# Table of Contents

About the Smartstart® pro ....................................................... 5
Version Considerations ....................................................... 6
Related Documents ............................................................. 6
Audience ........................................................................ 6
Operating Requirements ..................................................... 6
System Overview ............................................................... 6
  Smartstart® pro Equipment ................................................. 7
  WashConnect® ................................................................. 7
Smartstart® pro Hardware Description ................................. 7
Wash Entry Keypad ............................................................. 8
  Single Board Computer (SBC) ........................................... 9
  Serial Input/Output Board (SIO) ...................................... 9
  Chip Card Reader ............................................................ 10
  PIN Pad ........................................................................ 13
  Contactless Tap and Pay Card Reader ............................... 15
  Printer ........................................................................ 17
Understanding Purchasing Scenarios .................................... 19
Understanding Payment Scenarios ....................................... 19
  About Credit Card and Gift Card Combinations ............... 20
  About the Purchase Button ............................................ 20
  Purchasing a Wash with a Fleet Account Card .................. 20
  About Gift Card Payments ............................................ 21
  About Receipt Options .................................................. 21
Purchasing a Wash with a Coupon ....................................... 22
  Help Button ................................................................ 22
  Back, Cancel, and Replay Buttons .................................. 22
Document Version History .................................................... 23
CHAPTER 1: Introduction

Congratulations on purchasing the Smartstart® pro payment terminal designed specifically for the c-store industry. The Smartstart® pro is a powerful tool that will help make your car wash more efficient, your customers happier, and your bottom line healthier. It’s a smart move to review the manual so you and your staff can understand and leverage all the features of the Smartstart® pro.

About the Smartstart® pro

- Easy to use interface for quick transaction processing.
- Cashless
- Secures and protects customers’ credit card data
- Accepts multiple forms of payment:
  - Credit / Debit Cards
  - Loyalty Cards
  - Gift Cards
  - Apple Pay / Android Pay
  - Wash Codes
- Simple operation with Fuel interface enabling wash codes at the pump and in the C-store.
- Multiple EMV solutions available.
- Customizable decals to support your branding initiative.
- WashConnect® is the software that provides configuration and reporting for the Smartstart® pro.

NOTE: WashConnect® is designed with special consideration for multi-site car washes. As your business grows, WashConnect® can grow along with it.
Version Considerations

This is document Version 1.0 released September 5, 2017. Version 1.0 of this document includes content based on the following ICS software versions:

- WashConnect V1.5.17.2
- WashConnectWeb V1.5.17.4
- FuelConnect V1.5.17.1
- Cage-PADSS V4.0.1.151
- Cage-Secure V5.0.0.81

Related Documents

The following documents are available for further reference:

- Smartstart® pro Installation Guide
- WashConnect® Web Help

Audience

This document is intended for end-user audiences. No prior experience with the Smartstart® pro is required. Some familiarity with the Auto Sentry® payment terminal operations is assumed. ICS developed this manual in order to:

- Provide a comprehensive, easy-to-use system reference guide.

Operating Requirements

Before you begin, the Smartstart® pro should be installed and operational. This user manual will help you configure the system. Installation and maintenance instructions are not included but found in separate documents.

System Overview

The Smartstart® pro terminal works together with your wash equipment and WashConnect®.
### Smartstart® pro Equipment

The equipment can address a maximum of nine physical outputs on the Smartstart® pro. However, the Petro’s binary digital interface allows expansion up to 63 outputs and is only available for wash equipment systems that accept binary input: Istobal and Ecojet. The Petro Equipment configuration is set up in WashConnect®.

### WashConnect®

WashConnect® software can operate as a control, configuration, and management system, providing sales, marketing, and reporting information. Specifically for the Smartstart® pro, WashConnect® provides a way to configure options, wash services, promotions, and reports. This includes the base wash services to display at the Smartstart® pro, upgrades (or extra services) to display, whether or not to accept prepaid wash tickets, etc.

### Smartstart® pro Hardware Description

The Smartstart® pro is equipped with various hardware and software components you can configure.

---

<table>
<thead>
<tr>
<th>Module</th>
<th>Communication Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smartstart® pro</td>
<td>Sends sales activity information to WashConnect® for reporting purposes. Communicates with the In-Bay to sequence cars from the Smartstart® pro to the entrance of the car wash.</td>
</tr>
<tr>
<td>In-Bay Equipment</td>
<td>Receives wash selection from WashConnect®. Sends wash activity information to WashConnect® for reporting purposes.</td>
</tr>
<tr>
<td>WashConnect®</td>
<td>Provides reporting and configuration information for the Smartstart® pro.</td>
</tr>
</tbody>
</table>
Wash Entry Keypad

The Smartstart® pro Wash Entry Keypad is durable and generally resistant to harsh environments. The entire Smartstart® pro unit, including the Wash Entry Keypad, has been rated IPX NEMA 5X. The enclosure is constructed for both indoor or outdoor use to provide a degree of protection against falling rain, sleet, snow, windblown dust, spattered mud, splashing water, and hose-directed water. It will be undamaged by the external formation of ice on the enclosure, and includes protection against corrosion.

