



REGISTER TRAINING GUIDE

INDEX

How to Clock In.....	3	■
How to Sell a Wash/A La Carte Items.....	4	■
How to Process a Rewash.....	5	■
How to Process a Rewash for an ICS Member.....	6	■
How to Sell A Wash Book.....	7	■
How to Redeem a Prepaid.....	8-9	■
How to Sell an ARM Plan With a Wash.....	10-11	■
How to Sell an ARM Plan Without a Wash.....	12	■
How to Lookup a Member Account.....	13	■
How to Switch an ARM Plan.....	14	■
How to Update/Change an ARM Plan Credit Card.....	15	■
How to Discontinue or Terminate an ARM Plan.....	16	■
How to Suspend an ARM Plan.....	17	■
How to Replace a Member's FastPass Tag.....	18	■
How to Edit a Sale.....	19	■
How to Void a Sale.....	20	■

HOW TO CLOCK IN

Open the Terminal Controller and select the **'Timeclock'** tab.

Press the button **'Punch In Team Leader'** or **'Punch In Shift Leader'** depending on your position. Enter your **employee number** and **password** in the dialog box.

At the end of your shift press the **'Punch Out'** button to clock out. Enter your **employee number** and **password** in the dialog box.

Always set yourself as the active employee on a terminal using the **'Current User'** button. This is required to add items to a sale and it located on each terminal page.

Terminal Controller Server

Server 9/26/2023, 10:16 AM Sh 1

Customer History Cashier SAL NEW Wash Timeclock Tunnel New Office

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

Subtotal: 0.00
Taxes: 0.00
Total: 0.00
Tenders: 0.00
Amt Due: 0.00

Punch In TeamLeader Punch In Shift Leader PUNCH OUT Deposit Lookup

Change Password Cancel Password Enter Password

Current User Change Employee Recall Sale Restart TM

Wash Sales 1 Wash Sales 2

Cashier 1 Cashier 2

XPT Deposit Editor Printer Status

Print Report Employee Roles Number of Workers Gate Info

Empl Pres Emp Pres Empl Day Punch Rpt Empl Wk Punch Rpt Labor Use

Enter Password Cancel Access Lock/Unlock Exit Terminal

HOW TO SELL A WASH

Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.

Press the **'Open New Sale'** button to begin a new transaction.

Select the **Wash Service** the customer requests from the button list on the top row.

If the customer has a coupon, scan the barcode or select the **'Coupon Lookup'** button to search for and apply the appropriate discount.

If the customer wants to add a la carte services select the **'Wash Upg Lookup'** button and select the services requested.

Once all services are in the sale it must be paid, select the **'Cash'** button if the customer is using cash or swipe the Credit Card using the card reader.

Terminal Controller Server

Server: 11/07/2018 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

Subtotal: 0.00
Taxes: 0.00
Total: 0.00
Tenders: 0.00
Amt Due: 0.00

Other Statistics

For Entire Site:	ThisHr	LastHr	AllDay
Total Cars	0	0	0
Counted Cars	0	0	0
Sales Dollars	0.00	0.00	0.00
Extra Dollars	0.00	0.00	0.00
Sales \$ / CCar	0.00	0.00	0.00
Extra \$ / CCar	0.00	0.00	0.00
Labor Hours	0.00	0.00	0.00
Labor Dollars	0.00	0.00	0.00
TCars / Labor Hr	0.00	0.00	0.00
Sls \$ / Labor Hr	0.00	0.00	0.00
Labor \$ / TCar	0.00	0.00	0.00
Labor \$ / Sales	0.0%	0.0%	0.0%

Current User Rapid Wash White Water Wash Class V Wash Carnauba Wash Ceramic Wash

Wash Upg Lookup Firstponder Vending Items Vending NonTaxable

Sell ARM With Wash Sell ARM No Wash Wash to ARM Upsell Switch ARM Plan Discontinue ARM Plan Terminate NO REFUND

Enter FastPass # Enter Cust PC # Enter Cust LP # Enter Cust by Phone Update ARM CC Lookup Sale

Cash Credit Card Tender By ARM CC House Account Edit Paid Sale Void Paid Sale

Paidout Lookup Rewash Lookup Coupon Lookup Rebrand Club Act Improper Usage Club Deactivate Club

Show Wash Queue Insert Into Wash Queue Remove From Queue Clear Wash Queue Clear TW Queue

Un-Log Wash Mark Washed SAL Mode On/Off Test FP Reader Read FP Tag XPT Term Status

Print Receipt Service History Site Stats Open Gate 1 Open Gate 2 Open Gate 3

Print Pre-Receipt Customer Info Prepaid Info Close Gate 1 Close Gate 2 Close Gate 3

Print Report Enter Prepd Code Enter Wash Code Reset Gate 1 Reset Gate 2 Reset Gate 3

Open New Sale Release Sale Open Cash Drawer Change XPT 1 Profile Change XPT 2 Profile Change XPT 3 Profile

HOW TO PROCESS A REWASH

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

Select the **Wash Service** the customer requests from the button list on the top row.

Select the '**Rewash Lookup**' button to search for and apply the appropriate rewash reason.* (For ICS unlimited customers use the Rewash-ICS Member).

Enter in your '**Security Access**' employee number and password (required for a rewash).

The sale will auto tender to \$0 cash.

