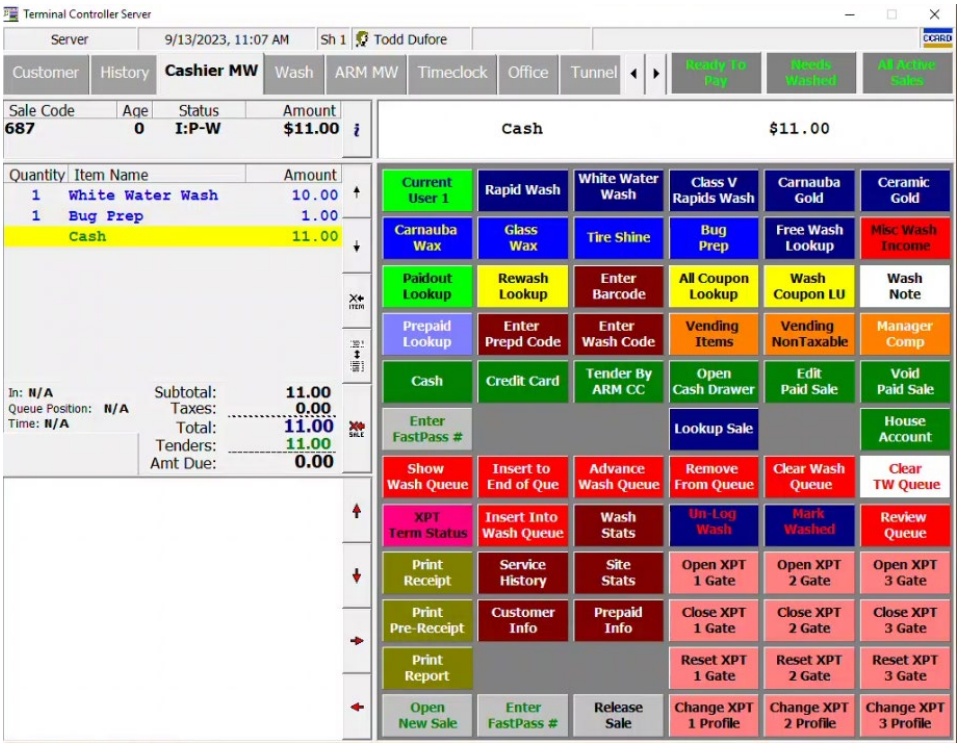
DRB TRAINING: INTRO TO SITEWATCH/TUNNELWATCH

Goal: *Introduce new employees to the point of sale and tunnel control systems. Review sales and queue process.*

SiteWatch Point of Sale System

SiteWatch is the point of sale system we use at WhiteWater, it has 3 main parts that we will cover today: the Terminal Controller/XPT, SiteManager/Sitewatch Web and SiteWatch Program manager.

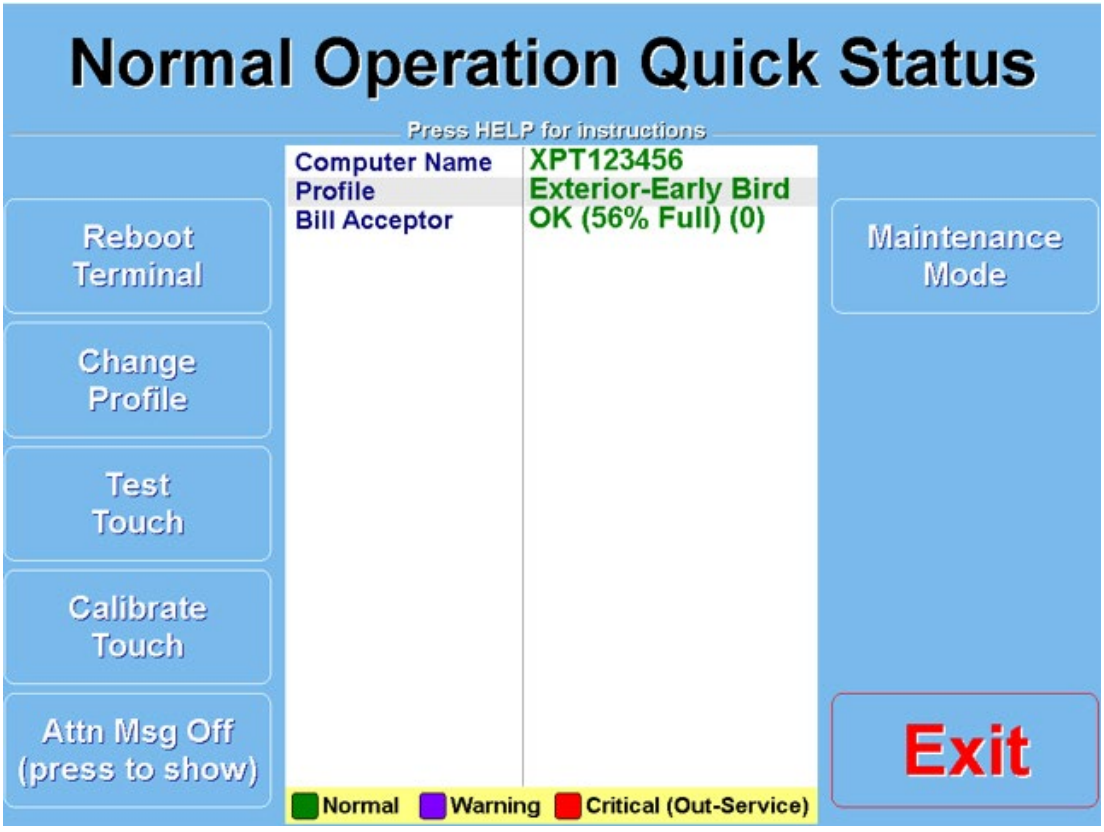
- *The Terminal Controller, or 'TC' for short, is the software that runs on all of the non self-service kiosks (which we typically refer to as XPTs or Xpress Pay Terminals)*
  - *The Terminal Controller consists of tabs across the top that correlate with different sales functions, ranging from a section to input customer details, sell car wash services and prepaids, selling unlimited memberships and tunnel related functions.*
  - *All transactions processed at these terminals requires a 'current user', where employees must log in using their employee number and password to open and add items to a sale. Some functions require manager access and will be noted by a prompt to log in to a manager's security role when pressed.*



The SiteWatch Terminal Controller

- *All sales have a status code indicating whether the sale is Incomplete/Complete (denoted with an I or C to the left of the colon) and whether or not the sale has been Washed (W) or Paid for (P) by the placement of the letter to the Left or Right of the Minus Sign. For example the above transaction shows an Incomplete sale that is Paid for but not yet Washed.*
- *Familiarize yourself with the 'Register Guide' for details on all the functions of the Terminal Controller.*

- *The Xpress Pay Terminal, or 'XPT' for short, is the self-service kiosk that controls most of the sales lanes at our locations. It is capable of processing cash, credit card, prepaid wash books and unlimited redemptions without interaction from an employee, those these are generally manned as we prefer to interact with our customers as they go through the sales process.*
  - *All XPTs are attached to a gate which controls the flow of traffic, a sale must be complete and the merge area beyond the gate clear before a gate will open to allow a customer through.*
  - *A FastPass reader (our RFID technology) is also attached to each XPT and allows us to read tags that are placed on vehicles to identify them when they join an unlimited membership. Our tags are generally placed inside the vehicle near the bottom of the driver's side portion of the window where they can be easily read.*
  - *The XPT has a 'Quick Status' service mode which can be accessed by holding down a help button for 5 seconds or more, or unlocking the top lock and inputting your employee password. The service mode allows you to check the status of hardware for errors and change profiles (profiles define the behavior of the XPT and are changed for varying situations such as promotional sales) or reboot the terminal.*
  - *The XPT also has a hidden staff only page that is accessed by scanning your badge. Rewashes and updating customer tags are a few of the functions available from the staff page.*
  - *Advanced XPT profile descriptions and training are available to familiarize yourself with the process for selling plans/washes to customers and how to handle issues with accounts.*



The XPT Quick Status Screen

SiteWatch Management Tools

Outside of the point of sale system, SiteWatch also incorporates two tools for administration and management of the system: Site Manager and Sitewatch Cloud.

