. For example, you might offer a $10 car wash separated into a $6 charge to the car wash and a $4 donation to the charity. After entering the code, customers are then asked if they would like to make an additional donation of $1, $3, or $5, of which 100% goes to the non-profit.

6. The customer then pays with cash or credit card.

7. At the end of the sales month, you can run a report with the totaled donations plus any additional donations, and then mail a check to the non-profit or call them to pick it up.

Enabling the Fundraiser Buttons

Create a fundraiser button following the custom-button parameters outlined earlier.
For more information on custom buttons, see “Custom Buttons” on page 113.

You can also request a **Fundraising** image file from ICS. The fundraiser button replaces the following file:

- C:\ICS\BMPFiles\Primary\Rename MainForm.Coupon.bmp to MainForm.Coupon.Original.bmp

Name the fundraiser button file MainForm.Fundraiser.bmp, and then save it to the C:\ICS\BMPFiles\Primary\directory.

Restart **Touch.exe** on the Auto Sentry® flex. The button appears on the main welcome screen.

![Figure 119. Fundraising Button Enabled](image)

**Setting Up Fundraiser Coupon Codes**

After you have enabled the fundraiser button, you can create a fundraising PLU package. Create a separate fundraising donation PLU for tracking and reporting purposes.

For example, create a fundraising package PLU 600 includes two services:

- **Hand Wax Superwash** which is a $30.00 wash.

- **Boy Scout Troop 671** which is a $2.00 fundraising donation PLU for tracking purposes. It is set up as an **Extra** service in the wash detail (WD) profit center. This enables the package to charge an extra $2.00 for the fundraiser. But since the extra-charge PLU is in the wash detail profit center, it will not fire tunnel relays. It will, however, show up on the reports.
Setting Up Fundraiser Extra Choices

You can also prompt customers to select an extra amount for the fundraiser donation. Set up another PLU to add the extra amount the customer could select. For example, PLU 402, **Add Extra $3.00**, is a three-dollar extra service in the wash detail (Express) profit center. This allows a customer to donate an additional amount to the fundraiser. You can create more than one PLU like this so a customer will have multiple choices (for example: $2.00, $3.00, $4.00 and $5.00).

Setting Up Fundraisers in the Active Settings Dialog Box

You can enable fundraiser coupon codes. For example, three PLUs are active for the Normal profile. They are 670, 671 and 672, all named **Boy Scout Troop 671**. Each includes a different base wash with a $2.00 donation. Additionally, the Extra Services includes four choices for an additional donations.

Processing a Fundraiser Sale

Once your PLUs and packages are set up and enabled in the Active Settings dialog box, customers who receive the PLU code from the fundraising organization can redeem their fundraiser washes at the Auto Sentry® flex.
Figure 120. Example Screen Progression for Fundraiser Purchase
In Figure 120:

1. The customer arrives at the Auto Sentry® flex where the Fundraising button is passive.

2. The customer touches the Fundraising button, and then enters the fundraiser code, which is 600 in this example. This code is linked to package PLU 600, which has been enabled in the Active Settings dialog box. The package contains a $32.00 base wash and a $3.00 charitable donation.

3. The customer is then prompted to make an extra donation. Or he can press No Upgrade to skip the screen. The customer selects the $3.00 button, which includes a description explaining that 100 percent of this donation goes to the fundraising organization.

4. The customer can pay with cash or credit card. The receipt shows his purchase included a wash named Boy Scout Troop 671 and an extra $3.00 donation for a total sale of $35.00.

