

## What's New in WashConnect®?

New and improved *WashConnect®* features make it easier than ever to manage your facility and grow your bottom line.

Not an ICS *WashConnect®* user? Learn more about the benefits of the industry's leading management control system and how ICS can make you even more successful.

We are pleased to announce the following new benefits, features, and enhancements in the *WashConnect®* management system. Each new software feature and enhancement is shown in this document as a simple listing.

## New Benefits, Features, and Enhancements

### **New! WashConnect® Web Help—**

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

### **New! WashConnect® ePOS —**

ICS rolled out the *WashConnect®* ePOS (electronic Point of Sale) which is a secure online solution that allows both new and existing car wash customers to remotely purchase Wash Books, Clubs, Washes, and Gift Cards from your website. Your wash can now offer a simple, secure eCommerce buying opportunity to your customers without redesigning your website or worrying about online payment security issues.

The *WashConnect®* ePOS website provides a safe, secure, and user-friendly eCommerce customized store, which seamlessly links to your car wash's website and offers your customers an opportunity to purchase services online. Your customers have the impression of never leaving your website to make their online purchases. Call ICS Sales at 1.800.642.9396 to order your *WashConnect®* ePOS and begin increasing your sales and profits. *WashConnect®* ePOS is optional and additional fees may apply.

- The Store Front page has been designed to display featured items: Wash Books, Clubs, Washes (Wash Codes), Gift Cards, and discount coupons that you have designated for sale. Transactions are processed via a secure processor.
- Customers may manage their accounts by changing their password, address information, or vehicle membership status. Customers can view their remaining Wash Book counts, view their transaction history, and check their promotional punch card/bonus point totals.
- The menu bar displays the sales categories for customers to easily navigate to the items they are interested in purchasing.
- Gift cards can be purchased at a fixed amount or with a built-in discount or a built-in bonus. The person who purchases the gift card specifies whether the card is to be mailed or designates a car wash site for gift card pick up.

- Ability to purchase Wash Codes as gifts and email them to a recipient. Ability to purchase extra services along with the Wash Code.
- Images for the Wash Books, Clubs, Gift Cards, and Wash Services buttons can be designed by the ICS Marketing team's graphic designers so they present the same look and feel that customers see at your car wash.

### **New! Club Membership Promotions—**

Promote your club memberships and watch your sales soar! The Club Membership promotion entices customers to purchase a wash club. *WashConnect*® offers three options when promoting club memberships:

- **Free days—** After the first month's club membership purchase, offer a certain number of free days before the next month is charged.
- **Flat discount—** You can set the amount of a flat discount and the number of billing cycles to apply this discount to the club membership.
- **Percentage off—** You can set the percentage amount and the number of billing cycles to apply this discount to the club membership.

### **New! Vandalism Deterrent—**

The Vandalism Deterrent helps deter vandalism damage to your Auto Sentry® when the wash is closed. We recommend two components: Sonic Sensor and Seismic Sensor. Both are optional and can be purchased separately:

- **Sonic Sensor—**

The Sonic Sensor detects when someone is in front of the Auto Sentry® and can trigger two relays and play a video. When the sonic sensor is triggered, the video plays immediately on the Auto Sentry® with a warning: "The wash is closed, the system is alarmed, do not touch, leave the area immediately or the authorities will be notified." The sonic sensor can also immediately trigger two relays of your choice. For example, make a light go from dim to bright, turn on spot lights, etc. All this is to scare the person or people so they leave the property before damaging any property. This feature is the first component in the Vandalism Deterrent powerhouse duo. This feature uses the Sonic Sensor that may already exist on your site.

- **New! Seismic Sensor—**

The Seismic Sensor detects vibration and movement of the Auto Sentry®. The Seismic Sensor plays a video and can trigger two relays of your choice: set off an alarm to sound, a strobe light to turn on, notify your alarm company (recommended), etc. Immediately after the Seismic Sensor is triggered, a warning video is activated on your Auto Sentry® with a warning, "Attention, authorities have been notified that someone is tampering with this device. You have tripped the internal alarm and the police have been dispatched." This feature requires optional hardware and additional fees will apply. The Seismic Sensor and the Sonic Sensor together optimize the vandalism deterrent.

### **New! Full Support for a Polish Tunnel—**

- *WashConnect*® now accommodates a separate tunnel dedicated to performing polish services that will be available after exiting a wash tunnel.
- Polish Tunnel services are configured via the *Tunnel Master*® *wbc* which controls the Polish Tunnel.
- Polish Tunnel services can be purchased at either an Auto Sentry® or a POS located at the beginning of the Wash Tunnel or the beginning of the Polish Tunnel. A ticket will print that can be scanned or manually entered at the Polish Tunnel POS located at the entrance to the Polish Tunnel. Polish Services that are purchased at the Polish Tunnel POS will stack directly to the Polish Tunnel *Tunnel Master*® *wbc*.

- You also have the ability to configure an Auto Sentry® to directly stack a Polish service purchase to the Polish Tunnel. There is also a setting that will allow you to choose whether new cars will be put on the Stack Queue or the Pending Queue when being added. The Pending Queue may be useful if cars may not arrive in the same order they went through the Wash tunnel.
- Option to sell Polish services with an a la carte menu.

### Time Clock—

- **New!** Added a new Meal Punch button to the clock out screen.
- Ability to set a minimum required length for a meal punch so that employees cannot clock in until the minimum required lunch break time has passed.

### Other Enhancements—

- Added the ability to Refund or Void an ROA (Received on Account) that was entered when logged into Corporate.
- New setting will allow multiple discounts to be applied to a single transaction using different Sales Item PLUs or only a single discount per transaction. Another new setting allows multiple discounts on a single transaction using the same Sales Item PLU or only allows a single discount to be applied to a transaction using the same Sales Item PLU.
- Updated look with the new ICS WashConnect® signature splash screen.
- **Track Service** option is available to designate a Sales Item as trackable. View Customer/Vehicle History allows you to see which tracked services the customer has purchased over a specified date range. This information can be used by your greeter to view what the customer previously purchased. For example, if a customer purchased a hand wax last week, you may not need to offer a hand wax this week.
- If you have cameras installed at your wash, take actual photographs of vehicles and display them within Stack Management in place of the existing animated images of vehicles. These photos are not replicated to Corporate. This feature is optional and additional hardware is required.



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