



REGISTER TRAINING GUIDE

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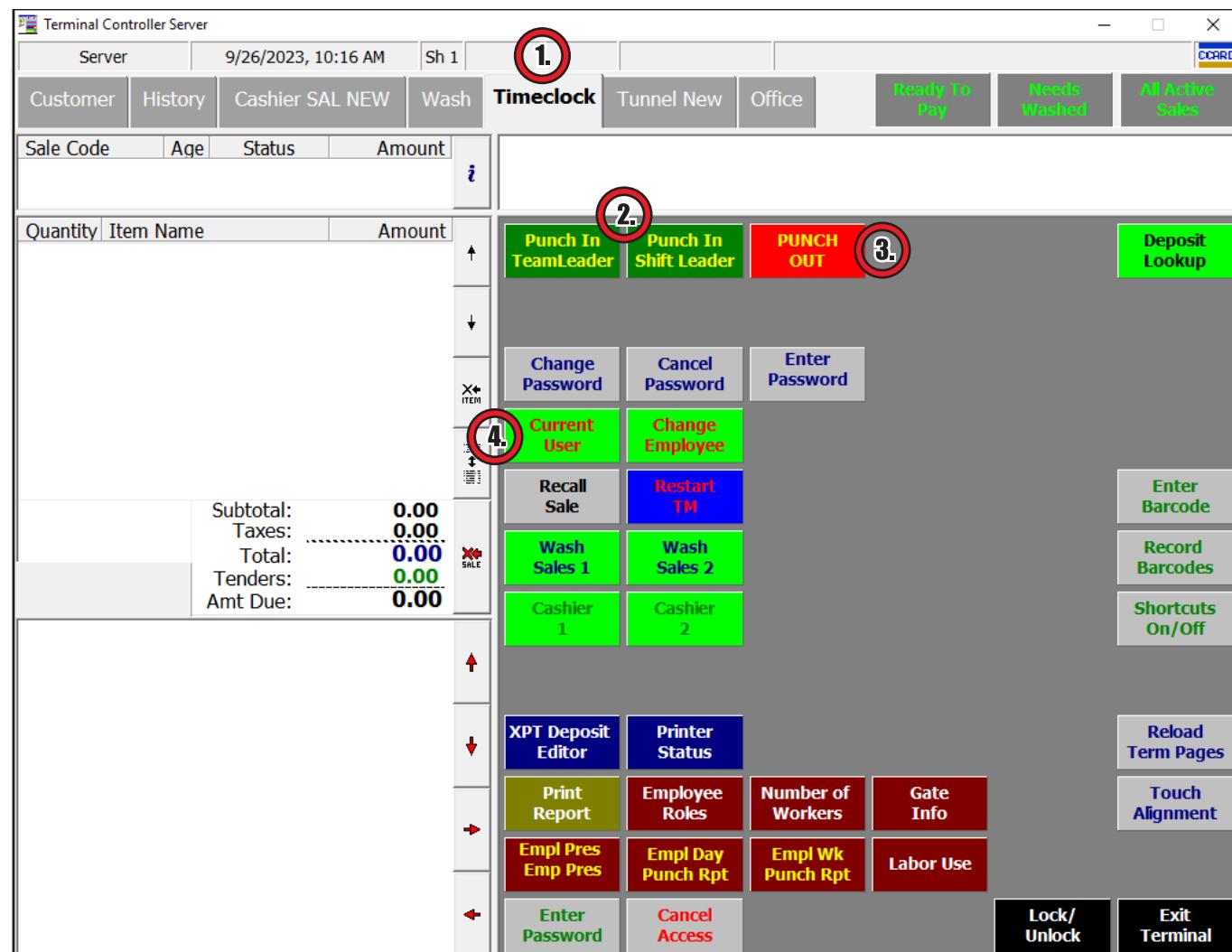
HOW TO CLOCK IN

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.



HOW TO SELL A WASH

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

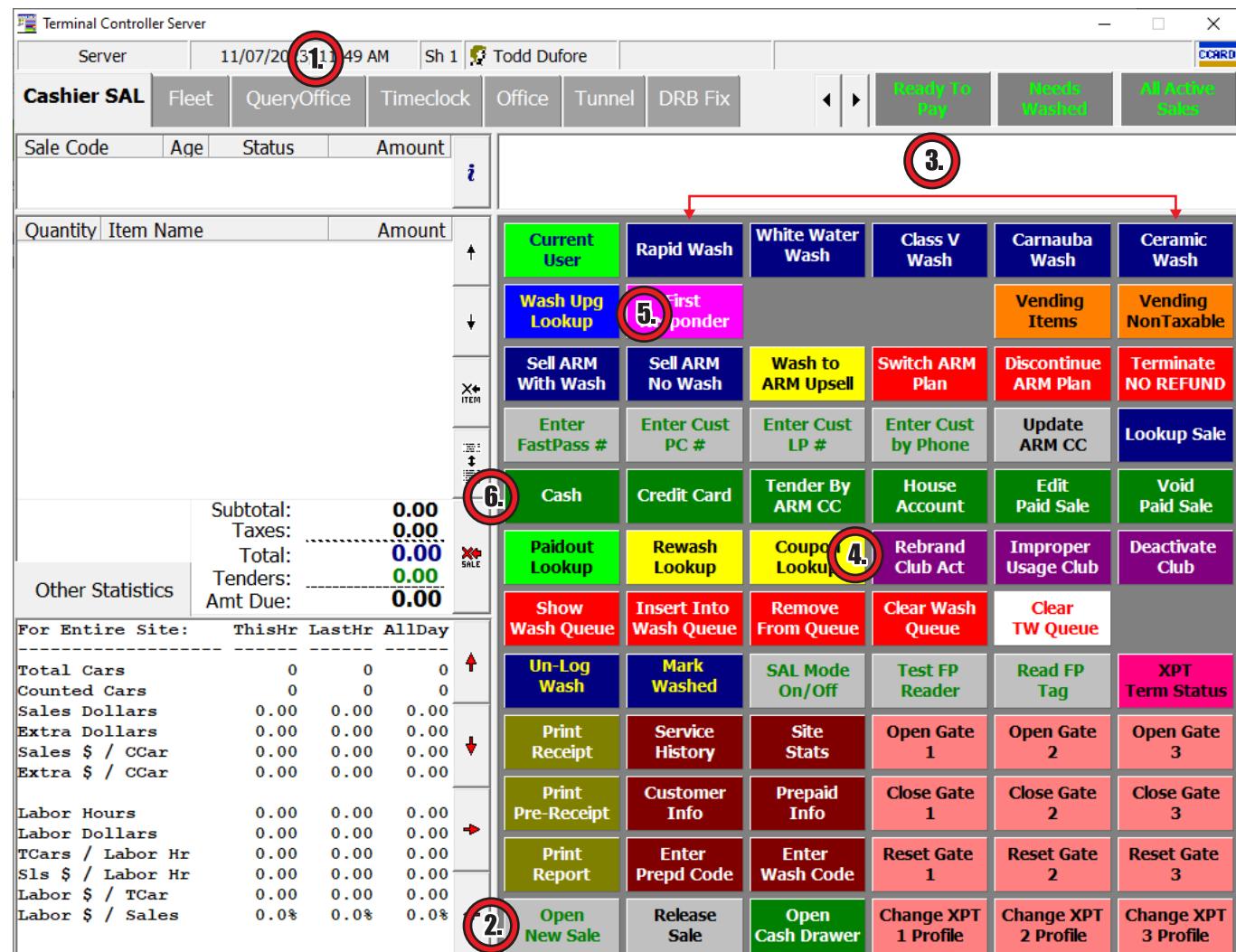
Press the '**Open New Sale**' button to begin a new transaction.

