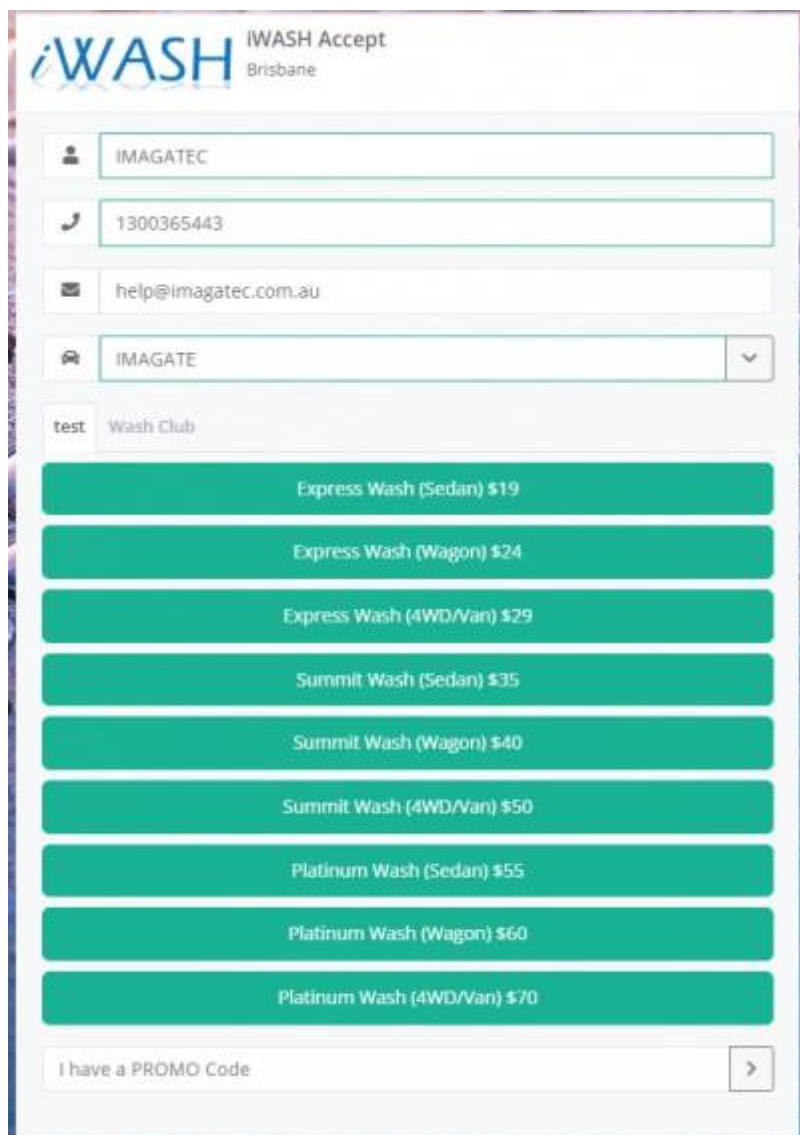


Customer sign up process

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.



The screenshot displays the 'iWASH Accept Brisbane' sign-up interface. It features a form with the following fields: a name field containing 'IMAGATEC', a phone number field with '1300365443', an email field with 'help@imagatec.com.au', and a vehicle type dropdown menu set to 'IMAGATE'. Below these fields is a 'test' button and a 'Wash Club' button. A list of ten wash club options is presented as green buttons, each with a service name and price. At the bottom, there is a field for a 'PROMO Code' with a right-pointing arrow button.

Wash Club Option	Price
Express Wash (Sedan)	\$19
Express Wash (Wagon)	\$24
Express Wash (4WD/Van)	\$29
Summit Wash (Sedan)	\$35
Summit Wash (Wagon)	\$40
Summit Wash (4WD/Van)	\$50
Platinum Wash (Sedan)	\$55
Platinum Wash (Wagon)	\$60
Platinum Wash (4WD/Van)	\$70

How does the customer sign up?

The process that a customer follows is below:

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

iWASH Accept
Brisbane

imagatec

1300365443

help@imagatec.com.au

161TBT2

Continue

1.

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

iWASH Accept
Brisbane

Phillip Larcombe

1300365443

help@imagatec.com.au

161TBT2

test Wash Club

Monthly Express Wash \$200/month

I have a PROMO Code

1.

