Innovative Control Systems®

Auto Sentry® Petro

User Manual—Version 4.5

Defining the World of Car Wash Technology

Corporate Office: 1349 Jacobsburg Road, Wind Gap, PA 18091 | Production Facility: 3370 Fox Hill Road, Easton, PA 18045
Sales: 800.642.9396 | Email: sales@icscarwashsystems.com | icscarwashsystems.com

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Innovative Control Systems, Inc.

1349 Jacobsburg Road

Wind Gap, PA 18091

(610) 881-8100

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CHAPTER 1: Introduction

Congratulations, and thank you for purchasing the Auto Sentry® Petro.

About the Auto Sentry® Petro

Innovative Control Systems is proud to present the Auto Sentry® Petro, the industry leading express payment terminal.

Here are just a few of the key features:

- An ergonomically designed touch screen area with an optimal radius of touch for quick transaction processing.
- A large color 15-inch sunlight-readable display.
- A customized user interface, including customer-branded buttons, backgrounds, and promotional videos (additional fees may apply).
- An optional built-in intercom for customer assistance.

WashConnect® provides configuration and reporting for the Auto Sentry® Petro. WashConnect®is designed with special consideration for multi-site car washes. As your business grows, WashConnect®can grow along with it.

Version Considerations

Version 4.0 of this document includes content based on the following ICS software versions:

- Container App Version 1.4.13.1
- WashConnect®1.4.15.3 (Bar code reader requires WashConnect® Beta 1.5.x)
- ICS.Core Version 1.4.15.2
- Touch.exe software version 5.2.25.28
- DeviceInt.exe software version 2.4.11.1

- CoreGatewayServer 2.4.13.0
- AlertNotificationServer 2.4.9.1
- Replication 4.4.13.2
- CagePADSS 4.0.1.110
- CageSecure 5.0.0.41
- CageCLS 1.0.0.3
- SMSS 1.3.0.0
- NetFuelEXP 1.1.8.4

Purpose

This document was written for Auto Sentry® Petro owners and operators to configure the system. Some familiarity with WashConnect® and Auto Sentry® Petro operations is assumed. Before you begin, the Auto Sentry® Petro should be installed and operational. Installation instructions are not included and maintenance instructions are found in separate documents.

System Overview

The Auto Sentry® Petro terminal works together with your wash equipment and *WashConnect*®.

Table 1: System Overview

Module	Communication Process
Auto Sentry® Petro	Sends sales activity information to WashConnect® for reporting purposes. Communicates with the In-Bay to sequence cars from the Auto Sentry® Petro to the entrance of the car wash tunnel.
In-Bay Equipment	Receives wash selection from WashConnect®. Sends wash activity information to *WashConnect*® for reporting purposes.
WashConnect®	Provides reporting and configuration information for the Auto Sentry® Petro.

Auto Sentry® Petro Equipment

The equipment can address a maximum of nine physical outputs on the Auto Sentry® Petro. However, the Auto Sentry® Petro's binary digital interface allows expansion up to 63 outputs and is only available for wash equipment systems that accept binary input: Istobal and Ecojet. The Petro Equipment configuration is set up in WashConnect®.

WashConnect®

WashConnect®software can operate as a control, configuration, and management system, providing sales, marketing, and reporting information. Specifically for the Auto Sentry® Petro, *WashConnect* provides a way to configure options, wash services, promotions, and reports. This includes the base wash services to display at the Auto Sentry® Petro, upgrades (or extra services) to display, whether or not to accept prepaid wash tickets, etc.

Auto Sentry® Petro Hardware Description

The Auto Sentry® Petro is equipped with various hardware components you can configure.Touch Screen

The Auto Sentry® Petro touch screen is durable and generally resistant to harsh environments. The entire unit, including the touch screen, has been rated IPX NEMA 5X. The enclosure is constructed for both indoor or outdoor use to provide a degree of protection against falling rain, sleet, snow, windblown dust, spattered mud, splashing water, and hose-directed water. It will be undamaged by the external formation of ice on the enclosure, and includes protection against corrosion.

Figure 1. Touch Screen Custom Graphics

Single Board Computer (SBC)

The industrial SBC, often called the motherboard, provides processing and memory for the Auto Sentry® Petro. Different peripheral devices (Ex. card reader, receipt printer, etc.) connect to the SBC through various communication ports (COM1, COM2, COM3, COM4, and 4 USB connections).

Figure 2. SBC (Single Board Computer)

Serial Input/Output Board (SIO)

Most of the field wiring is terminated on the SIO board.

Figure 3. SIO Board

Chip Card Reader

The chip card reader will accept credit, debit, gift, fleet, and customer cards. This card reader is secure and is used with Moneris card processing. The electronic chip in the card is read and encrypted for a secure payment with the Credit Card Processor. The photographs in figures 4 - 7 are of the device that is used by Moneris Credit Card Processing.

Figure 4. Moneris Card Reader Unit

Figure 5. Moneris Card Reader (back of unit)

Figure 6. Moneris Card Reader (bottom of unit)

Figure 7. Credit Card Reader (face)

PIN Pad

The Moneris PIN Pad works in conjunction with the Moneris Card Reader.

Figure 8. Moneris PIN Pad

Figure 9. Moneris PIN Pad cable port

Contactless Tap and Pay Card Reader

Contactless mobile payments are dynamically encrypted making them one of the most secure ways to process a payment and the fastest way too. The Moneris Tap and Pay reader allows a smart phone to communicate wirelessly with the payment terminal when they're close together, accepting Apple and Android Pay. A customer will have to hold their phone within 2" of the Tap and Pay reader or actually tap it. Some chip cards are equipped to be used at the contactless Tap and Pay readers.

Figure 10. Moneris Tap and Pay Contactless Card Reader

Figure 11. Moneris Tap and Pay Contactless Card Reader (bottom)

Printer

The installed high-speed printer is designed to provide your customers with 2- 3/8-inch wide receipt or ticket, with or without bar codes depending on your configuration preferences. This device has a low power consumption rate and will detect when the printer paper is reaching the end of the roll. We offer custom length paper specifically designed for this printer at a great price. Contact our Sales department to place an order 800-642-9396.

Figure 12. Printer

Vandalism Alarm

The Vandalism Alarm is designed to deter vandals before any damage is done. ICS promotes two different Vandalism Alarms that are optional and additional fees apply. The alarms need to be set up with Technical Support:

- Deterrent Warning Alarm
- Deterrent Break-in Alarm

Deterrent Warning Alarm

The Deterrent Warning Alarm hardware, which is the sonic sensor, comes installed in the Auto Sentry® Petro and is wired into the SIO board of the Auto Sentry unit.

Figure 13. Sonic Sensor for Deterrent Warning Alarm

The Deterrent Warning Alarm is only played when the Deterrent is enabled in the WashConnect, and the Auto Sentry is in the Wash Closed state. The Auto Sentry screen will display the WashClosedAlarmed.bmp.

Figure 14. WashClosedAlarmed.bmp graphic

The Sonic Sensor, also known as the Car Sense Eye, is located within the base of the Auto Sentry® Petro and is always monitoring for something in front of the Auto Sentry. The Deterrent Warning alarm is triggered, and immediately, the Auto Sentry will play a VandalismAlarmWarning.avi video and will fire up to two outputs to further act as a deterrent before someone attempts to break-in to the Auto Sentry Unit. The video sounds the message, "Attention. The car wash is closed. Caution. The system is armed. Do not touch. Leave the area immediately or the authorities will be notified." Also, an alert email can be sent to a predesignated recipient upon detection of activity in front of the Auto Sentry when the wash is closed.

Deterrent Break-in Alarm

Guard your Auto Sentry with the Seismic or Electronic Vibration Detector. This feature is optional. Contact your salesperson to purchase. Additional fees apply. The Electronic Vibration Detector needs to be installed on the inside of the Auto Sentry® Petro and be wired to the SIO board. When the detector senses tampering of the unit, it triggers the Deterrent Break-In Alarm. The ICS VandalismAlarm.avi plays the message, "Tampering attempt detected. The police have been notified." Whether the police are notified is up to your alarm company but the message acts as a deterrent for the vandal. When the detector is triggered, WashConnect® will fire up to two outputs that may control lights, horns, or connect to the input to your on-site alarm system. A critical alert can be sent to a predesignated recipient when the alarm is triggered.

CHAPTER 2:
Operating

This chapter includes descriptions of the screens presented to a customer, beginning with a basic wash and extra services purchase. It includes an explanation of the on-screen buttons, messages, and graphics used to interact with the payment terminal. Most of these options can be changed to suit your particular needs and preferences.

Power On the Auto Sentry® Petro

1. Unlock the Auto Sentry® Petro back door with an Auto Sentry® Petro key and then with a hex key.
2. Inside the Auto Sentry® Petro, locate the Power switch on the lower left. (In Figure 15, the Power switch is red.)

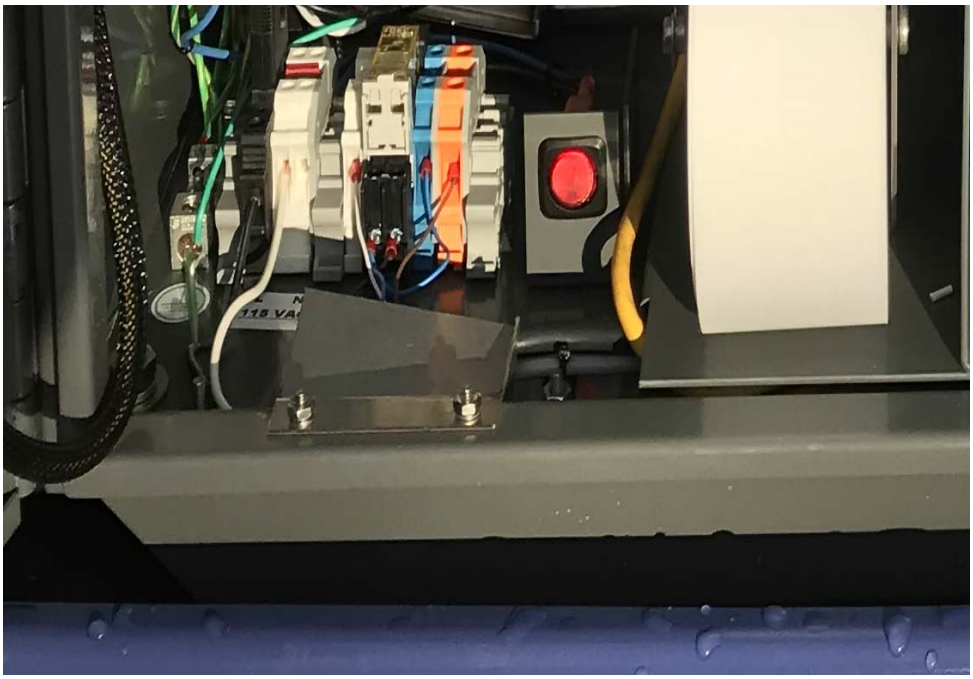


Figure 15. Power Switch

3 Press the Power Switch to turn on the Auto Sentry® Petro power.

4 Close the back door and secure both locks with the keys.

If the AC power supply is cut off from the Auto Sentry® Petro, the battery backup inside the unit provides power for about 10 to 15 minutes. It is hazardous for someone is to perform maintenance during this time. Electrocution is an imminent danger.

Introducing the Touch Screen

The Auto Sentry® Petro includes two main configurations for the welcome screen:

- Video on left, buttons on right is the recommended configuration for the Auto Sentry® Petro. This configuration was found to be easier to use, reducing the radius of interaction between the touch screen interface and the hardware components. Customers who used the video-on-left interface completed their transactions more quickly.
- The video on right, and buttons on left was the former configuration. If this configuration is the car wash operator's preference, it can be selected.

Figure 16. Welcome Screen with video on the left

Figure 17. Welcome Screen with video on the right configuration

About Touch Screen Configurations

Touch screens shown in this manual may not appear exactly the same as touch screens displayed on your Auto Sentry® Petro. The Auto Sentry® Petro was built to be custom tailored to your car wash requirements. For example, if you do not accept coupons, then the **Enter Coupon** button can be turned off for your Auto Sentry® Petro.

Figure 18. Welcome Screen Two-Button Configuration Custom Graphics

About Custom Graphics

In addition to your configuration settings, the Auto Sentry® Petro can be visually customized with your own graphics, including fonts, color schemes, logo, and backgrounds. This is similar to the application of a custom skin on popular media players and other software applications. With a fully customized skin, you can use the Auto Sentry® Petro to build brand recognition.

Contact Technical Support for more information about having the ICS Marketing Team design custom graphics for your Auto Sentry® Petro. This service is optional and additional fees apply.

Custom audio and video prompts produced by ICS are available, and again they are optional and additional fees apply. You can also create your own audio and video prompts.

For more information, see "Recording Video Clips" on page 56.

About Damage Waiver Videos

You can include a damage waiver video on the Auto Sentry® Petro.

- Damage waiver videos inform customers of potential vehicle damage caused by in-bay equipment operations. A **Yes** button requires customers to provide consent.
- ICS does **not** provide a standard damage waiver video. You can record your own damage waiver video, and then enable it at the Auto Sentry® Petro.

About Welcome Video

You can include a Welcome video on your Auto Sentry® Petro. The Welcome video typically features a short welcome message before customers interact with the terminal.

Figure 19. Custom Video

- Welcome videos can be produced to market your facility and services. For example, a welcome video might also promote your fleet or wash club memberships.

About Product Video Clips

You can include short informational Video clips at the Auto Sentry® Petro to bring attention or explain a product in the wash. For example, extra service informational clips typically feature products such as tire shine and sealer wax.

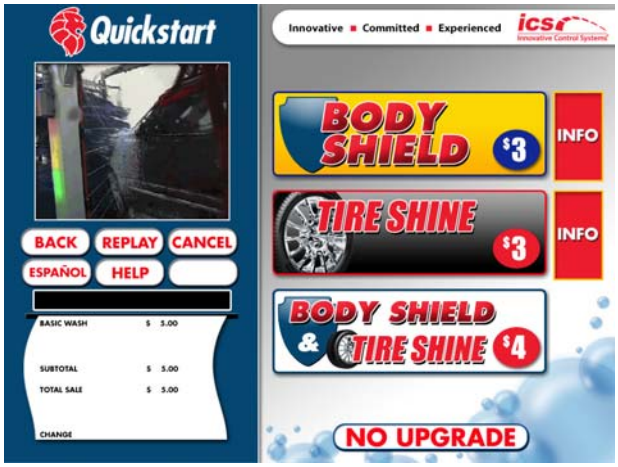


Figure 20. Info buttons for Promotional Video Clips

- Customers can view video clips by tapping the **Info** button next to the wash service button featuring the product.
- Customers can view video clips by tapping the **Info** button next to the extra service button featuring the product.