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.



HOW TO PROCESS A REWASH

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

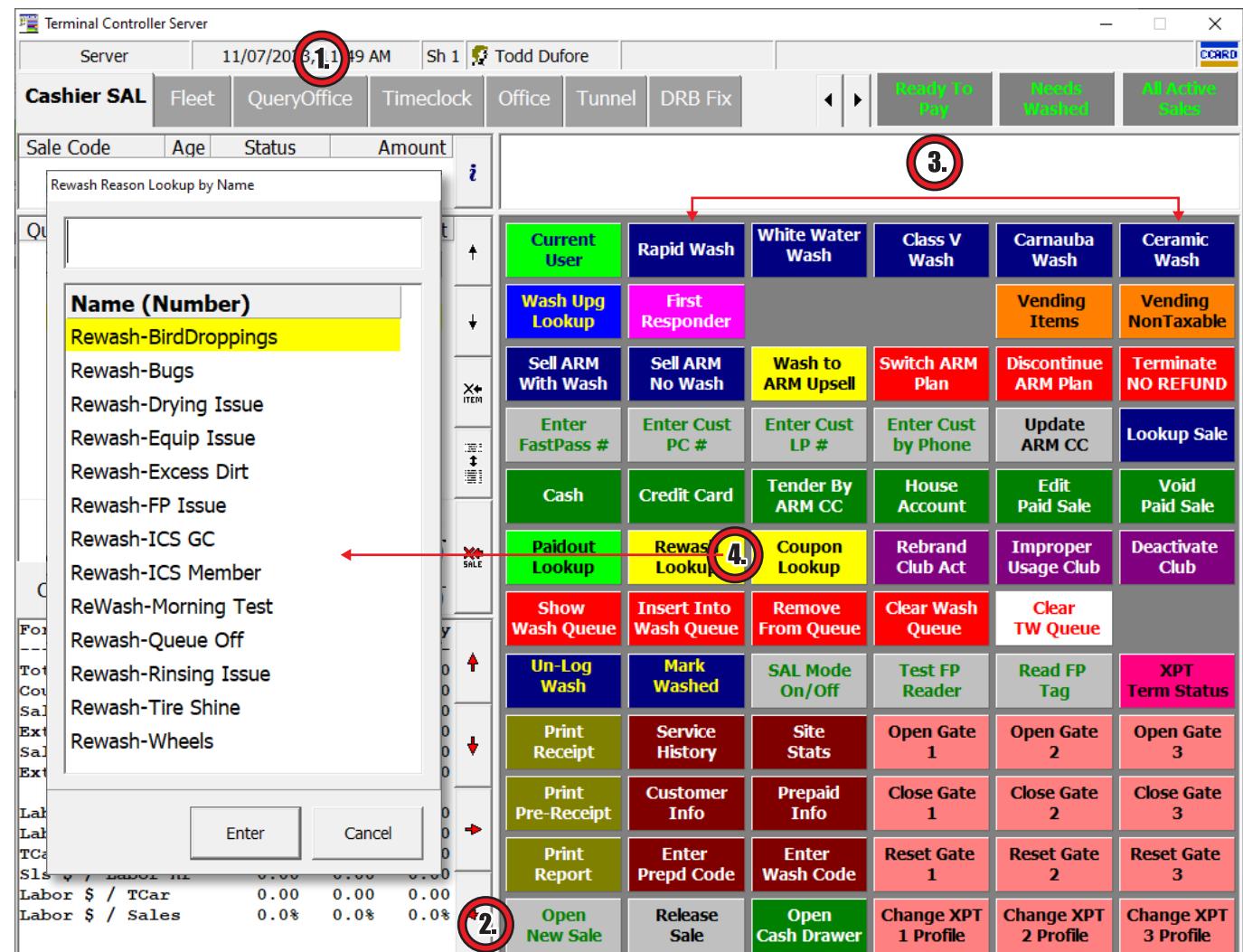
Press the '**Open New Sale**' button to begin a new transaction.

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.