3. Select Payment

iWASH Accept
Brisbane

PAYMENT \$200

Buy with Google Pay

Or pay with card

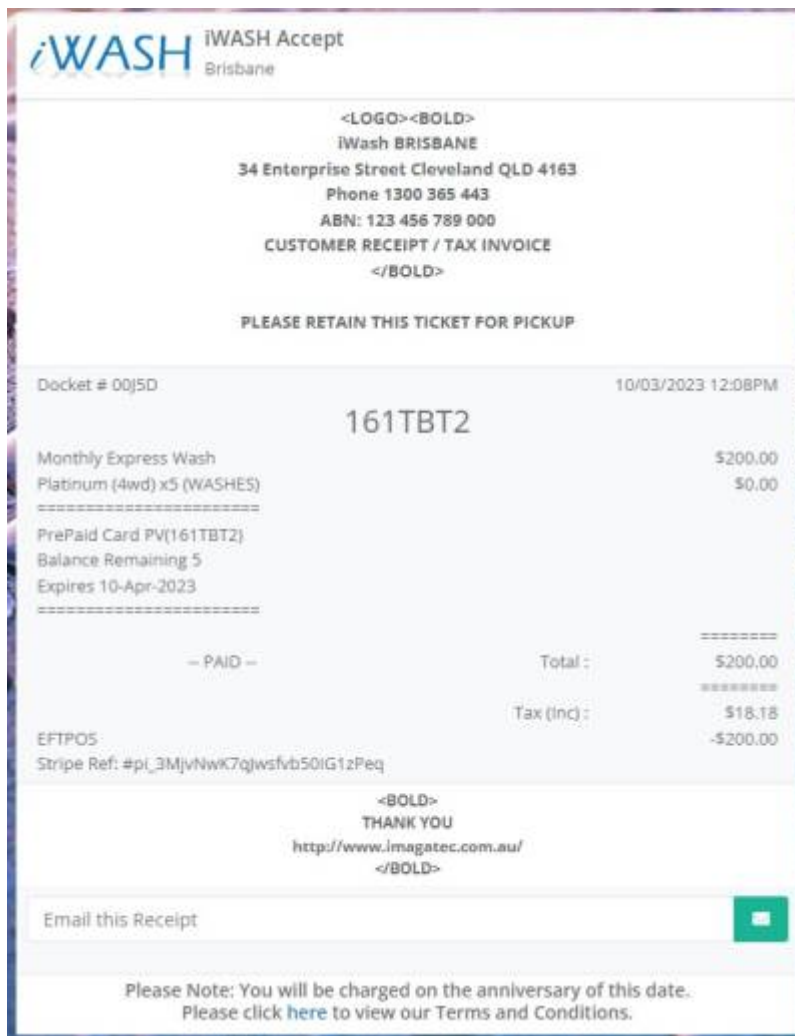
Payment information Card number MM / YY CVC

PAY WITH CARD

BACK

1.

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 receipt



1.

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?

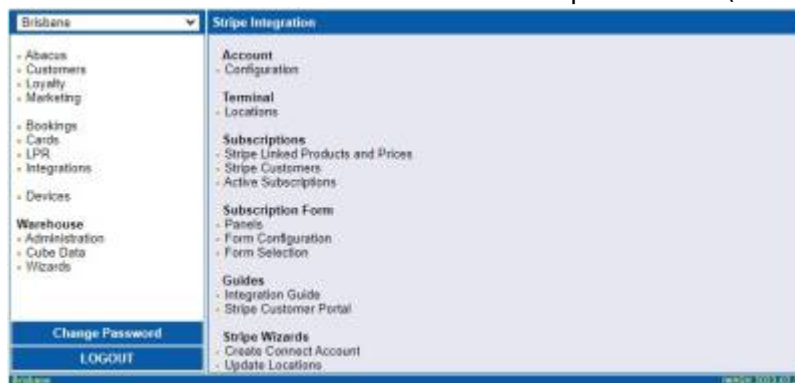
The customer can cancel their subscription by calling the store and speaking with staff members. Staff with back office logins can go to the stripe integration page to cancel their subscriptions:

1. Select Stripe from the integration Partners list



1.

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



1.

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

NAME	PHONE	EMAIL	REGO	Act Subscriptions
Philip Larcombe	0418854750	phil@imagatec.com.au	TESTERK	1
IMAGATEC	1300365443	phil@imagatec.com.au	64456456	2
IMAGATEC	0418854750	help@imagatec.com.au	ZCXA	3
Philip Larcombe	1300365443	help@imagatec.com.au	ZCXA	24
nil	nil	nil	nil	1
Stripe Customers	5	Active Subscriptions:		31

1.

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

1.

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

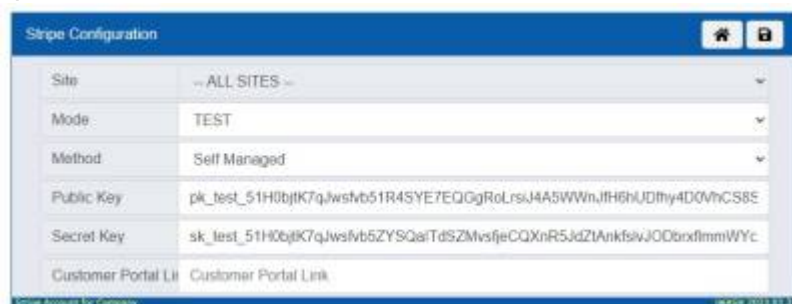
Frequently Asked Questions

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

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