Terminal Controller Server

Server: 11/07/2016 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Rewash Reason Lookup by Name

Name (Number)

- Rewash-BirdDroppings
- Rewash-Bugs
- Rewash-Drying Issue
- Rewash-Equip Issue
- Rewash-Excess Dirt
- Rewash-FP Issue
- Rewash-ICS GC
- Rewash-ICS Member
- ReWash-Morning Test
- Rewash-Queue Off
- Rewash-Rinsing Issue
- Rewash-Tire Shine
- Rewash-Wheels

Enter Cancel

Current User Rapid Wash White Water Wash Class V Wash Carnauba Wash Ceramic Wash

Wash Upg Lookup First Responder

Sell ARM With Wash Sell ARM No Wash Wash to ARM Upsell Switch ARM Plan Discontinue ARM Plan Terminate NO REFUND

Enter FastPass # Enter Cust PC # Enter Cust LP # Enter Cust by Phone Update ARM CC Lookup Sale

Cash Credit Card Tender By ARM CC House Account Edit Paid Sale Void Paid Sale

Paidout Lookup Rewash Lookup Coupon Lookup Rebrand Club Act Improper Usage Club Deactivate Club

Show Wash Queue Insert Into Wash Queue Remove From Queue Clear Wash Queue Clear TW Queue

Un-Log Wash Mark Washed SAL Mode On/Off Test FP Reader Read FP Tag XPT Term Status

Print Receipt Service History Site Stats Open Gate 1 Open Gate 2 Open Gate 3

Print Pre-Receipt Customer Info Prepaid Info Close Gate 1 Close Gate 2 Close Gate 3

Print Report Enter Prepd Code Enter Wash Code Reset Gate 1 Reset Gate 2 Reset Gate 3

Open New Sale Release Sale Open Cash Drawer Change XPT 1 Profile Change XPT 2 Profile Change XPT 3 Profile

HOW TO PROCESS A REWASH - ICS CUSTOMER

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

Select the **Wash Service** the customer requests from the button list on the top row.

Select the '**Rewash Lookup**' button to search for and apply the '**Rewash-ICS Member**' option.

Enter in your '**Security Access**' employee number and password (required for a rewash).

The sale will auto tender to \$0 cash.

The screenshot shows the 'Terminal Controller Server' interface. At the top, the 'Cashier SAL' tab is selected. A red circle with the number '1' highlights the 'Open New Sale' button. Below the tab, there is a 'Rewash Reason Lookup by Name' dialog box. A red circle with the number '2' highlights the 'Enter' button at the bottom of this dialog. The dialog box contains a list of 'Name (Number)' options, with 'Rewash-ICS Member' highlighted by a red box and a red arrow pointing to it. To the right of the dialog box, there is a grid of buttons. A red circle with the number '3' highlights the 'Rapid Wash' button. A red circle with the number '4' highlights the 'Rewash Lookup' button. The grid also includes buttons for 'Current User', 'Wash Upg Lookup', 'Sell ARM With Wash', 'Enter FastPass #', 'Cash', 'Payout Lookup', 'Show Wash Queue', 'Un-Log Wash', 'Print Receipt', 'Print Pre-Receipt', 'Print Report', 'Open New Sale', 'Release Sale', 'Open Cash Drawer', 'Rapid Wash', 'First Responder', 'Sell ARM No Wash', 'Enter Cust PC #', 'Credit Card', 'Rewash Lookup', 'Insert Into Wash Queue', 'Mark Washed', 'Service History', 'Customer Info', 'Prepaid Info', 'Enter Prepd Code', 'White Water Wash', 'Wash to ARM Upsell', 'Enter Cust LP #', 'Tender By ARM CC', 'Coupon Lookup', 'Remove From Queue', 'Site Stats', 'Prepaid Info', 'Enter Wash Code', 'Class V Wash', 'Switch ARM Plan', 'Discontinue ARM Plan', 'Update ARM CC', 'Lookup Sale', 'House Account', 'Edit Paid Sale', 'Void Paid Sale', 'Rebrand Club Act', 'Improper Usage Club', 'Deactivate Club', 'Clear Wash Queue', 'Clear TW Queue', 'Open Gate 1', 'Open Gate 2', 'Open Gate 3', 'Close Gate 1', 'Close Gate 2', 'Close Gate 3', 'Reset Gate 1', 'Reset Gate 2', 'Reset Gate 3', 'Change XPT 1 Profile', 'Change XPT 2 Profile', 'Change XPT 3 Profile', 'Vending Items', 'Vending NonTaxable', 'Terminate NO REFUND', 'XPT Term Status', and 'Test FP Reader'.

HOW TO SELL A WASH BOOK

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

Scan the barcode on the **Wash Book** for the wash the customer requested, we offer WhiteWater and Carnauba Gold level books. The prepaid sales item will enter the sale once scanned.

Once all books are in the sale it must be paid, select the '**Cash**' button if the customer is using cash or swipe the Credit Card using the card reader.

Terminal Controller Server

Server: 11/07/2016 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

Subtotal: 0.00
Taxes: 0.00
Total: 0.00
Tenders: 0.00
Amt Due: 0.00

Other Statistics

For Entire Site: ThisHr LastHr AllDay

Total Cars

WASH BOOK
5 WHITEWATER CAR WASHES
WHITEWATERCW.COM

WHITEWATER CAR WASH
THIS WASH INCLUDES:
Wheel Clean High Power Vase
Super Shine Microfiber Towels
Rainfall Rinse Detailing Stations
Tri Foam Polish Mat Cleaners

1. Open New Sale

2. Cash

3. Image of a WhiteWater Wash Book

HOW TO REDEEM A PREPAID

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

Scan the barcode on any prepaid book or rain check, the items associated with it should automatically enter the sale with total balance of \$0

Press the '**Cash**' button to finish the sale.