---

**Figure 121. Example Fundraising Purchase Receipt**

**Sale Complete**

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOY SCOUT TR00P 671</td>
<td>$32.00</td>
</tr>
<tr>
<td>ADD EXTRA $3.00</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBTOTAL</td>
<td>$35.00</td>
</tr>
<tr>
<td>TOTAL SALE</td>
<td>$35.00</td>
</tr>
<tr>
<td>CASH</td>
<td>$35.00</td>
</tr>
<tr>
<td>Change</td>
<td>$ 0.00</td>
</tr>
</tbody>
</table>

---

**Viewing Reports for Fundraising Purchases**

If you have established your fundraising packages and PLUs in the way suggested previously, then your reports will show purchases for each fundraising wash.
In the Figure 122, “Fundraising Report,” the package Relay for Life PLU 150 was the coupon code entered by the customer at the Auto Sentry® flex touch screen. Instead, the extra services are listed separately:

- **PLU 325, NHS Fund Towel Exchange.** This is the extra service provides $1.50 donation if selected by the customer after the initial fundraising wash purchase.

- **PLU 323, NHS Fund Turtle Wax.** This is the extra service provides $2.00 donation if selected by the customer after the initial fundraising wash purchase.

This report makes it easier to total the donations by organization.
Chapter 5: Reports

You can view many different reports for the transactions that take place on your Auto Sentry® flex. This chapter includes an overview of the most essential reports: Shift Detail, Journals, and Terminal Balance. See WashConnect Web Help if you would like more information on the other management reports that are available.

Shift Detail Report

The Shift Detail Report is a cash management tool that accounting views at the end of the day. The report was designed to account for all the money taken in during the day as well as money added to cash drawers and any Auto Sentry on site to prevent theft. The report summarizes all register transactions and lists all services sold for the selected shift. The idea is to improve your efficiency, so you can resolve a day and post to your accounting software in less time.

You can view the Shift Detail report.
### SHIFT DETAIL

**Requested By:** Admin User  
(Thursday)  
**Date Range From:** 1/1/2017 To: 1/7/2017  
**Device(s):** Safe[9], AutoBilling[9988], Outside Lane[1001], Inside Lane[1002], ePOS[8500], Tunnel POS[7802]  
**All Shifts**

#### Express

<table>
<thead>
<tr>
<th>PLU</th>
<th>Service</th>
<th>Quantity</th>
<th>Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Deluxe Exterior Protection Package</td>
<td>1</td>
<td>$11.32</td>
<td>$11.32</td>
</tr>
<tr>
<td>260</td>
<td>The Classic</td>
<td>405</td>
<td>$7.55</td>
<td>$3,022.65</td>
</tr>
<tr>
<td>201</td>
<td>Classic Shire</td>
<td>91</td>
<td>$9.43</td>
<td>$858.15</td>
</tr>
<tr>
<td>202</td>
<td>Total Protection</td>
<td>150</td>
<td>$11.32</td>
<td>$1,698.00</td>
</tr>
<tr>
<td>203</td>
<td>Total Protection Plus</td>
<td>105</td>
<td>$14.15</td>
<td>$1,481.25</td>
</tr>
<tr>
<td>204</td>
<td>Classic Fleet</td>
<td>8</td>
<td>$7.55</td>
<td>$60.40</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>1,071</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Refund</strong></td>
<td></td>
<td></td>
<td><strong>10,559.40</strong></td>
</tr>
<tr>
<td>202</td>
<td>Total Protection</td>
<td>-1</td>
<td>$11.32</td>
<td>$(11.32)</td>
</tr>
<tr>
<td>203</td>
<td>Total Protection Plus</td>
<td>-1</td>
<td>$14.15</td>
<td>$(14.15)</td>
</tr>
<tr>
<td></td>
<td><strong>Total Refund</strong></td>
<td></td>
<td></td>
<td><strong>25.47</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Total Base</strong></td>
<td></td>
<td></td>
<td><strong>1,069</strong></td>
</tr>
</tbody>
</table>

#### Extra

<table>
<thead>
<tr>
<th>PLU</th>
<th>Service</th>
<th>Quantity</th>
<th>Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>220</td>
<td>Turtle Wax Ice</td>
<td>60</td>
<td>$3.77</td>
<td>$226.20</td>
</tr>
<tr>
<td>221</td>
<td>Underbody Rust Inhibitor</td>
<td>33</td>
<td>$2.83</td>
<td>$93.39</td>
</tr>
<tr>
<td>621</td>
<td>Underbody Rust Inhibitor Club</td>
<td>5</td>
<td>$2.83</td>
<td>$14.15</td>
</tr>
<tr>
<td></td>
<td><strong>Total Extra</strong></td>
<td>98</td>
<td></td>
<td><strong>$333.74</strong></td>
</tr>
</tbody>
</table>

