



# **STORE MANAGER DEVELOPMENT PROGRAM**

**Course 1100 - Store Manager**  
**HANDOUTS**

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## **REVIEWING VEHICLE INCIDENT REPORTS-1101**

### ***Reviewing Vehicle Incident Reports Handout 1-Common Causes of Damage***

The following are the common causes of damage:

#### **Preexisting, unforeseen, or internal vehicle conditions and defects**

One of the most common causes of damage is body panels showing signs of previous impact or other damage. Most plastic body panels are held on using weak plastic clips that can easily become damaged from minor impacts. If the clips attaching these body panels have been damaged or broken, the car wash tunnel equipment can easily dislodge the body panel. In these instances, the preexisting damage to the vehicle causes the car wash to cause further damage. If the damage did not exist, the car wash would not have damaged the vehicle. We cannot accept responsibility in cases where vehicle damage is preexisting or further damage is caused due to preexisting damage. These damages occur because of vehicle condition or defects, not car wash malfunction.

#### **Previous Body Work**

We cannot accept responsibility for damage caused by previous body work on the vehicle, such as pinstriping, graphics, painted plastic, repaints, etc.

A common example of previous work would be plastic trim pieces, such as grills or emblems that are normally unfinished plastic, have been painted to match the vehicle or to “blackout” the trim. These plastic pieces are not intended to be painted and are often made from flexible, glossy plastic compounds that make it difficult for paint to bond to them. This often leads to flaking, cracking, or peeling, which can occur or worsen during the car wash. Whether the customer believes the car wash caused the initial damage or caused further damage, we cannot accept responsibility for damage to these parts.

#### **Parts Blown Off by the Blowers**

We cannot accept responsibility for damaged or lost parts, such as roof rails, mirror glass or covers, fuel doors, lights, etc., blown off by the blowers.

A common example is when a trim piece is blown off by the blowers due to previous damage causing it to not sit flush as intended from the factory. In this scenario, the blowers did not malfunction in any way and performed exactly as intended. The previous damage to the trim piece caused it to not sit flush with the body panels, allowing air to get underneath and blow it off.

#### **Antennas & Mirrors**

Because damage to items such as standard or oversized side mirrors and power, cellular or satellite antennas is often caused by preexisting damage or improper operation by the driver, we cannot accept responsibility for damage to these parts.

A common example is a motorized power antenna not retracted before entering the car wash. Power antennas are not designed to go through an automated car wash while in the up position. The vehicle's driver is solely responsible for lowering the antenna by powering off the radio because they operate their own vehicle.

#### **Hood Ornaments & Emblems**

Hood ornaments, emblems, parts or logos attached with tape, adhesive, press fit, snap-on, etc., are not items we can accept responsibility for if damaged. Tapes and adhesives get brittle, and their bonding strength weakens as they age, while press-fit and snap-on badges, ornaments, trim pieces, etc., can become warped or brittle due to exposure to heat and other environmental factors.

A common example is when a team logo emblem is affixed to the side or rear of the vehicle and comes off in the car wash, causing paint damage. In this scenario, the emblem was attached to the vehicle with adhesive, and the adhesive had weakened, causing the emblem to become loose. So, when the vehicle went through the car wash, the emblem fell off.

## Non-factory Items and Modifications

Our car washes are designed and tested to wash factory-specification production vehicles. For this reason, we cannot accept responsibility for these parts or for damage caused by these parts or modifications. Some examples of non-standard or non-factory equipment are custom tires, rims, metal stems larger than one and a half inches, caps or other wheel accessories. Additionally, spare tire covers, wipers, running boards, bug shields, visors and deflectors, spoilers, hitches, license plates and frames, luggage racks, bike racks, custom lights, exposed wires, raised or lowered vehicles, etc.

Any modifications or parts that put the vehicle outside of factory specifications can result in improper operation of the car wash equipment. Lowered vehicles can be damaged due to lack of ground clearance, which places them too close to the equipment. Parts such as tow hitches, bike racks, luggage racks, light bars, etc., that protrude from the vehicle can get caught on brushes and cause damage to the part and/or damage to the vehicle. Aftermarket, non-factory, or custom tires, rims, metal stems larger than one and a half inches, caps or other wheel accessories may extend too far from the vehicle and cause issues with the tire brush and/or the tire shine applicators.

## Older Vehicles

We cannot accept responsibility for damage to vehicles over seven years of age or 100,000 miles. Environmental factors, previous damage, disrepair, and owner maintenance habits affect the life expectancy of a vehicle and the parts used to build it.

## Driver Error

Often, a customer will make an error while going through the car wash that causes damage to their own vehicle and possibly other customer vehicles. Errors such as turning the wheel, braking or putting the vehicle in gear during the wash process can put vehicles in a position to be damaged. When these errors occur, we cannot accept responsibility for the damage.

Reviewing Vehicle Incident Reports Handout 2-Evidence Submission

Video Evidence

Multi-Site Director Name

EELITE

MSD Email

devtesting@whitewatercw.com

Your Name \*

Test

Manager

Position \*


MSD

Date of Video Review \*

6/20/2024

Upload the Video Footage of the Incident \*

Upload or drag files here.

 Entrance Arch - Driver Side.mp4 66.9 MB

Damage Cause \*

Mechanical Failure

Determination Narrative \*

The tire brush cylinder broke off and scratched the rims

Why was the claim approved or denied?

Claim Approved \*

☒ Yes ☐ No

Manager Signature \*



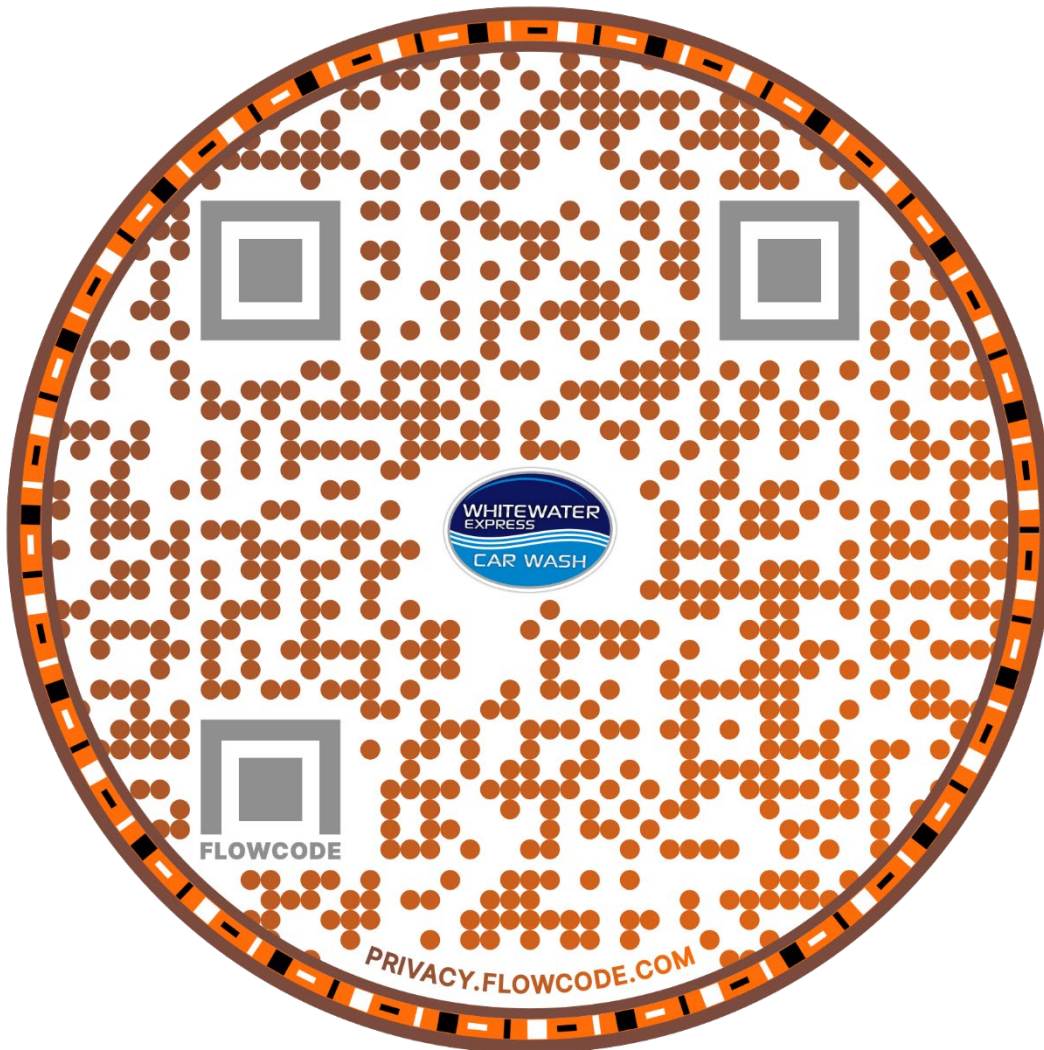
draw type

Submit Video Evidence

**MANAGER SITE STANDARDS - 1103**

*Manager Site Standards Handout*

# Use the QR Code to access the Manager Site Standards Form



## PURCHASING POLICY-1104

## Purchasing Policy Handout

## Travel Per Diem Request

To ensure fair compensation for travel to out-of-town sites, we've instituted a **Travel Per Diem program**. Eligible employees will receive \$55.00 per day, deposited onto a designated pay card upon approval.