Image of a Rain Check Redeemer

Terminal Controller Server

Server 11/07/2019 9:11 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code	Age	Status	Amount
Quantity	Item Name	Amount	

Subtotal: 0.00
Taxes: 0.00
Total: 0.00
Tenders: 0.00
Amt Due: 0.00

Other Statistics

For Entire Site:	ThisHr	LastHr	AllDay
Total Cars	0	0	0
Counted Cars	0	0	0
Sales Dollars	0.00	0.00	0.00
Extra Dollars	0.00	0.00	0.00
Sales \$ / CCar	0.00	0.00	0.00
Extra \$ / CCar	0.00	0.00	0.00
Labor Hours	0.00	0.00	0.00
Labor Dollars	0.00	0.00	0.00
TCars / Labor Hr	0.00	0.00	0.00
Sls \$ / Labor Hr	0.00	0.00	0.00
Labor \$ / TCar	0.00	0.00	0.00
Labor \$ / Sales	0.0%	0.0%	0.0%

Current User Rapid Wash White Water Wash Class V Wash Carnauba Wash Ceramic Wash

Wash Upg Lookup First Responder Vending Items Vending NonTaxable

Sell ARM With Wash Sell ARM No Wash Wash to ARM Upsell Switch ARM Plan Discontinue ARM Plan Terminate NO REFUND

Enter FastPass # Enter Cust PC # Enter Cust LP # Enter Cust by Phone Update ARM CC Lookup Sale

Cash Credit Card Tender By ARM CC House Account Edit Paid Sale Void Paid Sale

Paidout Lookup Rewash Lookup Coupon Lookup Rebrand Club Act Improper Usage Club Deactivate Club

Show Wash Queue Insert Into Wash Queue Remove From Queue Clear Wash Queue Clear TW Queue

Un-Log Wash Mark Washed SAL Mode On/Off Test FP Reader Read FP Tag XPT Term Status

Print Receipt Service History Site Stats Open Gate 1 Open Gate 2 Open Gate 3

Print Pre-Receipt Customer Info Prepaid Info Close Gate 1 Close Gate 2 Close Gate 3

Print Report Enter Prep Code Enter Wash Code Reset Gate 1 Reset Gate 2 Reset Gate 3

Open New Sale Release Sale Open Cash Drawer Change XPT 1 Profile Change XPT 2 Profile Change XPT 3 Profile

HOW TO SELL AN ARM PLAN WITH TODAY'S WASH (1 OF 2)

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

Scan the New FastPass Tag and be sure it shows up in the sale at the top of the screen.

Select the '**Sell ARM With Wash**' button, a dialog box appears with all the wash level options. Select the wash the customer requests to put the sales item into the sale.



3.

Image of a FastPass Tag

Terminal Controller Server

Server 11/07/2018 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

ARM Initial Lookup by Name

Name (Number)

Unl. Carn Gold SldP (5150)

Unl. Ceramic SldP

Unl. ClassV SldP (5150)

Unl. Mil Cer SldP

Unl. Mil CGold SldP (5150)

Unl. Mil ClassV SldP (5150)

Unl. Mil WhtWt SldP

Unl. Wht Wtr SldP

Enter Cancel

Current User Rapid Wash White Water Wash Class V Wash Carnuba Wash Ceramic Wash

Wash Upg Lookup First Responder

Sell ARM With Wash Sell ARM No Wash Wash to ARM Upsell Switch ARM Plan Discontinue ARM Plan Terminate NO REFUND

Enter FastPass # Enter Cust PC # Enter Cust LP # Enter Cust by Phone Update ARM CC Lookup Sale

Cash Credit Card Tender By ARM CC House Account Edit Paid Sale Void Paid Sale

Paidout Lookup Rewash Lookup Coupon Lookup Rebrand Club Act Improper Usage Club Deactivate Club

Show Wash Queue Insert Into Wash Queue Remove From Queue Clear Wash Queue Clear TW Queue

Un-Log Wash Mark Washed SAL Mode On/Off Test FP Reader Read FP Tag XPT Term Status

Print Receipt Service History Site Stats Open Gate 1 Open Gate 2 Open Gate 3

Print Pre-Receipt Customer Info Prepaid Info Close Gate 1 Close Gate 2 Close Gate 3

Print Report Enter Prepd Code Enter Wash Code Reset Gate 1 Reset Gate 2 Reset Gate 3

Open New Sale Release Sale Open Cash Drawer Change XPT 1 Profile Change XPT 2 Profile Change XPT 3 Profile

3.

4.

2.

HOW TO SELL AN ARM PLAN WITH TODAY'S WASH (2 OF 2)

Continued from First Page

Open the **'Customer'** tab to begin entering in the required customer information.

Enter the customer's Name, Vehicle information, Email and Main Phone number.

Swipe the **Credit Card** using the card reader. A signature receipt will print that must be signed by the customer.

Remind the customer when their next Recharge Date and Monthly Recharge Amount will be, circling the section on the receipt.

Apply the **FastPass Tag** to the vehicle in the lower driver's side window.

The screenshot displays the 'Terminal Controller Server' application window. The 'Customer' tab is active, showing a form for entering customer and vehicle information. Red circles highlight specific fields: '1' on the 'Server' dropdown, '2' on the 'Company' field, and '4' on the 'Monthly Recharge Amount' field in the receipt preview. The receipt preview on the right shows a sample receipt for a customer named Todd Dufore, including vehicle details, contact information, and a section for 'Automatic Recharge Authorization' with a signature line and a barcode.

Terminal Controller Server

Server: 9/26/2023, 11:22 AM Sh 1 Todd Dufore

Customer History Cashier SAL NEW Wash Timeclock Tunnel New Office

Ready To Pay Needs Washed All Active Sales

Vehicle

Customer Code: 82972+189214 Replaced Car

Sal. First MI: todd

Odometer Lube Service Interval: Months, or Miles

Last: dufore Suffix

VIN (Vehicle ID Number): Unlock Info

Company: 2

Yr. Make: 2010 Honda

Search Name: DUFURE, TODD Changed Owner

Model Color: Pilot Blue

Group (Family/Fleet): Customer Help

Engine Code / Description: House Account Skip XPT Upsell?

