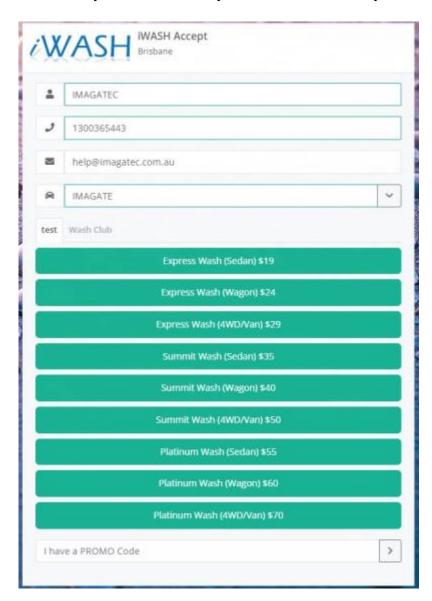
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Customer sign up process

Customers can sign up for the wash club memberships just by entering their details in the pocket kiosk and selecting the wash club sign up that they are interested in. Imagatec PocketKiosk will create the customer record and a subscription against the customer record that once paid will start immediately and automatically renews on the monthly anniversary of the date.



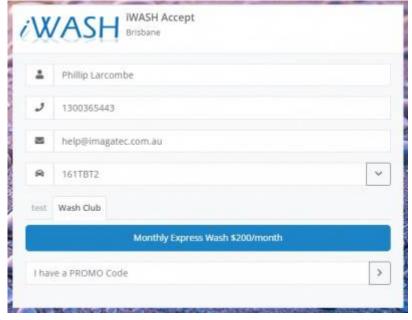
How does the customer sign up?

The process that a customer follows is below:

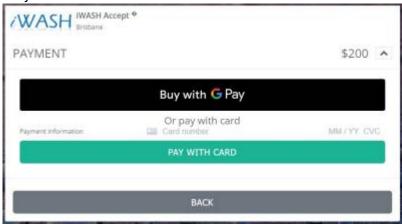
1. The customer enters their details and clicks "Continue"



2. Select the subscription product (marked with the per month price) in the PocketKiosk menu

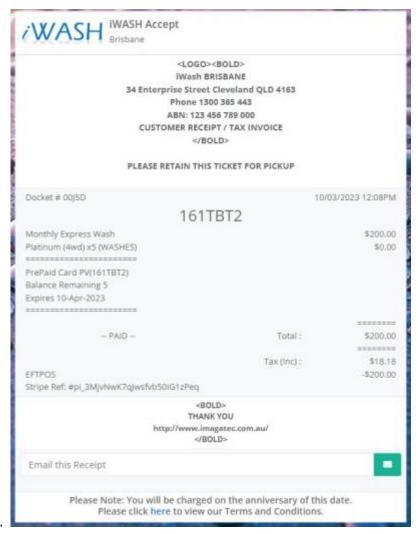


3. Select Payment



4. Once the payment is taken, the card that was used is assigned to the customer as the default payment and they are shown the reciept

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5. A welcome email is sent to the customer with links to update their subscription or view the terms and conditions.



Welcome to the club, Phillip Larcombe,

Just scan the QR Code at any of our Car Wash locations whenever you visit to redeem one of your washes.

1.

How does the customer cancel the subscription?

The customer can cancel their subscription by calling the store and speaking with staff members. Staff with back office logins can go to the stripe integration page to cancel their subscriptions:

1. Select Stripe from the integration Partners list



2. Make sure the correct site is selected for the stripe account (or All sites if have a single account)



3. Select the Stripe Customers link to see the current customers listed



4. If there are any active subscriptions, click the address book against the record



5. Press "Cancel Subscription" to end the subscription at the end of the period.

1.

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Frequently Asked Questions

How do I find out the fees for Stripe?

Any questions in relation to stripe fees can be answered by Stripe via the website (https://stripe.com/au/pricing).

How can customers update their details?

You can go to https://dashboard.stripe.com/settings/billing/portal to activate and get your customer portal link and once configured, it will need to be entered into the Stripe configuration of the iWash system for the welcome email to send.



How is the customer notified of failed payments?

Stripe has a feature to send an email to the customer if payment fails as well as upcoming renewals, and this can configure this via the stripe portal itself.

https://stripe.com/docs/billing/revenue-recovery/customer-emails.

How do I change the car registration on the subscription?

The car registration can be updated via the integration in the Stripe Customers panel in the stripe integration page.

Can we ask for a reason for cancellation?

This is part of the stripe billing portal of Stripe, you can configure this via the billing portal of Stripe: https://dashboard.stripe.com/settings/billing/portal.

Can we pause a membership? Can we schedule a pause?

In Stripe, you can search for the customer and pause it via the stripe portal (https://stripe.com/docs/billing/subscriptions/change).

With Stripe - do you have any documentation on their portal, reporting, refunds etc? Where do I find reports on the Number of sign ups, re-signs, cancellations and Churns rates of my subscription?

As stripe contain this data and not Imagatec, the billing portal in Stripe contains this information (https://dashboard.stripe.com/billing).

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http://wiki.imagatec.com.au/doku.php?id=customer_portal:integration:stripe:customersignupstripesubscription

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