If an employee travels with a team member possessing a company credit card, they are ineligible for per diem. Expenses will be covered by the team member with the company card.

Employees using personal vehicles will be reimbursed for mileage. Please complete the mileage reimbursement form within 5 days of trip completion.

Hourly employees must adhere to their schedules and clock in on their designated Timeclock system. The Area Director must approve their hours at trip's end.

Submission forms will be emailed to the VP of Operations and HR department for review and approval.

**Employee (Full legal name) Traveler 1 \*** **Employee Number \***

**Employee Home  
Location \***

**Job Title: \***

**Hourly or Salary? \***

**Rentals**

**Rentals Needed (Please check all that apply) \***

☐ Vehicle ☐ Flights ☐ Hotels ☐ N/A

**What is the reason of the visit? \***

☐ Training ☐ Visit ☐ Staffing Issues ☐ Assist with Rebrand

**What stores are you going to assist during your trip?**

[+ Add Day](#)

**Travel Days**

⊗ **Item 1**

**Number of Travel Days Worked \***

**Are you traveling with someone that has a Divvy Card? \***

☐ Yes ☐ No

**Notes.**

[+ Add Item](#)

**Area Director Submitting the Request: \***

**Today's Date \***

## **BILL SPEND-1105**

### ***Bill Spend Handout 1-Store Categories***

**Store Casualty Loss-** ([Store Casualty Loss Budget](#)) - Use this category for expenses related to customer vehicle damage for which we have accepted responsibility and paid including: Wiper Blades, Mirrors, Body Work. Include incident number and customer name in notes. Incidents under \$500 will be paid with the Store card. Incidents above this amount must immediately be disclosed to the Area Director and Director of Operational Development to coordinate payment. **All customer incidents require an incident report to be filed. If you use this category, you must attach both a detailed receipt AND include an incident number in the Notes field.**

**Store Dues & Subscriptions-** Recurring dues and subscriptions. This category is typically used by the Accounting Department. Please contact the Accounting team before using this category.

**Store Electricity-** This category is typically used by the Accounting Department. Please contact the Accounting team before using this category.

**Store Electricity Delivery Charge-** This category is typically used by the Accounting Department. Please contact the Accounting team before using this category.

**Store Facility Repairs-** Use this category for **3<sup>rd</sup> Party Contractors only** for repair and maintenance costs for the building and property. This includes outside repairs services such as pest control, locksmiths, plumbers, electricians (non-equipment repairs), painters, etc.

**Store Facility Supplies-** Use this category for all consumable supplies required for maintaining the building and property (not car wash equipment, vacuums, point of sale equipment, or mat cleaners). This account should be used for replacement vacuum claws, airgun triggers and hoses, and other wearing parts in the vac stalls. Store consumable supplies include: Small Equipment, Tools, Trash Bags, Vacuum Heads, Cleaner, Vinegar, Gas, Prep Buckets, XPT Receipt Paper, etc. Washing Machines, because of their cost and frequency of replacement, should also be categorized as Facility Supplies.

**Store Landscaping-** Use this category for any Lawn and Landscape maintenance. When using a 3<sup>rd</sup> Party Contractor please put against the Landscaping Budget. Landscaping supplies purchased by the store, like mulch, would use the Store Budget.

**Store Misc. Exp-** **Do NOT** use this category without express instructions from the accounting team.

**Store Office Supplies-** Use this category for Office Supplies for store operations: Printing Paper, Pens, Bathroom Supplies, Cleaning Supplies for office.

**Store Office Pantry-** Use this category for allowed pantry purchases in accordance with the Purchasing policy (Snacks, coffee, Gatorade, etc.). No highly caffeinated drinks like Monster or Red Bull allowed.

**Store Office Water-** Use this category for drinking water and ice purchases ONLY. No other drinks are to be put against this Category.

**Store Permits & Fees-** Use this category for regulatory compliance and inspections. This can include fire extinguisher inspections, alarm permits, certificates of occupancy, etc.

**Store Repair & Maintenance-** Use this category for repairs and maintenance to car wash equipment inside the tunnel and equipment room as well as the vacuums, XPTs and mat machines (not Facility Repairs!). Repair and maintenance includes wrap parts and repairs, brackets, air compressor parts and repairs, hydraulic oil, etc.

**Store Repair Unexpected Breakdown-** Use this category for repairs required due to a result of damage or other unexpected, sudden breakdown of equipment. An example might be damage caused by a customer driving off the conveyor or a new piece of equipment that quit working.

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Store Tank Pumping- (Tank Pumping Budget) - Use this category for all tank pumping. This would not include permits or repairs, which would be categorized in Store Permits & Fees or Facility Repairs, respectively.

Store Telephone/Data Exp- This category is typically used by the Accounting Department. Please contact the Accounting team before using this category.

Store Uniform- (Uniform Budget) - This is a store level expense category that will generally only be used by the HR department for purchasing uniforms (shirts/hats/name badges, etc.). Purchases of tattoo sleeves are not permitted.

Store Vending Merch COGS- Use this category for the purchase of all items sold in the vending machines.

Store Wash Water COGS- This category is typically used by the Accounting Department for Wash Water utility costs. Please contact the Accounting team before using this category.

Store Waste Removal- Use this category for any waste disposal. Please contact the Accounting team before using this category.

Store Water Irrigation Exp- This category is typically used by the Accounting Department. Please contact the Accounting team before using this category.

Store Water Processing COGS- Use this category for Culligan's or water softener salt purchased.

NOTE for Capital Expenditures: See Corp Capex Additions. This category is typically used by the DOD, AD's and Corporate staff. Please contact your AD prior to using this category.

## ***Bill Spend Handout 2-Travel Categories***

These categories should be used for all travel-related expenses. Travel categories should be used for all travel involving an overnight stay for work purposes or for an out-of-town trip, including leaving your home MSA to another city and returning the same day. For example, a Houston-based employee driving to Austin MSA for a site visit and returning to Houston the same day qualifies for the use of Travel categories for expenses related to that trip, as would any overnight trip.

When you use travel categories, the travel budget will be either corporate travel or a rebrand/acquisition budget, and the location used should always be 9999 Houston.

**Travel Airfare-** Use this category for all airline purchases.

**Travel Auto—Use this category for all auto-related** purchases, including fuel, tolls, mileage reimbursement and test washes.

**Travel Lodging-** Use this category for all hotel charges.

**Travel Meals-** Meal charges incurred while traveling. Please identify all participants in the meal, either employees or others outside the organization.

## ***Bill Spend Handout 3-Marketing & Other Categories***

These tags should be used only for marketing costs and can be allocated to all sites, single sites, or by MSA. Please ensure Devann Blake is made aware of all marketing/advertising costs being incurred.

**Marketing Collateral-**Use this category for the purchase of enrollment forms, brochures, wash books, ovals, and other printed materials for stores.

**Marketing Promotional-**Use this account for all ARM enrollment and other promotional giveaways – stickers, cups, towels.

**Marketing Soft Signage-**Use this account for decals, on-site/non-permanent signage (towel baskets, carts, etc.), Now Open flags and other external store signage.

**Marketing Other-**Other expenses related to Marketing and designated by the Marketing Manager.

**Personal Expenses-**Use this tag for items charged to the company card in error. The accounting team will contact you to discuss reimbursement of the company for these charges. Habitual use of the company card for personal expenses may result in disciplinary action up to/including termination.

## **WHITEWATER UNIVERSITY MANAGEMENT - 1106**

### ***WhiteWater University Management Handout 1-User Types***

The following is an overview of the user types in TalentLMS:

#### **Learner**

The learner user type is the default type used when you log into TalentLMS. This is the user type for all Team and Shift leaders. This is also the user type that managers will need to be in when completing their modules and courses. Always ensure that you are in the learner user type and assigned to the course as a learner. Any progress made outside of the learner type will not record completion information or update the information on the Development Tracking Portal.