#### Discount

<table>
<thead>
<tr>
<th>PLU</th>
<th>Service</th>
<th>Quantity</th>
<th>Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>160</td>
<td>$2 Off Classic</td>
<td>7</td>
<td>($1.99)</td>
<td>$(13.93)</td>
</tr>
<tr>
<td>160</td>
<td>$5 Off Total Plus</td>
<td>8</td>
<td>($4.72)</td>
<td>$(37.76)</td>
</tr>
<tr>
<td>251</td>
<td>PoliceFire Fleet Classic Discount</td>
<td>8</td>
<td>($5.55)</td>
<td>$(44.40)</td>
</tr>
<tr>
<td>252</td>
<td>House Classic</td>
<td>3</td>
<td>($7.55)</td>
<td>$(22.65)</td>
</tr>
<tr>
<td>253</td>
<td>House Total Protection Discount</td>
<td>39</td>
<td>($11.32)</td>
<td>$(441.48)</td>
</tr>
<tr>
<td>254</td>
<td>House Turtle Wax</td>
<td>39</td>
<td>($3.77)</td>
<td>$(147.03)</td>
</tr>
<tr>
<td>3334</td>
<td>Wawa Classic</td>
<td>10</td>
<td>($3.75)</td>
<td>$(37.50)</td>
</tr>
<tr>
<td>4445</td>
<td>Firestone Classic</td>
<td>19</td>
<td>($3.75)</td>
<td>$(71.22)</td>
</tr>
<tr>
<td>6565</td>
<td>$3 off Total Protection +</td>
<td>1</td>
<td>($2.83)</td>
<td>$(2.83)</td>
</tr>
<tr>
<td></td>
<td><strong>Total Discount</strong></td>
<td>134</td>
<td></td>
<td>$(519.06)</td>
</tr>
</tbody>
</table>

#### Total for Express

|     |                                  |          |       | **1,069** |

#### Detail

<table>
<thead>
<tr>
<th>PLU</th>
<th>Service</th>
<th>Quantity</th>
<th>Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>822</td>
<td>Towel Exchange Club</td>
<td>3</td>
<td>$2.83</td>
<td>$8.49</td>
</tr>
</tbody>
</table>

#### Total for Detail

|     |                                  |          |       | **25.47** |

### Figure 123. Shift Detail Report, Page 1
Figure 124. Shift Detail Report, Page 2
The **Shift Detail** report summarizes all transactions and lists all services sold for the selected shift or shifts.

The following table describes the shift report section headings and line-item labels. The table is comprehensive. Not every shift report includes all the labels described in the table. For example, if there were no fuel sales to show in your report, then the **Fuel Sales** heading does not appear on the report.

![Shift Detail Report](image)

**Figure 125. Shift Detail Report, Page 3**

---

**Table 125.1. Shift Detail Report**

<table>
<thead>
<tr>
<th>Section</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Card</td>
<td>$1,714.01</td>
</tr>
<tr>
<td>Fuel Sales</td>
<td>$28.00</td>
</tr>
<tr>
<td>Cash Reconciliation</td>
<td>$168.00</td>
</tr>
<tr>
<td>Total Noncash</td>
<td>$7,675.92</td>
</tr>
<tr>
<td>Cash To Account For</td>
<td>$25,174.34</td>
</tr>
<tr>
<td>Payout</td>
<td>$201.97</td>
</tr>
<tr>
<td>Removes</td>
<td>$17,950.24</td>
</tr>
<tr>
<td>Total Bank Deposits</td>
<td>$2,598.00</td>
</tr>
<tr>
<td>Ending Bank</td>
<td>$4,320.61</td>
</tr>
<tr>
<td>Cash Accounted For</td>
<td>$25,649.34</td>
</tr>
</tbody>
</table>