HOW TO PROCESS A REWASH - ICS CUSTOMER

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

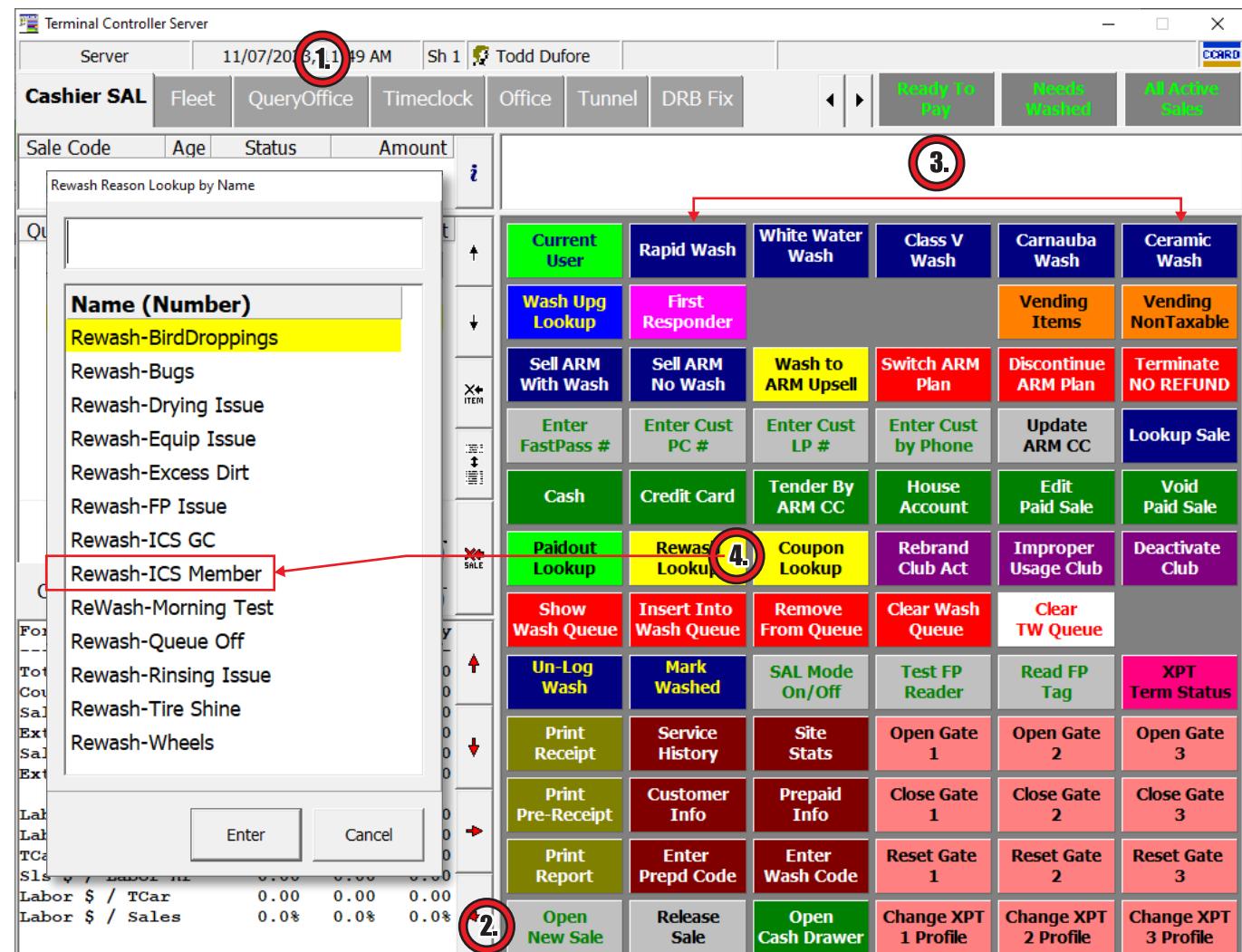
Press the '**Open New Sale**' button to begin a new transaction.

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.



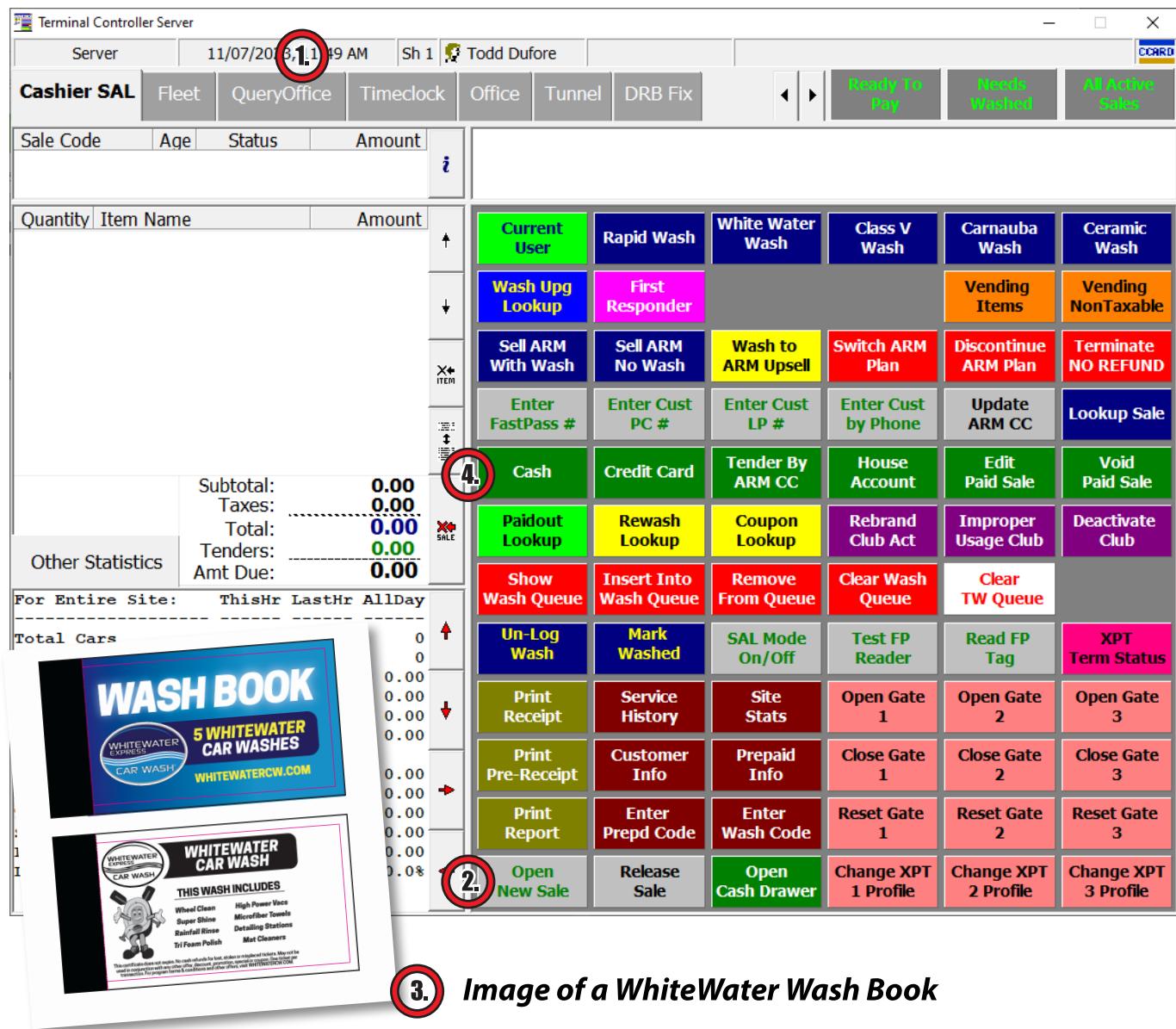
HOW TO SELL A WASH BOOK

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.