#### **Instructor**

We do not use the instructor user type for WhiteWater University; however, it is automatically added to your profile when assigned the Manager user type.

#### **Administrator (Manager)**

Once you have the user type, you can change it to Learner, Instructor, or Administrator. The Administrator user type must be selected before any changes to user accounts can be made.

## ***WhiteWater University Management Handout 2-Account Management***

As a manager, you will be able to perform various account management functions, including managing user accounts, adding/removing users from courses, and resetting quizzes.

To access the account management functions, you will first need to change your user type to Administrator. To change your user type:

1. Move your mouse to the top of the screen where your current user type is listed next to your name
2. Click the triangle to the right of the user type
3. Select Administrator
4. The page will refresh and change to the Administrator view

Now that you know how to access the Administrator user type, let's review each of the available functions and the steps for completing each one.

### **Accessing & Managing User Info**

To access use profiles, go to the home page and perform the following steps:

1. Click on Users
2. Begin typing the user's name into the search box at the bottom of the list
  - As you type, the users will start to filter
3. Locate the user and click on their name. You will then be redirected to the user's profile
4. Once on the next screen, you will be able to update the user's name, email address, username, password, employee ID, and Location number
5. Locate the box for the information that needs to be updated and input the new information
6. Click Update User at the bottom of the page
7. A box will appear at the top of the screen indicating the success or failure of the update

### ***Resetting Passwords***

If you must reset a user's password, you will need to use a temporary password, i.e., "Whitewater1," and then update the user profile. After the user logs in using the temporary password, they will be prompted to enter a new password.

### **Adding/Removing a Course**

1. Go to the tab labeled Profile
2. Click on Courses
3. On the next page, locate the course you need to add or remove
4. In the Options column, you will either see three (3) dots or a plus sign
  - If the user is already assigned to the course, you will see three (3) dots. Hover the mouse over the dots, then click on the minus sign
  - If the user is not already assigned to the course, click on the plus sign

### **Resetting User Progress**

1. In the upper right corner of the user profile, click on the tab labeled Progress
2. On the next page, select Courses
3. Locate the course that the module is associated with
4. In the Progress column, click the progress bar to view the unit progress
5. Hover over the unit to be reset and click Reset

## **SCHEDULING - 1107**

### ***Scheduling Handout***

To more accurately budget labor costs, we utilize a static schedule based on locations' historical and projected monthly volume. As volume trends and projections fluctuate with location performance, the number of hours and staff allocated to a location vary to ensure that labor costs remain aligned with revenue projections.

Using the static schedule as a baseline, you can begin making the appropriate adjustments to fit the location's needs based on projected store volume, weather, team size and availability, and more. Let's discuss some key items to consider when creating a schedule.

### ***Store Team***

When creating a schedule for your location, each shift must have competent leadership to oversee operations, handle issues, provide exceptional customer service, assist with wash processes, and maintain site cleanliness. You will also want to balance the schedule with a mix of experienced and new team members to maintain service quality while developing new team members.

Always allow flexibility in the schedule to accommodate unexpected absences, increased customer volume, or special events. Schedule overlap periods during shift changes to ensure smooth transitions and effective communication between outgoing and incoming staff.

### ***Projected Store Volume***

To determine volume projections, look at the hourly volume breakdown for recent weeks. This information will help you understand your location's volume trends and determine the best times to increase or decrease staff size. When making your schedule, shift the labor hours to the peak hours by scheduling more staff during peak hours to handle higher customer volumes, whereas fewer team members can manage operations during off-peak hours.

### ***Scheduled Maintenance & Repairs***

Allocating time for scheduled maintenance and repairs is vital for uninterrupted operations and maintaining high service standards. By integrating scheduled maintenance tasks into the schedule, you can ensure they are completed and that tasks do not interfere with or cause interruption to daily operations.

### ***Development & Safety***

You should also allocate time for team member development and utilize periods of low volume to complete development tasks, including completing WhiteWater University modules, demonstrating the performance of tasks, and engaging in role-playing and real-time exercises. Additionally, the time can be used to ensure all team members are up-to-date with their bi-weekly safety training courses.

### ***Weather***

The final consideration when creating a schedule is the weather. As you know, weather affects volume more than anything else, and preparing and adjusting schedules proactively ensures optimal staffing levels and helps manage labor costs effectively. By scheduling more staff during sunny or clear weather days, more customers are likely to visit the car wash, and less staff during rainy, snowy, or extremely cold days when the volume is expected to be lower. Days with a poor weather forecast are also great opportunities to complete maintenance and cleaning tasks and develop team members. Lastly, remember that different seasons may bring variations in customer volume. For instance, spring and summer might see higher volumes in our warm-weather markets due to more favorable weather, whereas fall and winter may have lower volumes.

### **Inclement Weather Tasks**

On bad weather days, managing labor carefully is crucial. Bad weather days that drastically reduce volume present opportunities to spend additional time on development with new and existing team members to accelerate their progress on the development path. There may also be opportunities to

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demonstrate or perform tasks that can't be performed during operations. Additionally, it may be possible to demonstrate or see the performance of one task with multiple team members, making the process more efficient. These opportunities will allow team members to reach mastery and complete development sign-off sooner.

Bad weather days also present the opportunity to complete cleaning and maintenance tasks that may be scheduled throughout the week or after hours. This allows more time to focus on customers in the days immediately following the bad weather.

## ***Conclusion***

Effective schedules are critical for ensuring adequate staffing levels to assist customers, manage wash packages and memberships, and handle any customer issues that arise. Managers should use the static schedule as a baseline before making adjustments after considering the skills and abilities of their store team, projected store volume, weather conditions, scheduled maintenance, and team development. By effectively managing these factors, managers can create schedules that not only meet operational needs but also contribute to the overall success of the car wash by providing exceptional customer service and controlling labor costs. In the next module, you will learn how to use our scheduling software to create and distribute work schedules.

## **COUNSELING REPORTS - 1109**

### ***Counseling Reports Handout 1-Completing the Form***

The following are the steps for completing the form:

1. Go to the Intranet and locate the Counseling Report Form link
2. Click the link, and the form will open
3. In the Employee Info section, input the following information:
  - Employee Name
  - Location
  - Position
  - Employee ID
  - Date of Offense
4. Select the type of warning
  - Verbal, Written, or Final
5. Select the type of offense
  - More than one offense type may be selected
  - If Other is chosen, you must manually input the type of offense
6. Input the details of the infraction
  - Be as detailed as possible in describing the events
7. Input the expectations set forth when the report was delivered
8. Complete the signature and date steps for the employee, manager, and witness
  - If a team member refuses to sign the document, input "Refused to Sign" in the space for the team member's signature
9. Input your email address
10. Input the Area Director's email
11. Submit the form

## Counseling Reports Handout 2-Counseling Report Form

### Employee Info

Employee Full Name: \*

Location: \*

Position: \*

Date of Offense: \*

Type in or select from the drop-down menu.

Employee ID: \*

Type of Warning: \*

☐ Verbal ☐ Written ☐ Final

Type of Offense: \*

☐ Violation of Safety Rules ☐ Attendance ☐ No Call, No Show  
☐ Customer/Employee Complaint ☐ Insubordination ☐ Poor Performance  
☐ Violation of Company Policies ☐ Dress Code Violation ☐ Other

Details of Infraction: \*

Expectations: \*

Failure to improve on above will result in the next disciplinary action up to and including termination.

By signing this form, you confirm that you understand the information and plan of improvement. Signing this form does not necessarily indicate that you agree with this warning.

### Signatures

Employee Full Name:



Employee's Signature

[draw](#) [type](#)

Date

Manager Full Name: \*



Managers Signature \*

[draw](#) [type](#)

Date \*

Witness Name:



Witness Signature

[draw](#) [type](#)

Date

Please insert an email to receive a copy \*

Please insert your AD email address \*

## **MARKETING 101 - 1110**

### ***Marketing 101 Handout 1-Online Membership Management***

Unlimited Speed Club Members can manage their plan anytime on our website via the '**Manage My Plan**' page. Members can quickly and easily change their plan, update their credit card, request a receipt, cancel, or submit a note for unique needs. The following are the actions members can take in the online portal:

#### **Change Plan**

This allows members to switch from their existing plan to a higher/lower wash package. They will then be put into the new plan, receive the new wash immediately, and be charged the new rate on their next recharge.

#### **Pause Membership**

To retain an existing plan and keep the credit card on file, pause an existing plan and recharge at \$0.01 each month. The pause is effective immediately regardless of where they are in their recharge cycle.