Address

Street Address: City ST Zip Code

Main Phone#: 330-475-2991 Alternate Phone#: Use alt Phone# for

Other

Email Address: todd@whitewatercw.com Don't Mail?

Rcpt. Pref: Birthdate Tax Exempt Code

Comment Attention Empl

Custom/Notes

4934 Water Tower Boulevard
Hamilton, OH 45011

Car # 775

F P # 82972 + 189214
2010 Honda Pilot

Server, 09/26/23, 11:16 AM
Shift 1, Sale # 52627297893

Automatic Recharge Authorization

I authorize WhiteWater Express- Hamilton to charge my credit card account in the amount of \$26.99 on a monthly basis for the 1st of each month. I understand this Automatic Recharge Authorization shall remain in effect until I cancel my monthly plan. Written notice of cancellation must be received five days before the next installment payment.

I understand WhiteWater Express- Hamilton may cancel or modify this plan at any time. Plans will automatically cancel if the monthly installment charge is declined. Circumstances may affect the availability of services including, but not limited to, equipment failure, inclement weather, and closed holidays.

I understand that monthly rates may increase, a 30 day notice will be given prior to any rate increase. WhiteWater Express does not process any refunds past 90 days of service.

Barcode

Open New Sale Enter FastPass # Enter Cust by Name Enter Cust by Phone Enter Cust by ARM CC Add/Update FastPass #

Sample Receipt

HOW TO SELL AN ARM PLAN WITHOUT A WASH (1 OF 2)

Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.

Press the **'Open New Sale'** button to begin a new transaction.

Scan the New FastPass Tag and be sure it shows up in the sale at the top of the screen.

Select the **'Sell ARM No Wash'** button, a dialog box appears with all the wash level options. Select the wash the customer requests to put the sales item into the sale.



3.

Image of a FastPass Tag

Terminal Controller Server

Server 11/07/2011 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

ARM Lookup INSIDE by Name

Name (Number)

Unl WRCeramic Sld IN

Unl. CarnGold SldPIN (5150)

Unl. Cer NP Sld IN

Unl. ClassV SldP IN (5150)

Unl. Cls V NP Sld IN

Unl. Mil Cer SldIN (5150)

Unl. Mil CGold SldIN (5150)

Unl. Mil ClassVSldIN (5150)

Unl. Mil WhtW SldIN (5150)

Unl. Suspend SldPIN

Unl. WGold NP Sld IN

Unl. Wht Wtr SldP IN

Unl. WhWtr NP Sld IN

Enter Cancel

Current User Rapid Wash White Water Wash Class V Wash Carnuba Wash Ceramic Wash

Wash Upg Lookup Wash Upg Lookup Wash Upg Lookup Wash Upg Lookup Wash Upg Lookup

Sell ARM With Wash Sell ARM No Wash Wash to ARM Upsell Switch ARM Plan Discontinue ARM Plan Terminate NO REFUND

Enter FastPass # Enter Cust PC # Enter Cust LP # Enter Cust by Phone Update ARM CC Lookup Sale

Cash Credit Card Tender By ARM CC House Account Edit Paid Sale Void Paid Sale

Paidout Lookup Rewash Lookup Coupon Lookup Rebrand Club Act Improper Usage Club Deactivate Club

Show Wash Queue Insert Into Wash Queue Remove From Queue Clear Wash Queue Clear TW Queue

Un-Log Wash Mark Washed SAL Mode On/Off Test FP Reader Read FP Tag XPT Term Status

Print Receipt Service History Site Stats Open Gate 1 Open Gate 2 Open Gate 3

Print Pre-Receipt Customer Info Prepaid Info Close Gate 1 Close Gate 2 Close Gate 3

Print Report Enter Prepd Code Enter Wash Code Reset Gate 1 Reset Gate 2 Reset Gate 3

Open New Sale Release Sale Open Cash Drawer Change XPT 1 Profile Change XPT 2 Profile Change XPT 3 Profile

HOW TO SELL AN ARM PLAN WITHOUT A WASH (2 OF 2)

Continued from First Page

Open the **'Customer'** tab to begin entering in the required customer information.

Enter the customer's Name, Vehicle information, Email and Main Phone number.

Swipe the **Credit Card** using the card reader. A signature receipt will print that must be signed by the customer.

Remind the customer when their next **Recharge Date and Monthly Recharge Amount** will be, circling the section on the receipt.

Apply the FastPass Tag to the vehicle in the lower driver's side window.

The screenshot displays the 'Terminal Controller Server' application window. The 'Customer' tab is selected, showing a form for entering customer and vehicle information. Red circles highlight specific fields: '1' on the 'Server' dropdown and '2' on the 'Company' field. A 'Sample Receipt' is overlaid on the right side of the window, showing a 'Car # 775' and a 'Monthly Recharge Amount' of '\$26.99'. The receipt also includes a barcode and a 'Done' button at the bottom.

Terminal Controller Server

Server: 9/26/2023, 11:22 AM Sh 1 Todd Dufore

Customer History Cashier SAL NEW Wash Timeclock Tunnel New Office

Ready To Pay Needs Washed All Active Sales

Vehicle

Customer Code: 82972+189214 Replaced Car

Sal. First MI: todd

Odometer Lube Service Interval: Months, or Miles

Last: dufore Suffix

VIN (Vehicle ID Number): Unlock Info

Company: 2

Yr. Make: 2010 Honda

Search Name: DUFORE, TODD Changed Owner

Model Color: Pilot Blue

Group (Family/Fleet): Customer Help

Engine Code / Description: House Account Skip XPT Upsell?