NOTE: The following clips are available: *Rain-X*®, Tire Shine, polish wax, sealer wax, and under carriage. These short promotional clips are provided at no extra charge. Contact ICS for more information.

About the Secondary Language Display

The touch screen interface can be fully translated into Spanish. A standard set of Spanish-language buttons is included. You can configure the button text and many other text fields to your own Spanish-language requirements.

Figure 21. Spanish Language Interface with Custom Graphics

Understanding Purchasing Scenarios

Before a customer purchases a wash at the Auto Sentry® Petro, a process to identify the customer must first take place. The Auto Sentry® Petro must determine various conditions. For example:

- Is this a fleet or club customer?
- Is this a high vehicle profile?
- Is the customer redeeming a wash code?
- Is the customer redeeming a coupon?

After the customer is identified, the Auto Sentry® Petro can display the correct screens to meet customer's needs.

About the Purchase Button

Depending on how you configure your Auto Sentry® Petro, the main options menu can display up to five out of six Purchase Buttons. Up to five of these buttons can appear on the main options *WashConnect*® touch screen and they will always appear in the following order.

The way to add or remove the following purchase buttons on your Auto Sentry® Petro touch screen is to set up the different features in WashConnect® and they will appear if configured.

Figure 22. Purchase Buttons Custom Graphics

NOTE: All buttons are available in Spanish.

The Purchase buttons in Figure 22 always appear in the same order (1-6) on the Auto Sentry® Petro touch screen and the order cannot change. For example, if you are not using Wash Clubs at your wash, then the **Join Wash Club** button disappears, and then the **Enter Wash Code** and **Enter Coupon** buttons move up in its place but the order of the buttons can not be changed due to the software. If you do not dispense gift cards, then Buy Gift Card button does not appear.

Purchasing a Wash with a Fleet Account Card

	Button	Description
1	**Buy Wash**	Used to purchase a wash.
2	**Join Wash Club**	Used to sign customers up to a wash club.
3	**Enter Wash Code**	Used to enter a five-digit paid ticket code from the fuel pump. (Wash codes are generated randomly from the fuel pump and include an expiration date. A wash code is unique and cannot be reused.) Wash codes that are 6- or 9-digit codes created by the site can be used for promotions. (Wash codes are generated randomly from the fuel pump interface and include an expiration date.) A wash code is unique and can only be redeemed one time.
4	**Enter Coupon**	Used to enter a three- four- or five-digit coupon code. (A PLU needs to be created for the coupon and the PLU number is the Coupon number. A Profile needs to be created for Coupons and activated with a valid schedule with days and time selected. The same Coupon code can be used many times by multiple customers.
5	**Fund Raiser Code**	Used to purchase a wash through a fund raiser code that is set up in the system so sales can be tracked and easily be able to determine the amount to forward to the charity or organization. Fund raisers typically use 4-digit codes.

Table 2: Purchase Button Descriptions

Fleet accounts are created in ***WashConnect***®. The manager or owner of the car wash would approve the Fleet Account before setting it up. A fleet account is available for customers who want to include multiple vehicles on a single billing account. For example, a state police station can establish a single fleet billing account for the entire fleet of patrol cars.

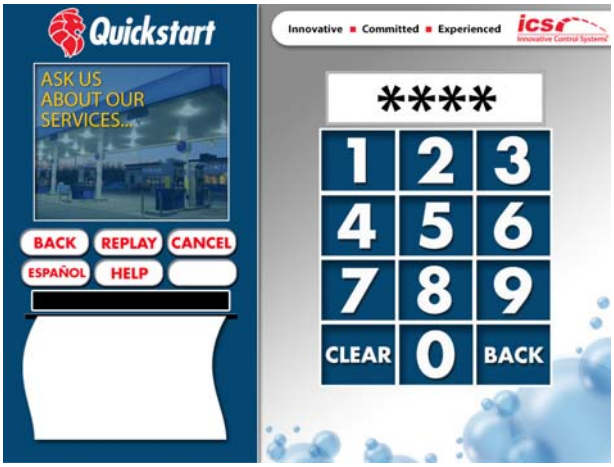
Up to six Fleet wash services can be configured but Fleets are typically restricted to one or two predetermined wash choices depending on the fleet account manager's approval. The Fleet Member swipes the Fleet Card or the RFID tag identifies a fleet member, and the restricted Fleet menu appears. Fleet account cards are issued to authorized users. The Fleet cards contain a unique code which the Auto Sentry® Petro confirms. The fleet account cards are optionally secured with a PIN. The customer enters the Fleet Card PIN number by tapping the numbers on the on-screen keypad. Next, the card is approved and then the wash is charged to the fleet's account.

In *WashConnect®,* Fleet accounts numbers are assigned to customers, and 4-digit passwords are set up from the Fleet menu for each Fleet Card. Fleet wash selections are set up in the Fleet Profile with a valid time Schedule and then enabled.

In Figure 23, a customer swiped a fleet card and then is required to enter a PIN. After the customer touches **Buy Wash**, he receives no wash menu—only the **Basic Wash** for $5.00 which is the limitation configured in this fleet profile. However, fleet accounts do not need to be restricted to a single wash choice. You could offer fleet customers two or three wash offerings to a full menu selection as it appears for regular, non-fleet customers. Each Fleet Account can be set up with different options. The on-screen receipt shows a recognized fleet account. A $5.00 wash is charged to the fleet account.

1

2



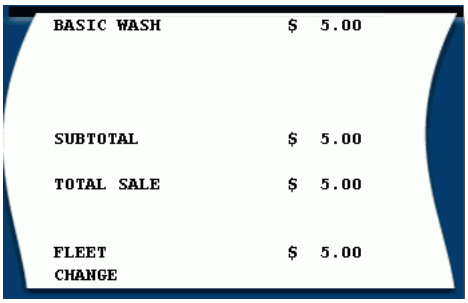


Figure 23. Wash Purchase with a Fleet Card Custom Graphics

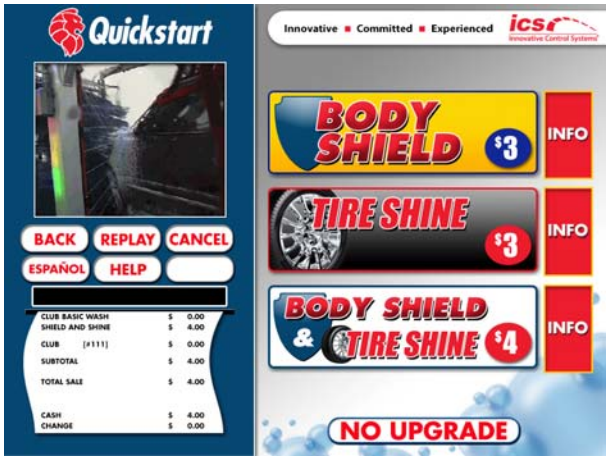
Screen	Transcription
1	Please enter your pin number. [User input. Security beeps, not audio prompts, provide feedback for digits.]
2	Welcome to our car wash. To get started, touch "Buy Wash." Or if you have a valid wash code, touch "Enter Wash Code." If you have a coupon, touch "Enter Coupon."
3	Buy wash.
4	You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.

Table 3: Audio Prompts for Wash Purchase with a Fleet Card

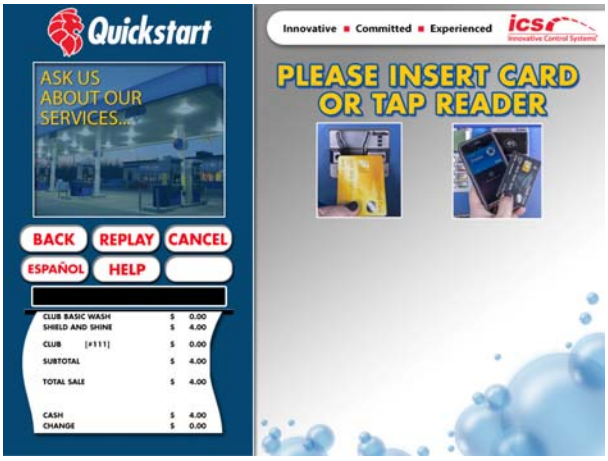
Purchasing an Extra Service with a Club Membership

1

2



3



4

CLUB BASIC WASH	$	0.00
SHIELD AND SHINE	$	4.00
CLUB [#111]	$	0.00
SUBTOTAL	$	4.00
TOTAL SALE	$	4.00
CASH	$	4.00
CHANGE	$	0.00

Figure 24. Extra Service Purchase with a Club Card

Figure 25. Wash Purchase with Club RFID Tag

Screen	Transcription
1	Welcome to the car wash. Please wait while we verify your membership.
2	Please select a car wash from the list on the left by simply tapping that item on the screen. Thank you.
3	Please select an extra service or push the no extra service button located at the bottom of the screen.
4	Please insert cash. To complete your car wash purchase, please insert your card or tap reader. [Customer inserts credit card or taps the reader.]
5	You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.

Table 4: Audio Prompts for Wash Purchase with a Club RFID Tag

Sensing a High Vehicle

NOTE: This feature is optional and additional fees apply. This feature requires additional hardware that must be installed to enable the high vehicle profile sensor.

Sensing High Vehicles is an optional feature but it can recover the extra costs of washing the bigger vehicles. Customers with high vehicles, such as cargo and conversion vans, can view a high vehicle menu at the Auto Sentry® Petro. The washes are the same but display higher pricing. The hardware is optional and additional fees apply.Your wash needs to install the high vehicle sensor which is necessary to activate the High Vehicle Profile (HVP) that has all the washes with the increased value.

Additional High Vehicle wash PLUs need to be created as well as a High Vehicle Profile (HVP). Set the time Schedule for your hours of operation, select High Vehicle from the **Vehicle Height** box, and then select Retail from the **Applies To** box.

In Figure 26, the example shows a list of wash services for a high vehicle Profile.

Figure 26. High Vehicle Menu Wash Buttons Custom Graphics

Screen	Video Transcription
1	Welcome to our car wash. To get started, touch "Buy Wash." or if you have a valid wash code, touch "Enter Wash Code." If you have a coupon, touch "Enter Coupon." [Customer input.]
2	Please select a car wash by touching one of the service buttons on the screen. [Customer input.] Thank you.
3	Please insert card or tap reader. [Customer inserts a card or taps reader.]
4	You are now ready to enter the car wash. Please take your receipt, wait for the gate to open, and then proceed toward the car wash.

Table 5: Audio Prompts for Wash Purchase with a Coupon Code

Purchasing a Wash with a Coupon

Coupons are typically used for promotions offering money off a wash. Coupon codes can be 3-, 4- or 5-digit codes (4-digits is most commonly used). For example, if a customer arrives at a special time of day when the discount is offered on select washes, then they can enter a coupon code. Coupons can also be used to provide free washes.

Coupons can be set up to be active during certain hours, specific days, or within a specified date range. However, they are available to any customer who knows the coupon code.

Unlike wash codes, coupons are **not** unique. You can set up a coupon code, and then make it active for many customers. The coupon code is good for unlimited redemptions as long as you have activated it at the Auto Sentry® Petro terminal.

Bar code scanners can be used to read coupons.

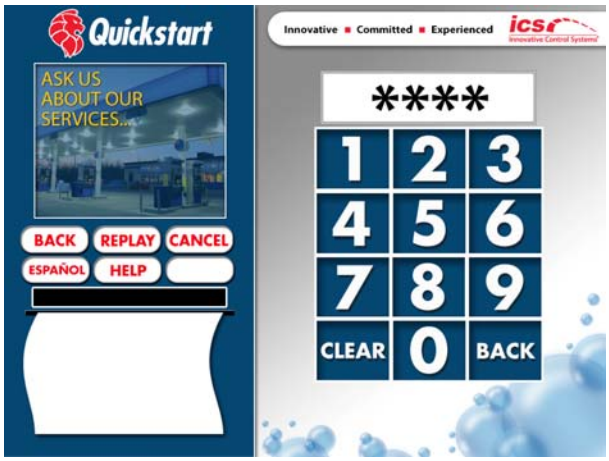
NOTE: Bar code scanners are optional and additional fees apply. Bar code scanners are installed at the time of purchase.

Coupons can be set up in WashConnect®. Coupons are created with their own PLU in the Sales Item dialog box, and then activated in the **Profile** dialog box by selecting **Coupon** from Applied To column.

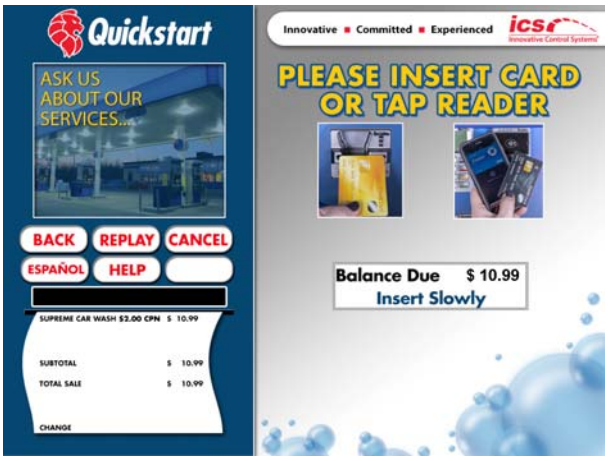
The following example shows a car wash purchased with a coupon.

1

2



3



4

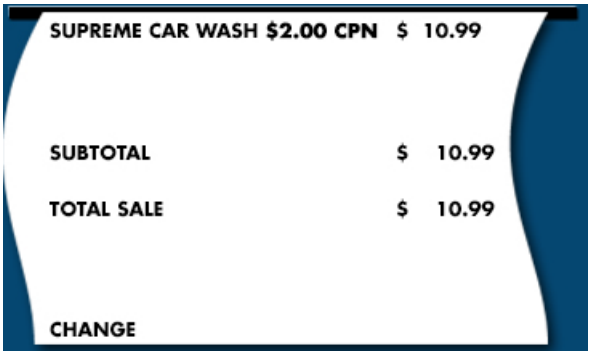


Figure 27. Wash Purchase with Coupon

In Figure 27, the customer taps the Enter Coupon button, and enters the four-digit coupon code. The on-screen receipt shows the **$2.00 CPN**, which is the Supreme Car Wash (normally $12.99), given at a reduced price of $10.99.

Track Zip Codes by Using Coupons

Screen	Transcription
1	Welcome to our car wash. To get started, touch "Buy Wash." Or if you have a valid wash code, touch "Enter Wash Code." If you have a coupon, touch "Enter Coupon."
2	Use the numeric keypad on the screen to enter your coupon code. If you have a five-digit wash code, press "Back," and then press "Enter Wash Code." [User input.] One. Nine. One.
3	Please insert card.