---

Click Here to View Verified and Reverted Journals
### Table 5: Shift Detail Report Descriptions

<table>
<thead>
<tr>
<th>Line-Item Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profit Center</td>
<td>A Profit Center name will appear on the left above the section breakdown. The breakdown of each Profit Center will be itemized based on how the PLUs were setup for the particular Profit Center, for example, breakdown may include Base, Extra, Discount, Other, and more. Anything not sold during the shifts being viewed will not appear. In each category, the units sold will be broken down by PLU, the name of the item or service, the total number sold (Quantity), the cost of the individual service (Price), and the total dollar value of the quantity sold (Amount).</td>
</tr>
<tr>
<td>Base</td>
<td>Base includes all base wash service PLUs defined in the Sales Items tab as a ‘Base’ item in the Type box. Base items will always appear first. Base may be the only category listed in the Profit Center unless there are types, such as discounts or promotions, defined within that profit center.</td>
</tr>
<tr>
<td>Extra</td>
<td>Extra includes all PLUs defined in the Sales Items tab as an Extra item in the Type box.</td>
</tr>
<tr>
<td>Discount</td>
<td>Discount includes all PLUs defined in the Sales Items tab as a Discount item in the Type box.</td>
</tr>
<tr>
<td>Other</td>
<td>Other includes all PLUs defined in the Sales Items tab as an Other item in the Type box. These are PLUs that are unique and don’t fall into the typical categories listed above. They may also be configured to accept variable pricing.</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>Miscellaneous includes all PLUs defined in the Sales Items tab as a Miscellaneous item in the Type box. These are PLUs that are unique and don’t fall into the typical categories listed above. They may also be configured to accept variable pricing and offer the ability to change the name at the time of purchase.</td>
</tr>
<tr>
<td>Net Sales Without Sales Tax:</td>
<td></td>
</tr>
<tr>
<td>Wash or Account (Profit Center) Name</td>
<td>Main headings indicate the specific Profit Center sales information that is being viewed. Each subcategory will display the type of service (Base, Extra, and more), PLU number, name, along with the combined quantity, individual service price, and the total Amount (quantity multiplied by individual price) which displays the total revenue for each PLU. For example, in the displayed Shift Detail Report, the following are the Profit Centers show in the report: Express, Hand Services, and Club.</td>
</tr>
<tr>
<td>Net Sales Without Sales Tax</td>
<td>This is the total amount of all sales transactions in all profit centers before any Sales Tax is applied.</td>
</tr>
<tr>
<td>Total Sales in all profit centers prior to tax.</td>
<td>NOTE: Gift Cards sold are not a Sale but a liability. This is why they are not shown in the Services section of the report.</td>
</tr>
</tbody>
</table>
**Sales Tax**: This is to account for the amount of money that will be collected as Sales Tax revenue, received from applying specified tax rates to specific Sales Items. This works with the configuration of Sales Items to determine if they are nontaxable, subject to a single tax, or subject to multiple taxes. Please see ‘Sales Tax’ configuration to learn how to setup the tax tree structure and assign sites at the required tax rates.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales @ NonTaxable</td>
<td>This entry will include all sales in all profit centers from PLUs setup as Never Taxable. The amount reflects the sum on the nontaxable items sold in the selected shifts.</td>
</tr>
<tr>
<td>Sales @ User Defined Tax Rate 1 (Example - PA Department of Revenue tax rate)</td>
<td>This entry will include all sales in all profit centers from PLUs setup as Always, and possibly Conditional or Force Taxable. It includes all purchased Sales Items that will apply this user defined Tax Rate. For example, if Tax Rate 1 is 6% (the PA Department of Revenue tax rate), and sales are $1000.00, then Taxes at Rate 1 are $60.00.</td>
</tr>
<tr>
<td>Sales @ User Defined Tax Rate 2</td>
<td>This entry will include all sales in all profit centers from PLUs setup as Always, and possibly Conditional or Force Taxable. It includes all purchased Sales Items that will apply this user defined Tax Rate.</td>
</tr>
<tr>
<td>Total Sales</td>
<td>The total dollars of revenue for all sales including tax received from all profit centers within the selected shifts.</td>
</tr>
</tbody>
</table>