Figure 1. Wash Entry Keypad
**Single Board Computer (SBC)**

The industrial SBC, often called the motherboard, provides processing and memory for the Smartstart® pro. Different peripheral devices (Ex. card reader, receipt printer, etc.) connect to the SBC through various communication ports (COM1, COM2, COM3, COM4, and 4 USB connections).

![Figure 2. SBC (Single Board Computer)](image)

**Serial Input/Output Board (SIO)**

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

![Figure 3. SIO Board](image)
Chip Card Reader

The chip card readers will accept credit, debit, gift, fleet, and customer cards. 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 Levago Credit Card Processing. Figure 8 is of the device that is used by Lavego Credit Card Processing.

**NOTE:** Other credit card processor’s equipment can be used in the Smartstart® pro.

Figure 4. Moneris Card Reader Unit

Figure 5. Moneris Card Reader (back of unit)
Figure 6. Moneris Card Reader (bottom of unit)
Figure 7. Credit Card Reader (face) Moneris

Figure 8. Credit Card Reader (face) Lavago
**PIN Pad**

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

![Figure 9. Moneris PIN Pad](image)

![Figure 10. Moneris PIN Pad cable port](image)
The Lavago PIN Pad works with Lavago Credit Card processing.

Figure 11. Lavago PIN Pad
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 Pay 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 12. Moneris Tap and Pay Contactless Card Reader

Figure 13. Moneris Tap and Pay Contactless Card Reader (bottom)
Figure 14. Lavago Tap and Pay Reader
Printer

The installed high-speed printer is designed to provide your customers with 2-3/8-inch wide receipt or ticket, with or without barcodes depending on your configuration preferences. This device has a low power consumption rate and will detect when the printer paper is reaching the end of the roll. We offer custom length paper specifically designed for this printer at a great price. Contact our Sales department to place an order 800-642-9396.

Figure 15. Printer

Figure 16. Receipt Chute
CHAPTER 2: Operating

This chapter includes descriptions of the screens presented to a customer, beginning with a basic wash and extra services purchase. 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 changed to suit your particular needs and preferences.

Understanding Purchasing Scenarios

Before a customer purchases a wash at the Smartstart® pro, a process to identify the customer must first take place. The Smartstart® pro must determine various conditions. For example:

- Is this a fleet or club customer?
- 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 Smartstart® pro can display the correct screens to meet customer’s needs.

Understanding Payment Scenarios

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

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.

About the Purchase Button
Depending on how you configure your Smartstart® pro, the main options menu can display up to five out of six Purchase Buttons. Up to five of these buttons can appear on the main options WashConnect® touch screen and they will always appear in the following order.

The way to add or remove the following purchase buttons on your Smartstart® pro touch screen is to set up the different features in WashConnect® and they will appear if configured.

Purchasing a Wash with a Fleet Account Card

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buy Wash</td>
<td>Used to purchase a wash.</td>
</tr>
<tr>
<td>Join Wash Club</td>
<td>Used to sign customers up to a wash club.</td>
</tr>
<tr>
<td>Enter 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 can only be redeemed one time.</td>
</tr>
<tr>
<td>Enter Coupon</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 many times by multiple customers.</td>
</tr>
<tr>
<td>Fund Raiser Code</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 be able to determine the amount to forward to the charity or organization. Fund raisers typically use 4-digit codes.</td>
</tr>
</tbody>
</table>

Table 2: Purchase Button Descriptions
### About Gift Card Payments

Gift cards can be used to provide 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 a credit card.

### About Receipt Options

Configure your Smartstart® pro to print a receipt automatically or to prompt a customer to press a button for a receipt. Club and Promotional receipts can print with a custom message.
Purchasing a Wash with a Coupon

<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 from the list on the left by simply tapping 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. To complete your car wash purchase, please insert your card or tap reader. (Customer inserts credit card or taps the reader.)</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>

Coupons are typically used for promotions offering money off a wash. Coupon codes can be 3-, 4- or 5-digit codes (4-digits 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 they 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 you have activated it at the Smartstart® pro terminal.

Barcode scanners can be used to read coupons.

**NOTE**: Barcode scanners are optional and additional fees apply. Barcode scanners are installed at the time of purchase.

Coupons can be set up in WashConnect®. 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.

**Help Button**

The Help button is available for customers who need more information about using the Smartstart® pro touch screen interface.

**Back, Cancel, and Replay Buttons**

The Back, Cancel, and Replay buttons are available to help customers navigate through the WashConnect® touch screen interface.
Document Version History

Table 1: Document Version History

<table>
<thead>
<tr>
<th>Document Version</th>
<th>Date</th>
<th>Reviewer Initials</th>
<th>Description</th>
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<tbody>
<tr>
<td>1.0</td>
<td>09/05/2017</td>
<td>WS, KK,</td>
<td>First release.</td>
</tr>
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</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.