HOW TO REDEEM A PREPAID

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

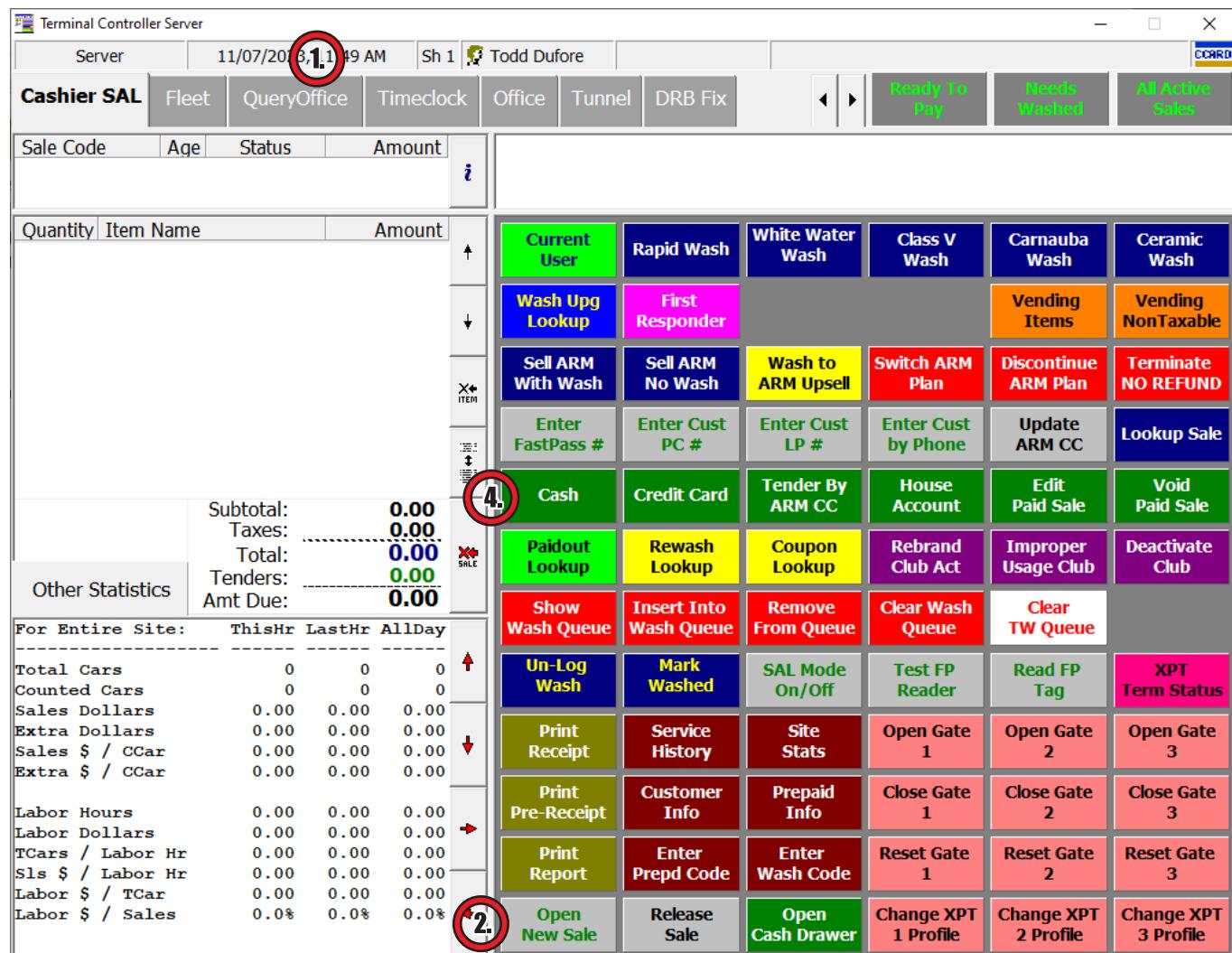
Press the '**Open New Sale**' button to begin a new transaction.

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



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.



Image of a FastPass Tag

The screenshot shows the Terminal Controller Server software interface. The top menu bar includes 'Server' (11/07/2013 11:49 AM), 'Sh 1' (Todd Dufore), and 'CASH'. The 'Cashier SAL' tab is selected. The main window shows a table for 'Sale Code', 'Age', 'Status', and 'Amount'. A red circle with '3.' is on the 'Open New Sale' button. Below this is a 'Quantity' table and a 'Wash Upg Lookup' dialog box. The dialog box has a list of wash levels: 'Name (Number)' with 'Unl. Carn Gold SldP (5150)' highlighted in yellow. A red arrow points from the 'Wash Upg Lookup' button in the main menu to this list. A red circle with '4.' is on the 'Sell ARM With Wash' button in the dialog box. The main menu grid contains various洗车相关的按钮，如'Current User', 'Rapid Wash', 'White Water Wash', 'Class V Wash', 'Carnauba Wash', 'Ceramic Wash', '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', etc. A red circle with '2.' is on the 'Open New Sale' button in the bottom-left corner of the menu grid.

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.

Terminal Controller Server

1 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

Odometer Lube Service Interval _____ Months, or _____ Miles

VIN (Vehicle ID Number) Unlock Info

Yr. Make 2010 Honda

Model Color Pilot Blue

Engine Code / Description

Address Street Address

City ST Zip Code

Main Phone# Alternate Phone# 330-475-2991

Use alt Phone# for

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

Custom/Notes

4934 Water Tower Boulevard Hamilton, OH 45011

Car # 775

F P # 8 2 9 7 2 + 1 8 9 2 1 4
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 day 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.

Done

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.



Image of a FastPass Tag

The screenshot shows the Terminal Controller Server software interface. The top menu bar includes 'Server' (11/07/2013 11:49 AM), 'Sh 1' (Todd Dufore), and tabs for 'Cashier SAL' (highlighted with a red circle 1.), 'Fleet', 'QueryOffice', 'Timeclock', 'Office', 'Tunnel', and 'DRB Fix'. Below the tabs is a table for 'Sale Code', 'Age', 'Status', and 'Amount'. A red circle 3. points to a dialog box titled 'ARM Lookup INSIDE by Name' containing a list of names and numbers. A red circle 4. points to a button in the main menu grid labeled 'Sell ARM No Wash'.