**Total Income**: This section will adjust the Total Sales number by including the following types of additional sources of income:

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Card Sold</td>
<td>This entry includes the total adjusted value of gift cards sold during the selected shifts. This uses the total value of gift cards sold minus any Gift Card Free value to create the adjusted total. This total is added to the amount of Total Income.</td>
</tr>
<tr>
<td>Fund raiser</td>
<td>This entry includes the total value of Fund Raiser sales sold during the selected shifts. This total is added to the amount of Total Income.</td>
</tr>
<tr>
<td>ROA</td>
<td>This entry includes the total amount received as payment on an account (For example: fleet). This total is added to the amount of Total Income.</td>
</tr>
<tr>
<td>Gift Card Free</td>
<td>This entry includes the dollar amount equal to the free percent or amount given to the purchaser when buying the gift card or when a customer adds value to a gift card. This value will be represented as a negative amount and will reduce the overall amount of the Gift Card Sales.</td>
</tr>
<tr>
<td>Gift Card Issued</td>
<td>This entry includes the dollar amount of all Gift Card purchases or the value added to an existing Gift Card.</td>
</tr>
<tr>
<td>Total Income</td>
<td>This entry includes the total dollars of revenue for all sales made from all profit centers during the selected shifts including all Prepay and Post Pay Sales that have been paid for in the date range. This adds the Total Sales section to additional revenue streams such as Gift Cards, Fund Raisers, and ROA transactions.</td>
</tr>
</tbody>
</table>

**Total Non-Cash Reconciliation** - This section will sum up all non-cash payments to determine what amount of revenue is tied to payments other than cash.
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Credit Cards</td>
<td>This entry includes the total number and total dollar amount of all sales identified as being processed with a Credit Card during the selected shift(s). The Credit Card totals will be broken down and listed by credit card type, i.e. Visa, MasterCard, etc. All of the individual credit card types will be summed and displayed in the Total Credit Cards line. The total from these entries will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
<tr>
<td>Debit Card</td>
<td>This entry includes the number and total dollar value of all sales identified as being processed with a Debit Card during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
<tr>
<td>Fuel Sales</td>
<td>This entry includes the total dollar amount of wash services purchased at a fuel pump during the selected shifts. The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
<tr>
<td>Fleets</td>
<td>This entry includes the number and total dollar value of sales that were charged to Fleet Account customers during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
<tr>
<td>Gift Cards Redeemed</td>
<td>This entry includes the number and total dollar value of all sales that were paid by redeeming an existing Gift Card during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
<tr>
<td>Tokens Redeemed</td>
<td>This entry includes the number and dollar value of the tokens used toward payment of wash services during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
<tr>
<td>External POS Sales</td>
<td>This entry includes the total dollar amount of wash services purchased at an External POS that communicates with us to generate wash sales during the selected shifts. The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
<tr>
<td>Total Non-Cash</td>
<td>This entry includes the combined amount of non-cash sales during the selected shift(s). This total adds up all sales completed by credit cards, debit cards, fuel sales, Fleet accounts, gift cards, tokens, and External POS sales. This total will be subtracted from the amount of Total Income to help tie out the cash sales.</td>
</tr>
</tbody>
</table>

**Cash Reconciliation** - This section will sum up all cash payments to determine what amount of revenue is tied to cash payments.