Address

Street Address

City ST Zip Code

Main Phone# Alternate Phone#

330-475-2991

Use alt Phone# for

Other

Email Address Don't Mail? todd@whitewatercw.com

Rcpt. Pref Birthdate Tax Exempt Code

Comment Attention Empl

Custom/Notes

4934 Water Tower Boulevard
Hamilton, OH 45011

Car # 775

F P # 82972 + 189214
2010 Honda Pilot

Server, 09/26/23, 11:16 AM
Shift 1, Sale # 52627297893

Automatic Recharge Authorization

I authorize WhiteWater Express- Hamilton to charge my credit card account in the amount of \$26.99 on a monthly basis for the 1st of each month. I understand this Automatic Recharge Authorization shall remain in effect until I cancel my monthly plan. Written notice of cancellation must be received five days before the next installment payment.

I understand WhiteWater Express- Hamilton may cancel or modify this plan at any time. Plans will automatically cancel if the monthly installment charge is declined. Circumstances may affect the availability of services including, but not limited to, equipment failure, inclement weather, and closed holidays.

I understand that monthly rates may increase, a 30 day notice will be given prior to any rate increase. WhiteWater Express does not process any refunds past 90 days of service.

Open New Sale Enter FastPass # Enter Cust by Name Enter Cust by Phone Enter Cust by ARM CC Add/Update FastPass #

Sample Receipt

HOW TO LOOKUP A CUSTOMER'S ACCOUNT

Open the Terminal Controller and select the '**Customer**' tab.

There are 5 ways to look up a customer's account.

On the bottom row you can enter either the **FastPass Tag** or the customer's **License Plate #** (where applicable) to directly find the customer.

If the customer identifier (tag or license plate) is not available you can use the '**Enter Cust by Name**', '**Enter Cust by Phone**' or '**Enter Cust by ARM CC**' to locate and select the customer record from a generated list.

Terminal Controller Server

Sh 1 Todd Dufore

Customer History Cashier SAL NEW Wash Timeclock Tunnel New Office

Ready To Pay Needs Washed All Active Sales

Vehicle

Customer Code Replaced Car

Odometer Lube Service Interval Months, or Miles

VIN (Vehicle ID Number) Unlock Info

Yr. Make

Model Color

Engine Code / Description

Address

Street Address

City ST Zip Code

Main Phone# Alternate Phone#

Use alt Phone# for

Name

Sal. First MI

Last Suffix

Company

Search Name Changed Owner

Group (Family/Fleet) Customer Help

House Account Skip XPT Upsell?

Other

Email Address Don't Mail?

Rcpt. Pref

Birthdate Tax Exempt Code

Comments Attention Empl

Customer Last Edited: Undo Changes

Open New Sale Enter FastPass # Enter Cust by Name Enter Cust by Phone Enter Cust by ARM CC Add/Update FastPass # Enter LP # Enter PC # Release Sale Update LP #

4

HOW TO SWITCH (DOWNGRADE/UPGRADE) AN ARM PLAN

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

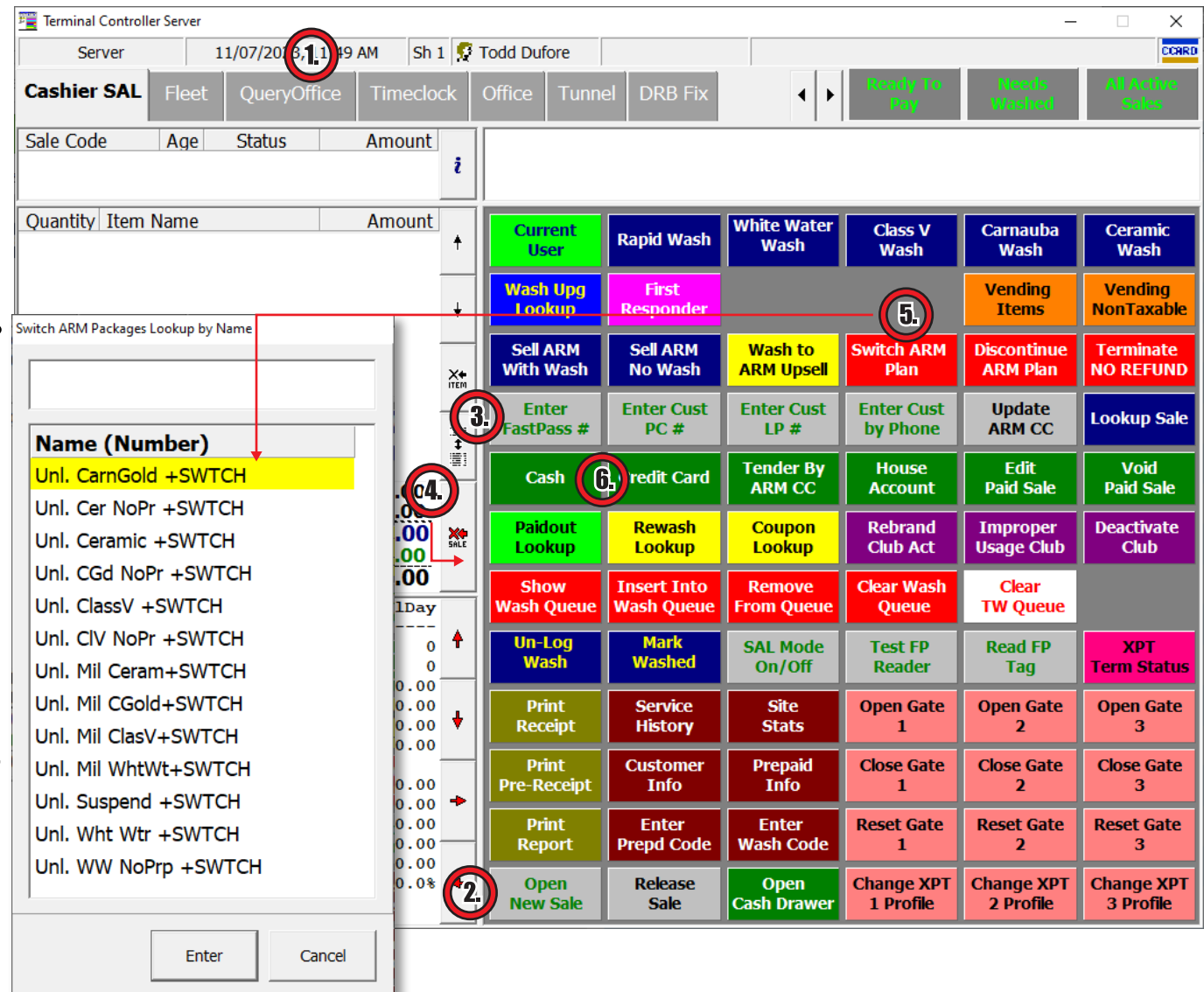
Press the '**Open New Sale**' button to begin a new transaction.