Quantity	Item Name	Amount
ARM Lookup INSIDE by Name		
<input type="text"/>		
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		

Current User	Rapid Wash	White Water Wash	Class V Wash	Carnauba Wash	Ceramic Wash
Wash Upg Lookup	Fast Wash			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 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 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.

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

Customer History Wash Timeclock Tunnel New Office Ready To Pay Needs Washed All Active Sales

Vehicle

Customer Code 82972+189214 Replaced Car

Odometer Lube Service Interval Months, or Miles

VIN (Vehicle ID Number) Unlock Info

Yr. Make 2010 Honda

Model Color Pilot Blue

Engine Code / Description

Address Street Address

City ST Zip Code

Main Phone# Alternate Phone# 330-475-2991

Use alt Phone# for

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

Custom/Notes

4934 Water Tower Boulevard Hamilton, OH 45011

Car # 775

F P # 82972+189214 2010 Honda Pilot

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

Automatic Recharge Authorization

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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.

Done

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

1. Server 9/26/2023, 11:59 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: Replaced Car

Odometer Lube Service Interval: Months, or Miles

VIN (Vehicle ID Number): Unlock Info

Yr. Make

Model Color

Engine Code / Description:

Name

Sal. First MI

Last Suffix

Company:

Search Name:

Group (Family/Fleet):

House Account Skip XPT Upsell?

Address

Street Address:

City: ST: Zip Code:

Main Phone#: Alternate Phone#:

Use alt Phone# for:

Other

Email Address: Don't Mail?

Rcpt. Pref:

Birthdate: Tax Exempt Code:

Comments: Attention Empl

Customer Last Edited:

Custom/Notes

Buttons (Bottom Row):

- 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.

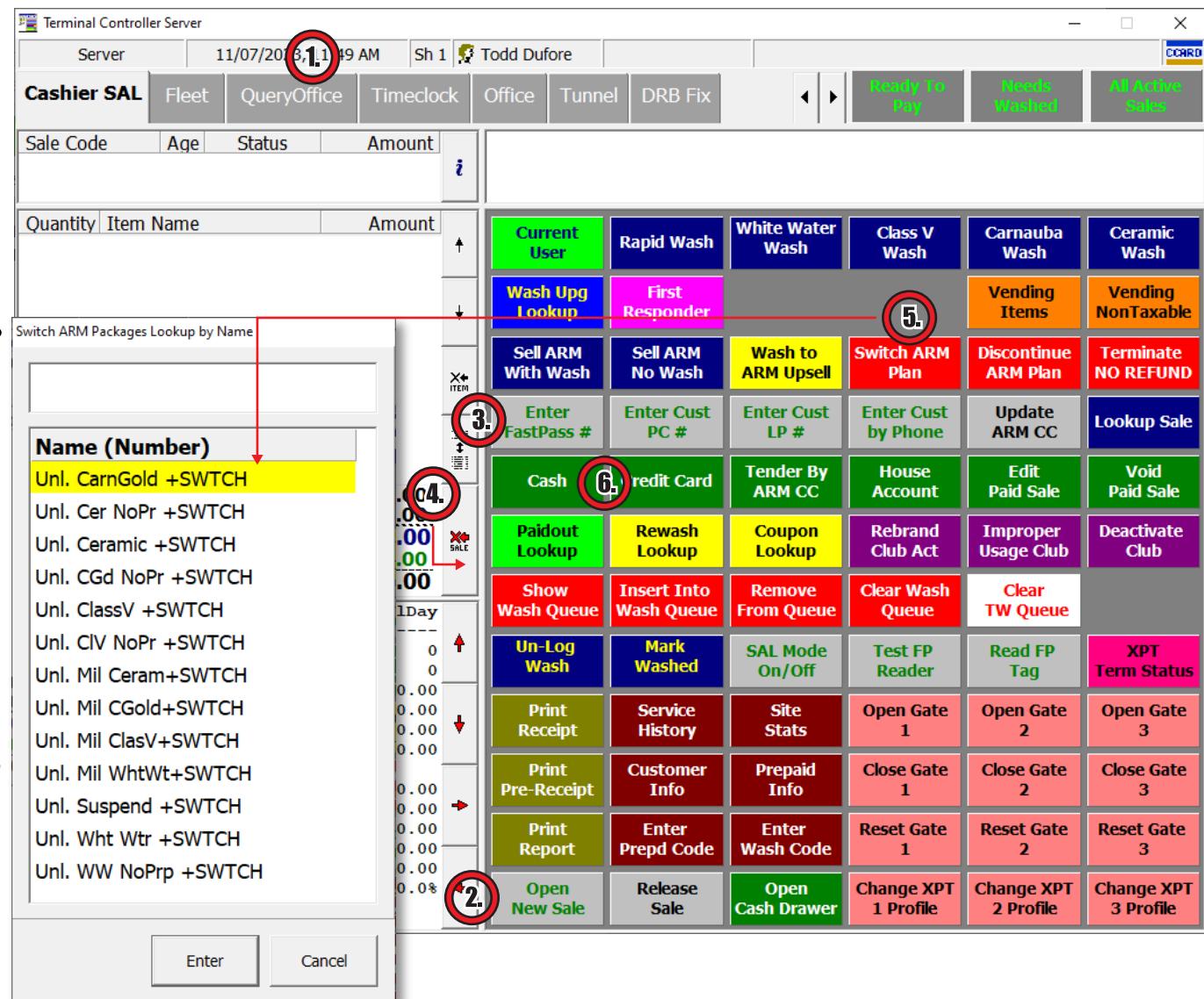
Press the '**Open New Sale**' button to begin a new transaction.

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.