#### **Resume from Pause**

Members will be prompted to select a plan type to resume or reinstate their plan. Customers can begin washing immediately once un-paused. Grandfathered or previously discounted plan options will not be available for members who pause and resume.

#### **Cancel Membership**

Members can cancel their existing plan online, allowing them to wash for their current period. After that, their plan will be terminated, and they can no longer wash. Select members may be prompted with a "down-sell" offer to keep their plan at a discounted rate.

#### **Request Receipt**

Members will receive an emailed receipt for their last monthly charge.

#### **Update Credit Card**

Members can easily update their credit card to any new valid card.

#### **Other**

For all other unique or unlisted needs, members can select 'Other', and a ticket will be generated for customer service support and processing within 72 business hours.

Marketing 101 Handout 2-On Demand Promo Form



On Demand Promo Form

Your Name \*

Your Email \*

Date of Request \*

Promo Start Date

Promo End Date

MSA \*

Locations \*

☐ 000 - Demo ☐ 708 - Sass ☐ 99 - Corporate

Number of Days to Run the Promo \*

Max three days

Is the weather favorable for the promo length?

☐ Yes ☒ No

Is the site scheduled to staff the XPTs at all times?

☐ Yes ☒ No

Is signage on site for the cost of the wash promo?

☐ Yes ☒ No

Additional comments

## Marketing 101 Handout 3-Rinsed Cheat Sheet



### Rinsed Analytics & Member Management CHEAT SHEET

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#### OVERVIEW:

*This section shows key details on store revenue, member count, trends and average membership price.*

- **Member Revenue & Count**
  - This section will automatically display for all sites or you can filter by region or location using the top filter options.
- **Member Count**
  - This shows the total number of active members on DRB. Note this chart may not match exactly what's in the SiteWatch Pass Plan Analysis as Rinsed does not include discontinued members, so once they are discontinued it doesn't count them in this reporting.
- **Average Membership Price**
  - Shows the true value per member each month. Important to monitor as we try to grow that number and convert more members to higher packages.
- **Conversion Rate**
  - Shows how your store is performing over time on conversion rate each month. This is calculated as Plans Sold / (Total Washes – ARM Plans Redeemed – Free Washes).
- **Member Wash Usage**
  - Shows the total number of washes on average by member. We want to see this grow as the more frequently we see members washing, the more likely they are to stick and stay with the plan.

#### DAILY:

*This section shows a lot of the same data from the Overview page, but you can look at plan sales by day here and see trends at your store based on who is working, and identify opportunities associated with the team that is working each day.*

- **Daily Summary Stats**
  - View member growth month over month and year over year by location.

- View member redemptions by day and car count by day as well as the conversion rate for your store.
- Monitor volume along with conversion rate over time and look for trends, for example, if you were at a 10% conversion rate one day and then 5% the next, what changed?

## SUBSCRIBERS:

This section shows your monthly churn rate, which is important to keep an eye on over time to see if we are losing members due to credit card/payment issues or if they are leaving voluntarily.

### • **Subscriber Churn**

- You can view churn by stores and by churn type. The lower the churn rate, the better. Use the subscriber retention chart to understand the life of your members and identify ways to extend their lifetime with us. We want to see a higher retention curve to keep those members active for longer periods of time.
- **CC Churn** - When you see churn due to credit card/payment issues, mitigate those issues by making sure we collect the correct contact info at the time of the sale, so we can communicate with these customers, and make sure that we are updating their info (and not sending customers through via free washes for customers who are in decline) so if anything happens so we can keep that customer informed.
- **Voluntary** - For voluntary churn, educating the customer on the value of the membership and making sure they are aware of the terms and how the membership works are ways to extend.
- Use the subscriber retention chart to understand the life of your members and identify way to extend their lifetime with us.

### • **Subscriber Retention**

- For the Net Members chart, you want to see more new members added than lost so we can get ahead of the natural churn.
- For the Cohort Triangle and other Cohort charts, this shows the stick rate or retention of members over time based on when they joined. Over a 12-month period, you want to see a higher percentage of retention to improve the lifetime value of each member.
  - We can also track how we are doing on retaining members sold in NoS by looking at the month during which they joined
- The LTV (Lifetime Value) charts show you the value per member over longer durations. Compare this to a customer who washes once a month to show your teams how much more valuable members are than drive-up customers.

## MEMBER ENGAGEMENT:

This section shows you a lot of information about the customer including cell phone collection, credit card issues, survey responses, washbook sales, upsell campaign performance and ticket issues with details on their reasons for cancelling, changing their plan and more.

- **Credit Card Decline Follow-Up**
  - Shows details on the credit card decline and how we can try to catch those customers automatically in the customer returned section.
- **NPS Customer Review Scores & Comments**
  - You can share these details with your stores and respond to customers when necessary, by exporting the customer survey results. Their emails are included in the table.
  - We are also setting up emails to send these to the stores once a week.
- **Phone Number Collection**
  - Helps reduce involuntary churn by allowing us to text our members to remind them to update their credit card
  - We also text members to create more engagement and have them use the wash more frequently

## KPIs:

This report pulls sales directly from DRB so you can see how your store is performing for a period, or week over week.

- **Dashboard**
  - This section shows you the total revenue in greater detail, per month vs. last month, month over month, and year over year.
  - You can also see volume and see what is coming from drive up, new member and existing members.
  - You can also view how many cars were washed this month compared to previous month, how your store revenue is pacing, and this report helps you keep an eye on labor and calculate you CPMH to monitor on a regular basis. (Total Volume / Total Labor Hours)

## **PAY STATION CASH DEPOSIT (DRB) PART 1-1111**

### ***Pay Station Cash Deposit (DRB) Part 1 Handout***

The following is an overview of the information reviewed in the module:

The XPT Cash Deposit is critical in ensuring that our deposits make it to the bank and that the XPT's are always able to accept and dispense money. Without proper removal and addition of money to the XPT's, the potential exists for our customers to not be served effectively. This could come from the acceptor being too full to accept money, or the dispensers being empty and unable to deliver change to the customer. When this occurs, we have to take time out to solve the problem. This impedes the customers quick trip to the car wash, and turns it into a longer visit than they expected. It also requires us to spend time resolving the matter, and this takes time away from other critical tasks.

### ***Safety and Security***

The XPT cash deposit procedure **MUST** be performed with a Site Manager or General Manager and one other team member. The second team member can be a Team Leader, Shift Leader or another manager. This is done in an effort to ensure your safety and the security of the money being handled.

Additionally, to ensure everyone's safety, money may only be removed from, or added to, the XPT's between **7:30am and 4:30pm**. You must also complete the process for both XPT's at the same time. If you don't feel you can efficiently complete both XPT's at the same time, you will need to plan another time to add or remove money.

In order to further ensure safety, and prevent any internal issues, we must keep our safes locked at all times. This is done without exception. The safe should only be opened to add or remove deposit bags and when adding change orders received from Loomis. It is also critical that the safe is visible on the cameras so that there is video evidence of any possible incidents.

### ***Theft***

While we have multiple safety measures in place, those measures cannot completely eliminate the possibility of theft. In this instance, we are talking about theft by someone outside our organization. In simple terms, there is a possibility, albeit small, that you could find yourself in the middle of a robbery attempt.

You, our most valuable asset, cannot be replaced. If you do find yourself in a robbery situation, it is safest to meet their demands without resistance. We have cameras located around the site, and pointed at the safe, so if any incident occurs, the cameras will capture video footage that can be used as evidence when further action is taken against the perpetrator.

### ***Team Member Responsibilities***

#### **Robbery**

As a team member, it is your responsibility to ensure the safety of yourself, your teammates and our guests. In the event of a robbery or break-in, you will need to take the following steps.

1. Remain calm.
2. Follow the robbers' directions without argument, using slow, deliberate movements.
3. Inform the robber if any employees are entering the area.
4. Be observant of the person, and take notice of any distinguishing features, clothing, tattoos, speech impediments or sayings and the details of any weapon used.
5. When the robber leaves the property, close the lanes and immediately call 911.
  - Do not touch or disturb anything that the assailant may have been in contact with.
6. Contact your Area Director and General Manager.
7. Write a detailed account of what happened and what you saw.
  - Include any additional comments from other team members.
8. Follow police instructions.

## Break-In

In addition to robbery, the possibility also exists for our stores to be broken into. When this occurs, it is important to remain calm and perform the following steps:

1. All employees must retreat to a safe distance with good visibility and call 911 immediately.
2. If there are any unfamiliar vehicles near the location take note of the description from a safe distance.
3. Notify Area Director.
4. When the police arrive, they will clear the building and make sure it is safe to enter.
5. Follow police instructions.
6. Take pictures of any/all damage.
7. Go over with area director what needs to be accomplished before opening.