Press '**Enter FastPass #**' (or other customer identifier where needed) to identify the customer and open their record.

Delete all items from the sale with the '**Remove All Items**' button. Confirm deletion of all items in the dialog box.

Press the '**Switch ARM Plan**' button, a dialog window opens with all the options to switch to another plan. Select the plan the customer wants from the list.

Press the '**Cash**' button to complete the transaction and confirm the plan switch.



HOW TO UPDATE/CHANGE AN ARM PLAN CREDIT CARD

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

If the customer is stopped at an XPT or other terminal find the open transaction via the '**All Active Sales**' button and open that sale to edit the customer's card.

Delete all items from the sale with the '**Remove All Items**' button to be sure the sale is empty. Confirm deletion of all items in the dialog box.

Select the '**Update ARM CC**' button, a dialog appears to enter in new credit card information.

If the customer is at an XPT, restart the sale to process the updated plan and let the customer through the gate.

The screenshot displays the 'Terminal Controller Server' interface. At the top, the 'Cashier SAL' tab is selected, and the 'All Active Sales' button is circled with a red '3'. The main menu includes buttons for 'Current User', 'Rapid Wash', 'White Water Wash', 'Class V Wash', 'Carnauba Wash', and 'Ceramic Wash'. The 'Update ARM CC' button is circled with a red '4'. A dialog box titled 'Enter ARM Credit Card #' is open, showing fields for 'Expires', 'ZIP Code', and 'C.V.V.', and a numeric keypad. The 'Enter' and 'Cancel' buttons are at the bottom of the dialog. A red arrow points from the 'Update ARM CC' button to the dialog box. The background interface also shows a grid of buttons for various functions like 'Wash Upg Lookup', 'First Responder', 'Sell ARM With Wash', 'Sell ARM No Wash', 'Wash to ARM Upsell', 'Switch ARM Plan', 'Discontinue ARM Plan', 'Terminate NO REFUND', 'Enter FastPass #', 'Enter Cust PC #', 'Enter Cust LP #', 'Enter Cust by Phone', 'Update ARM CC', 'Cash', 'Credit Card', 'Tender By ARM CC', 'House Account', 'Edit Paid Sale', 'Void Paid Sale', 'Payout Lookup', 'Rewash Lookup', 'Coupon Lookup', 'Rebrand Club Act', 'Improper Usage Club', 'Deactivate Club', 'Show Wash Queue', 'Insert Into Wash Queue', 'Remove From Queue', 'Clear Wash Queue', 'Clear TW Queue', 'Un-Log Wash', 'Mark Washed', 'SAL Mode On/Off', 'Test FP Reader', 'Read FP Tag', 'XPT Term Status', 'Print Receipt', 'Service History', 'Site Stats', 'Open Gate 1', 'Open Gate 2', 'Open Gate 3', 'Print Pre-Receipt', 'Customer Info', 'Prepaid Info', 'Close Gate 1', 'Close Gate 2', 'Close Gate 3', 'Print Report', 'Enter Prepd Code', 'Enter Wash Code', 'Reset Gate 1', 'Reset Gate 2', 'Reset Gate 3', 'Open New Sale', 'Release Sale', 'Open Cash Drawer', 'Change XPT 1 Profile', 'Change XPT 2 Profile', and 'Change XPT 3 Profile'. A red '2' is circled around the 'Open New Sale' button.

HOW TO DISCONTINUE OR TERMINATE AN ARM PLAN

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

Press '**Enter FastPass #**' (or other customer identifier where needed) to identify the customer and open their record.

Delete all items from the sale with the '**Remove All Items**' button to be sure the sale is empty. Confirm deletion of all items in the dialog box.

Select the '**Discontinue ARM Plan**' (used to let a customer continue to wash for the remainder of the prepaid period) or '**Terminate NO Refund**' (to immediately cancel a plan without any refund) button to process.

Press the '**Cash**' button.