Table 6: Audio Prompts for Purchase with Coupon and No Extra Services

With this feature, customers can track zip codes by using coupon codes. coupon codes can be set up to track a five-digit zip code.

1. On the **Configuration** menu, click **Goods and Services**, and then click **Sales Item**, add a new PLU and name it for the zip code, and add the discounted wash and discounted price.
2. Select the same controller services as the original wash has selected.
3. Set up your coupon schedule in Profiles.

For more information about coupons, see "Display a Coupon Schedule" on page 63.

Understanding Payment Scenarios

A customer will first select a wash service and an extra service and an extra service or, as described in the previous section, enter a code. Next, the customer must select a payment type card.

Card payment methods include the following:

- Credit cards
- Gift cards
- Fleet cards
- Club cards
- Debit cards (If your credit card processor accepts debit transactions. Freedom Pay and Moneris accept Debit Cards.)

About Credit Card and Gift Card Combinations

The on-screen credit card and gift card payment options depend on the settings configured in ***WashConnect***® for your site. For example, if you do not accept *American Express*®, then that card

logo can be removed from available payment options. If you would like the credit card logos to display your available credit card options, contact technical support to have the ICS marketing team create custom graphics for your site (This service is optional and additional fees may apply.)

Figure 28 shows the payment screen presented to customers who have not yet inserted card or tapped the reader with a credit card.

About Credit Card On Screen Graphics

The credit card payment screen is standard and will appear for all Auto Sentry® Petro express payment terminals. A generic **Please Insert Card or Tap Reader** graphic is available showing no card logos.

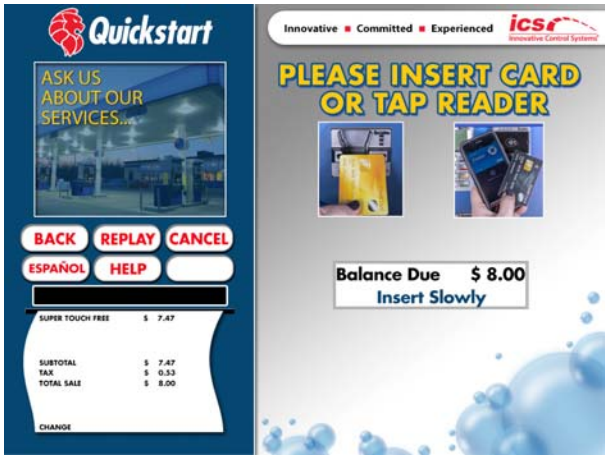


Figure 28. Payment Screen Insert Card or Tap Reader without card logos

Drive Ahead Screen

After the customer has finalized the transaction, the **Drive Ahead** screen appears.

Figure 29. Drive Ahead Screen Custom Graphics

About Gift Card Payments

Gift cards can be used to provide full or partial payment. Split payments are allowed for gift cards. If a customer swipes a gift card and the remaining balance on the gift card is not sufficient to complete the sale, then the option is given to add value to the gift card or to complete the transaction with a credit card.

About Receipt Options

Configure your Auto Sentry® Petro to print a receipt automatically or to prompt a customer to press a button for a receipt. Club and Promotional receipts can print with a custom message.

About Errors

Various error messages provide instructions to customers when an unexpected condition occurs.

Card Authorization Failure

If a card fails to authorize, an error message displays, giving the option to cancel or try again.

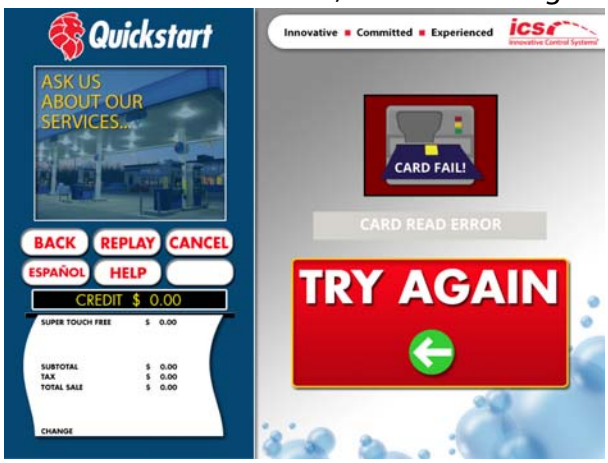


Figure 30. Card Authorization Failure Custom Graphics

Card Maximum Timeout

Screen	Transcription
1	The credit card you provided has failed to authorize. Please check the card and try again.

Table 7: Audio Prompt for Card Authorization Failure

If a card reaches the maximum timeout period, the following screen is displayed.

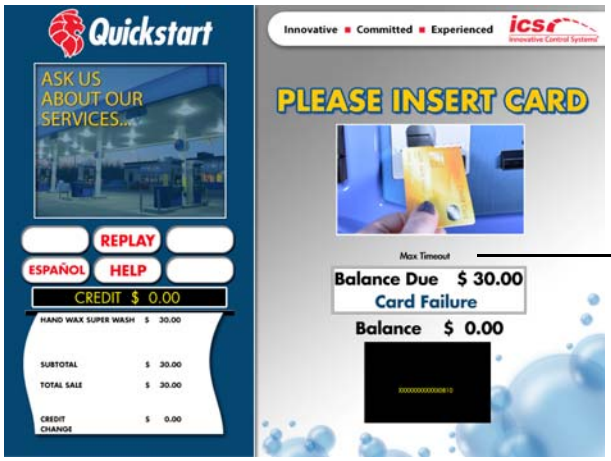


Figure 31. Card Maximum Timeout Custom Graphics

Card Duplicate Transaction

If a card is used to process a duplicate transaction, the following screen is displayed.

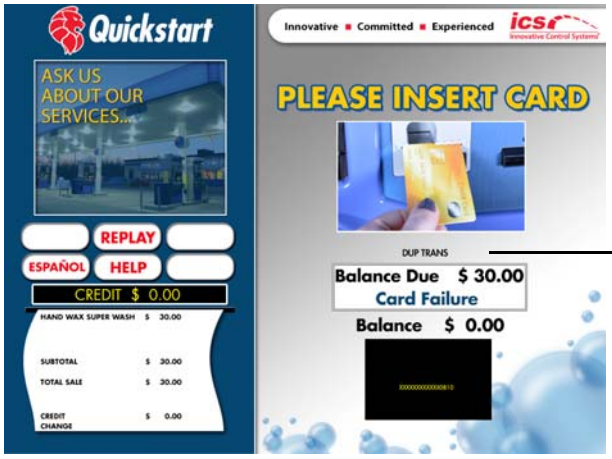


Figure 32. Card Duplicate Transaction Custom Graphics

Wash Code Not Valid

The following screen is displayed if a wash code is not valid.

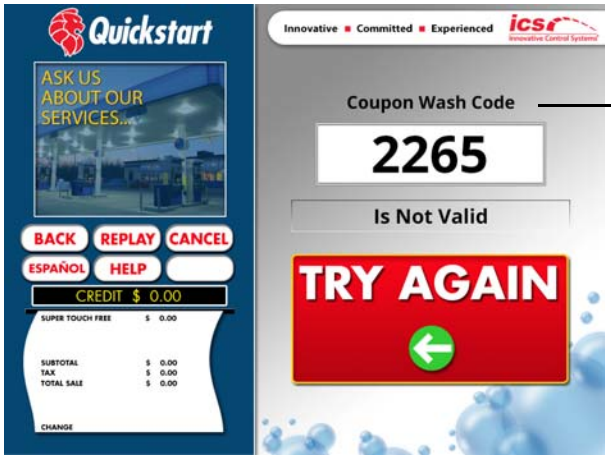


Figure 33. Wash Code Not Valid Custom Graphics

Screen	Transcription
1	The wash code you entered is not valid. Please check the code and try again.

Table 8: Audio Prompts for Wash Code Not Valid

Wash Code Expired

The following screen is displayed if a wash code is expired.

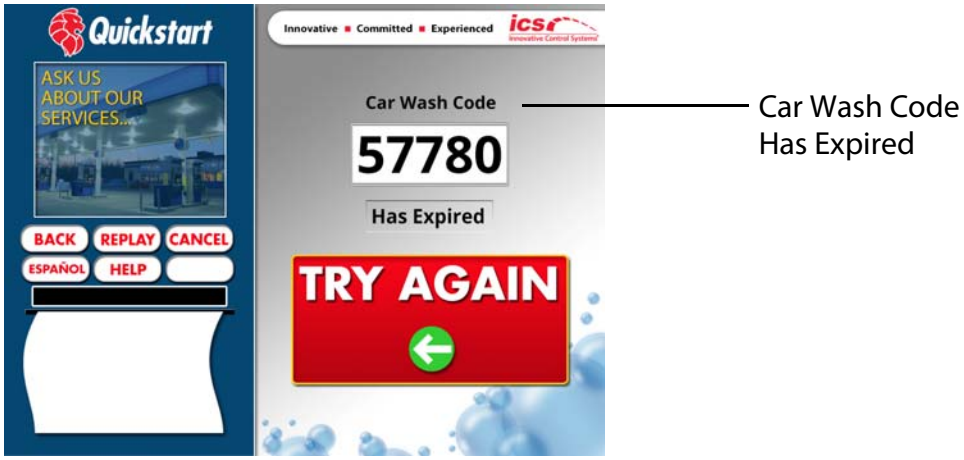


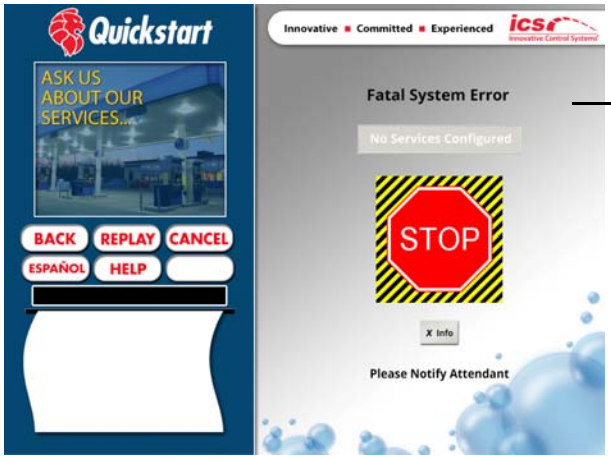
Figure 34. Wash Code Expired Custom Graphics

Screen	Transcription
1	The wash code you entered has expired. Please check the code and try again.

Table 9: Audio Prompts for Expired Wash Code

Unspecified Error

An unspecified error appears when no services are available in the current Profile.



Fatal System Error

No Services Configured

Please Notify Attendant

Figure 35. Unspecified Error Custom Graphics

Wash Busy

Screen	Transcription
1	An error has occurred. Please touch cancel and try again.

Table 10: Audio Prompts for Unspecified Error

If the in-bay is busy and the gate (if installed) is not raised, Wash Busy appears on the Auto Sentry® Petro.

Figure 36. Wash Busy Screen

User Interface Buttons

Help Button

The **Help** button is available for customers who need more information about using the Auto Sentry® Petro touch screen interface.

Figure 37. Help Custom Button

Screen	Transcription
1	To repeat instructions for the screen you are viewing, press **Replay**. To go back to the first screen at any time, press **Cancel**.If you continue to experience difficulty, please notify an attendant.

Table 11: Audio Prompt for Help Button

Back, Cancel, and Replay Buttons

The **Back**, **Cancel,** and **Replay** buttons are available to help customers navigate the *WashConnect*® touch screen interface.

Figure 38. Back, Cancel, and Replay Custom Buttons

English and Spanish Buttons

The **English** and **Spanish** buttons are available to change the Auto Sentry® Petro touch screen interface between the English language and the Spanish language.

English and Spanish Custom Buttons

CHAPTER 3: Customizing

This chapter includes information on using your Auto Sentry® Petro to promote and market your car wash. You can also find information about the following: custom buttons, video clips, scheduling profiles, and time-limited PLUs.

Using Custom Buttons

Custom buttons are used in place of all the standard buttons presented to customers to match your brand. The buttons can be designed with or without our marketing department. Custom buttons, graphics and decals are all available and involve additional fees. All you need to do is call technical support at (800) 246-3469 to get started.

You can enable custom buttons to make your Auto Sentry® Petro stand out in various ways:

- Custom buttons can increase brand recognition for your car wash.
- Time-sensitive profiles offer a different "look and feel" for special promotional periods.
- Include familiar product logos for tire shine, wax, etc.

About Custom Buttons, PLUs, and Profiles

Your custom button is assigned to one or more PLUs in the **Service Table** dialog box. The PLU is added to a profile, which may contain other PLUs. Other PLUs in the profile can also link to custom buttons. (If not, then a combination of standard and custom buttons will appear.)

When the profile is active, based on settings in the **Profile Times** dialog box, then the custom buttons will be used at the Auto Sentry® Petro touch screen.

Different sized buttons are automatically displayed, based on how many services are contained in the profile. For example, if the profile contains two services, then the extra-large button size is used. But if the profile contains six services, then the small button size is used.