## **Management Responsibilities**

As a manager, it is your responsibility to ensure the safety of our employees and guests during and after a robbery. Anytime you are informed about a robbery or break-in, you will need to take the following steps:

### Robbery

- Drive to the location as soon as you are able.
- Ensure that staff and guests are safe.
- Notify Regional Director, Loss Prevention and Human Resources.
- Get an accurate assessment of the amount lost.
- Save all relevant video footage.
- Send relevant footage and all statements to Loss Prevention.
- Follow police instruction.
- Work with accounting on getting a deposit for the store if necessary.

### Break-In

- Drive to the location as soon as you are able.
- Ensure the staff are safe.
- Notify Regional Director, Loss Prevention and Human Resources.
- Follow police instruction.
- Get an accurate assessment of the amount lost.
- Clean any debris after police have cleared to do so.
- Work with Regional Director on what needs to be completed prior to opening.
- Work with accounting on getting a deposit for the store if necessary.
- Save all relevant video footage.
- Send relevant footage to Loss Prevention.

## **Deposit Schedule**

Depending on the location, you may have one or two deposit days each week. For information regarding your location's deposit day, or days, refer to the management team at your store.

Regardless of deposit day, or days, the XPT cash deposit must be completed before the end of the business day two days after the deposit is given to Loomis.

## **PAY STATION CASH DEPOSIT (DRB) PART 2-1112**

### ***Pay Station Cash Deposit (DRB) Part 2 Handout 1***

The following are the steps for completing the XPT Cash Deposit:

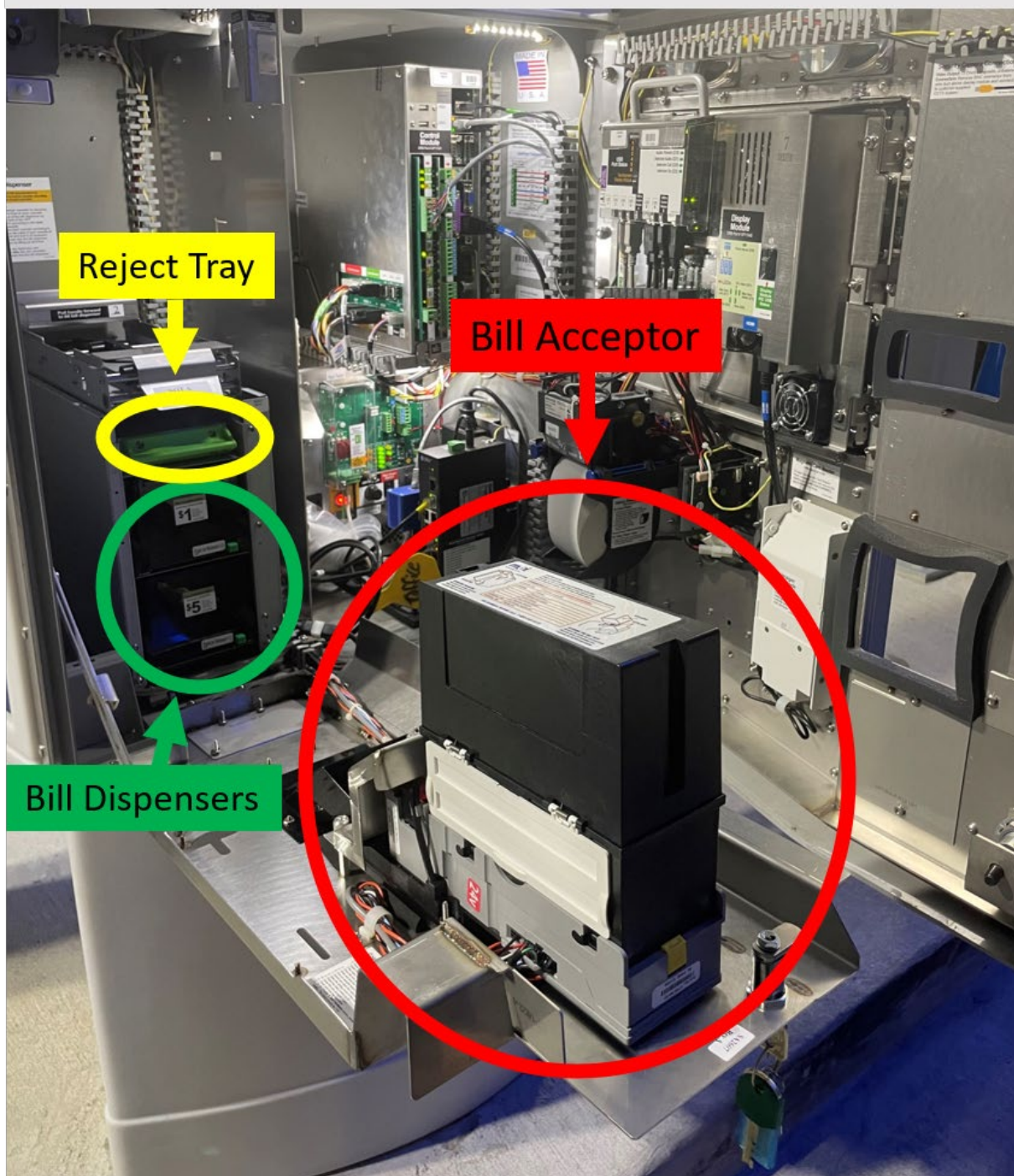
1. Remove the deposit box from the server room.
2. Remove the change order from the safe and place it in the deposit box.
3. Take the deposit box to the XPT's.
4. Cone off the XPT lane. One at a time.
5. Remove the top lock from the XPT.
6. Scan the barcode on your name badge when prompted.
7. Remove the bottom lock and use the XPT wrench to unlock the door.
8. Unlock the bill acceptor access.
9. Remove the acceptor and remove the money.
10. Give the money to your partner to rubber band and put into the deposit bag.
11. Re-insert the acceptor.
12. Close and lock the acceptor access.
13. Unlock the bill dispenser access.
14. Remove any bills from the reject tray.
15. Remove the dispensers, one at a time, and remove the money.
16. Hand the money to your partner to be rubber banded and placed in the deposit bag.
17. Take the change order from your partner and place it in the dispensers.
18. Re-insert the bill dispensers.
19. Close and lock the dispenser access.
20. Close the XPT, use the wrench to secure the door.
21. Insert the top and bottom lock.
22. When prompted on the XPT screen:
  - Select, "I removed ALL the money from the bill and coin acceptors."
  - Select, "I removed ALL the money from the bill and coin dispensers."
  - Select, "I put the following amount of money into the bill dispensers." Then enter the amount added to the XPT.
  - Select Post then collect the receipt that is printed.
23. Remove the cone from the lane and move to the next XPT.
24. Repeat steps 5-23 for the remaining XPT.
25. Take the deposit box and go back to the office.
26. Go to Site Manager.
27. Login with your credentials.
28. Go to Site Manager → Select Reports → Sales Activity → XPT Cash Audit.
29. Set the date to the deposit date then click Generate.
30. Using the Vault Access Slips, total the amounts removed from the acceptors and dispensers.
31. Check that the Vault Access Slips from the XPTs match the XPT Cash Audit.
  - Confirm that Vault Access Slip "Acceptor Deposits" is greater than zero and amount matches XPT Cash Audit "Money Removed from Acceptors" amount.
  - Confirm that Vault Access Slip "Dispenser Deposits" is greater than zero and amount matches XPT Cash Audit "Money Removed from Dispensers" amount.