Terminal Controller Server

Server: 11/07/2023 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

Subtotal: 0.00 Taxes: 0.00 Total: 0.00 Tenders: 0.00 Amt Due: 0.00

Other Statistics

For Entire Site: ThisHr LastHr AllDay

Total Cars	0	0	0
Counted Cars	0	0	0
Sales Dollars	0.00	0.00	0.00
Extra Dollars	0.00	0.00	0.00
Sales \$ / CCar	0.00	0.00	0.00
Extra \$ / CCar	0.00	0.00	0.00
Labor Hours	0.00	0.00	0.00
Labor Dollars	0.00	0.00	0.00
TCars / Labor Hr	0.00	0.00	0.00
Sls \$ / Labor Hr	0.00	0.00	0.00
Labor \$ / TCar	0.00	0.00	0.00
Labor \$ / Sales	0.0%	0.0%	0.0%

Buttons: Current User, Rapid Wash, White Water Wash, Class V Wash, Carnauba Wash, Ceramic Wash, Wash Upg Lookup, First Responder, Vending Items, Vending onTaxable, Sell ARM With Wash, Sell ARM No Wash, Wash to ARM Upsell, Switch ARM Plan, Discontinue ARM Plan, Terminate NO REFUND, Enter FastPass #, Enter Cust PC #, Enter Cust LP #, Enter Cust by Phone, Update ARM CC, Lookup Sale, Cash, Credit Card, Tender By ARM CC, House Account, Edit Paid Sale, Void Paid Sale, Payout Lookup, Rewash Lookup, Coupon Lookup, Rebrand Club Act, Improper Usage Club, Deactivate Club, Show Wash Queue, Insert Into Wash Queue, Remove From Queue, Clear Wash Queue, Clear TW Queue, Un-Log Wash, Mark Washed, SAL Mode On/Off, Test FP Reader, Read FP Tag, XPT Term Status, Print Receipt, Service History, Site Stats, Open Gate 1, Open Gate 2, Open Gate 3, Print Pre-Receipt, Customer Info, Prepaid Info, Close Gate 1, Close Gate 2, Close Gate 3, Print Report, Enter Prepd Code, Enter Wash Code, Reset Gate 1, Reset Gate 2, Reset Gate 3, Open New Sale, Release Sale, Open Cash Drawer, Change XPT 1 Profile, Change XPT 2 Profile, Change XPT 3 Profile

HOW TO SUSPEND A CUSTOMER'S ARM PLAN

Open the Terminal Controller and select the '**Cashier SAL NEW**' tab.

Press the '**Open New Sale**' button to begin a new transaction.

Press '**Enter FastPass #**' (or other customer identifier where needed) to identify the customer and open their record.

Delete all items from the sale with the '**Remove All Items**' button to be sure the sale is empty. Confirm deletion of all items in the dialog box.

Select the '**Switch ARM Plan**' button to process, a dialog box appears giving you options, select the '**Unl. Suspend +SWTCH**' option.

Press the '**Cash**' button.

Advise the customer they will be charged 1 penny monthly for the duration of this plan.

Terminal Controller Server

Server 11/07/2023 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

Switch ARM Packages Lookup by Name

Name (Number)

- Unl. CarnGold +SWTCH
- Unl. Cer NoPr +SWTCH
- Unl. Ceramic +SWTCH
- Unl. CGd NoPr +SWTCH
- Unl. ClassV +SWTCH
- Unl. CIV NoPr +SWTCH
- Unl. Mil Ceram+SWTCH
- Unl. Mil CGold+SWTCH
- Unl. Mil ClasV+SWTCH
- Unl. Mil WhtWt+SWTCH
- Unl. Suspend +SWTCH**
- Unl. Wht Wtr +SWTCH
- Unl. WW NoPrp +SWTCH

Enter Cancel

1 2 3 4 5 6

HOW TO REPLACE A MEMBER'S FASTPASS TAG

Open the Terminal Controller and select the **'Customer'** tab.

Press **'Enter FastPass #'** (or other customer identifier where needed) to identify the customer and open their record.

Press the **'Add/Update FastPass #'** button, a dialog box opens. You can enter the tag manually or scan the code on the new tag.

DO NOT hit the **'Clr'** button, instead delete out the number in the dialog with the **Back Arrow Button**.

Apply the FastPass Tag to the vehicle in the lower driver's side window removing the old tag first.

The screenshot shows the 'Terminal Controller Server' application window. The 'Customer' tab is selected. The interface is divided into several sections: 'Vehicle' (with fields for Customer Code, Odometer, VIN, Yr., Make, Model, Color, Engine Code, Address, City, ST, Zip Code, Main Phone#, Alternate Phone#, Use alt Phone#), 'Name' (with fields for Sal., First, MI, Last, Suffix, Company, Search Name, Group (Family/Fleet), House Account, Skip XPT Upsell?), and 'Other' (with fields for Email Address, Don't Mail?, Rcpt. Pref, Birthdate, Tax Exempt Code, Comment, Attention, Empl). A 'Custom/Notes' section is on the right. A dialog box titled 'Enter FastPass tag #' is open, showing the tag number '44065+067550' and a numeric keypad. The 'Clr' button on the keypad is circled in red. The 'Enter' and 'Cancel' buttons are at the bottom of the dialog. A red arrow points from the 'Clr' button to the text 'DO NOT PRESS THIS!'. The bottom of the window has a row of buttons: 'Open New Sale', 'Enter FastPass #', 'Enter Cust by Name', 'Enter Cust by Phone', 'Enter Cust by ARM CC', 'Add/Update FastPass #', 'Enter LP #', 'Enter PC #', 'Release Sale', and 'Update LP #'. The 'Enter FastPass #' button is circled in red. The 'Add/Update FastPass #' button is also circled in red. The 'Clr' button on the keypad is circled in red. The 'Enter' button on the keypad is circled in red.

DO NOT PRESS THIS!

HOW TO EDIT A PAID SALE

Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.

Press the **'Lookup Sale'** button to enter the 11 digit sale code of the sale you want to recall.

Alternatively you can search the **'All Active Sales'** list by pressing the button and searching the list.

Press **'Edit Paid Sale'**, you will need to input your employee number and password in the security dialog. Press **'Yes'** to continue editing the sale. The window will turn a green hue indicating the sale is being edited.

Delete any item that needs to be changed from the sale with the **'Remove Single Item'** button.

Add the new services you wish to change.

Press the **'Cash'** button or reswipe the Credit Card to retender the sale.