- *Site Manager can be accessed on the site's Manager Station or Server computers and gives you access to the timecard manager, reports and a few of the security utilities*
  - *Logging into Site Manager is simply launching the tool from the desktop icon and inputting your employee number and password. Never leave an open session unattended and be sure to log out when you are finished using it as each employee has a different access level to different features inside the program.*
  - *To edit any timecard punches navigate to the to Tools>Timecard Editor menu option. Select the date range in the dialog box and press 'OK'. The timecard editor should launch listing any employee in the selected pay week range that has punches in the system.*
    - *To edit an existing punch highlight the record on the right side then click the edit 'Edit Current Punch' icon*  *at the top of the window.*
    - *To add a new punch select the record on the left and press the 'Add a New Punch' icon*  *at the top. (The 'Remove Punch' icon*  *works similarly for removing a punch.)*
- *SiteWatch Cloud (or sometimes called SiteWatch Web) is the web based management tool that can be accessed by going to sitewatch.cloud within your browser. Logging into the cloud tool is similar to site manager but will require a different web only password that is assigned to you during on-boarding.*
  - *SiteWatch Cloud is used for creating new employees, running reports, searching security logs and running the Sale Viewer tool. Steps on each of these is covered in our advanced SiteWatch Cloud class and training materials.*
- *SiteWatch Program Manager (or SPM for short) is the main part of SiteWatch and exists only on the server computer. You can access it by clicking on the Blue Star*  *(oftentimes red)in the Taskbar.*
  - *Most of the menu options you will not be concerned with, though typically on the status screen you want to be sure all options are listed in green, indicating they are operating normally.*
  - *For issues accessing SiteWatch Cloud use the SW Web menu and restart (shutdown, then start) the service. This will restart the windows service that allows access to SiteWatch Cloud and should resolve the issue.*
  - *If you are ever asked to restart the TM, navigate to the Transaction Manager menu and choose restart. Note this will take the site down for approximately 2 minutes while everything restarts and you will lose any vehicles in the SiteWatch queue that havent already been sent to TunnelWatch.*

TunnelWatch and Queuing Basics

Once a transaction is processed at a sales terminal the vehicle is entered into a stack of vehicles lined up in the software to be handled at the entrance of the tunnel and receive the wash package the customers have paid for, we refer to this as the 'Wash Queue'. The Wash Queue is the list that we can manipulate to send a vehicle to TunnelWatch (our tunnel controller software) or edit the sale before it's sent. When a vehicles is 'sent' it leaves the queue in SiteWatch and enters the queue in TunnelWatch.

- *TunnelWatch is our tunnel controlling software, it consists of a box of hardware known as a 'Tunnel Control Station' (or TCS for short) and the TunnelWatch PC.*
  - *An advanced TunnelWatch class is available to learn more about the TunnelWatch software and its functions.*
  - *To log in to TunnelWatch you will use the following credentials: User: Operations / Password: Whitewater1*
  - *TunnelWatch is responsible for turning on the appropriate devices depending on which wash type was selected for the vehicle being sent down the tunnel from the queue.*
- *Prepping and sending a vehicle process.*
  - *At the entrance of the tunnel when a vehicle is queued into TunnelWatch the grand entry arch sign should illuminate highlighting the guide on instructions and indicating which package the customer is going to receive in the tunnel.*
  - *As the vehicle approaches the neutral position most cars are serviced with our Bug Prep removal brushes/sprayers, during this time the vehicle's tire will cross over a pad on the ground that monitors the vehicle entering the sending position...once the vehicle triggers this pad twice (front and rear tire) it automatically tells TunnelWatch to issue a roller to begin pushing the vehicle down the tunnel.*
  - *As the vehicle begins the ride down the tunnel it next crosses a set of photo eyes we call the 'Enter Switch' which essentially measures the length of the vehicle as it begins receiving its wash. This measurement is critical to apply the services to the vehicle in a safe and efficient way, reducing damage to the car and use of excess chemicals and water.*
  - *TunnelWatch monitors the position of the vehicle in the tunnel via a system called Pulse timing. Your pulse switch turns when the conveyor is active generating a repeated interval input signal telling the TunnelWatch system that a vehicle is traveling a fixed number of inches per every cycle, thus we time everything off of this pulse.*
  - *When the vehicle exits the tunnel it is removed from the TunnelWatch queue and the system no longer monitors that transaction.*
  - *At any time if there is an emergency the 'STOP' buttons located along the wall in the tunnel will halt the conveyor. Often cycling a stop/start is requested to clear issues with hardware and restart the tunnel system.*
- *The TCS encompasses all the physical switches to turn on/off any service in the tunnel as well as the hardware that monitors the inputs of the enter switch, pulse switch and other inputs described in detail in our advanced TunnelWatch class.*

SiteWatch Quiz

Once the employee has completed the module, they must complete the quiz. In order to pass the quiz, the employee must score a 100%. If the employee does not pass their first attempt, they must take the quiz again. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt it again.

1. What is the primary function of the Terminal Controller?
    a. To manage timecards
    b. To control self-service kiosks
    c. To process sales transactions
    d. To generate reports
2. What is the function of the Xpress Pay Terminal (XPT)?
    a. To process sales transactions without employee interaction
    b. To edit timecard punches
    c. To manage security logs
    d. To reboot the terminal
3. What does holding down the help button for 5 seconds on an XPT do?
    a. Opens the gate
    b. Activates Quick Status service mode
    c. Completes a sale
    d. Logs into Site Manager
4. Where are RFID tags typically placed on a vehicle?
    a. Rear window
    b. Inside near the bottom of the driver's side window
    c. Front bumper
    d. Inside near the top of the windshield
5. What tool allows you to check the status of hardware on an XPT?
    a. Site Manager
    b. SiteWatch Cloud
    c. Quick Status service mode
    d. Terminal Controller
7. SiteWatch is the point of sale system used at WhiteWater Express Car Wash.
    a. True
    b. False
8. The Pay Station (XPT) can process transactions without employee interaction.
    a. True
    b. False
9. Site Manager can be accessed on the Site's Manager Station or Server computers.
    a. True
    b. False