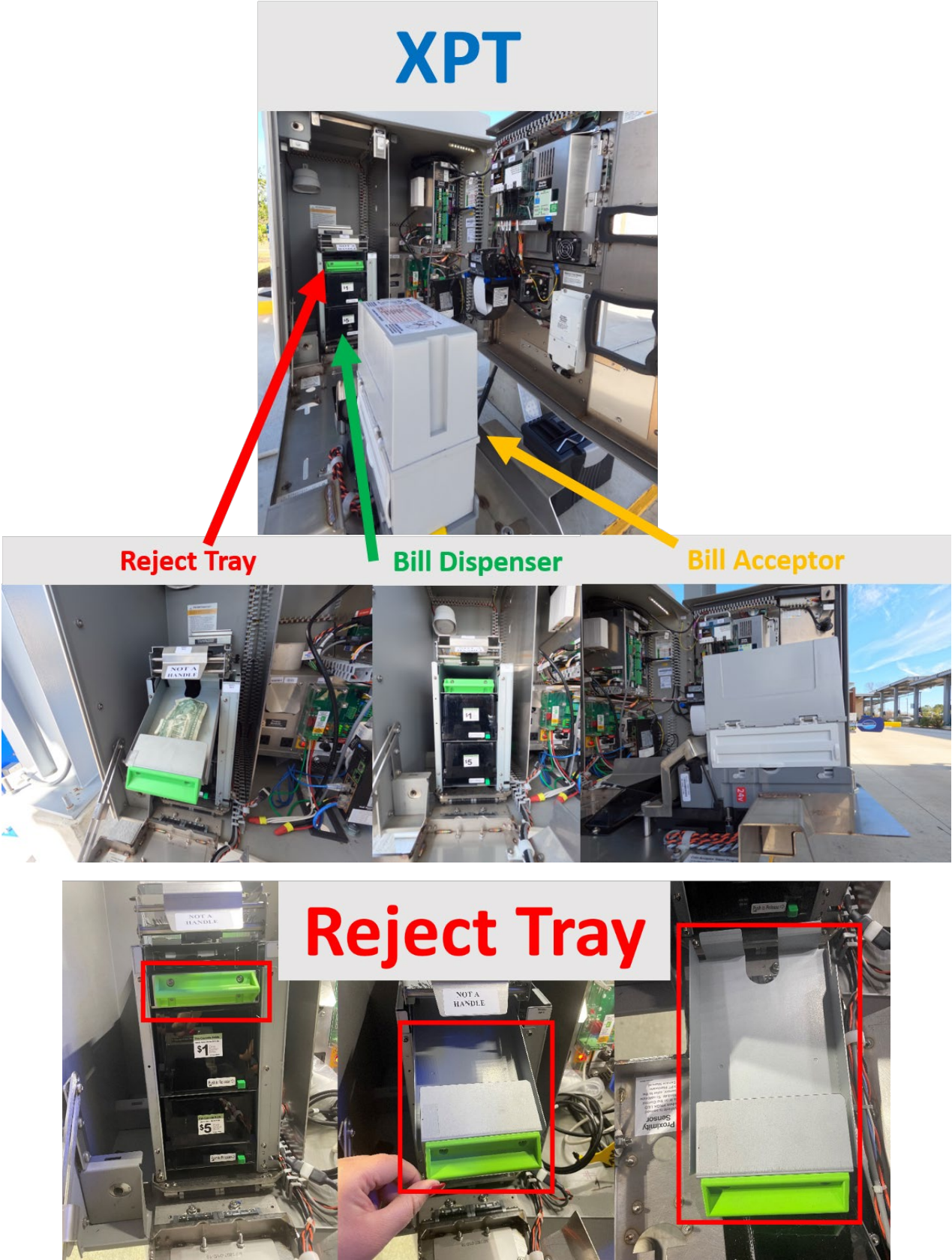
# STORE MANAGER HANDOUTS

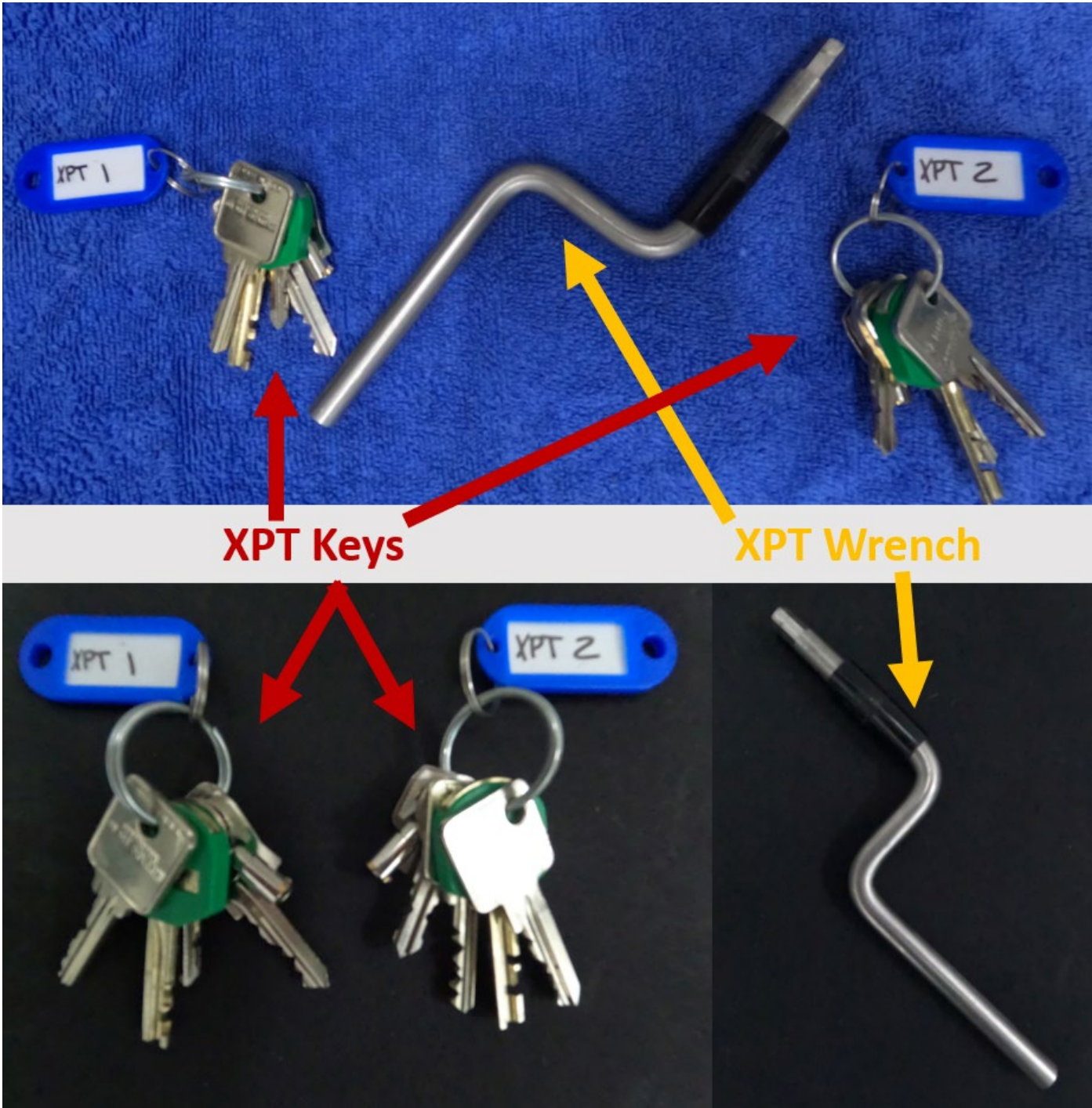
- Confirm that Vault Access Slip “Added to Dispensers” amount matches XPT Cash Audit “Money added to Dispensers” amount.
  - Repeat for each XPT.
32. Prepare the deposit slip.
33. Ensure that the location listed on the top of the deposit slip matches your location.
- If the location on the deposit slip does not match, see if there is another deposit book that has the correct location.
    - If there are no deposit slips with the correct location listed, contact your General Manager or Area Director.
34. Input the date on the top of the deposit slip.
- The XPT vault access slips are used to determine the date of the deposit. The date on the deposit slip and the vault access slips should always match.
35. Input the deposit amount removed from each XPT.
- Do NOT record any other deposits on the XPT deposit slip.
36. Record the total amount removed at the bottom of the deposit slip.
37. Prepare the deposit bag.
38. On the deposit bag input the To, From, Date, Deposit Amount and Account Number in the appropriate places.
- The account number can be found on the deposit slip.
39. Record the total deposit amount on the deposit bag.
40. Remove the bag tag from the deposit bag.
41. Input the date, deposit amount and deposit bag number on the Consignment Log.
42. Place the white copy of the deposit slip in the unsealed deposit bag.
43. Seal the deposit bag and place it in the safe.
44. Close and lock the safe.
45. Go to the office computer and login to the WhiteWater Intranet.
46. Go to the Finance tab and select XPT Weekly.
47. Fill in the required information on Page 1-11.
48. If there were any issues, be sure to record them on Page 12.
49. Attach the XPT receipts, deposit bag tag and yellow deposit slip to the Loomis Change Order Receipt. Then, scan and add the file to the deposit submission
50. Scan and add any additional documentation if necessary.
- Remember, if the XPT did not print a receipt, you will need to include the XPT Cash Audit
51. Input the deposit bag number.
52. Click Submit.
53. Put the deposit box back in the server room.
54. Retrieve the change order from the driver.
55. Verify the amount for the change order.
56. Sign the tablet from the Loomis driver to confirm receipt.
57. Place the change order in the safe.
58. Remove the deposit from the safe.
59. Close and lock the safe.
60. Give the deposit bag to the Loomis driver.
61. Give the Consignment log to the Loomis driver so they can verify the information and sign the form.