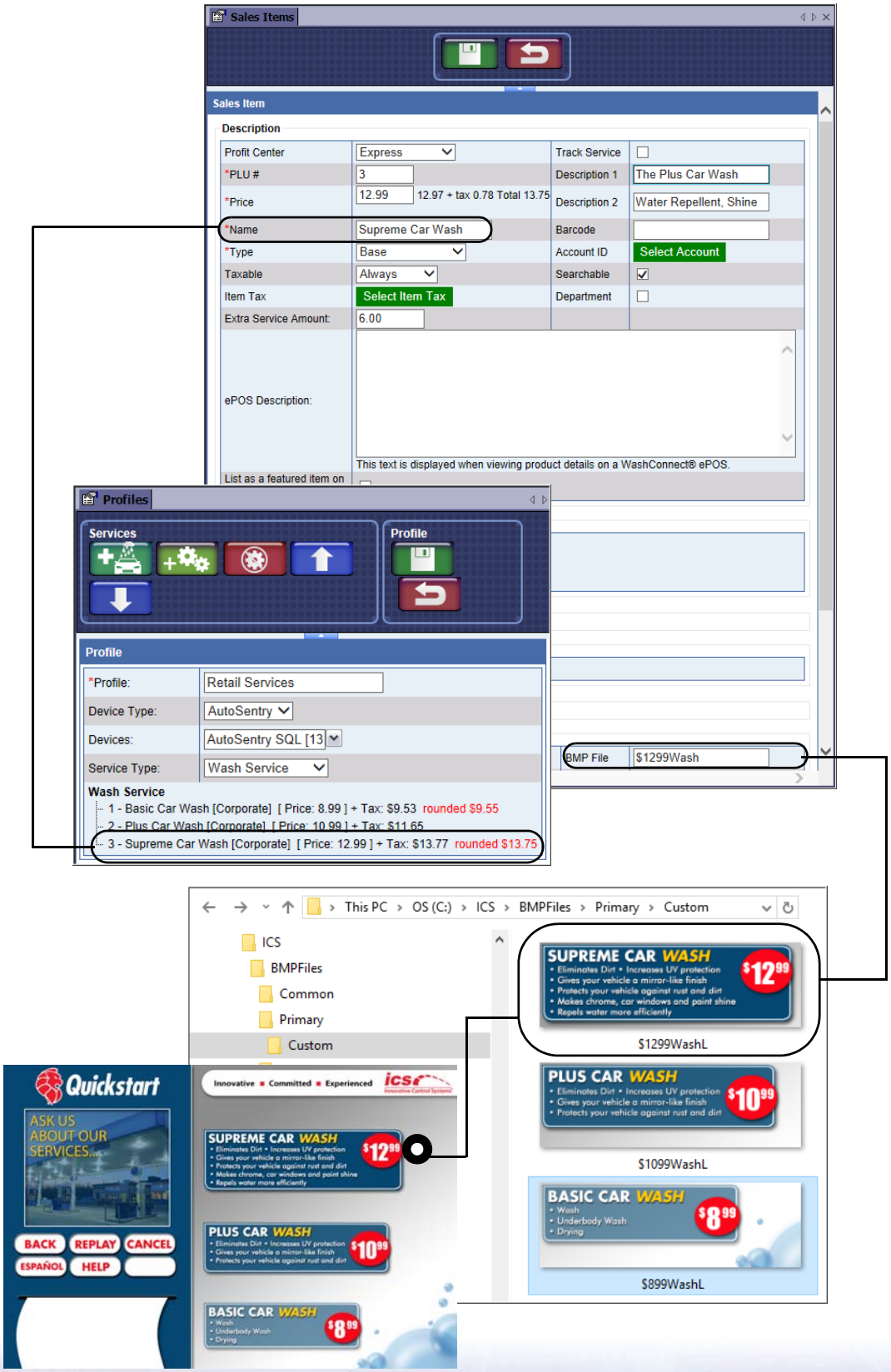


Figure 39. Custom Button Enabled for Sales Item PLU 3

In Figure 39:

- In the **Sales Item** dialog box, PLU 3 is shown. The **Name** box contains **Supreme Car Wash**, which is a reference to the wash name. The BMP File is name for this example is $1299Wash. If a file name is in this box, the custom button is enabled.
- PLU 3 is part of the **Retail Services** profile, and there are two other base washes on the Retail Menu. Since there are three services in the profile, the large (L) size custom button will be used. All four custom size buttons are originally created and the software determines the amount of services for the menu from the Profile, and then selects the appropriate size custom buttons.
- All four **$1299Wash** bmp files (S, M, L, and X) are located in the `ICS/BMPFiles/Primary/Custom` directory. WashConnect determines which size to use whenever PLU 3 is part of an active profile at the Auto Sentry® Petro.

The custom button appears on the Auto Sentry® Petro touch screen, along with another custom button and associated **Info** buttons.

Sizing Custom Buttons

For every custom button designed, there are four different files saved with the following suffixes:

- Extra Large—X
- Large—L
- Medium—M
- Small—S

Custom Button Specifications

The following table contains specifications for each button size. The same design file for one wash service or extra service is saved four times with the specific dimensions for each size.

Table 12: Custom Button Specifications

Size	Suffix	Pixel Dimensions (W X H)	Number of Buttons per Screen	Example File Name
Extra Large	X	465 × 230	**1** (For extra service menu only) See Note. **2**	FullservX.bmp
Large	L	465 × 150	**3**	FullservL.bmp
Medium	M	465 × 100	**4**	FullservM.bmp
Small	S	465 × 81	**5** or **6**	FullservS.bmp

NOTE: If you only have one wash service, you will not need a button because there is no wash selection necessary. The customer will select Buy Wash and the Auto Sentry® Petro will immediately go to the Extra Services screen or to the Insert Payment.

File names are a maximum of eight characters plus a suffix (X, L, M or S). Following the suffix is the file extension `.bmp`. Custom button files must be saved as the Bitmap image format. An example file name follows:

- `FullservX.bmp`

Saving Custom Buttons

You must save custom button files on the Auto Sentry® Petro drive (e.g., by using a network connection).

- Save primary language custom button bitmap files here:
  `\ICS\BMPFiles\Primary\Custom\`
- Save secondary language custom button bitmap files here:
  `\ICS\BMPFiles\Secondary\Custom\`

Enabling Custom Buttons

To enable a custom button, follow these steps:

1. On the **Configuration** menu, click **Goods and Services**, and click **Sales Item**.
   The **Sales Item** tab appears.
2. Search for the PLU number.
3. Select the **PLU**, and then click **Edit**.
   The **Sales Item** dialog box appears.
4. In the **BMP File** box, type the name of the file for the custom button.
   IMPORTANT: Do not type the size suffix (S, M, L or X). Do not type the .bmp file extension.
5. Click **Save** when you are finished.
   The custom button is enabled for the PLU.

Custom Button Layout Examples

The following figures show examples of how each size custom button is displayed on the *Auto Sentry® Petro* touch screen. The number of buttons that appear on the screen depends upon the number of services included in the profile. See Table 9, for the exact size of the buttons for S, M, L, or X. These sizes cannot be changed to software limitations. Even if the video clip Info buttons are not enabled, the size of the buttons cannot be extended.

Small Custom Buttons for Five or Six Services

Figure 40. Small Custom Buttons for 5 or 6 Wash Buttons (5 or 6 Extra Services)

Medium Custom Buttons for Four Services

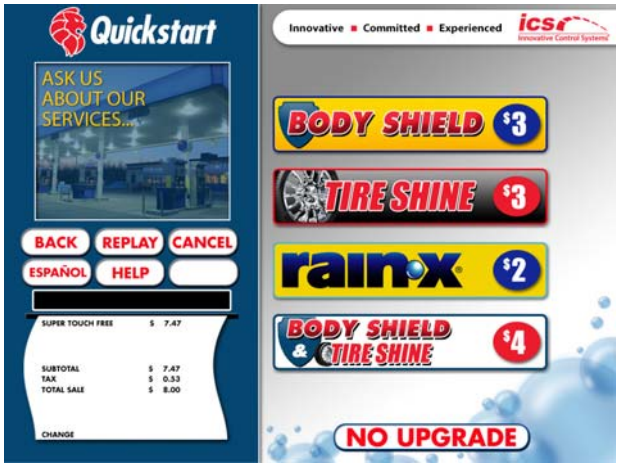


Figure 41. Medium Custom Buttons for 4 Wash Services (or 4 Extra Services)

Large Custom Buttons for Three Services

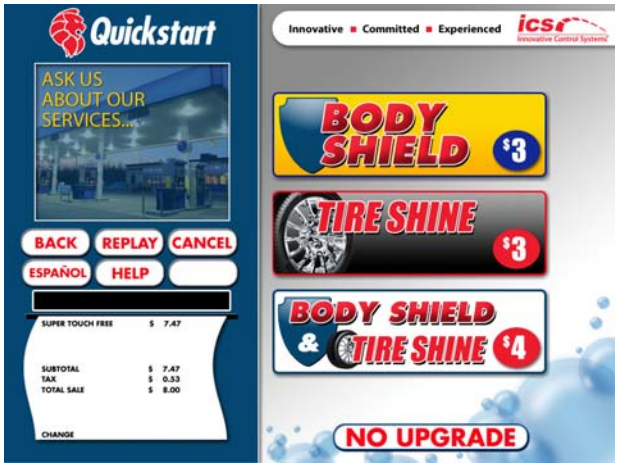


Figure 42. Large Custom Buttons for 3 extra services (or 3 wash services)

Extra Large Custom Buttons for Two Services

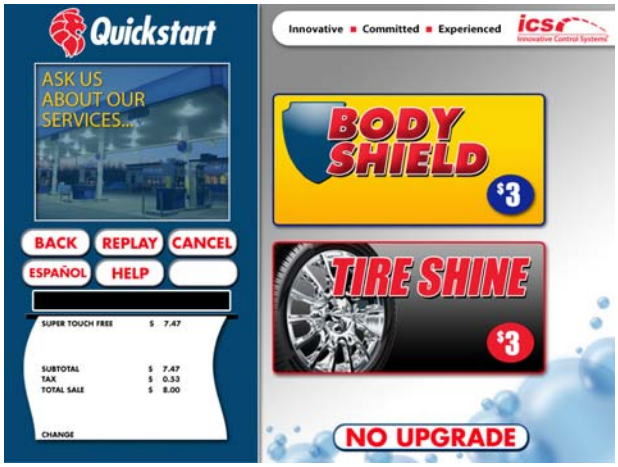
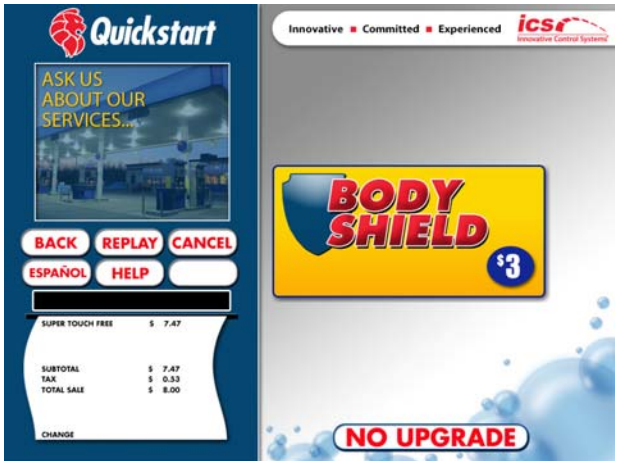


Figure 43. Extra Large Custom Buttons for 2 extra services (or 2 wash services)

Extra Large Custom Buttons for One Extra Service



Extra Large Custom Button for 1 extra service (unavailable for 1 wash service)

This screen is unavailable for the wash service screen. If you only have one wash service offering, when you select Buy Wash it automatically select the only wash service available.

Using Videos

Videos are available to provide welcome messages, damage waivers, and more detailed product promotions or wash service descriptions. The most commonly used videos are promotional clips.

About Promotional Clips

Clips can be assigned to base wash services or extra services. They can be associated with custom buttons or standard buttons. **Info** buttons on the Auto Sentry® Petro touch screen provide access to video clips.

Figure 44. Custom Wash Service buttons with associated Info Button for video

Ordering Video Clips

The following promotional video clips are available:

- *Rain-X®*
- Tire shine
- Polish wax
- Sealer wax
- Under carriage

These short promotional clips are provided at no charge. Contact technical support for more information.

Recording Video Clips

You can record your own video clips. If the clip includes a narrator, he or she should be recorded in a portrait setting with the head and top of shoulders just inside the frame.

Naming Video Clips

Video clip file names are a maximum of eight characters.

Saving Video Clip Files

Video clips must be saved as audio-video interleave (.avi) format.

You must save video clip files on the Auto Sentry® Petro drive by using a network connection.

- Save primary-language video clip files here:
  `\ICS\AVIFiles\Primary\`
- Save second-language video clip files here:
  `\ICS\AVIFiles\Secondary\`

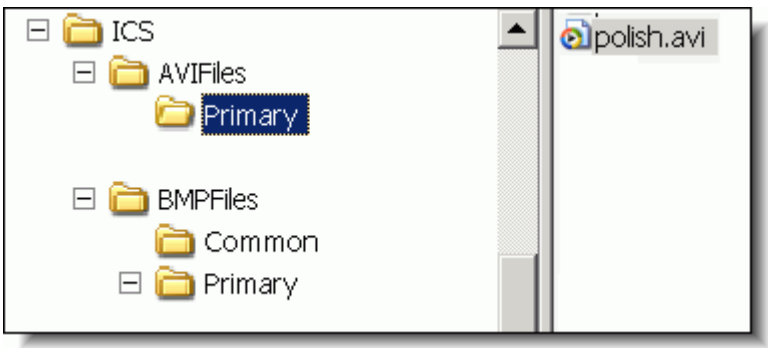


Figure 45. Video Clip File in AVI Files Directory

Video Clip Specifications

A video clip file must be saved in the audio-video interleave (.avi) format with the following specifications:

Table 13: Video and Audio Specifications

Parameter	Setting
Video Specifications	
Codec	*Microsoft*® MPEG-4 Video Codec V3
Frame Size for Info Video Clip	352 x 288
Frame Size for Welcome Video	989 x 649
Frame Rate	29.970 (NTSC)
Pixel Aspect Ratio	1.0
Field Order	Lower field first (B)
Audio Specifications	
MP3 Codec	MPEG Layer-3 (MPEG-2 Layer 3)
Bit Depth	32 kBit/s
Sample Rate	22,050 Hz
Channel	Mono
To Set Volume Level	Normalize –12 dB

Add a Video Clip File to a Sales Item

To enable a video clip for a base service or for extra services, enter the video clip file name in the **Info Video File** box of the **Sales Item** dialog box.

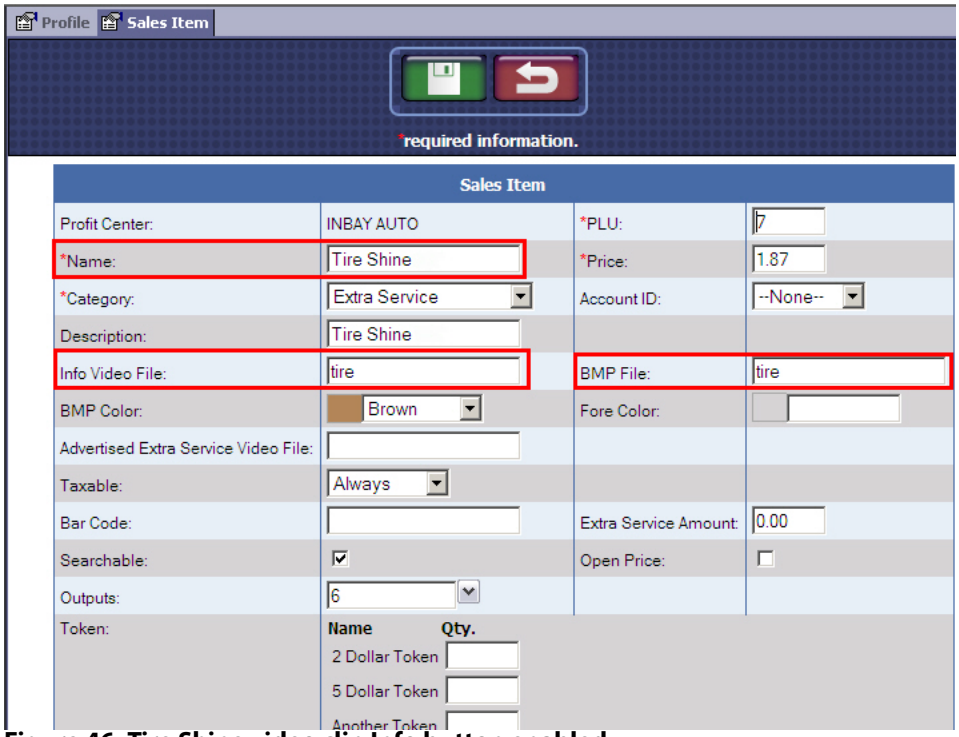


Figure 46. Tire Shine video clip Info button enabled

In the figure above:

- The **Sales Item** dialog box is shown for PLU 7, **Tire Shine**.
- In the **Info Video File** box, **tire** appears. This associates the video clip file named `Tire.avi` with PLU 7.