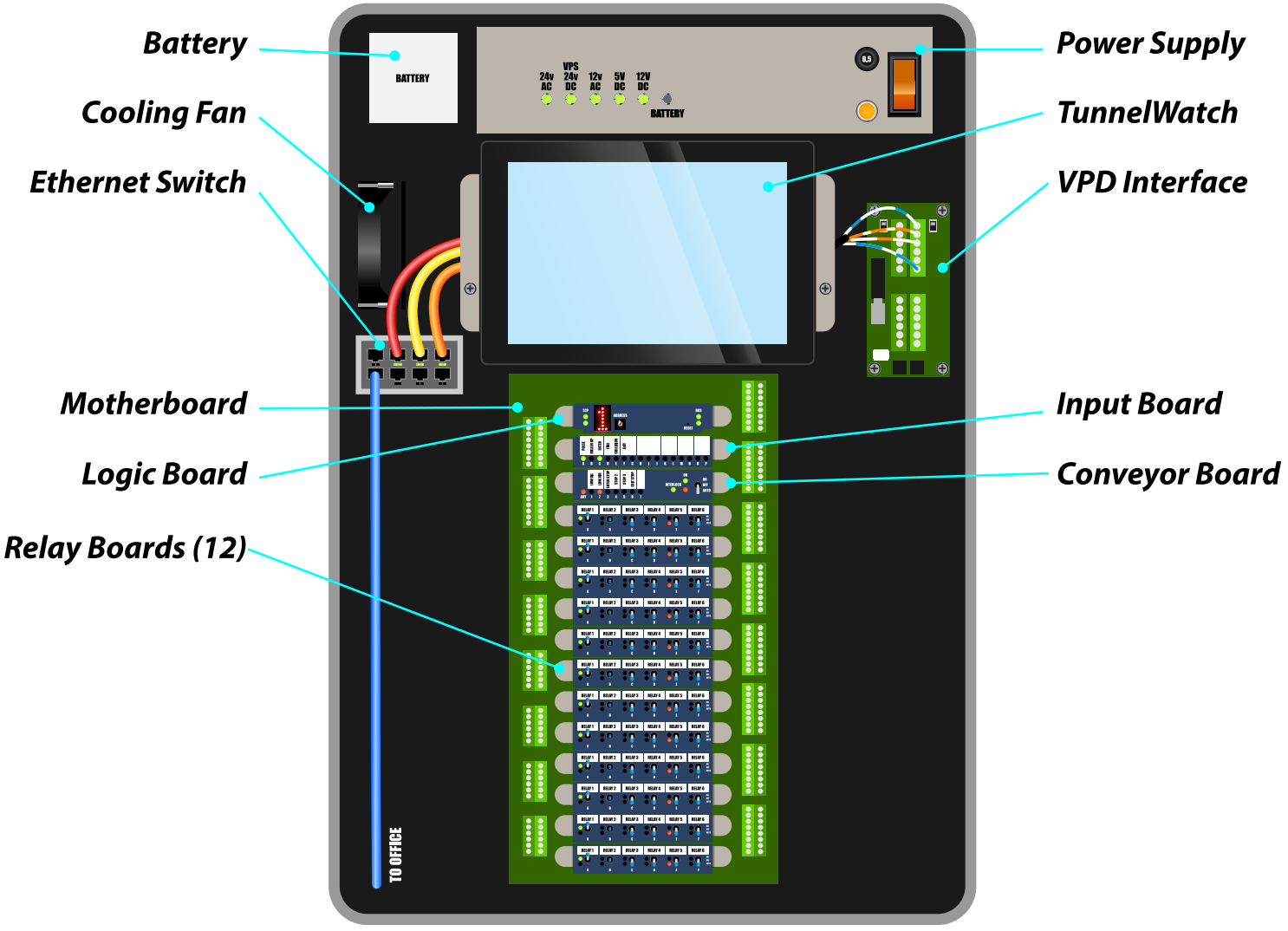
DRB TRAINING: TUNNELWATCH ADVANCED CLASS

Goal: *Familiarize operations with the functions of TunnelWatch and advanced troubleshooting procedures.*

TunnelWatch Hardware - The TCS 2.0

Most of our locations have the 2nd version of the TCS (Tunnel Control Station) which is the cabinet of DRB Systems hardware typically mounted to the door on your Motor Control Center. Let's give an overview of the functions of each board inside the TCS. Below is an image of the inside of a TCS with all boards labeled.

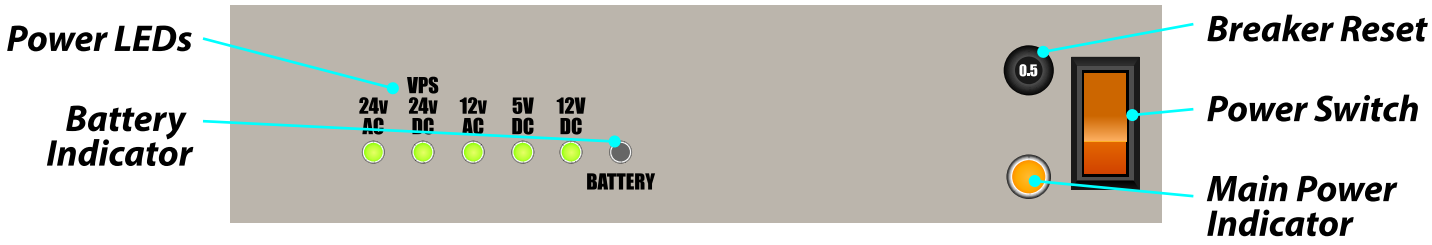
The TCS Cabinet



The TCS is separate from the TunnelWatch computer which is housed within the TCS cabinet. All communication between SiteWatch, TunnelWatch and the TCS is handled via ethernet network cables. On the left side of the main cabinet is an ethernet switch that connects everything together, typically with a set of orange, yellow, and red cables connecting the inside of the TCS together and another cable (blue,white, gray or black) that runs back to the office for SiteWatch communication. If there is ever a network issue this ethernet switch should be checked for blinking lights indicating it has power and network connectivity on the ports with cables in them.

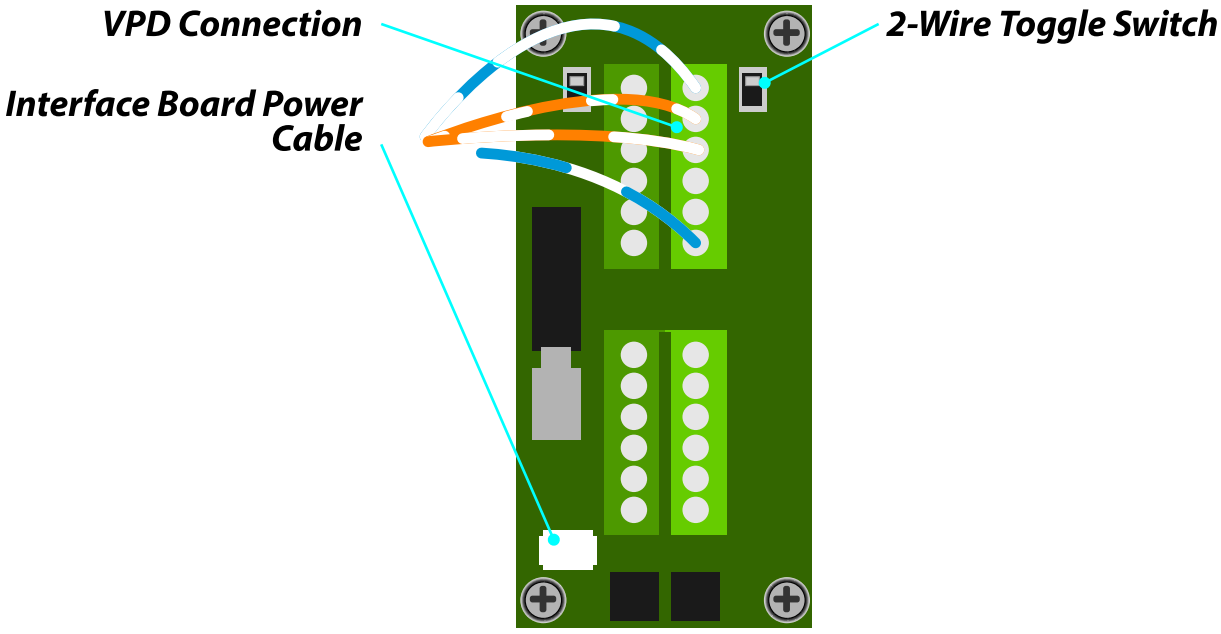
Lets go over the parts of the TCS2:

- *Power Supply - The power supply is located in the top right of the cabinet and controls all power delivered to the various parts of the TCS.*
  - *On the far right side of the power supply is the main on/off switch, typically orange in color. This switch will shut off all power to the TCS and once shut down you should get a blinking light on the battery LED indicating the TW pc is running on battery power. If the battery does not keep the TW pc running it is time to replace the battery.*
    - *A simple power cycle may fix issues with TunnelWatch and the TCS and should be tried before submitting a ticket and consulting IT. To power cycle the TCS press the main power breaker switch located on the far right of the unit and leave the power off for at least 30 seconds. Turn the power back on and see if your issue is corrected.*
    - *Next to the power switch is a small black plunger button, this is an on board breaker for 24V power and it may need to be pressed in (until it makes a snapping sound). If you are experiencing issues with the 24V LEDs it is advised to try and reset this breaker by pressing it all the way in to see if it clicks. If it does not click it did not need to be reset.*
  - *On the left side of the power supply are LED indicators that should be lit showing that each type of power is available through the power supply. If any of the lights (not including the battery light) is not lit, then the power supply may be faulty and a check should be done with IT on the status of that power.*
    - *24VAC is the main power used for motherboard and the conveyor enable control logic, without it you won't be able to turn on the conveyor or get the interlocked light on the conveyor board. It is also used to send power through some of the relays to certain devices.*
    - *24VDC VPS is used to send power through the relays to certain devices.*
    - *12VAC is used to power the ethernet switch and the TunnelWatch PC, it is provided via battery if the main incoming 120V power is lost or the main power switch is pressed.*
    - *12VDC is used for the VPD Interface board - if this light is not lit, IT or Facilities should try removing the both RS232 connectors on the Serial Interface Board and restarting the power supply.*
    - *5VAC is used to power LEDS and other low power functions on the TCS.*



TCS 2 Power Supply

- *Serial Interface Board - Also known as the VPD Interface Board*
  - *To the right of the TunnelWatch PC and below the power supply is a small board with 4 wires connected to it and a power cable, this controls the interface to the VPD (Vehicle Profile Detector). We typically use a 2 wire configuration and the toggle switch located next to the board should be in the upper position indicating its set for 2 wire.*
  - *If the VPD is not functioning you may be asked to unplug/replug the power cable located at the bottom left of the board by pinching the connector tabs and pulling outward, then reseating it.*

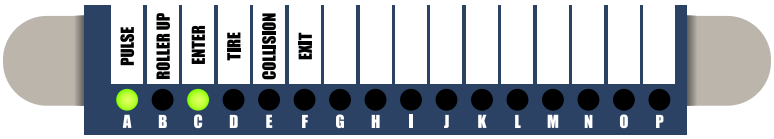


Serial Interface Board

- *A low voltage cabinet cooling fan is located on the left side of the TCS cabinet and should be operational at all times. If your fan is not turning contact IT right away.*
- *Below the cooling fan is the ethernet switch, an 8 port hub that connects the TunnelWatch pc to the SiteWatch system and the TCS. When 12v power is supplied everything should be communicating, validate the connectivity with the blinking LEDs analogous to each used port.*
- *The TunnelWatch pc is mounted in the center of the top of the TCS, it is held in place with two screws on either side of the bracket and can easily be removed.*
  - *12v power is required on the power supply to run the TunnelWatch pc, if the TunnelWatch computer does not power on but the ethernet switch has lights on it then likely the power cable to the TunnelWatch pc has come loose and should be checked of the TunnelWatch PC is dead.*
- *The Motherboard is the main board that connects power to the 15 main boards that run the functions of TunnelWatch.*
  - ***Note when moving, removing or reinserting any of the boards on the motherboard it should be done after a full power shut off and waiting 60 seconds to discharge the main board. Moving boards around while power is live on the board could result in damage to the equipment.***
  - *The top board slot is reserved for the Logic Board, it is the brains of the TCS and delivers the information from TunnelWatch to the TCS and vice versa. It should have a number indicating which TCS it is (1 for the main TCS, 2 for the secondary) and if the indicator is E or another number that indicates there is a problem with the Logic Board and IT should be consulted.*
  - *The left 'TCP' indicators show communication to the ethernet port and thus to TunnelWatch, these should be blinking when it is talking to the TunnelWatch pc.*
  - *The right 'CAN BUS' indicators show communication with the motherboard and thus the other boards on the TCS. If these are not blinking the logic board is likely not seated properly or is damaged.*

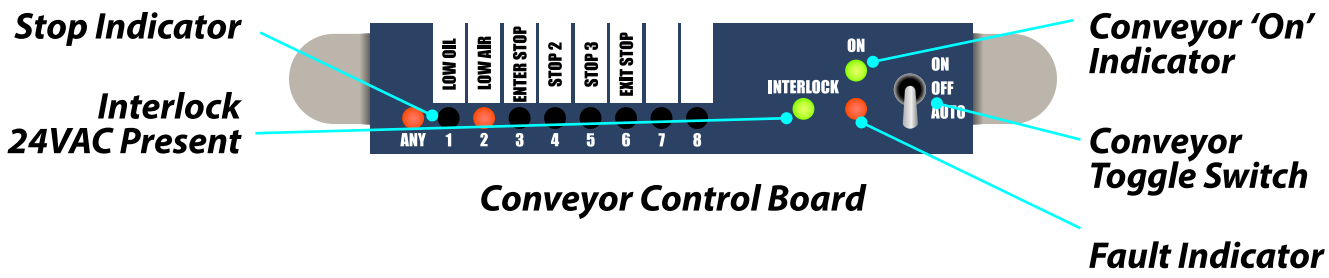
Logic Board

  - *The second slot on the main board is the Input Card, labeled A-P, this board monitors the various inputs into TunnelWatch and should be lit when an input is active.*

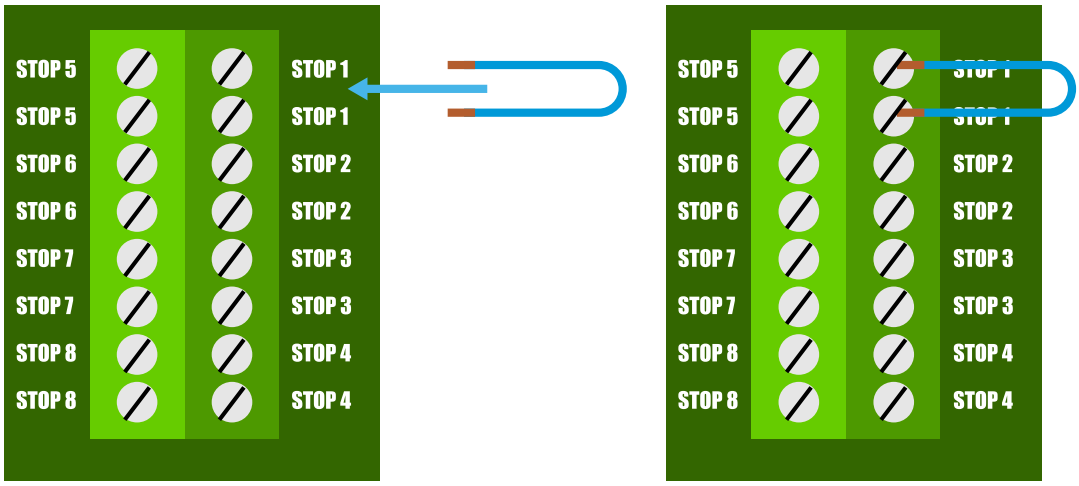


Input Board

- *The third slot is the Conveyor Control Board, it encompasses the status of the conveyor power circuit, the monitoring of the stop circuit and the toggle to set the conveyor to the on/off/auto positions.*
  - *The conveyor board is essentially a start/stop circuit for power to turn on the conveyor. The lights on the right side indicate whether the conveyor is 'on' and whether there is power to the circuit (labeled 'Interlock'). If Interlock is not lit either 24VAC is not being properly supplied or there is a break in the circuit as indicated by an illuminated stop light.*
  - *The individual stops attached to your stop circuit should be labeled according to their input light as indicated on the board. If any of these stops is lit the conveyor cannot be turned on from TunnelWatch.*
  - *Typically the conveyor should be set to 'auto' meaning that TunnelWatch controls if the conveyor is running or not. You can force it on/off through this switch temporarily for testing.*
  - *The 'fault' indicator shows whether the state of the conveyor matches the state of the TunnelWatch software. In other words if this is lit, then the conveyor may be running even when TunnelWatch is not controlling it to. This light should not be lit under normal operations.*