*Pay Station Cash Deposit (DRB) Part 2 Handout 2*

# XPT Inside





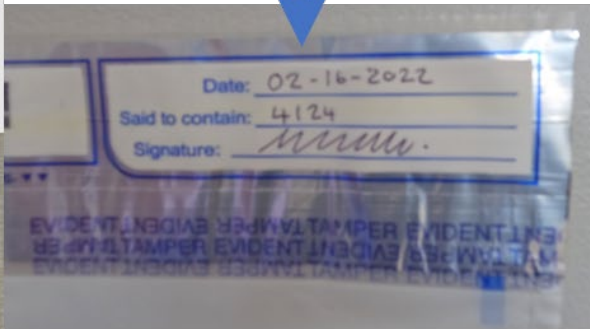
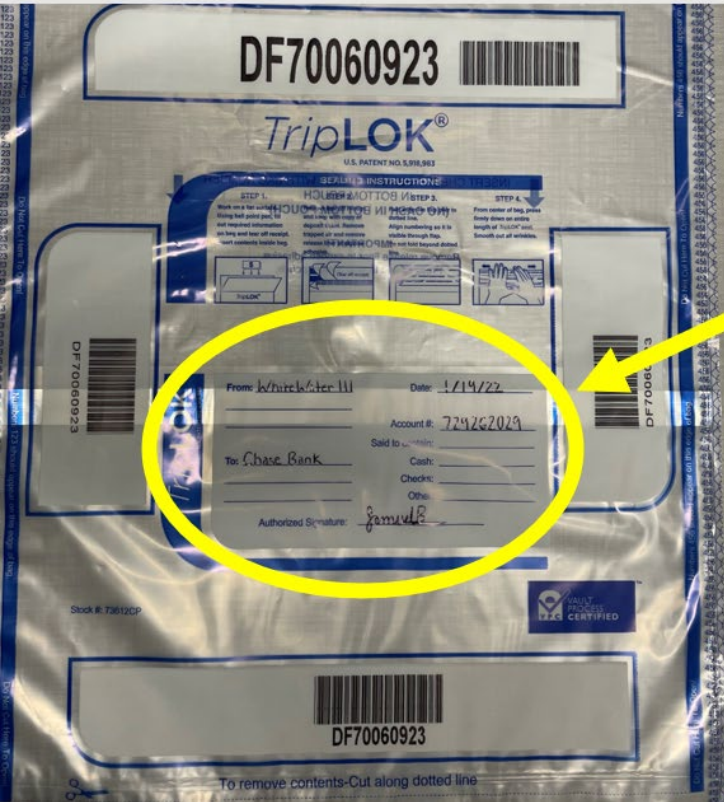


STORE MANAGER  
HANDOUTS

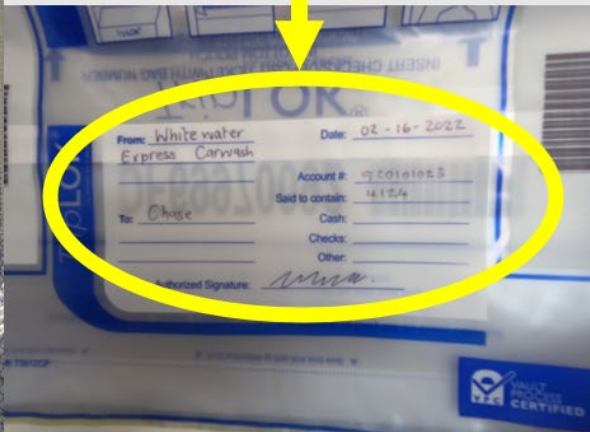


Bag Tag

Deposit Bag



To, From, Date,  
Account Number



# STORE MANAGER HANDOUTS

## Deposit Slip

**WhiteWater Car Wash WX0111**  
8514 FM 1960 E.  
Atascocita, TX 77346

**CHASE**  
JPMorgan Chase Bank, N.A.  
www.Chase.com

DATE 1/19/22

CURRENCY DOLLARS 3,476.00 CENTS 00

CHECKS (SEE BACK)

1 XPT 1 1,951.00

2 XPT 2 1,545.00

TOTAL FROM OTHER SIDE OR ATTACHED LIST 3,476.00

DEPOSIT TO THE FOLLOWING ACCOUNT

ACCOUNT NUMBER 729262029\*

3476.00

Location

Account Number

## Vault Access Slip

Vault Access Deposits		Vault Access Deposits	
WhiteWater Car Wash-Atascocit		WhiteWater Car Wash-Atascocit	
Empl # 3096 @ XPT2		Empl # 3096 @ XPT1	
01/19/2022, 02:30 PM		01/19/2022, 02:27 PM	
<b>Money Removed</b>		<b>Money Removed</b>	
Acceptor Bills	-\$177.00	Acceptor Bills	-\$688.00
Acceptor Coins	\$0.00	Acceptor Coins	\$0.00
Acceptor Deposits	-\$177.00	Acceptor Deposits	-\$688.00
Dispenser Bills	-\$1,368.00	Dispenser Bills	-\$1,263.00
Dispenser Coins	\$0.00	Dispenser Coins	\$0.00
Dispenser Deposits	-\$1,368.00	Dispenser Deposits	-\$1,263.00
<b>Total Removed</b>	<b>-\$1,545.00</b>	<b>Total Removed</b>	<b>-\$1,951.00</b>
<b>Money Added</b>		<b>Money Added</b>	
Bills Added	\$1,400.00	Bills Added	\$1,400.00
Coins Added	\$0.00	Coins Added	\$0.00
<b>Added to Dispensers</b>	<b>\$1,400.00</b>	<b>Added to Dispensers</b>	<b>\$1,400.00</b>
<b>Net Deposits</b>	<b>-\$145.00</b>	<b>Net Deposits</b>	<b>-\$551.00</b>

# STORE MANAGER HANDOUTS

## Deposit Slip

## Vault Access Slips

WhiteWater Car Wash WX0111  
8514 FM 1960 E.  
Atascocita, TX 77346

**CHASE**  
JPMorgan Chase Bank, N.A.  
www.Chase.com

DATE 1/19/22

CURRENCY	DOLLARS	CENTS
COIN	3,496	00
CHECKS		
1	XPT 1	1,951.00
2	XPT 2	1,545.00
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		

TOTAL FROM OTHER SIDE  
OR ATTACHED LIST

PLEASE  
RE-ENTER  
TOTAL HERE

3,496.00

Checks and other deposits  
subject to the provisions of the Uniform Commercial  
Code or any applicable collection agreement.

Vault Access Deposits  
WhiteWater Car Wash-Atascocit  
Empl # 3096 @ XPT1  
01/19/2022 02:27 PM

Money Removed

Acceptor Bills	-\$688.00
Acceptor Coins	\$0.00
Acceptor Deposits	-\$688.00
Dispenser Bills	-\$1,263.00
Dispenser Coins	\$0.00
Dispenser Deposits	-\$1,263.00
<b>Total Removed</b>	<b>-\$1,951.00</b>

Money Added

Bills Added	\$1,400.00
Coins Added	\$0.00
Added to Dispensers	\$1,400.00
<b>Net Deposits</b>	<b>-\$551.00</b>

Vault Access Deposits  
WhiteWater Car Wash-Atascocit  
Empl # 3096 @ XPT2  
01/19/2022 02:30 PM

Money Removed

Acceptor Bills	-\$177.00
Acceptor Coins	\$0.00
Acceptor Deposits	-\$177.00
Dispenser Bills	-\$1,368.00
Dispenser Coins	\$0.00
Dispenser Deposits	-\$1,368.00
<b>Total Removed</b>	<b>-\$1,545.00</b>

Money Added

Bills Added	\$1,400.00
Coins Added	\$0.00
Added to Dispensers	\$1,400.00
<b>Net Deposits</b>	<b>-\$145.00</b>