Enabling Video Clip Files

To enable a video clip for a custom button, you must save it in the correct directory on the Auto Sentry® Petro drive.

For example:

- You might include a video clip named `Tire.avi` in the `\ICS\AVIFiles\Primary\` directory.

NOTE: The video clip file must have an extension of `.avi`.

After video clips are saved in the Auto Sentry® Petro AVIFiles directory `\ICS\AVIFiles\` they are automatically enabled for any PLU that includes the file name in the **Info Video File** box.

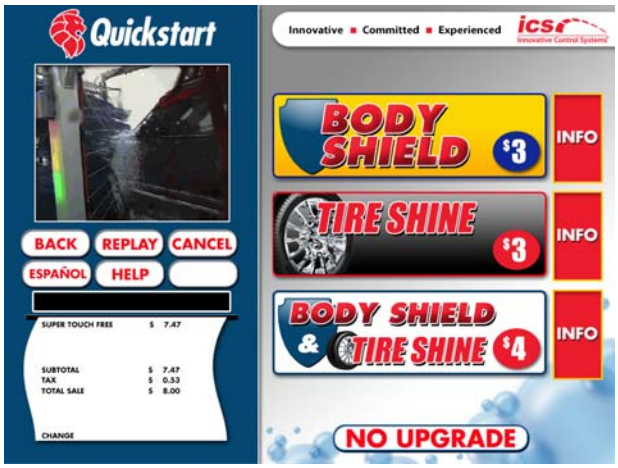


Figure 47. Extra Services buttons with Info buttons for Video Clips

Enabling Welcome Videos and Damage Waivers

To enable a welcome video or damage waiver, follow these steps:

1. After you have recorded the file, name it as follows:
   - For a welcome video, name the file `CustomAdvertise.avi`.
   - For a damage waiver video, name the file `DamageWaiver.avi`.
2. Save the file here:
   - `\ICS\AVIFiles`
3. Restart `Touch.exe`.
   The video is enabled.

NOTE: Except for the size, the specifications for welcome videos and damage waivers are the same as the specifications for promotional clips. Promotional clips are 352 × 288 pixels. Welcome videos and damage waivers are 989 x 649 pixels.

For more information, see "Video Clip Specifications" on page 53.

Using Profiles and Schedule

A profile is a group of base washes including any extra services for each base wash. A profile can be enabled or disabled at the Auto Sentry® Petro. For example, you might create a basic profile that is enabled for ordinary operations. You might also create a promotion profile to encourage more business on slower days or at a slower time of day. By using a profile to contain your services, you can display a customized wash menu to customers at the Auto Sentry® Petro.

Profiles can be enabled based on the following parameters:

- Day and Time
- Vehicle (normal or high vehicle)
- Applies To (Retail, Club, Paid Ticket, Open Ticket, Coupon, Club Sales, Gift Sales, Flex, Fleet, Book Sales, Customer Group)
- Rule

> *This section includes general information about how you might use different profile times. It does not include detailed, step-by-step instructions on how to create wash services, profiles, or schedules. For instructions, see the WashConnect® User Manual.*

The following example shows a **Profile** tab. From the Profile tab, you can view the list of created profiles which include a profile for standard offerings, early bird specials, fleets, high-vehicle profiles, upgrades, and more.

Figure 48. List of current Profiles appearing on the Profile Tab

About Wash Selections Based on the Day and Time

You can configure Auto Sentry® Petro to offer a different set of wash options based on various conditions which might include the following:

- Weekdays, weekends, and evenings
- Holidays

- Slow times and busy times
- Inclement weather
- Twenty-four hour washes

You can use the **Profile Times** dialog box to set up these conditions. Using the **Day**, **Start Time**, and **Stop Time** fields, you can create your own profile times. Examples are shown in the following figures.

Display a Standard Offerings Schedule

This example displays a standard offerings profile. It enables the Auto Sentry® Petro to operate on different weekday and weekend schedules.

Profile	Devices
Standard Offerings	AA1002,USER6 - POS,USER7 - POS,
Early Bird Standard	AA1002,USER6 - POS,USER7 - POS,
Fleet Std	AA1002,USER6 - POS,USER7 - POS,
Standard HVP	AA1002,USER6 - POS,USER7 - POS,
Presell Upgrade Standard	AA1002,USER6 - POS,USER7 - POS,
Fuel Upgrade Standard	AA1002,USER6 - POS,USER7 - POS,
Fleet HVP	AA1002,USER6 - POS,USER7 - POS,
Presell Upgrade HVP	AA1002,USER6 - POS,USER7 - POS,
Fuel Upgrade HVP	AA1002,USER6 - POS,USER7 - POS,
Night Services	AA1002,USER6 - POS,USER7 - POS,
Night Services HVP	AA1002,USER6 - POS,USER7 - POS,

Service

- Xtreme Wash ($13.00)
  - Free Token ($13.00)
- Ultimate Wash ($12.00)
- Deluxe Wash ($9.00)
  - Triple Foam Polish ($11.00)
- Express Wash ($7.00)
  - Triple Foam Polish ($9.00)

Schedule

Day of Week	Start Date	End Date	Start Time	End Time	Vehicle Height	Applies To	Program
WeekDays			6:00 AM	9:00 PM	Normal	Retail	
Weekend			6:00 AM	5:00 PM	Normal	Retail	

Figure 49. Example of a Standard Offerings Schedule

Figure 49 shows the wash is open from 6:00 A.M. to 9:00 P.M. weekdays, and 6:00 A.M. to 5:00 P.M. on weekends. The Retail profile is selected. It includes separate schedules for weekdays and weekends, which enables the Auto Sentry® Petro to display the same services at different times.

Display a Holiday Schedule

Figure 50 shows a schedule to accommodate extended hours over the Labor Day weekend.

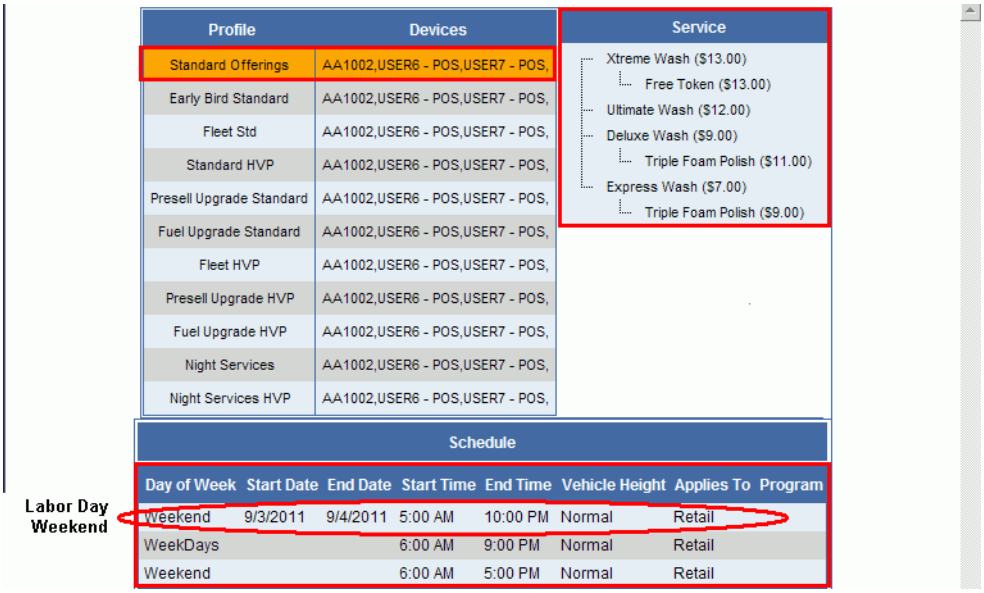


Figure 50. Example of Labor Day Schedule

Figure 50 shows the Retail schedule that includes specific dates for the Labor Day weekend, when the wash is open for extended hours. The weekend schedule is active from 9/3/2011 to 9/4/2011. The extended hours are 5:00 A.M. through 10:00 P.M.

Display Busy and Slow Schedules

Figure 51 shows how different profiles apply for busy times and slow times.

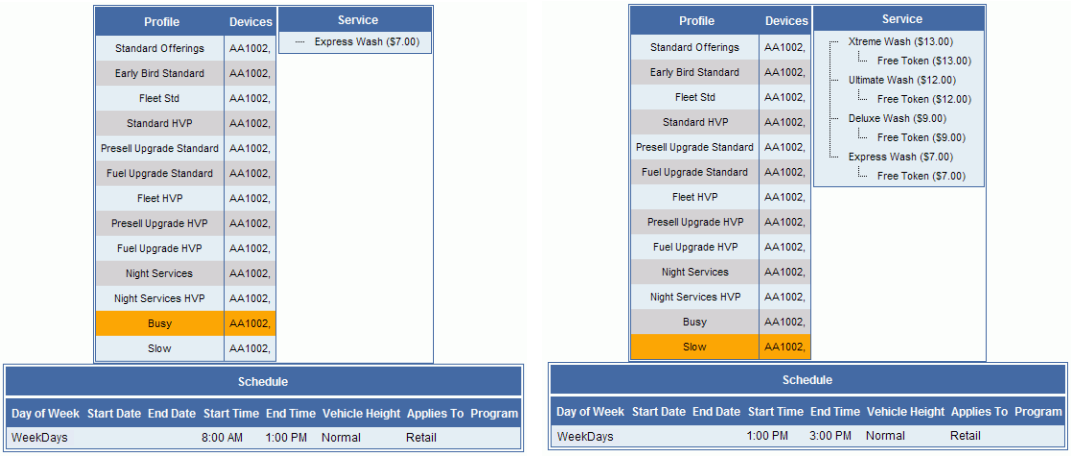


Figure 51. Busy and Slow Profile Schedules Examples

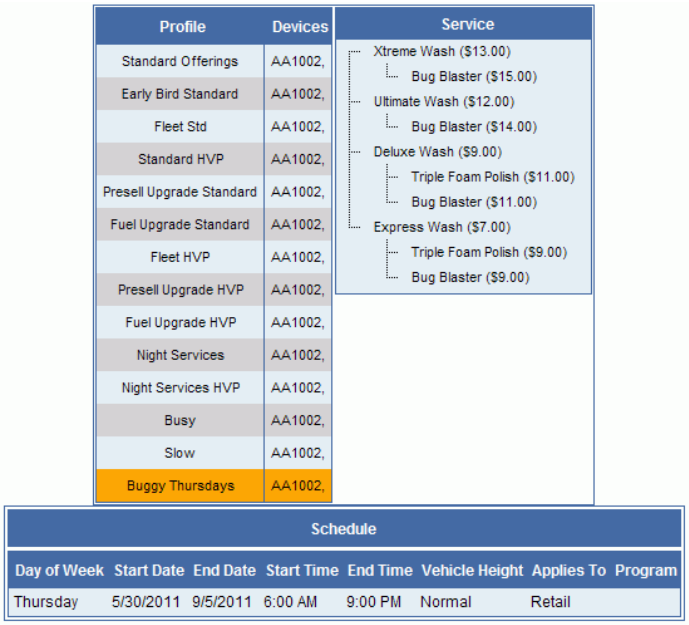
In Figure 51, two profiles enable the Auto Sentry® Petro to display wash selections based on how busy the wash is expected to be.

During busy times, from 8:00 A.M. to 1:00 P.M., the wash choices are limited to the Express Wash to provide a speedier selection process and wash experience. During slow times, free tokens can be offered with each selection to encourage repeat visits.

- The **Busy** profile is used for weekdays between 8:00 A.M. and 1:00 P.M.
- The **Slow** profile is used for weekdays between 1:00 P.M. and 3:00 P.M.

Display an Bug Blaster Profile Offering

You might consider creating a special profile for stretches of heavy bug activity where you offer extra bug remover.



Profile	Devices
Standard Offerings	AA1002,
Early Bird Standard	AA1002,
Fleet Std	AA1002,
Standard HVP	AA1002,
Presell Upgrade Standard	AA1002,
Fuel Upgrade Standard	AA1002,
Fleet HVP	AA1002,
Presell Upgrade HVP	AA1002,
Fuel Upgrade HVP	AA1002,
Night Services	AA1002,
Night Services HVP	AA1002,
Busy	AA1002,
Slow	AA1002,
Buggy Thursdays	AA1002,

Service

- Xtreme Wash ($13.00)
  - Bug Blaster ($15.00)
- Ultimate Wash ($12.00)
  - Bug Blaster ($14.00)
- Deluxe Wash ($9.00)
  - Triple Foam Polish ($11.00)
  - Bug Blaster ($11.00)
- Express Wash ($7.00)
  - Triple Foam Polish ($9.00)
  - Bug Blaster ($9.00)

Schedule

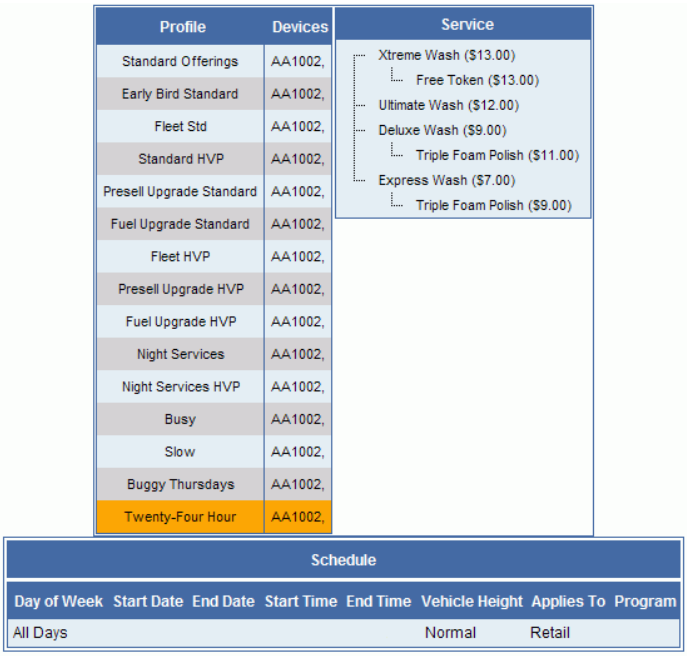
Day of Week	Start Date	End Date	Start Time	End Time	Vehicle Height	Applies To	Program
Thursday	5/30/2011	9/5/2011	6:00 AM	9:00 PM	Normal	Retail	

Figure 52. Buggy Thursdays Profile and Schedule Example

Figure 52 shows a valid Profile between Memorial Day and Labor Day when its Buggy. This profile offers a Bug Blaster extra service with every wash on Thursdays.