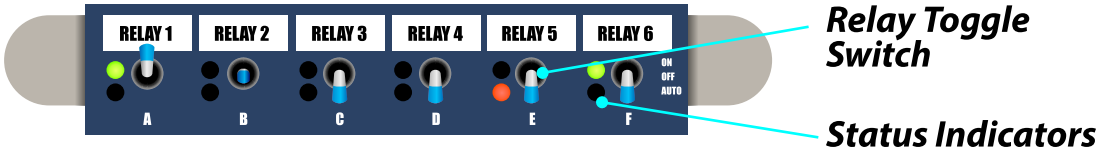
- *Understanding the stop circuit and troubleshooting a stopped conveyor when no Stop lights are indicated.*
  - *Input wires are connected to the enable circuit to cut power to the conveyor when an emergency condition is met such as lower oil or a stop button. Usually the offending stop is indicated on the conveyor board and facilities/IT can troubleshoot the direct cause or operations can add oil to the reservoir to clear a low oil issue for example.*
  - *Sometimes no indicator is lit but 24VAC is lit on the power supply but the interlock light is not lit up on the conveyor control board. To troubleshoot this you may be asked to 'jumper' the stops to figure out which is the problem.*
    - *A 'jumper' wire requires either a small piece of wire with exposed ends or something small and metallic like a paper clip.*
    - *Locate the stop circuit on the right side of the TCS main board, you will be able to see small letters indicating STOPS 1-8 next to the sections of green plastic 'phoenix connectors'. Each stop has an in and an out, so there are two contacts for each stop with the same label, i.e. you will see STOP 1 on two different contacts on the block.*
    - *With the guidance of IT or a facilities tech begin jumping the STOPS one pair at a time to see if the interlock light comes back on as indicated in the illustration below:*



Touch the Jumper Wire to the Pair of Stop Contacts

- *Once you locate the offending STOP, loosen the screws on the contact and place the piece of wire tightly inside and re-tighten the screws. The stop is now bypassed, note which stop it is and contact facilities before re-engaging the conveyor.*
- *Note that any STOP that is bypassed will no longer work, if it is a stop button be sure to advise all crew that the button will no longer stop the conveyor in an emergency situation, it is not advisable to run long term with any bypassed stop.*

- *The final 12 slots on the TCS are the Relay Boards, each housing toggle switches for each of the 6 relays labeled A-F on each board.*
  - *Relay boards are interchangeable and slots can be moved around when the power is off. Note that you will want to move the corresponding labels when you move any card.*
  - *On the top of the relay board are fuses, if one of your relays no longer works you may be able to replace the fuse so they should be checked to see if they are burned out.*
  - *A green LED indicates the relay is active and that TunnelWatch is controlling the device. A red LED indicates the device is running without TunnelWatch activation.*
  - *Normal operation of the relays is setting them to the 'Auto' position.*



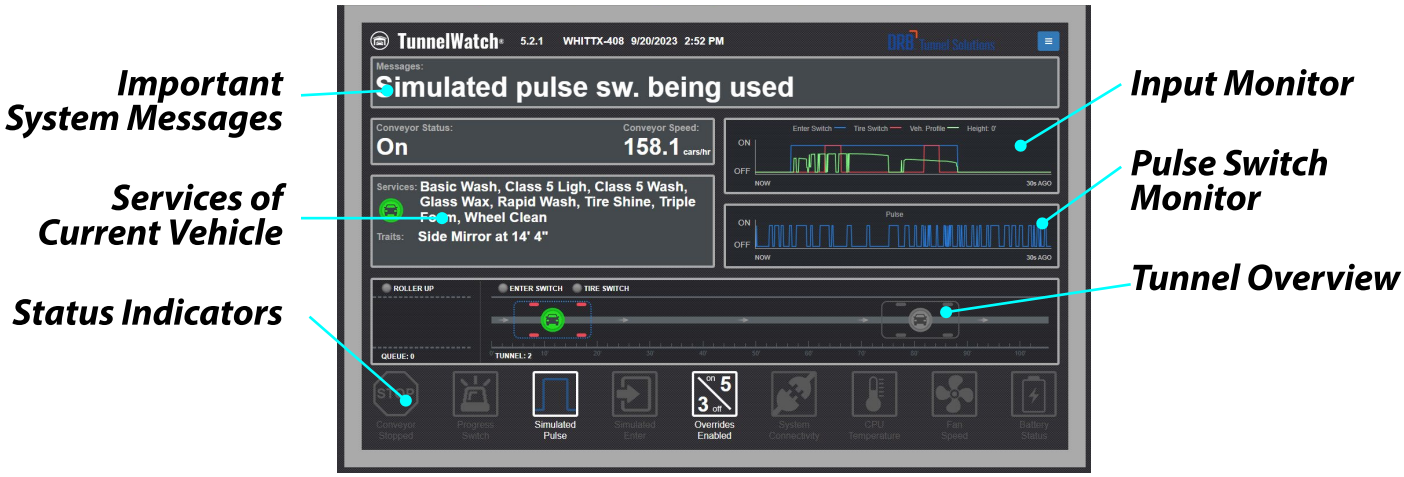
Relay Board

TunnelWatch Review

Now that we have a full understanding of the hardware that encompasses the TCS, lets crack open TunnelWatch and see how everything works.

Logging into TunnelWatch is relatively simple, if not on the network, navigate to tunnelwatch.com and login using either your specific credentials or the operations user (info should be attached to your TCS cabinet).

- *Once logged in you are greeted with the 'Status Screen', typically this is gray but could also be colored yellow or red indicating a warning (yellow) or complete system failure (red). If any cars are being processed you will see the current queued vehicle in the window and any attached services it is getting.*
  - *Across the top is the Message section, and any relevant issue that needs addressed should be listed here.*
  - *On the right side is the indicator for the various inputs we track to measure and time the services being applied to the vehicle. The Enter Switch will be shown in blue, the tire switch in red and the vehicle profile in green.*
  - *At the bottom of this screen are icons that will illuminate based on the various conditions of the buttons. These should be noted and addressed if there are any abnormal status issues highlighted.*