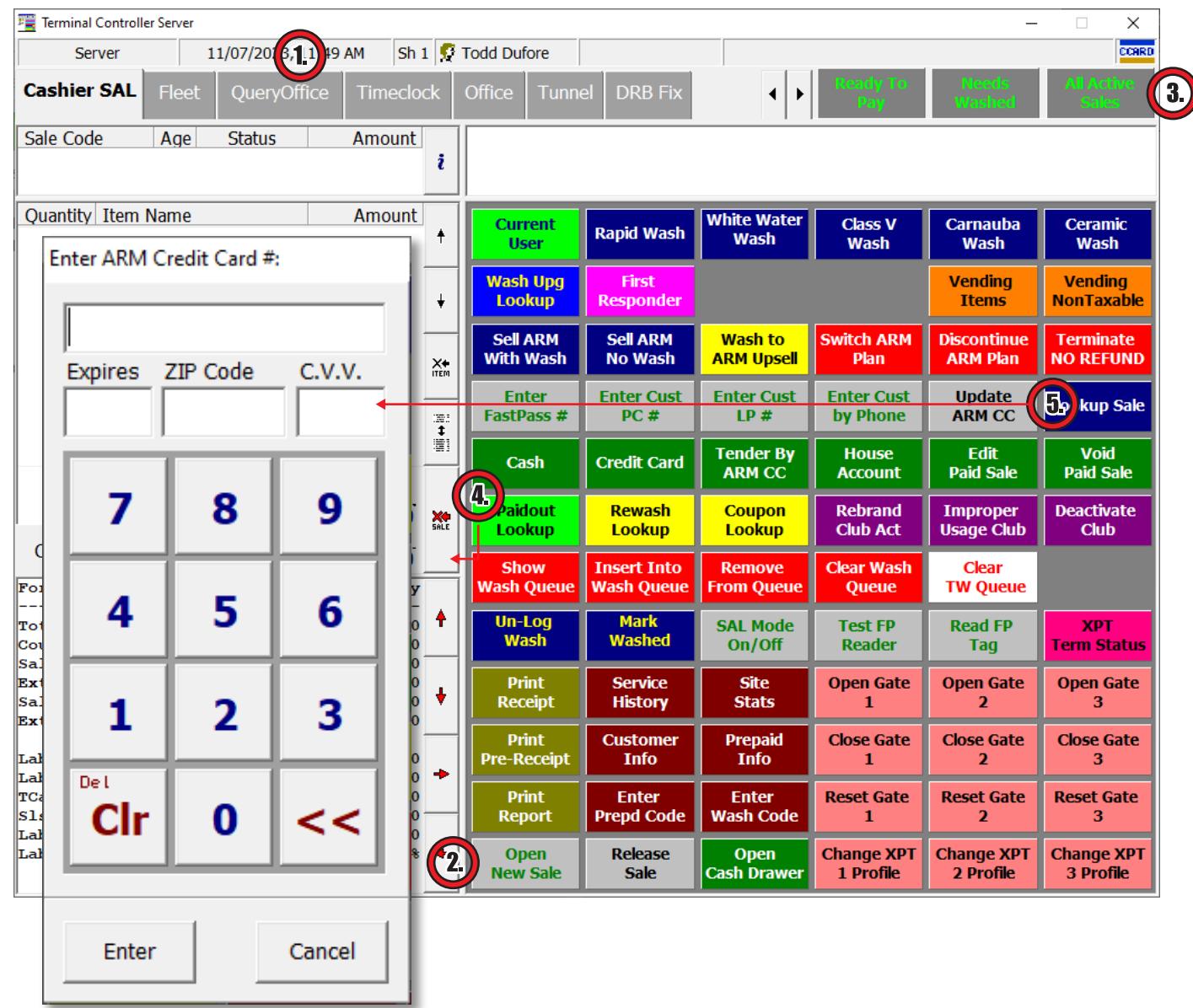
Press the '**Open New Sale**' button to begin a new transaction.

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.



HOW TO DISCONTINUE OR TERMINATE AN ARM PLAN

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

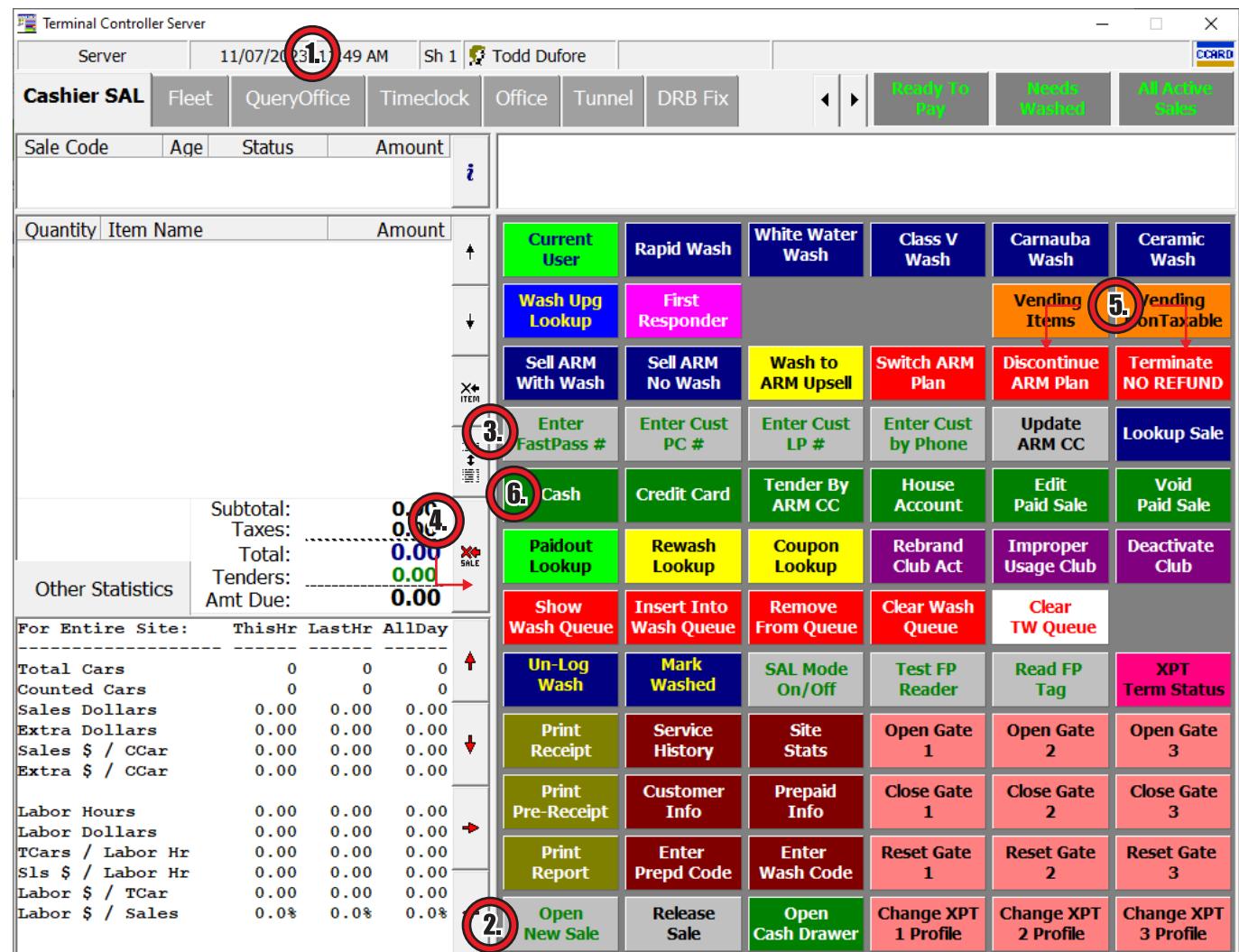
Press the '**Open New Sale**' button to begin a new transaction.