Display a Twenty-Four Hour Schedule

The next example shows how a twenty-four hour wash might be set up.



Profile	Devices
Standard Offerings	AA1002,
Early Bird Standard	AA1002,
Fleet Std	AA1002,
Standard HVP	AA1002,
Presell Upgrade Standard	AA1002,
Fuel Upgrade Standard	AA1002,
Fleet HVP	AA1002,
Presell Upgrade HVP	AA1002,
Fuel Upgrade HVP	AA1002,
Night Services	AA1002,
Night Services HVP	AA1002,
Busy	AA1002,
Slow	AA1002,
Buggy Thursdays	AA1002,
Twenty-Four Hour	AA1002,

Service

- Xtreme Wash ($13.00)
  - Free Token ($13.00)
- Ultimate Wash ($12.00)
- Deluxe Wash ($9.00)
  - Triple Foam Polish ($11.00)
- Express Wash ($7.00)
  - Triple Foam Polish ($9.00)

Schedule

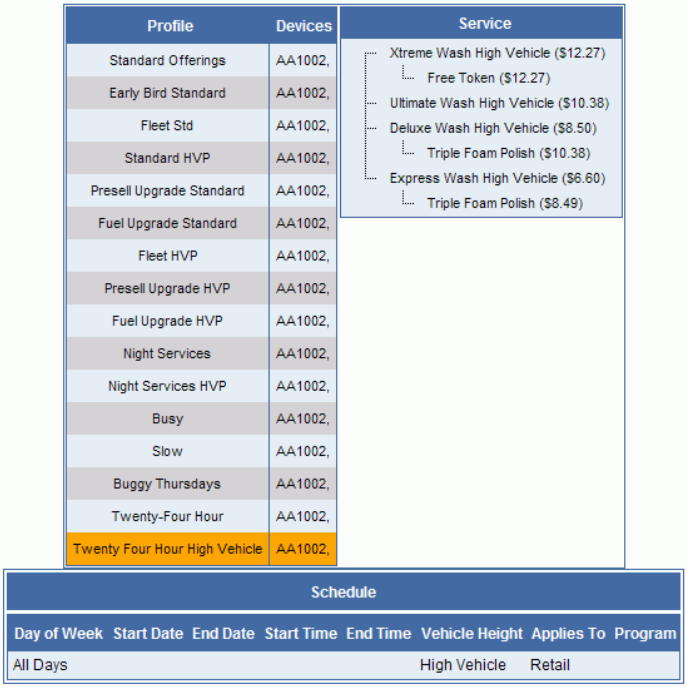
Day of Week	Start Date	End Date	Start Time	End Time	Vehicle Height	Applies To	Program
All Days					Normal	Retail	

Figure 53. 24 Hour Profile Schedule Example

This example includes a schedule for a twenty-four hour wash. Leaving the **Start Date** and **End Date** as well as the **Start Time** and **End Time** fields empty will enable a twenty-four hour wash.

Display Wash Selections Based on Vehicle Height

Vehicle height is either **Normal** or **High Vehicle**. The following example shows an additional profile for a twenty-four hour wash to be set up if the wash has a High Vehicle sensor installed**.**



Profile	Devices
Standard Offerings	AA1002,
Early Bird Standard	AA1002,
Fleet Std	AA1002,
Standard HVP	AA1002,
Presell Upgrade Standard	AA1002,
Fuel Upgrade Standard	AA1002,
Fleet HVP	AA1002,
Presell Upgrade HVP	AA1002,
Fuel Upgrade HVP	AA1002,
Night Services	AA1002,
Night Services HVP	AA1002,
Busy	AA1002,
Slow	AA1002,
Buggy Thursdays	AA1002,
Twenty-Four Hour	AA1002,
Twenty Four Hour High Vehicle	AA1002,

Figure 54. Twenty-Four Hour High Vehicle Profile Schedule

The **Twenty-Four Hour High Vehicle** schedule is available, along with the normal **Twenty-Four Hour** schedule. **High Vehicle** is selected from the Vehicle Height column.

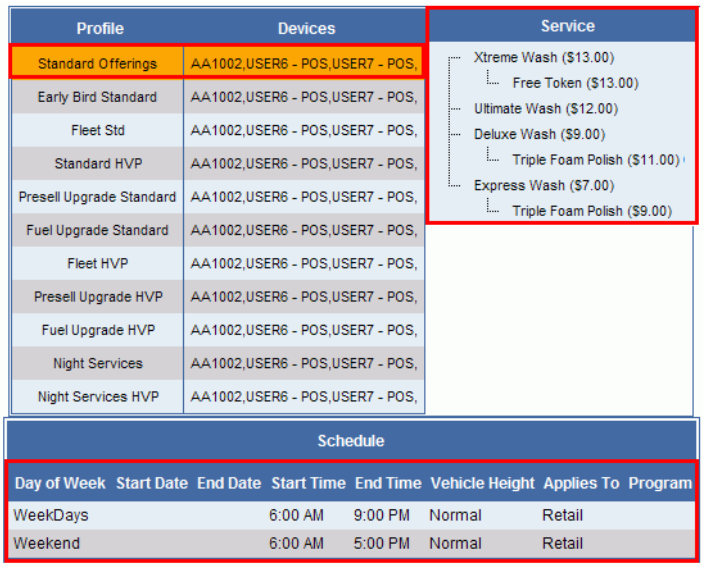
NOTE: The High Vehicle feature requires a high vehicle sensor that is optional and additional fees apply.

About Wash Selections Based on Transaction Type

Transaction types include Retail, Program, Paid Ticket, Open Ticket, Coupon, Program Sales, and Gift Sales.

Display a Retail Schedule

The **Retail** transaction type is default. When a customer selects the **Buy Wash** button at the Auto Sentry® Petro, the system attempts to match a profile by the day, time, and vehicle height. If a match is found, the profile associated with the **Retail** transaction type is used. **Retail** appears in the **Applies To** column.



Profile	Devices
Standard Offerings	AA1002,USER6 - POS,USER7 - POS,
Early Bird Standard	AA1002,USER6 - POS,USER7 - POS,
Fleet Std	AA1002,USER6 - POS,USER7 - POS,
Standard HVP	AA1002,USER6 - POS,USER7 - POS,
Presell Upgrade Standard	AA1002,USER6 - POS,USER7 - POS,
Fuel Upgrade Standard	AA1002,USER6 - POS,USER7 - POS,
Fleet HVP	AA1002,USER6 - POS,USER7 - POS,
Presell Upgrade HVP	AA1002,USER6 - POS,USER7 - POS,
Fuel Upgrade HVP	AA1002,USER6 - POS,USER7 - POS,
Night Services	AA1002,USER6 - POS,USER7 - POS,
Night Services HVP	AA1002,USER6 - POS,USER7 - POS,

Service

- Xtreme Wash ($13.00)
  - Free Token ($13.00)
- Ultimate Wash ($12.00)
- Deluxe Wash ($9.00)
  - Triple Foam Polish ($11.00)
- Express Wash ($7.00)
  - Triple Foam Polish ($9.00)

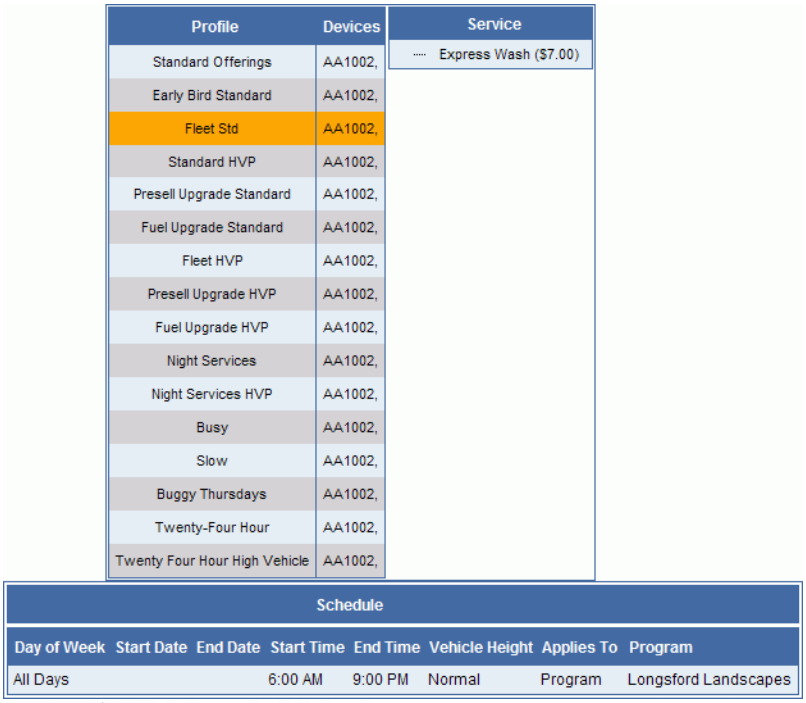
Schedule

Day of Week	Start Date	End Date	Start Time	End Time	Vehicle Height	Applies To	Program
WeekDays			6:00 AM	9:00 PM	Normal	Retail	
Weekend			6:00 AM	5:00 PM	Normal	Retail	

Figure 55. Retail Profile Schedule

Display a Fleet Schedule

The **Program** transaction type is active for customers who swipe a fleet card at the Auto Sentry® Petro as well as those with the *Auto Passport* windshield RFID tags. Auto Passport vehicle identification system has optional and additional hardware and software installed. Fleet profiles offer a limited set of wash choices.



Profile	Devices
Standard Offerings	AA1002,
Early Bird Standard	AA1002,
Fleet Std	AA1002,
Standard HVP	AA1002,
Presell Upgrade Standard	AA1002,
Fuel Upgrade Standard	AA1002,
Fleet HVP	AA1002,
Presell Upgrade HVP	AA1002,
Fuel Upgrade HVP	AA1002,
Night Services	AA1002,
Night Services HVP	AA1002,
Busy	AA1002,
Slow	AA1002,
Buggy Thursdays	AA1002,
Twenty-Four Hour	AA1002,
Twenty Four Hour High Vehicle	AA1002,

Service

- Express Wash ($7.00)

Schedule

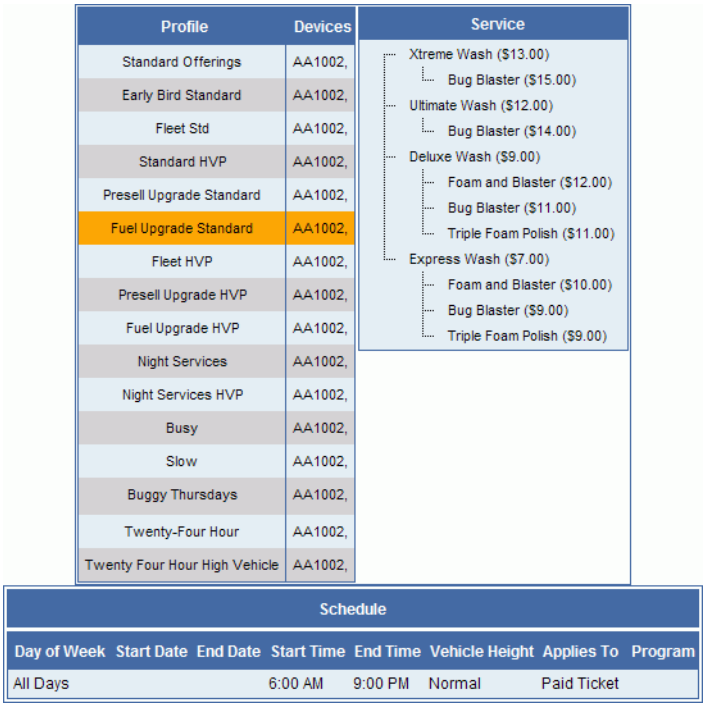
Day of Week	Start Date	End Date	Start Time	End Time	Vehicle Height	Applies To	Program
All Days			6:00 AM	9:00 PM	Normal	Program	Longsford Landscapes

Figure 56. Fleet Profile Schedule Example

The illustration above shows a schedule with **Program** selected in the **Applies To** column. The **Longford Landscapes** fleet program is active **All Days** from 6:00 A.M. to 9:00 P.M. If the system recognizes a valid fleet account customer, this profile is used.

Display a Paid Ticket Schedule

The **Paid Ticket** transaction type is active for customers with prepaid wash tickets. A customer who receives a paid ticket receives a wash code at the fuel terminal. To redeem their purchase, the customer can touch the **Enter Wash Code** button on the Auto Sentry® Petro. The associated profile might include an upsell for extra services.



Profile	Devices
Standard Offerings	AA1002,
Early Bird Standard	AA1002,
Fleet Std	AA1002,
Standard HVP	AA1002,
Presell Upgrade Standard	AA1002,
Fuel Upgrade Standard	AA1002,
Fleet HVP	AA1002,
Presell Upgrade HVP	AA1002,
Fuel Upgrade HVP	AA1002,
Night Services	AA1002,
Night Services HVP	AA1002,
Busy	AA1002,
Slow	AA1002,
Buggy Thursdays	AA1002,
Twenty-Four Hour	AA1002,
Twenty Four Hour High Vehicle	AA1002,

Schedule

Day of Week	Start Date	End Date	Start Time	End Time	Vehicle Height	Applies To	Program
All Days			6:00 AM	9:00 PM	Normal	Paid Ticket	

Figure 57. Paid Ticket Schedule

In the figure above, the **Fuel Upgrade Standard** profile is active for **All Days** from 6:00 A.M. to 9:00 P.M.