TunnelWatch Status Screen

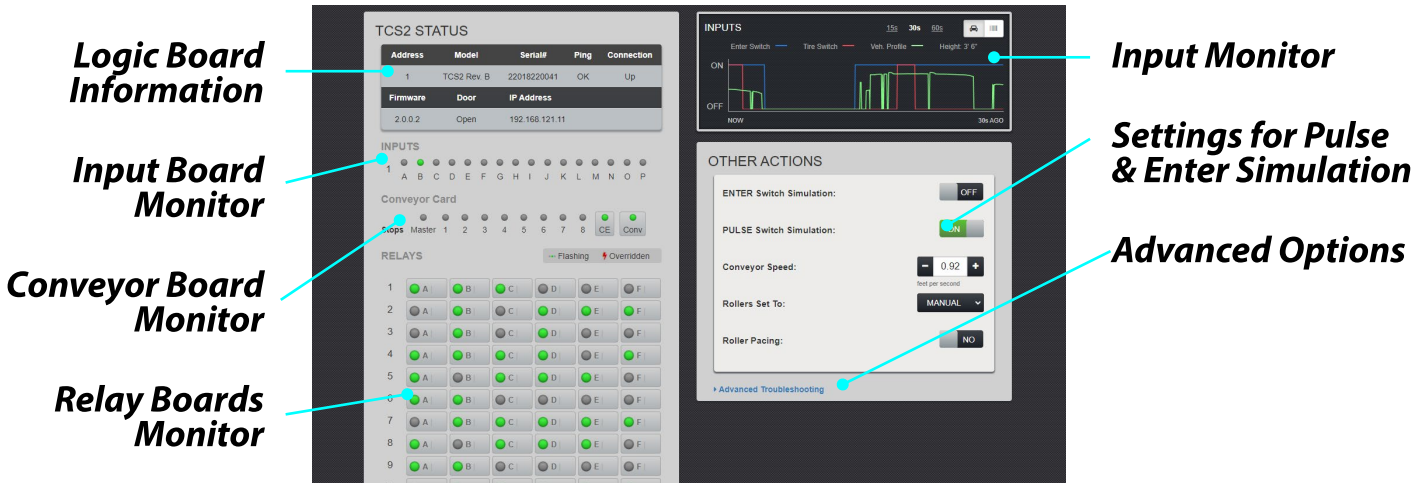
- *Let's cover a few basic tunnel concepts regarding the inputs on this screen.*
  - *The 'Enter Switch' is a set of photo eyes typically mounted near the grand entry arch of your tunnel, they face each other and create a beam of light that is sent and read from one photo eye to the other. When this beam is broken by the vehicle as it passes between them the enter switch input is triggered and the TW system begins measuring the vehicle. When the photo eyes are no longer blocked the vehicle measurement completes and TW registers the length of the vehicle by know how long that photo eye line of site was broken.*
    - *Enter switches are commonly covered in soap or bumped to the point where they no longer face each other. If you are having issues where vehicles are measured to be too long or too short check the photo eyes to be sure they are clear of soap or dirt, also check that they are pointing at one another.*

- *The 'Tire Switch' is typically located on the right side of the tunnel and when the tires pass over it an input is generated indicating the position of the tire with respect to the overall length of the vehicle. This helps TW time applications that should only apply to the tires.*
- *The VPD or Vehicle Profile Detection in green is an outline of the car's height as it passes under the entrance arch. A small black box hangs from the top of your tunnel that generates sonic waves that bounce off the vehicle and back up, giving the system a reading as to the 'profile' of the vehicle being washed. It assists with automatically applying the open bed trait to keep from filling a truck with soap as well as a few other functions.*
- *Lastly is the pulse monitor, which looks like a heartbeat signal, popping an input in a steady pattern (if working correctly). The pulse is how the tunnel is timed and is either a physical rotating magnet in line with the end of the conveyor or a device that measures oil pressure and is calibrated with the conveyor control unit. In either case a measurement is made of how far the conveyor travels per pulse and gives us the calculation of how far it travels every time a pulse input is received.*

- *The 'Production' menu option leads to a screen that gives a bit more detail about the vehicles in the tunnel as they progress through the wash. You can click on any vehicle on the display to get more information about that vehicle, such as the wash service or traits applied to that vehicle.*
  - *The highlighted vehicle will display its services in the blue section as well as any 'traits' applied to the vehicle. A trait is something that defines a change to how the vehicle would normally be washed based on a manual input, such as front or rear retracts.*
  - *As the vehicle progresses through the tunnel, the active device icons should illuminate to green while the inactive devices remain gray.*
  - *A few boxes of relevant information appear at the bottom showing how many vehicles you have processed, the average vehicle length, conveyor speed etc.*

TunnelWatch Production Screen

- *The 'Operations' menu leads to a screen analogous to the hardware located on the TCS, from top to bottom the indicated information on the left side of the screen equates to the information you would see on the TCS board in the same position.*
  - *You can monitor all inputs and relays from this page, note that a lightning bolt next to a relay indicates its being overridden either through the overrides menu or the physical switch on the relay.*
  - *Under the 'Other Actions' section you can set your site in and out of simulated enter or simulated pulse.*
    - *Simulated enter means we are no longer monitoring the enter switch and all vehicles are measured at maximum vehicle length (typically 22'). The wash quality will be negatively affected and your retract timing will no longer work. It is recommended to get enter switch issues fixed asap.*
    - *Simulated pulse automatically kicks in if your pulse switch begins to fail. Note that the last speed measured on your conveyor is the speed the system automatically grabs when it reverts to simulated pulse, which may or may not be accurate. Refer to your instruction sheet located on the front of your TCS cabinet for the correct simulated pulse conveyor speed and input it into the box whenever simulated pulse is being used.*
    - *The Roller related actions should not be changed.*
  - *At the bottom of the screen the 'Advanced Troubleshooting' section can be expanded to reveal a few more actions. Notable are the 'Acknowledge Errors' (used to clear out errors that have been rectified), 'Clear Queue & Tunnel' and 'Reset Tunnel Handler' options which can be used to reset the TCS in case of an emergency.*



TunnelWatch Operations Screen

- *The final menu option we will cover is the 'Overrides' menu. Here you can force on/off or set any relay to automatic. Bear in mind these controls can be dangerous to start switching on and off and should only be changed when you are in contact with your employees in or around the equipment and the tunnel is empty of customer vehicles.*

SiteWatch Web Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must take the quiz again. If they do not pass on their second attempt, you must review the quiz and answers with them before their third attempt.

1. How can SiteWatch Web be accessed remotely?
    a. Using the Terminal Controller
    b. Via www.sitewatch.cloud¶
    c. Through a mobile app
    d. By connecting to the local network
2. What information is shown on the Dashboard of SiteWatch Web?
    a. Total sales and inventory
    b. Number of passes sold/lost, employees clocked in, total cars washed
    c. Employee performance reviews
    d. Customer feedback scores
3. Which report is used to see all transactions and daily income for the site?
    a. XPT Cash Audit
    b. General Sales Report (GSR)
    c. Employee Security Report
    d. Plan Analysis
4. What does the 'Employee Security' report allow you to view?
    a. Daily sales deposits
    b. Security events and suspicious employee activity
    c. Customer feedback
    d. Inventory levels
5. Which report details transactions that were paid but not marked as completed?
    a. XPT Cash Audit
    b. Incompletes
    c. General Sales Report
    d. Adjustments
6. What can you do with the 'Sale Viewer' tool?
    a. Edit employee records
    b. Lookup any transactional data in SiteWatch
    c. Generate financial statements
    d. Schedule maintenance
7. Which tab in the 'Sale Viewer' allows you to search by sale code?
    a. General
    b. Sale ID
    c. Info
    d. Prepaids
8. SiteWatch Web requires an employee number and web login password for access.
    a. True
    b. False

9. The 'Plan Analysis' report shows average use per customer and growth of membership over time.
    a. True
    b. False
10. The 'Employee Security' report is found under the Operations Reports section.
    a. True
    b. False
11. The 'Sale Viewer' tool allows you to sort sales data by various criteria such as date and total amount.
    a. True
    b. False
12. You can create new employee records through the SiteWatch Web Configuration menu.
    a. True
    b. False

DRB TRAINING: ADVANCED CLASS SITEWATCH WEB

Goal: *Familiarize management staff with all the features of SiteWatch Web and its reports.*

SiteWatch Web Launching and Features

SiteWatch Web hosts several functions for daily tasks including reports, employee setup and editing, customer editing, the sale viewer tool and security log browser. We will cover each of these functions in detail.