**Cash To Account For:** This section will sum up all of the cash sources to determine the total amount of cash that is available in the selected shifts. This amount of cash is determined by including the following cash sources.
<table>
<thead>
<tr>
<th>Table Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beginning Bank</strong></td>
<td>This entry includes the beginning amount of cash available in each device at the opening of its shift. This is known as the Beginning Bank and this entry will sum up all Beginning Bank entries for each device included in the selected shifts.</td>
</tr>
<tr>
<td><strong>Adds</strong></td>
<td>This entry includes all amounts where an Add function was done to add money into a device. This is the sum of all Add functions completed on every device that has a corresponding shift selected for this report. This entry can be expanded to show the total number and total amount of all ‘adds’ done for a specific device. This can be verified by reviewing the Cash Management Operation Report for the Adds to count the total number of transactions and confirm the total amount.</td>
</tr>
<tr>
<td><strong>Refunds Due</strong></td>
<td>This entry includes the amount of cash that should have been paid out as change from an Auto Sentry, but was unable to be refunded because the machine was out of money or it didn’t support the required denominations. This amount is expected to be paid out from a POS at some time. The Refund Due amount does not carry over to the next day. Refunds that are not paid out during the same shift will cause an overage that will be included in the total cash amount for the day and be included in the Beginning Bank.</td>
</tr>
<tr>
<td><strong>Checks from Operations</strong></td>
<td>This entry includes the number and total dollar amount of all checks used as payment for transactions during the selected shifts. Checks are treated as Cash. The Auto Sentry does not accept checks.</td>
</tr>
<tr>
<td><strong>Cash from Operations</strong></td>
<td>This entry includes the total dollar amount of cash used as payment for transactions during the selected shifts.</td>
</tr>
<tr>
<td><strong>Cash Accounted For:</strong></td>
<td>This section will sum up all of the cash operations that will remove money from the devices, and determine the total amount of cash that was available in the selected shift(s). It considers all Removes, Deposits, Payouts, Edits, and Ending Banks.</td>
</tr>
<tr>
<td><strong>Payouts</strong></td>
<td>This entry includes the number and total dollar amount of all cash that was paid outs during the selected shifts. This entry is expandable to view the individual payout transactions.</td>
</tr>
<tr>
<td><strong>Removes</strong></td>
<td>This entry includes all amounts where a Remove function was done to remove money from a device. This is the sum of all Remove functions completed on every device that has a corresponding shift selected for this report. This entry can be expanded to show the total number and total amount of all ‘Removes’ done for a specific device. This can be verified by reviewing the Cash Management Operation Report for the Removes to count the total number of transactions and confirm the total amount.</td>
</tr>
<tr>
<td><strong>Bank Deposits (Checks)</strong></td>
<td>This entry includes the total number and dollar amount of checks being taken from the system and sent to the Bank for Deposit. Checks are treated as Cash so Checks deposited to the Bank will be deducted from your total Cash on Hand.</td>
</tr>
<tr>
<td><strong>Bank Deposits (Cash)</strong></td>
<td>This entry includes the total dollar amount of cash being taken from the system and sent to the Bank for Deposit. Cash deposited to the Bank will be deducted from your total Cash on Hand.</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Total Bank Deposits</strong></td>
<td>This entry includes the total number and amount of all deposits taken to the bank. It is the sum of the total Bank Deposits for Cash and Check.</td>
</tr>
<tr>
<td><strong>Dispenser Edits</strong></td>
<td>This entry includes all dollar amount changes created during completed edits for the Auto Sentry bill dispenser or coin hopper. Each edit references a cash management journal number and will reflect a positive or negative change in the Auto Sentry cash totals. This entry will also display modifications to the edits if necessary. (For example, re-verifying and already verified entry).</td>
</tr>
<tr>
<td><strong>Ending Bank (-)</strong></td>
<td>Ending Bank is the cash remaining in the devices at the end of the shift after any removes or deposits. This entry will include a sum of all devices associated to the selected shifts.</td>
</tr>
<tr>
<td><strong>Over/Under/Even</strong></td>
<td>The display entry will be determined by a comparison of what revenue the software says you should have based on recorded transactions, and what you actually count as physical Cash on Hand from transactions and your Ending Banks. The result of the comparison will be what is displayed on the Shift Detail report. Over means the devices ended the shift with extra money than what was recorded by the software at the shift’s close. Under means the devices ended the shift with less money than what was recorded by the software at the shift’s close. Even means the devices ended the shift with the exact money that was recorded by the software at the shift’s close.</td>
</tr>
<tr>
<td><strong>Unverified</strong></td>
<td>This entry will include the dollar amount associated with journal entries that are not verified. There is also an expandable entry called ‘Unverified Journal Entries Exist’. Expanding this will display a list of those journals that are currently unverified.</td>
</tr>
<tr>
<td><strong>Voided Transactions</strong></td>
<td>This entry displays the number of transactions and the total dollar amount of those transactions that were voided for the selected shift(s). This is informational because those transactions do not appear in any other part of the Shift report and are not used in the calculations.</td>
</tr>
<tr>
<td><strong>Edited Transactions – Only can occur if site is using a Tunnel Master</strong></td>
<td>This entry displays the number of transactions and the total dollar value of all transactions that have been edited for the selected shift(s). These transactions could have been edited while the shift was open or after it was closed. When transactions are edited after a shift has been closed it will be necessary to reprint the Shift Detail report to see the updated entry for Edited Transactions. You can only Edit a Transaction within Tunnel Master.</td>
</tr>
</tbody>
</table>
To view the Shift Detail report, follow these steps:

1. At WashConnect log on, select a level from your Corporate structure. When at the Corporate location, the entire Corporate structure will be available. When at a site level, only that site will be available for selection.

2. On the Financial menu, click Register Reports, and then click Shift Detail. The Shift Detail tab appears.

3. In the From Date and To Date boxes, select a date range.

4. In the Level box, select a level.

5. In the Device Type box, select one or more devices.
   - To see sales from the fuel pump, this is where you would select a device type such as Fuel.

6. In the Group On box, do one of the following:
   - Select PLU to see PLUs. The report will show PLUs sorted numerically for each profit center. When PLU is selected the report will be broken down by PLU, showing the PLU number and how many of each individual PLU were purchased.
- Select **Account** to see profit centers. The report will show profit center summaries, not PLUs. When Account is selected the report will be broken down by the Account ID and name that the individual services will be associated to in your accounting package. The report will display how many services are tied to each individual account.

7 In the **Shift** box, select one or more shifts.

8 In the **Condensed** box, click to select. Click again to clear the Condensed check box. The report will do one of the following:
   - If Condensed formatting option is not selected:
     The report will appear formatted with a lot more white space between the columns.
   - If Condensed formatting option is selected:
     The report is formatted to allow the exact same content to appear closer together.

9 Click the **View Report** button.
   The Shift Detail report appears.
Journals

You can view the Journal.

Figure 127. Journal

About Journal Actions

Every line in the Journal is considered one journal entry. The **Action** column shows what activity occurred for the journal entry. The following table describes each of the possible activities or movements that can appear in the Action column for each journal entry.

Table 6: Journal Actions Descriptions

<table>
<thead>
<tr>
<th>Action Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>Amount of money added to a device.</td>
</tr>
<tr>
<td>Beginning Balance</td>
<td>The beginning balance of a specific component in a device, for example, Bill Acceptor, for that shift.</td>
</tr>
<tr>
<td>Beginning Bank</td>
<td>The beginning bank of the shift for a device. <strong>Also Beginning Bank is two words, not one word.</strong></td>
</tr>
<tr>
<td>Convert</td>
<td>Indicates a journal used to convert currency (Safe to Bank or Bank to Safe).</td>
</tr>
<tr>
<td>Deposit</td>
<td>Amount of money deposited to the bank.</td>
</tr>
<tr>
<td>Ending Bank</td>
<td>The ending bank of the shift for a device.</td>
</tr>
<tr>
<td>Ending Balance</td>
<td>The ending balance of a specific component, for example, Bill Acceptor, in a device for that shift.</td>
</tr>
<tr>
<td>Modify Dispenser</td>
<td>A journal action that is marked as edited.</td>
</tr>
<tr>
<td>Remove</td>
<td>Amount of money removed from a device.</td>
</tr>
<tr>
<td>Verify</td>
<td>Journal entry has been verified by the user.</td>
</tr>
</tbody>
</table>
Search for a Journal

You can view one journal for each shift and device combination. You cannot simultaneously view multiple shifts and devices.