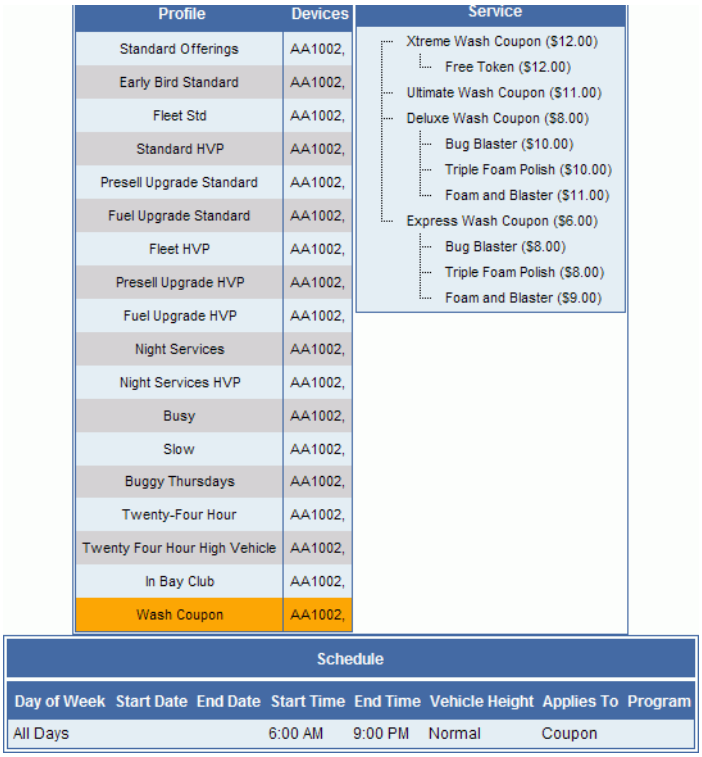
A customer with a paid ticket who selects **Enter Wash Code** will receive this profile which contains wash upgrades and extra services.

Display a Coupon Schedule

The **Coupon** transaction type is available for customers who enter a coupon code at the Auto Sentry® Petro touch screen. Coupon codes are three-, four-, or five-digit codes that give a discount on the wash service.

Coupon Schedule

The **Wash Coupon** profile is selected. It is active for **All Days** from 6:00 A.M. to 9:00 P.M. Customers who enter the correct coupon code at the Auto Sentry® Petro touch screen will receive a menu of discounted selection of base wash services. Without the discount, the services are $7.00, $9.00, $12.00 and $13.00. With the discount, the services are $6.00, $8.00, $11.00 and $12.00, as shown in the illustration. The discount is $1.00. Extra services are not discounted in this example; however, they could be.



Profile	Devices
Standard Offerings	AA1002,
Early Bird Standard	AA1002,
Fleet Std	AA1002,
Standard HVP	AA1002,
Presell Upgrade Standard	AA1002,
Fuel Upgrade Standard	AA1002,
Fleet HVP	AA1002,
Presell Upgrade HVP	AA1002,
Fuel Upgrade HVP	AA1002,
Night Services	AA1002,
Night Services HVP	AA1002,
Busy	AA1002,
Slow	AA1002,
Buggy Thursdays	AA1002,
Twenty-Four Hour	AA1002,
Twenty Four Hour High Vehicle	AA1002,
In Bay Club	AA1002,
Wash Coupon	AA1002,

Schedule

Day of Week	Start Date	End Date	Start Time	End Time	Vehicle Height	Applies To	Program
All Days			6:00 AM	9:00 PM	Normal	Coupon	

Figure 58. Coupon Schedule

CHAPTER 4:
Reporting

In this chapter, you can view the Shift report, the Credit Card report, and other reports. You can also set up performance reporting updates for the WashConnect®.

NOTE: Some reports are not applicable to the Auto Sentry® Petro, such as Checks, Debits, and Deposits.

For more information on reporting, please refer to the WashConnect® User Manual.

About the Shift Report

The **Shift Detail** report summarizes all transactions and lists all services sold for the selected shift or shifts.

You can view the **Shift Detail** report.

1. Open WashConnect and log on.
2. On the **Financial Menu**, click the **Register Reports**, and then click **Shift Detail**.
3. Select the report parameters.
4. Click the View button.
   The Shift Detail report appears. For an example, see Figure 59

Corporate

SHIFT DETAIL

Requested By: Default Employee (icssupport)
On Wednesday, July 05, 2017 4:25:16 PM

Date Range From: 7/4/2017 To: 7/4/2017
Logged At:Corporate
Device(s): Petro1001[1001]

Not all shifts selected in date range

Page: 1 of 1

V 2.4.9.0

Inbay Auto

Base	PLU	Service	Quantity	Price	Amount
	1	Express	1	$5.00	$5.00
	3	Works	3	$8.00	$24.00
Total Base			4		$29.00
		Total for Inbay Auto	**4**		**$29.00**

Net Sales Without Sales Tax					**$29.00**
Sales @ NonTaxable [0.00%]				$29.00	**$0.00**
Total Sales:					**$29.00**
Total Income					**$29.00**
Total Noncash Reconciliation					
Visa/MC		4 for		$29.00	
	Total Credit Cards	**4 for**			**$29.00**
Total Noncash					**$29.00**
Cash Reconciliation					
Beginning Bank					$0.00
Cash To Account For					**$0.00**
Ending Bank					$0.00
Cash Accounted For					**$0.00**
Even					$0.00

Click Here to View Verified and Reverified Journals

Figure 59. Shift Detail Report

The Shift Detail Report Line-Item table describes the shift detail report section headings and line-item labels. The table is comprehensive for every business model; therefore, not every shift report includes all the labels described in the table. For example, if there were no fuel sales to show in the selected shift or dates, then the **Fuel Sales** heading does not appear on the report.

Table 14: Shift Detail Report Line-Item Descriptions

Line-Item Name	Description
Profit Center	A Profit Center name will appear on the left above the section breakdown. The breakdown of each Profit Center will be itemized based on how the PLUs were set up for the particular Profit Center, i.e. breakdown may include Base, Extra, Discount, Other, etc. Anything not sold during the shift(s) being viewed will not appear. In each category, the units sold will be broken down by PLU, the name of the item or service, the total number sold (Quantity), the cost of the individual service (Price), and the total dollar value of the quantity sold (Amount).
Base	Base includes all PLUs defined in the Sales Items tab as a 'Base' item in the Type box. Base items will always appear first. Base may be the only category listed in the Profit Center unless there are types, such as discounts or promotions, defined within that profit center.
Extra	Extra includes all PLUs defined in the Sales Items tab as an 'Extra' item in the Type box.
Discount	Discount includes all PLUs defined in the Sales Items tab as Discount in the Type box.
Other	Other includes all PLUs defined in the Sales Items tab as an Other item in the Type box. These are PLUs that are unique and don't fall into the typical categories listed above. They may also be configured to accept variable pricing.
Miscellaneous	Miscellaneous includes all PLUs defined in the Sales Items tab as a Miscellaneous item in the Type box.These are PLUs that are unique and don't fall into the typical categories listed above. They may also be configured to accept variable pricing and offer the ability to change the name at the time of purchase.
Net Sales Without Sales Tax:	
Wash or Account (Profit Center) Name	Main headings indicate the specific Profit Center sales information that is being viewed. Each subcategory will display the type of service (Base, Extra, etc.), PLU number, name, along with the combined quantity, individual service price, and the total Amount (quantity multiplied by individual price) which displays the total revenue for each PLU. For example, in the displayed Shift Detail Report, the following are the Profit Centers show in the report: Express, Hand Services, and Club.

Table 14: Shift Detail Report Line-Item Descriptions

Net Sales Without Sales Tax	This is the total amount of all sales transactions before any Sales Tax is applied.
Total Sales in all profit centers prior to tax.	This is the total amount of all sales transactions in all profit centers before any Sales Tax is applied. **NOTE:** Gift Cards sold are not a Sale but a liability. This is why they are not shown in the Services section of the report.
Sales Tax: This is to account for the amount of money that will be collected as Sales Tax revenue, received from applying specified tax rates to specific Sales Items. This works with the configuration of Sales Items to determine if they are nontaxable, subject to a single tax, or subject to multiple taxes. Please see 'Sales Tax' configuration to learn how to set up the tax tree structure and assign sites at the required tax rates.	
Sales @ Nontaxable	This entry will include all sales in all profit centers from PLUs setup as Never Taxable. The amount reflects the sum on the nontaxable items sold in the selected shifts.
Sales @ User Defined Tax Rate 1(Example - PA Department of Revenue tax rate)	This entry will include all sales in all profit centers from PLUs setup as Always, and possibly Conditional, or Force Taxable. It includes all purchased Sales Items that will apply this user defined Tax Rate. For example, if rate 1 is 6% (the PA Department of Revenue tax rate), and sales are $1000.00, then Taxes at Rate 1 is $60.00.
Sales @ User Defined Tax Rate 2	This entry will include all sales in all profit centers from PLUs setup as Always, and possibly Conditional or Force Taxable. It includes all purchased Sales Items that will apply this user defined Tax Rate.
Total Sales	The total dollars of revenue for all sales including tax received from all profit centers within the selected shifts.
Total Income: This section will adjust the Total Sales number by including the following types of additional sources of income:	
Gift Card Sold	This entry includes the total adjusted value of gift cards sold during the selected shifts. This uses the total value of gift cards sold minus any Gift Card Free value to create the adjusted total. This total is added to the amount of Total Income.
Fund raiser	This entry includes the total value of Fund Raiser sales sold during the selected shifts. This total is added to the amount of Total Income.
ROA	This entry includes the total amount received as payment on an account (For example: fleet). This total is added to the amount of Total Income.

Table 14: Shift Detail Report Line-Item Descriptions

Gift Card Free	This entry includes the dollar amount equal to the free percent or amount given to the purchaser when buying the gift card or when a customer adds value to a gift card. This value will be represented as a negative amount and will reduce the overall amount of the Gift Card Sales.
Gift Card Issued	This entry includes the dollar amount of all Gift Card purchases or the value added to an existing Gift Card.
Total Income	This entry includes the total dollars of revenue for all sales made from all profit centers during the selected shifts including all Prepay and Post Pay Sales that have been paid for in the date range. This adds the Total Sales section to additional revenue streams such as Gift Cards, Fund Raisers, and ROA transactions.
Total Non-Cash Reconciliation - This section will sum up all non-cash payments to determine what amount of revenue is tied to payments other than cash.	
Total Credit Cards	This entry includes the total number and total dollar amount of all sales identified as being processed with a Credit Card during the selected shift(s). The Credit Card totals will be broken down and listed by credit card type, i.e. Visa, MasterCard, etc. All of the individual credit card types will be summed and displayed in the Total Credit Cards line. The total from these entries will be subtracted from the amount of Total Income to help tie out the cash sales.
Debit Card	This entry includes the number and total dollar value of all sales identified as being processed with a Debit Card during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.
Fuel Sales	This entry includes the total dollar amount of wash services purchased at a fuel pump during the selected shifts. The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.
Fleets	This entry includes the number and total dollar value of sales that were charged to Fleet Account customers during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.
Gift Cards Redeemed	This entry includes the number and total dollar value of all sales that were paid by redeeming an existing Gift Card during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.

Table 14: Shift Detail Report Line-Item Descriptions

Tokens Redeemed	This entry includes the number and dollar value of the tokens used toward payment of wash services during the selected shift(s). The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.
External POS Sales	This entry includes the total dollar amount of wash services purchased at an External POS that communicates with WashConnect® to generate wash sales during the selected shifts. The total from this entry will be subtracted from the amount of Total Income to help tie out the cash sales.
Total Non-Cash	This entry includes the combined amount of non-cash sales during the selected shift(s). This total adds up all sales completed by credit cards, debit cards, fuel sales, Fleet accounts, gift cards, tokens, and External POS sales. This total will be subtracted from the amount of Total Income to help tie out the cash sales
Cash Reconciliation - This section will sum up all cash payments to determine what amount of revenue is tied to cash payments.	
Cash To Account For: This section will sum up all of the cash sources to determine the total amount of cash that is available in the selected shifts. This amount of cash is determined by including the following cash sources: Beginning Bank, Adds, Refunds Due, Cash, and Checks from Operations.	
Beginning Bank	This entry includes the beginning amount of cash available in each device at the opening of its shift. This entry will sum up all the Beginning Bank entries for each device included in the selected shifts.
Adds	This entry includes all amounts where an Add function was done to add money into a device. This is the sum of all Add functions completed on every device that has a corresponding shift selected for this report. This entry can be expanded to show the total number and total amount of all ‘adds’ done for a specific device. This can be verified by reviewing the Cash Management Operation Report for the Adds to count the total number of transactions and confirm the total amount.

Table 14: Shift Detail Report Line-Item Descriptions

Refunds Due	This entry includes the amount of cash that should have been paid out as change from an Auto Sentry, but was unable to be refunded because the machine was out of money or it didn't support the required denominations. This amount is expected to be paid out from a POS at some time. The Refund Due amount does not carry over to the next day. Refunds that are not paid out during the same shift will cause an overage that will be included in the total cash amount for the day and be included in the Beginning Bank.
Checks from Operations	This entry includes the number and total dollar amount of all checks used as payment for transactions during the selected shifts. Checks are treated as Cash.
Cash from Operations	This entry includes the total dollar amount of cash used as payment for transactions during the selected shifts.
Cash Accounted For: This section will sum up all of the cash operations that will remove money from the devices, and determine the total amount of cash that was available in the selected shift(s). It considers all Payouts, Removes, Bank Deposits, Edits, and Ending Banks.	
Payouts	This entry includes the number and total dollar amount of all cash that was paid out during the selected shifts. This entry is expandable to view the individual payout transactions.
Removes	This entry includes all amounts where a Remove function was done to remove money from a device. This is the sum of all Remove functions completed on every device that has a corresponding shift selected for this report. This entry can be expanded to show the total number and total amount of all 'Removes' done for a specific device. This can be verified by reviewing the Cash Management Operation Report for the Removes to count the total number of transactions and confirm the total amount.
Bank Deposits (Checks)	This entry includes the total number and dollar amount of checks being taken from the system and sent to the Bank for Deposit. Checks are treated as Cash so Checks deposited to the Bank will be deducted from your total Cash on Hand.
Bank Deposits (Cash)	This entry includes the total dollar amount of cash being taken from the system and sent to the Bank for Deposit. Cash deposited to the Bank will be deducted from your total Cash on Hand.
Total Bank Deposits	This entry includes the total number and amount of all deposits taken to the bank. It is the sum of the total Bank Deposits for Cash and Check.