To launch SiteWatch web you can either browse to the ***http://localhost*** *on any computer within the SiteWatch network on site or remotely via* ***www.sitewatch.cloud*** *url. You will need to know your employee number and web login password (this is not the same as your terminal password) as well as the full DRB location code of the site you want to access. Note that dependant on your security role you may have access to multiple sites or more functions within SiteWatch Web.*

The SiteWatch Web Main Menu

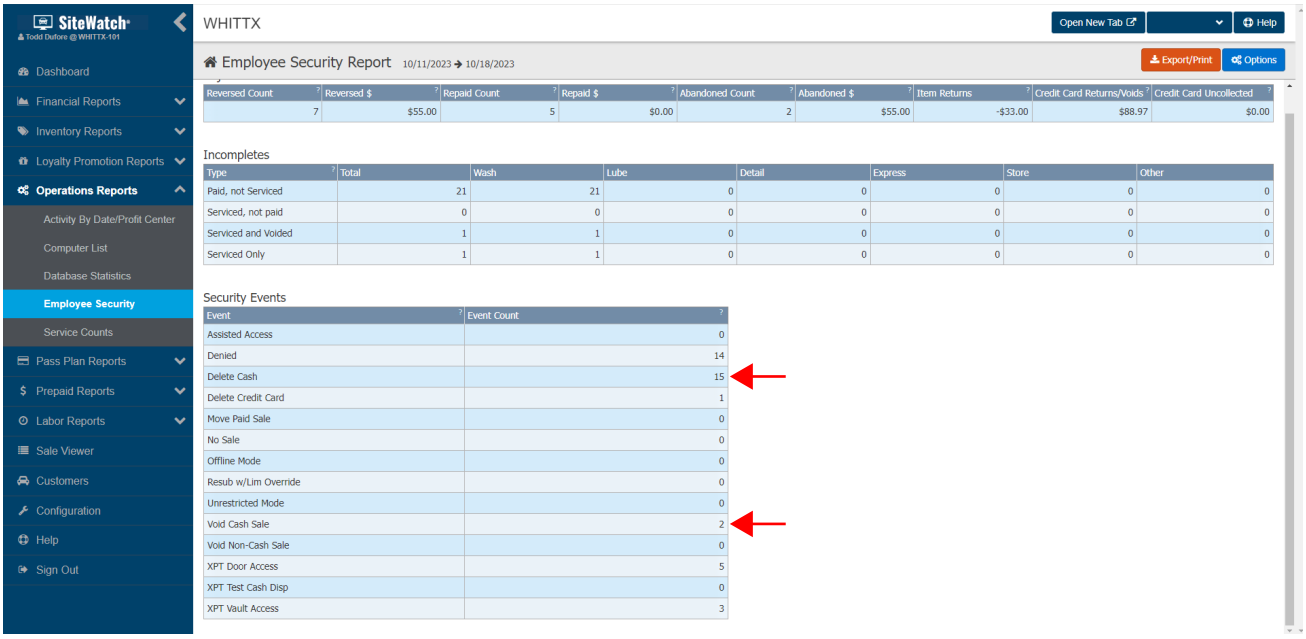
*Along the left side of the screen is the menu for SiteWatch web, click the down arrow next to any option to expand the menu. *note that unfortunately due to the size of our database loading some of these options may take up to several minutes.*

*The main section of the opening screen is called the 'Dashboard' and has a few useful pieces of information at a glance including how many employees are clocked in, the number of passes sold/lost today, total cars washed etc. *note if you are a multi-site GM or AD you can select other locations you have access to at the top right of the screen from the drop down menu where the location number and name is, be sure to pay attention to which site you have selected as it will affect the information displayed for all additional queries made from the SiteWatch Web menu.*

Let's cover the available functions of SiteWatch Web:

- ***Financial Reports*** *- This section contains all the reports that you can run pertaining to daily sales, deposits, XPT audits and credit card transactions. There are two main reports in this menu that we will cover: 'General Sales' and 'XPT Cash Audit'.*
  - *The* ***'General Sales'*** *report, or 'GSR' for short, is your go to report to see all transactions and daily income for the site. It can be run for any date/time range and includes options to select a specific terminal or employee assigned to sales if you want to break out sales by those filters.*
    - *Once you generate the report attention should be given to a few sections:*
      - *First thing in the morning you should typically see sales items under the 'ARM Plans Recharged' section indicating your morning club plan recharge has completed successfully. If there are no line items it is recommended you load the Terminal Controller on the server, navigate to the 'Office' tab at the top and press the 'Retry ARM Recharger' button located on the right side. If you experience issues with recharges on a recurring basis a ticket should be opened up for IT to investigate.*
      - *At the end of the day the over/short section of your report should be $0, indicating all accepted cash has been accounted for.*
  - *The* ***'XPT Cash Audit'*** *report will allow you to select dispenser/acceptor reports for any date range and for any available XPT. You can monitor the activity any time the vault is accessed from this report, however any vault transaction needing an edit will be handled on the Terminal Controller.*

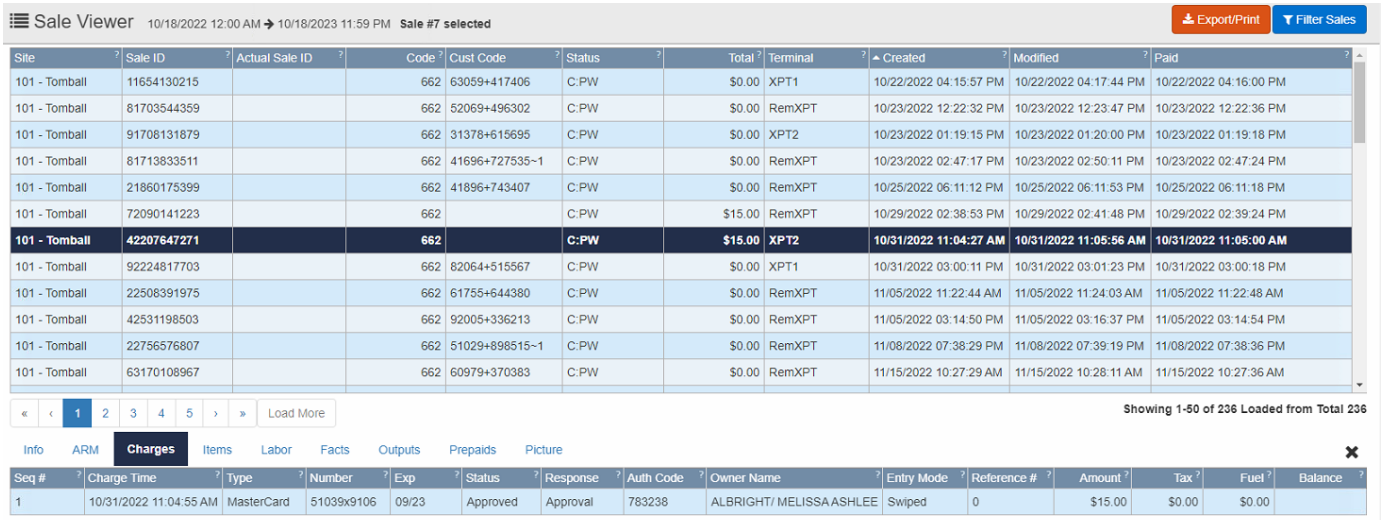
- ***Operations Reports*** *- This section contains several irrelevant reports but does have one useful tool, the* ***'Employee Security'*** *report section.*
  - *The* ***'Employee Security'*** *report will allow you to view any security events for the specified time period and can be useful to track any suspicious employee activity. More information is available in the Site Manager '****Security Log Browser****' tool and should be used to dig into any suspicious activity.*
    - *The 'Adjustments' section will give you counts and dollar amounts associated with any reversed or edited transactions.*
    - *The 'Incompletes' section will detail how many transactions were either paid or marked washed but not both completed. Typically there should be no serviced only transactions, if you have a large amount of those you may want to investigate why as vehicles are being sent through the wash without payment.*
    - *The 'Security Events' section will give counts for each secure function. Pay special attention to voided cash sales as that may indicate theft.*



These sections may indicate cash theft!