To search for a journal, follow these steps:

1. On the Financial menu, click Cash Management, and then click Journals. The Journals tab appears.
2. In the Start Date and End Date boxes, select a date range.
3. In the Site box, select a site.
4. In the Device box, select a device.
5. In the Shift box, select a shift.
6. Click the Search button. The journal for that shift and device appears.

View Journal Entry History

Every time a journal entry is verified or re-verified, WashConnect keeps a record of the changes that have been made and that history can be viewed by the user.

To view a journal entry history, follow these steps:

8. Search for a journal entry, and then click to select the entry. The entry is highlighted.
9. Click the View Journal History button. The Journal History dialog box appears.

Figure 128. Journal History
In Figure 128:

- The **Deposit** appears with the breakdown of Cash $134.99 and Check $0.00.
- The Verify line appears with the same breakdown of Cash $134.99 and Check $0.00.

**Verify a Journal Entry**

Verifying journal entries is an important, yet simple process, where a manager or supervisor verifies the money that was moved via a journal action matching the amount that is shown in Cash Management. This is an easy way to verify that cash at the site has been accounted for physically and entered correctly in WashConnect, and if it wasn’t you can make a quick edit while verifying the entry. Certain actions in Cash Management will automatically verify the journal entry. These are typically journal entries (records) that are created by the system that would not need to be verified by the user such as Adds to an Auto Sentry Dispenser, or the Beginning and Ending Balance of a Point-of-Sale (POS) shift (using the virtual safe).

You can verify entries in the **Journals**. The **Verify** command is available when you need to verify the accuracy of certain entries, for example, when cash changes hands from one employee to another.

You can verify a **Corporate Bank Deposit** and perform an **Edit** at the same time.

**NOTE:** You must be logged in at the site level to verify an entry. If you are not logged in at the site level, then the following message “**Journals from selected site cannot be edited/verified**” appears.

To verify an entry and edit if necessary, follow these steps:

1. At WashConnect logon, select a site level.
2. On the **Financial** menu, click **Cash Management**, and then click **Journals**. The **Journals** tab appears.
3. Search for a journal entry, and then click to select the entry. The entry is highlighted.
4 Click the **Verify** button. The **Verify Journal** dialog box appears.

![Verify Journal Dialog Box](image)

Figure 129. Select a Journal Entry to Verify

Figure 130. Verify Journal Dialog Box
5 Optional: Type changes in the **New Qty.** boxes.

6 Click the **Save** button.

The entry is verified and **Journals** appears.

The **Verified** column shows a date and logon ID for the verified entry.

![Figure 131. Journal Entry Verified](image-url)
Terminal Balance Report

The Terminal Balance Report will give the user the ability to see the ending terminal balance for a specific day. The report can be viewed per day and the user can drill down from the Site level all the way to the individual component level in a device to see the ending balance on that specific day.

![Terminal Balance Report](image)

**Figure 132. Terminal Balance Report**

The **Terminal Balance** report shows the total bills, coins, and tokens in each Auto Sentry® *flex* terminal. You can view the **Terminal Balance** report to decide whether you should add or remove cash from the Auto Sentry® *flex*.
View the Terminal Balance Report

To view the Terminal Balance report, follow these steps:

1. On the Financial menu, click Cash Management, and then click Terminal Balance report. The Terminal Balance tab appears.

2. In the Start Date box, select a start date.
3. In the End Date box, select an end date.
4. Click the View button.
   The Terminal Balance report appears.

View the Current balances in the Auto Sentry

View the current balances in the Auto Sentry and POS. This helps you determine if you need to add or remove money from the components.

1. On the Financial menu, click Cash Management, and then click Terminal Balances.
   The Terminal Balances tab appears.
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## Change History

### Table 1: Document Change History

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<tr>
<th>Document Version</th>
<th>Date</th>
<th>Reviewer Initials</th>
<th>Description</th>
</tr>
</thead>
</table>
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.