Table 14: Shift Detail Report Line-Item Descriptions

Dispenser Edits	This entry includes all dollar amount changes created during completed edits for the Auto Sentry bill dispenser or coin hopper. Each edit references a cash management journal number and will reflect a positive or negative change in the Auto Sentry cash totals. This entry will also display modifications to the edits if necessary. (For example, re-verifying an already verified entry).
Ending Bank (-)	Ending Bank is the cash remaining in the devices at the end of the shift after any removes or deposits. This entry will include a sum of all devices associated to the selected shifts.
Over/Under/Even	The display entry will be determined by a comparison of what revenue the WashConnect says you should have based on recorded transactions, and what you actually count as physical Cash on Hand from transactions and your Ending Banks. The result of the comparison will be what is displayed on the Shift Detail report. Over means the devices ended the shift with extra money than what was recorded by the WashConnect® at the close of the shift. Under means the devices ended the shift with less money than what was recorded by the WashConnect® close of the shift. Even means the devices ended the shift with the exact money that was recorded by the WashConnect® close of the shift.
Unverified	This entry will include the dollar amount associated with journal entries that are not verified. There is also an expandable entry called 'Unverified Journal Entries Exist'. Expanding this will display a list of those journals that are currently unverified.
Voided Transactions	This entry displays the number of transactions and the total dollar amount of those transactions that were voided for the selected shift(s). This is informational because those transactions do not appear in any other part of the Shift report and are not used in the calculations.
Edited Transactions – Only can occur if site is using a Tunnel Master	This entry displays the number of transactions and the total dollar value of all transactions that have been edited for the selected shift(s). These transactions could have been edited while the shift was open or after it was closed. When transactions are edited after a shift has been closed it will be necessary to reprint the Shift Detail report to see the updated entry for Edited Transactions. You can only Edit a Transaction within Tunnel Master.

Table 14: Shift Detail Report Line-Item Descriptions

Retired Transactions -Only can occur if site is using a Tunnel Master	This entry displays the number of transactions and the total dollar value of all transactions that have been retired for the selected shift(s). These transactions could have been retired while the shift was open or after it was closed. When transactions are edited after a shift has been closed it will be necessary to reprint the Shift Detail report to see the updated entry for Retired Transactions. You can only Retire a Transaction within Tunnel Master.
Edited Customer Promotions	If any employee manually changes a customer's bonus points, punch card, or prepaid fleet balance, it will appear on the bottom of the Shift Detail Report under the expandable title named Edited Customer Promotions. This is informational to track any changes to customer promotions that were modified manually. It will also include the reason and the name of the employee who made the modification.

View a Shift Detail Report

To view the **Shift Detail** report, follow these steps:

1 On the **Financial** menu, click **Shift Detail.**
The **Shift Detail** tab appears.

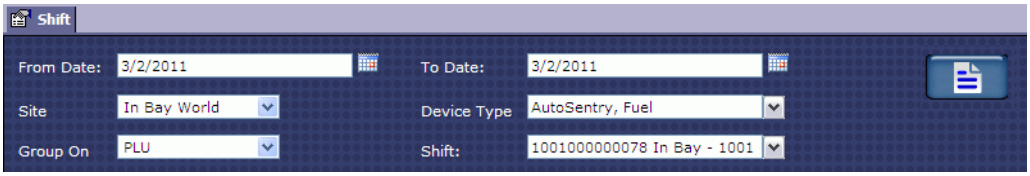


Figure 60. Shift Detail Tab

2 In the **From Date** and **To Date** boxes, select a date range.

3 In the **Site** box, select a site.

4 In the **Device Type** box, select one or more devices.

- To see sales from the fuel pump, select a device type such as **Fuel**.

5 In the **Group On** box, do one of the following:

- Select **PLU** to see PLUs. The report will show PLUs sorted numerically for each profit center.
- Select **Account** to see profit centers. The report will show profit center summaries, not PLUs.

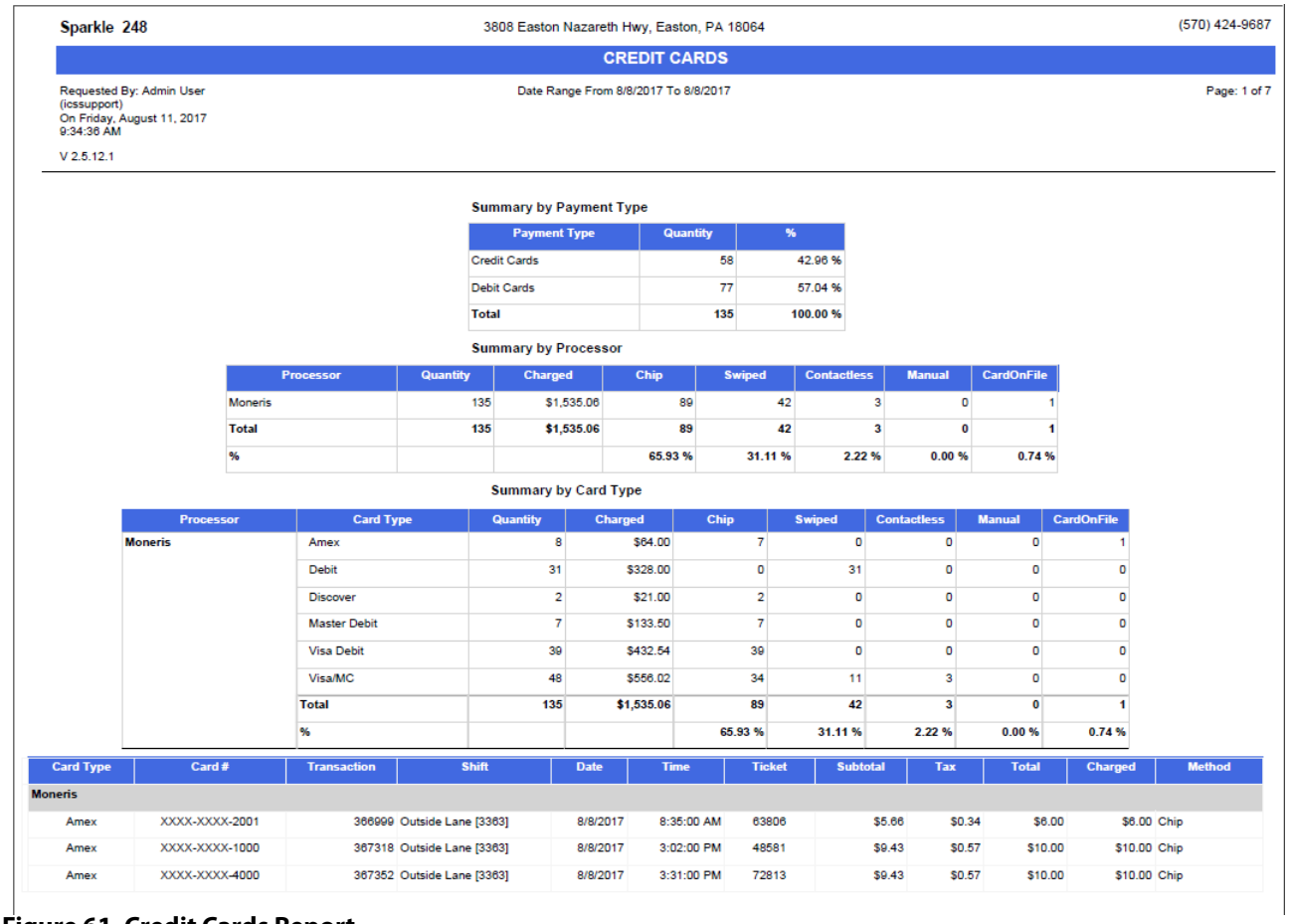
6 In the **Shift** box, select one or more shifts.

7 Click **View**.
The shift report appears.

View the Credit Cards Report

You can view the **Credit Cards** report in WashConnect®, follow these steps:

1. Select **Register Reports**, and then click **Credit Cards**.
2. In the **From Date** and **End Date** boxes, select a date range.
3. In the **Site** box, select a site.
4. In the **Shift** box, select a shift.
5. Click the **View** button.
   The credit card report appears.



Sparkle 248 — 3808 Easton Nazareth Hwy, Easton, PA 18064 — (570) 424-9687

CREDIT CARDS

Requested By: Admin User (icssupport)
On Friday, August 11, 2017 9:34:36 AM
V 2.5.12.1

Date Range From 8/8/2017 To 8/8/2017

Page: 1 of 7

Summary by Payment Type

Payment Type	Quantity	%
Credit Cards	58	42.96 %
Debit Cards	77	57.04 %
Total	**135**	**100.00 %**

Summary by Processor

Processor	Quantity	Charged	Chip	Swiped	Contactless	Manual	CardOnFile
Moneris	135	$1,535.06	89	42	3	0	1
Total	**135**	**$1,535.06**	**89**	**42**	**3**	**0**	**1**
%			**65.93 %**	**31.11 %**	**2.22 %**	**0.00 %**	**0.74 %**

Summary by Card Type

Processor	Card Type	Quantity	Charged	Chip	Swiped	Contactless	Manual	CardOnFile
Moneris	Amex	8	$64.00	7	0	0	0	1
	Debit	31	$328.00	0	31	0	0	0
	Discover	2	$21.00	2	0	0	0	0
	Master Debit	7	$133.50	7	0	0	0	0
	Visa Debit	39	$432.54	39	0	0	0	0
	Visa/MC	48	$556.02	34	11	3	0	0
	Total	**135**	**$1,535.06**	**89**	**42**	**3**	**0**	**1**
	%			**65.93 %**	**31.11 %**	**2.22 %**	**0.00 %**	**0.74 %**

Card Type	Card #	Transaction	Shift	Date	Time	Ticket	Subtotal	Tax	Total	Charged	Method
Moneris											
Amex	XXXX-XXXX-2001	366999	Outside Lane [3363]	8/8/2017	8:35:00 AM	63806	$5.66	$0.34	$6.00	$6.00	Chip
Amex	XXXX-XXXX-1000	367318	Outside Lane [3363]	8/8/2017	3:02:00 PM	48581	$9.43	$0.57	$10.00	$10.00	Chip
Amex	XXXX-XXXX-4000	367352	Outside Lane [3363]	8/8/2017	3:31:00 PM	72813	$9.43	$0.57	$10.00	$10.00	Chip

Figure 61. Credit Cards Report

In Figure 61, the report header shows the details selected for this report:

- The report was requested by **Admin User** on **Friday, August 11, 2017** at **9:34:36 AM**
- The report is titled **CREDIT CARDS**.
- The **Date Range From 8/8/2017 To 8/8/2017** displays the date range the user selected.

NOTE: The credit report can shows all card data for a selected site and shift (or shifts) across the report date range. You can select all shifts, a single shift, or a combination of shifts.

The body of the report includes details on actual credit card transactions 8/8/2017. In Figure 61, you can only see the first three transactions for this report. There are six more pages of transactions for this date range as you can determine by the Page 1 or 7 in the header.

View the Credit Cards Report

Field	Description
Card Type	This will appear as the type of the Credit Card company, such as Amex, Discover, Visa/MC.
Card#	Last four digits of the card.
Transaction	Unique transaction ID number. Click the column header to sort for this field.
Shift	This column displays the specific device name and the shift number.
Date	Date the transaction was placed. Click the column header to sort for this field.
Time	Time the transaction was finalized.
Ticket	Ticket number, if a ticket was generated for the transaction. Zero if no ticket was generated.
Subtotal	The total of the transaction before tax. Refunds appear in parenthesis.
Tax	Tax on the transaction.
Total	Price plus tax.
Charged	Actual billed amount on the card. Billed can account for split payment amounts. For example, if a transaction costs $100.00 and $20.00 was on a gift card and $80.00 was on a credit card, then Total is $100.00, but billed is $80.00.
Method	This shows the method of entering the credit card: Swiped, Manual, Chip, Card on File or Contactless.

Table 15: Credit Card Report Description

Viewing Other Reports

You can select many different reports in the **WashConnect® Register Reports** menu. The following reports are most applicable to the Auto Sentry® Petro:

- Promotions
- Accounts
- Fuel Sales

CHAPTER 5:
Configure Settings

The Auto Sentry® Petro is flexible. There are many settings to configure the Auto Sentry® Petro to the needs and requirements of your wash. Technical Support is here to help you if you are making changes to your Settings.

To change settings for a specific device, you must log on to the site location where that device is installed.

WARNING: Contact ICS Technical Support prior to making any changes to your device settings.

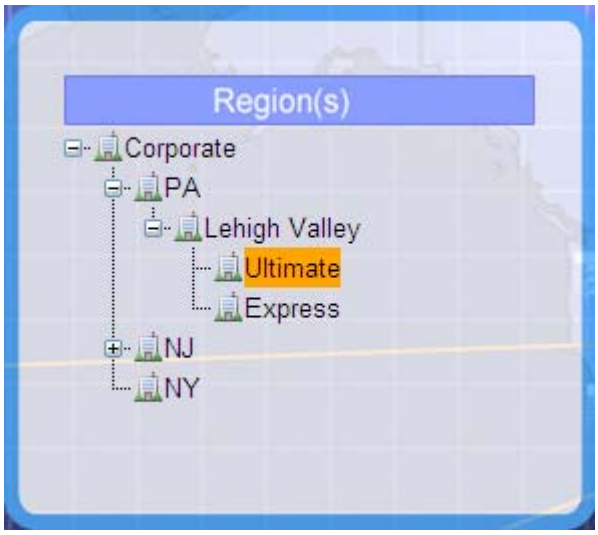


Figure 62. Logon Screen Region

In the illustration, **Ultimate** is selected as the logon location. The **Ultimate** location is a site where devices are installed. After you log on, you can select devices in the **Device NAME** list, and then edit settings for those devices.

NOTE: If you do not see devices in the **Device NAME** list, then you can log on to a site location in the organization layout. After you log on to a site where devices are installed, devices appear in the **Device NAME** list.

Restart Touch

You may need to restart Touch.exe. For example, after you make changes in a WashConnect **Settings** screen, you must remember to restart the corresponding Auto Sentry® Petro to enable the changes.

To restart to the Auto Sentry® Petro, follow these steps:

1 Open WashConnect. On the System Setup menu, select Devices, and then select Settings to verify the Auto Sentry® Petro **Control** setting, **Switch Enabled**, is set to **TRUE**.

2 Unlock the Auto Sentry® Petro back door with an Auto Sentry® Petro key and then with a hex key.

3 Inside the Auto Sentry® Petro, locate the Service Screen button. (In Figure 63, the Service Screen button is red.)

Figure 63. Service Screen button

4 Press and hold the button for about five seconds or longer.
The Auto Sentry® Petro unit will reboot.

5 After the unit has rebooted, verify that the settings have taken effect.

NOTE: If the unit does not reboot or if **Switch Enabled** is **FALSE**, then you can make the settings effective by restarting **Touch.exe** with a USB keyboard attached to the motherboard of the Auto Sentry® Petro. Contact ICS support for more information.

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Sales: 800.642.9396 | Email: sales@icscarwashsystems.com | icscarwashsystems.com