- ***Pass Plan Reports****- This section contains several reports that will show you usage, sales and recharge information and trends for ARM customers. Oftentimes running these reports will take a considerable amount of time to load the data. We will cover a few of the report options here:*
  - *The* ***'Plan Analysis'*** *report will show a collection of data for the time period selected, including average use per customer, number of members, number of gained/lost members and average plan $.*
    - *Pressing the trend line icon on the top right of the data grid will bring up the option to generate graphs for the data, such as growth of membership over time. This same section can be reached through the 'Trends & Comparison' menu option and although neat to look at, these typically take several minutes to generate.*
  - *The* ***'Member Analysis'*** *section report will give you data on individual customers by plan type, again almost useless because of the extended loading time.*

- ***Prepaid Reports*** *- This menu option will lead to several reports and tools revolving around prepaids:*
  - *The **'Prepaid Activity'** report will prompt you to enter a prepaid number and will retrieve the history of that particular code including when/where it was sold and any usage or balance left on the code. The same function exists on the Terminal Controller.*
  - *The rest of the reports in this section rarely load and will likely keep spinning if you try to run a query.*
- ***Sale Viewer*** *- The most useful tool on SiteWatch Web, the 'Sale Viewer' is where you will lookup any transactional data in SiteWatch. Let's cover its usage:*
  - *Across the top are two tabs, the 'General' tab where you can search by any selected criteria and the 'Sale ID' tab where you can pull up a sale directly by its 11 digit sale code.*
  - *The 'General' tab has many options for searching for sales:*
    - *The 'Show' drop down menu allows you to select sales based on a specific status, like completed, CC pending, Unbalanced etc.*
    - *'Of Type' drop down lets you select the Created Time (time the sale was initially opened), Modified Time (the last time a change was made to a sale) or Paid Time (the timestamp for the tendering of the sale).*
    - *The 'Start Time' and 'End Time' options allow you to select the date and time range of the sales you wish to query.*
    - *The 'Customer Code' box allows you to enter a customer code (must include the -XX state extension if you are using a license plate number or 'x' if using a 11 digit fastpass number) associated with the sale you are looking for.*
    - *The 'Sale Code' lets you input the 3-digit ticket number for the sale in the date range selected.*
    - *The 'Total' section lets you specific a minimum and maximum dollar amount for the transaction you will search for, this can come in handy if you wanted to only check for Ceramic Unlimited sales for a period by inputting $39.99 in both boxes for example.*
    - *The 'Terminals' section allows you to checkbox specific terminals for the query if you want to narrow down sales for one terminal.*
    - *The 'Having Employee Number' section lets you search by a specific employee by SiteWatch employee number.*
    - *Using 'With Charges of Type' option allows you to search by a credit card number, the accepted format for the 'Matching' field when searching by cc number include: 'FullCCNUMBER' '11111x1111', '11111x' or 'x1111' format, utilizing the first 5 or last 4 digits of the card number (or a combination of both with an x in the middle).*
    - *The 'Using Code' option lets you specify a prepaid code from the dialog box.*
    - *The 'Find Sales With' option lets you add items from the item table to search for any transaction that matches all or one of the selected items.*



An Example of a Search Result

- *Once results are gathered from your query a table similar to the example above will be shown. You have several options at this point to get more information about the data:*
  - *Every column across the top can be pressed to sort the data by that particular column, for example pressing the 'Total' column will first sort in descending order by largest $ amount for the sale, pressing it again will reverse that order and sort from the lowest amount first.*
  - *If you are on a SiteWatch networked computer that can launch Terminal Controller, double clicking any sale will launch a terminal and recall that sale to be active on the terminal.*
  - *The tabs across the bottom lead to more information:*
    - *'Info' will show a bit more information related to the transaction like the customer's name.*
    - *The 'Charges' tab can be useful to see the first 5 and last 4 digits of the card used for that transaction as well as the status of the charge (approved, declined etc). This can be useful for tracking down issues with recharging customers.*
    - *The 'Prepaid's tab will list the code activated or used in that transaction in case you need to recover a lost prepaid code.*
    - *If your site has CarPics installed you can also pull up a photograph of the vehicle used in that transaction.*

- ***Customers*** *- Another important menu option will give you access to lookup any active or deleted customer in the database. *note this process can be time consuming as queries take a while to generate results.*
  - *On the lookup dialog box you can enter customer information based on code or name at the top and press 'GO' to lookup the customers associated with the search.*
    - *Be sure to check the box for 'Show Deactivated Customers' if you think the record you are searching for may be associated with an inactive customer record.*
    - *An advanced filtering option can be selected with the '+ Add Filter' option which will let you use more specific filtering options when searching for customers.*

- *Once a customer record is selected you can select the various tabs to get information on the customer, vehicle or associated codes with that account. Additionally you can press the sales tab to access all transactions by that customer in the sale viewer.*

- *To fix a deactivated customer record, first search for the customer in question and locate their record.*
  - *Open the 'Codes' tab making sure you have 'Show Deactivated Customers' checked on the left side.*
  - *Make sure the tag you want to reactivate is present in the list, it will have a '~' next to the record.*
  - *Press the 'Edit Customer' button above the customer record on the right, an 'Add Code' button appears.*
  - *Press the 'Add Code' button and reenter the lost code, close the dialog box and hit the 'Save Changes' button. The old code should now be reactivated and accessible in Terminal Controller.*

- ***Configuration*** *- This menu allows you to set up new employee records.*
  - *To create or edit an employee click the option for 'Employees'.*
    - *Search for existing employees with the search function at the top.*
      - *To edit an employee click on the employee name from the list and hit the 'Edit Employee' button at the top.*
      - *To terminate an employee press the 'Show All Fields' radio button at the top of the record. Enter a termination date into the dialog box.*
      - *Modify the necessary fields and press 'Save Changes' when finished.*
    - *To create a new employee record press the 'Add Employee' button, a blank record appears below to be filled out.*
      - *Make certain to add a 'Web Password' to the employee record if you want them to have access to SiteWatch Web. Web Passwords must be at least 8 characters and require 1 number and one capital letter.*

TunnelWatch Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must take the quiz again. If they do not pass on their second attempt, you must review the quiz and answers with them before their third attempt.

1. What does the 'Status Screen' being colored red indicate?
    a. Normal Operations
    b. Warning
    c. Complete System Failure
    d. None of the above
2. What is the function of the 'Tire Switch'?
    a. Indicate the position of the tire with respect to overall vehicle length
    b. Indicate the position of the front of the vehicle
    c. Indicate the position of the rear of the vehicle
    d. All the above
3. What is a VPD?
    a. Visual Production Detector
    b. Vehicle Position Determination
    c. Vehicle Profile Detection
    d. Visual Position Determination
4. When does the pulse switch automatically turn on?
    a. When does the simulated pulse automatically turn on?
    b. When the pulse switch is active
    c. When the pulse switch begins to fail
    d. What the pulse rate is manually calibrated
    e. None of the above
5. The 'Enter Switch' is a set of photo eyes mounted near the grand entry arch.
    a. True
    b. False
6. The 'Enter Switch' measures the tire position.
    a. True
    b. False
7. The 'Production' menu shows additional vehicle details as they progress in the tunnel.
    a. True
    b. False
8. The 'Pulse Monitor' is the heartbeat of the car wash tunnel.
    a. True
    b. False
9. Simulated pulse means we monitor the enter switch and measure vehicles individually.
    a. True
    b. False