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.



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.

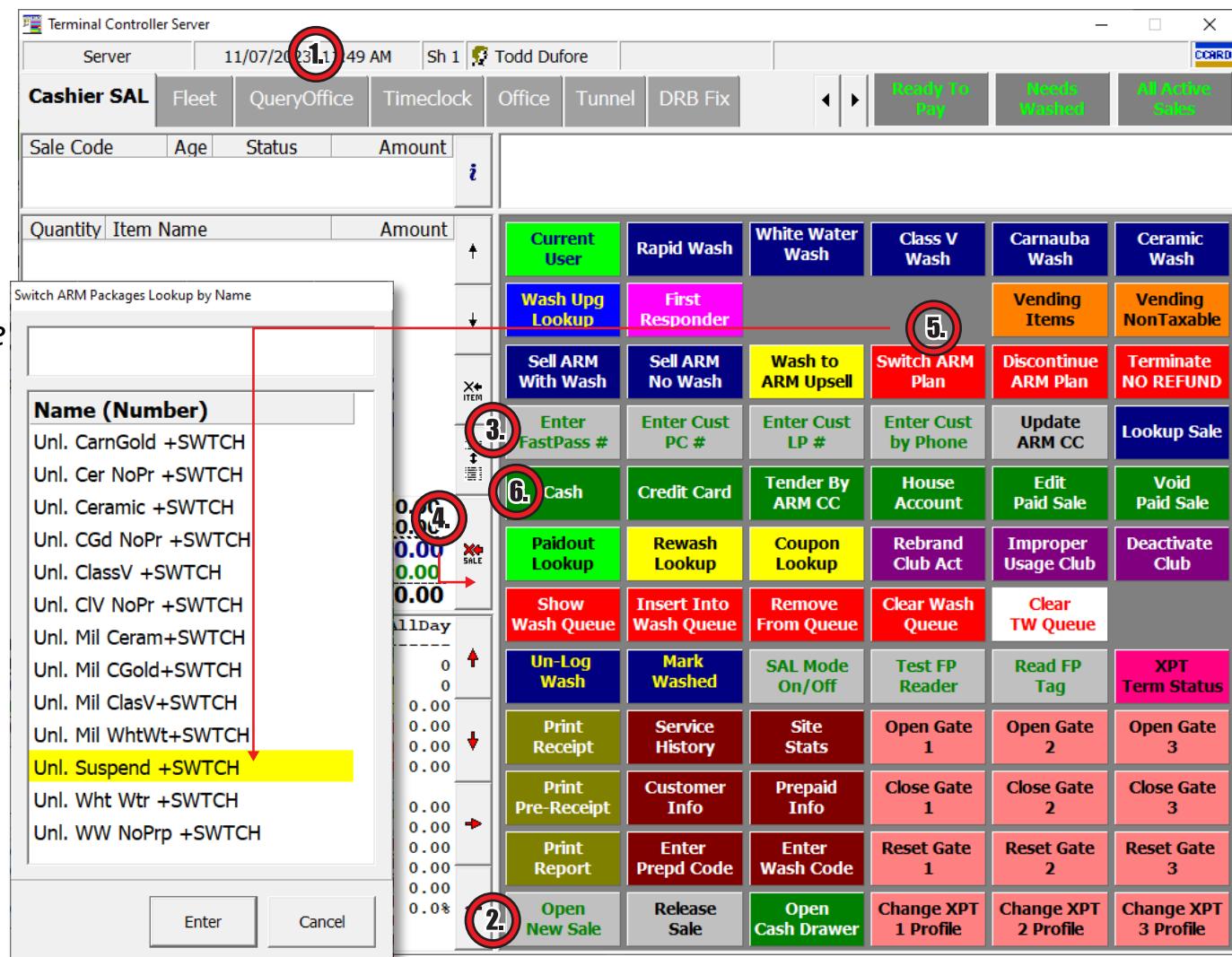
Press '**Enter FastPass #**' (or other customer identifier where needed) to identify the customer and open their record.

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.