# XPT Cash Audit Report

WhiteWater Car Wash- 111 - Atascocita		XPT Cash Audit Report			Wed 01/19/2022 12:00:00am Wed 01/19/2022 11:59:59pm
Date	Activity	XPT1	XPT2	DXPT1	Totals
1/19/22	Cash paid in to Acceptors		20.00		20.00
	Money removed from Acceptors	-688.00	-177.00		-865.00
	Over/Short detected in Acceptors	0.00	0.00		0.00
	Money added to Dispensers	1,400.00	1,400.00		2,800.00
	Change returned by Dispensers		-12.00		-12.00
	Money removed from Dispensers	-1,263.00	-1,368.00		-2,631.00
	Over/Short detected in Dispensers	0.00	0.00		0.00
<b>Summary for 1/19/22 thru 1/19/22</b>					
	Beginning balance in Acceptors	688.00	157.00	0.00	845.00
	Beginning balance in Dispensers	1,263.00	1,380.00	0.00	2,643.00
	Cash paid in to Acceptors	0.00	20.00	0.00	20.00
	Money removed from Acceptors	-688.00	-177.00	0.00	-865.00
	Over/Short detected in Acceptors	0.00	0.00	0.00	0.00
	Money added to Dispensers	1,400.00	1,400.00	0.00	2,800.00
	Change returned by Dispensers	0.00	-12.00	0.00	-12.00
	Money removed from Dispensers	-1,263.00	-1,368.00	0.00	-2,631.00
	Over/Short detected in Dispensers	0.00	0.00	0.00	0.00
	Ending balance in Acceptors	0.00	0.00	0.00	0.00
	Ending balance in Dispensers	1,400.00	1,400.00	0.00	2,800.00
	XPT Cash Sales to Account For	0.00	8.00	0.00	8.00
	XPT Money Accounted For	0.00	-8.00	0.00	-8.00
	Net XPT Money Over/Short	0.00	0.00	0.00	0.00

## XPT Cash Audit Report

Date	Activity	XPT1
1/19/22	Cash paid in to Acceptors	
	Money removed from Acceptors	-688.00
	Over/Short detected in Acceptors	0.00
	Money added to Dispensers	1,400.00
	Change returned by Dispensers	
	Money removed from Dispensers	-1,263.00
	Over/Short detected in Dispensers	0.00
<b>Summary for 1/19/22 thru 1/19/22</b>		
	Beginning balance in Acceptors	688.00
	Beginning balance in Dispensers	1,263.00
	Cash paid in to Acceptors	0.00
	Money removed from Acceptors	-688.00
	Over/Short detected in Acceptors	0.00
	Money added to Dispensers	1,400.00
	Change returned by Dispensers	0.00
	Money removed from Dispensers	-1,263.00
	Over/Short detected in Dispensers	0.00
	Ending balance in Acceptors	0.00
	Ending balance in Dispensers	1,400.00
	XPT Cash Sales to Account For	0.00
	XPT Money Accounted For	0.00
	Net XPT Money Over/Short	0.00

## Vault Access Slip

Vault Access Deposits	
WhiteWater Car Wash-Atascocit	
Empl # 3096 @ XPT1	
01/19/2022, 02:27 PM	
<b>Money Removed</b>	
Acceptor Bills	-\$688.00
Acceptor Coins	\$0.00
<b>Acceptor Deposits</b>	<b>-\$688.00</b>
Dispenser Bills	-\$1,263.00
Dispenser Coins	\$0.00
<b>Dispenser Deposits</b>	<b>-\$1,263.00</b>
<b>Total Removed</b>	<b>-\$1,951.00</b>
<b>Money Added</b>	
Bills Added	\$1,400.00
Coins Added	\$0.00
<b>Added to Dispensers</b>	<b>\$1,400.00</b>
<b>Net Deposits</b>	<b>-\$551.00</b>

# Loomis Consignment Log

CUSTOMER CONSIGNMENT LOG  
Received by: LOOMIS

01

From \_\_\_\_\_ consignor, the following packages to be delivered to the respective consignees herein stated, it is agreed that these packages are to be distinctly and securely sealed by the consignor and that LOOMIS shall in no event be liable for any shortage by the consignor claimed in any such package delivered to it not so distinctly and securely sealed; also that in the case of the loss of any package LOOMIS shall not be liable for more than the value as herein stated of such package; and in no event for any amount in excess of the liability assumed in the service contract.

LINE	DATE	NO. OF BILLS PACKAGES	DENOMINATION	RECEIVED PACKAGES WARD TO CUSTODIAN	SAG NUMBER	RELEASED BY	SIGNATURE OF CUSTODIAN	ROUTE #	TIME	DATE
01	1/26		3052		DF48778059		JM	1001055	1:30	
02	1/26		1300.00		DF48778058		SM	1		
03	2/2		3310		DF48778037		JM	1001430	2:2	
04	2/9		49.00		DF48778035		JM	1001430	2:2	
05	2/9		3136.00		DF48778026		JM	1		
06	2/16									
07										
08										
09										
10										
11										
12										
13										
14										
15										

00.07

# Loomis Change Order Receipt

Customer Number: 9330340442  
Customer Name: WHITE WATER EXPRESS WX111  
Address: 8514 FM 1960 E

ATASCOCITA  
TX 77346

Order Number : 6169962739  
Delivery Date: 01/18/2022 Tuesday  
Ship Date: 01/14/2022  
Ext.Ref. No. : 898421  
CHASE COMM  
Courier: LOOMIS HOUSTON Rte: 1  
Prepared By: \_\_\_\_\_



6169962739

Currency	Denom	\$Amount
800 FIT Bill	\$1	800.00
400 FIT Bill	\$5	2,000.00
FIT Bill	Total	2,800.00

Total Currency:	2,800.00	Total Boxes:	0.00
Total Coin:	0.00	Total Rolls:	0.00
Total Exchange:	2,800.00		

# Sample Deposit Submission

## ARMED CARRIER'S RECEIPT



B0284-0044032366

### Packing Slip:

Location: **WHITE WATER EXPRESS WX101**  
0000000101  
Address: **WHITE WATER EXPRESS WX101**  
0000000101  
14614 FM 2920  
TOMBALL, TX, 77377

Delivery Date: Tuesday 10/15/19  
Carrier: Brinks

Inventory: JP Morgan Chase

Run ID: Houston

Smart Code:

Confirmation #: 43506972

Reference #: 1517644036

Amount: \$2,800.00

Bag 1 of 1

Currency:	Recycled	Total Currency
1	\$800	\$800
5	\$2,000	\$2,000
<b>Total</b>	<b>\$2,800</b>	<b>\$2,800</b>

## YELLOW DEPOSIT SLIP

DEPOSIT RECORD COPY 32-6  
WHITE WATER CAR WASH WX101 TOMBALL, TX 77377  
CHASE  
14614 FM 2920  
TOMBALL, TX 77377  
www.chase.com


DATE 10-16-19

CURRENCY	COIN	CHECKS	AMOUNT
1			
5			
10			
20			
50			
100			
200			
500			
1000			
2000			
5000			
10000			
20000			
50000			
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# Loomis Issue Log

## Loomis/Deposit Issue Log

mhord@whitewatercw.com [Switch account](#)

 Saving disabled

Your email will be recorded when you submit this form

\* Required

### Type of Issue

Select the Type of Issue \*

- ☐ Loomis No Show
- ☐ Loomis Arrived without Change Order
- ☐ Loomis Did Not Take Deposit
- ☐ Loomis Arrived with multiple XPT Change Orders

## XPT Deposit Troubleshooting

### XPT did not print a receipt

1. Go to Site Manager
2. Login with your credentials
3. Select Reports → Sales Activity → XPT Cash Audit
4. Set the date to the deposit date then click Generate
5. Total the amounts removed from the acceptors and dispensers
  - Look for the lines that say, "Money removed from acceptors/dispensers"
6. Fill in the total on the deposit slip, deposit bag and Consignment log
7. When this occurs, you will need to include the XPT Audit in lieu of the Vault Access Slips

### The XPT is not accessible

Wait until access is restored, then perform the procedure. If you cannot submit the deposit before the cutoff day, notify the accounting department by sending a message to [accounting@whitewatercw.com](mailto:accounting@whitewatercw.com)

### Loomis arrives without the change order

1. Complete the Loomis Issue Log
2. Notify the accounting department by sending a message to [accounting@whitewatercw.com](mailto:accounting@whitewatercw.com)

### Amount of "money added" is entered on the XPT incorrectly

1. Contact accounting by sending a message to [accounting@whitewatercw.com](mailto:accounting@whitewatercw.com)
2. Call your Area Director to have them complete the correction process.

### Did not tell XPT money was removed

1. Contact accounting by sending a message to [accounting@whitewatercw.com](mailto:accounting@whitewatercw.com)
2. Call your Area Director to have them complete the correction process.

### Multiple change orders

1. Accept extra change order and confirm the amount
2. Place the extra change order in the safe
3. Complete the Loomis Issue Log
4. Notify the accounting department by sending a message to [accounting@whitewatercw.com](mailto:accounting@whitewatercw.com)

### Loomis no show

1. Complete the Loomis Issue Log
2. Notify the accounting department by sending a message to [accounting@whitewatercw.com](mailto:accounting@whitewatercw.com)