Terminal Controller Server

Server: 11/07/2025 11:49 AM Sh 1 Todd Dufore

Cashier SAL | Fleet | QueryOffice | Timeclock | Office | Tunnel | DRB Fix

Ready To Pay | Needs Washed | All Active Sales

Sale Code: Age: Status: Amount:

Quantity: Item Name: Amount:

Subtotal: 0.00
Taxes: 0.00
Total: 0.00
Tenders: 0.00
Amt Due: 0.00

Other Statistics

For Entire Site:	ThisHr	LastHr	AllDay
Total Cars	0	0	0
Counted Cars	0	0	0
Sales Dollars	0.00	0.00	0.00
Extra Dollars	0.00	0.00	0.00
Sales \$ / CCar	0.00	0.00	0.00
Extra \$ / CCar	0.00	0.00	0.00
Labor Hours	0.00	0.00	0.00
Labor Dollars	0.00	0.00	0.00
TCars / Labor Hr	0.00	0.00	0.00
Sls \$ / Labor Hr	0.00	0.00	0.00
Labor \$ / TCar	0.00	0.00	0.00
Labor \$ / Sales	0.0%	0.0%	0.0%

Buttons in Grid:

- Current User
- Rapid Wash
- White Water Wash
- Class V Wash
- Carnauba Wash
- Ceramic Wash
- Wash Upg Lookup
- First Responder
- Sell ARM With Wash
- Sell ARM No Wash
- Wash to ARM Upsell
- Switch ARM Plan
- Discontinue ARM Plan
- Terminate NO REFUND
- Enter FastPass #
- Enter Cust PC #
- Enter Cust LP #
- Enter Cust by Phone
- Update ARM CC
- Lookup Sale
- Cash
- Credit Card
- Tender By ARM CC
- House Account
- Edit Paid Sale
- Void Paid Sale
- Paidout Lookup
- Rewash Lookup
- Coupon Lookup
- Rebrand Club Act
- Improper Usage Club
- Deactivate Club
- Show Wash Queue
- Insert Into Wash Queue
- Remove From Queue
- Clear Wash Queue
- Clear TW Queue
- Un-Log Wash
- Mark Washed
- SAL Mode On/Off
- Test FP Reader
- Read FP Tag
- XPT Term Status
- Print Receipt
- Service History
- Site Stats
- Open Gate 1
- Open Gate 2
- Open Gate 3
- Print Pre-Receipt
- Customer Info
- Prepaid Info
- Close Gate 1
- Close Gate 2
- Close Gate 3
- Print Report
- Enter Prep Code
- Enter Wash Code
- Reset Gate 1
- Reset Gate 2
- Reset Gate 3
- Open New Sale
- Release Sale
- Open Cash Drawer
- Change XPT 1 Profile
- Change XPT 2 Profile
- Change XPT 3 Profile

HOW TO VOID A PAID SALE

Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.

Press the **'Lookup Sale'** button to enter the 11 digit sale code of the sale you want to recall.

Alternatively you can search the **'All Active Sales'** list by pressing the button and searching the list.

Press **'Void Paid Sale'**, you will need to input your employee number and password in the security dialog. Press **'Yes'** to continue voiding the sale.

A return receipt will generate if the customer used a credit card as tender.

Terminal Controller Server

Server: 11/07/2025 11:49 AM Sh 1 Todd Dufore

Cashier SAL Fleet QueryOffice Timeclock Office Tunnel DRB Fix

Ready To Pay Needs Washed All Active Sales

Sale Code Age Status Amount

Quantity Item Name Amount

Subtotal: 0.00
Taxes: 0.00
Total: 0.00
Tenders: 0.00
Amt Due: 0.00

Other Statistics

For Entire Site: ThisHr LastHr AllDay

Total Cars	0	0	0
Counted Cars	0	0	0
Sales Dollars	0.00	0.00	0.00
Extra Dollars	0.00	0.00	0.00
Sales \$ / CCar	0.00	0.00	0.00
Extra \$ / CCar	0.00	0.00	0.00
Labor Hours	0.00	0.00	0.00
Labor Dollars	0.00	0.00	0.00
TCars / Labor Hr	0.00	0.00	0.00
Sls \$ / Labor Hr	0.00	0.00	0.00
Labor \$ / TCar	0.00	0.00	0.00
Labor \$ / Sales	0.0%	0.0%	0.0%

Current User Rapid Wash White Water Wash Class V Wash Carnauba Wash Ceramic Wash

Wash Upg Lookup First Responder Vending Items Vending NonTaxable

Sell ARM With Wash Sell ARM No Wash Wash to ARM Upsell Switch ARM Plan Discontinue ARM Plan Terminate NO REFUND

Enter FastPass # Enter Cust PC # Enter Cust LP # Enter Cust by Phone Update ARM CC Lookup Sale

Cash Credit Card Tender By ARM CC House Account Edit Paid Sale Void Paid Sale

Payout Lookup Rewash Lookup Coupon Lookup Rebrand Club Act Improper Usage Club Deactivate Club

Show Wash Queue Insert Into Wash Queue Remove From Queue Clear Wash Queue Clear TW Queue

Un-Log Wash Mark Washed SAL Mode On/Off Test FP Reader Read FP Tag XPT Term Status

Print Receipt Service History Site Stats Open Gate 1 Open Gate 2 Open Gate 3

Print Pre-Receipt Customer Info Prepaid Info Close Gate 1 Close Gate 2 Close Gate 3

Print Report Enter Prepd Code Enter Wash Code Reset Gate 1 Reset Gate 2 Reset Gate 3

Open New Sale Release Sale Open Cash Drawer Change XPT 1 Profile Change XPT 2 Profile Change XPT 3 Profile