HOW TO REPLACE A MEMBER'S FASTPASS TAG

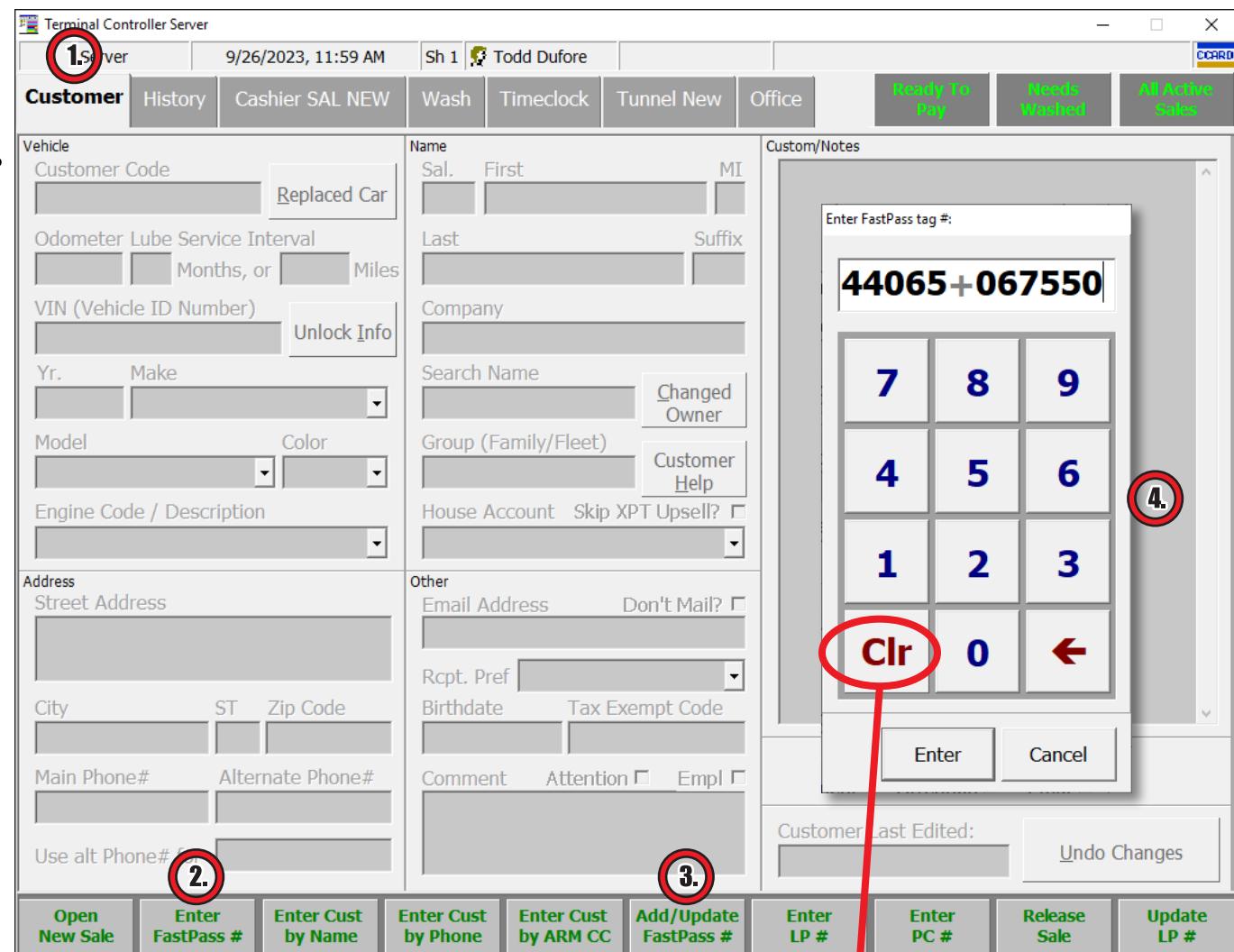
Open the Terminal Controller and select the '**Customer**' tab.

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.



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.

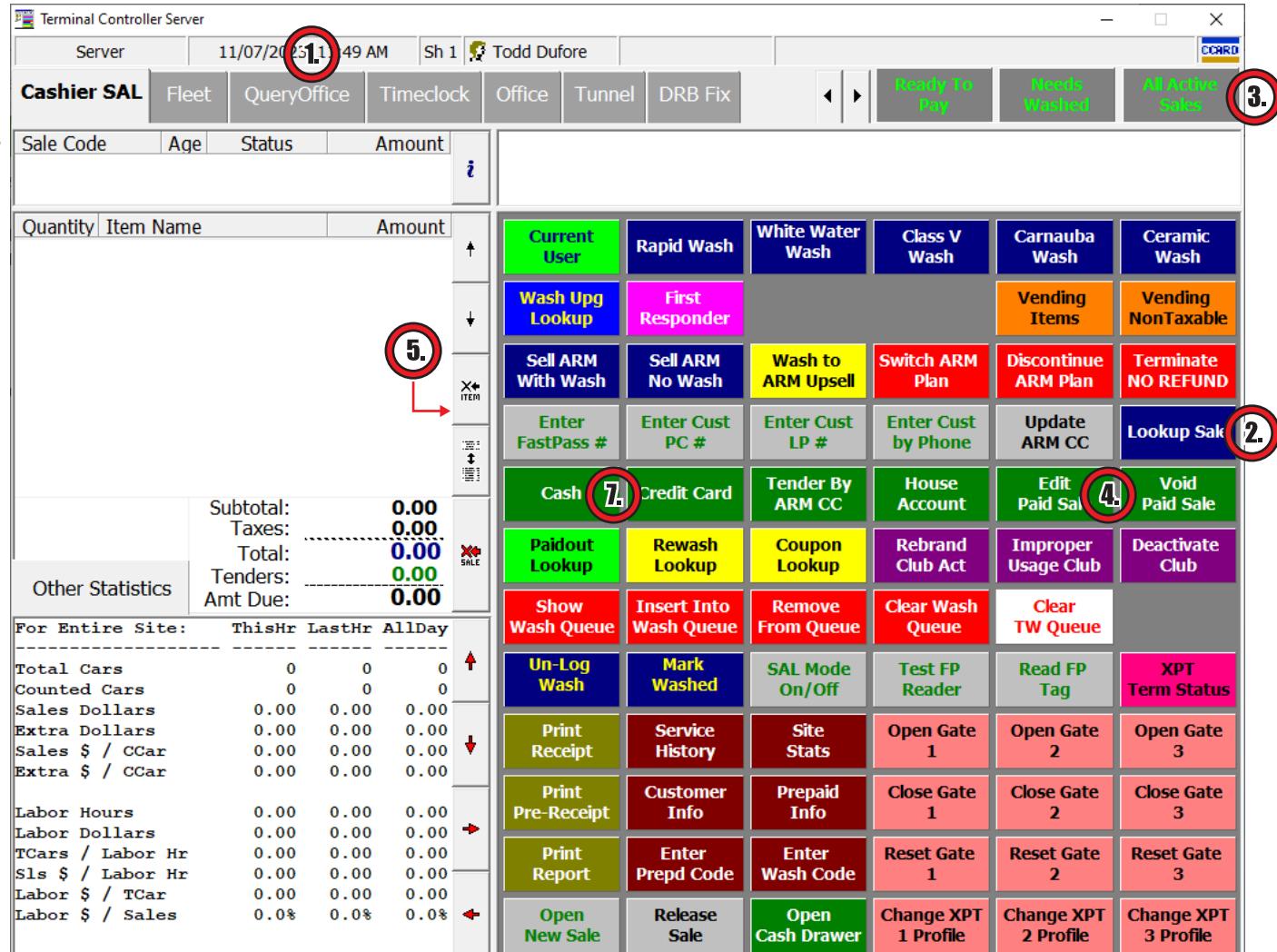
Alternatively you can search the '**All Active Sales**' list by pressing the button and searching the list.

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.



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.

