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.

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J	1300365443
2	help@imagatec.com.au
R	IMAGATE 🗸
test	Wash Club
	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
4	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"

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

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R	161TBT2	
test	Wash Club	
	Monthly Express Wash \$2	00/month

3. Select Payment

WASH AC	cept ♥	
PAYMENT		\$200 ^
	Buy with G Pay	
Payment information	Or pay with card Gard number	MM/YY CVC
	PAY WITH CARD	

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

1.

		GO> <bold></bold>	
	Sector of the method of the sector	sh BRISBANE	
		reet Cleveland QLD 4163 e 1300 365 443	
		23 456 789 000	
		ECEIPT / TAX INVOICE	
	PLEASE RETAIN	THIS TICKET FOR PICKUP	
Docket # 00j5D		10	V03/2023 12:08P
	16	51TBT2	
Monthly Express Wash			\$200.0
Platinum (4wd) x5 (WAS			\$0,0
PrePaid Card PV(161TBT	10.00		
Balance Remaining 5			
Expires 10-Apr-2023			

- PA		Total :	5200.0
- PA	0-	TOTAL :	5200.0
		Tax (Inc) :	\$18.
EFTPO5			-\$200.
Stripe Ref: #pi_3MjvNw#	7q)wsfvb50IG1zPe	q	
		<bold></bold>	
		HANK YOU w.imagatec.com.au/	
Email this Receipt			

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



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

Brisbane	Integration Partners	
- Abacus - Cuntomers - Loyaty - Warkesing - Bookings - Cards - UPR - Integrations - Devices - Marcheome - Administration - Cube Dats - Wizards	Accounting & Payroll - Xero - MY/OB - Doputy - Tanda - Adl Insights - Tanda - Adl Insights - Tandares - Online Trading Hours - Order - Postal EFTPOS - Tro - Presto - Tanby - Linkly - StratPay - Stripe Terminal - Payments - Stripe terminal - Strip	Third Party Orders - Uber Eats - ManuLog - Bite Third Party Dirkers - DoorDash Dirke - Uber Direct
Change Password	- EziDebit - PayPal	
LOGOUT	+ Loke	

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

Brisbene	Stripe Integration	
- Abaces - Custormens - Layaky - Marketing - Bookings - Cards - LPR - Integrations - Devices Waterbouse - Administration - Cube Data - Wizards	Account - Configuration Terminal - Locations Subscriptions - Stripe Linked Products and Prices - Stripe Linked Products and Prices - Stripe Customers - Actiles Subscription Form - Panelis - Form Configuration - Form Selection Guides - Integration Guide - Stripe Customer Portal - Stripe Customer	
Change Password	Stripe Wizerds	
LOGOUT	Create Connect Account Update Locations	
louise	1.4568.000	TOPE

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

LAME	PHONE	EMAIL	REGO	Act. Subscriptions
Philip Larcombe MAGATEC MAGATEC Philip Larcombe uil Itipe Customers	0418054750 1300365443 0418654750 1300365443 null 5	phil@imagatec.com.au phil@imagatec.com.au help@imagatec.com.au help@imagatec.com.au null Active Subscriptions	TESTERK 64456458 2CXA 2CXA	2 0 2 0 24 0 1 0 31

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

Stripe ID	sub_1MdMu8GQmLrMBlgOx8Yk4fw7	
Rego	QJS70Z	Update Re
Site	Morayfield	
Period Start	Mon Feb 20 2023	
Period End	Mon Mar 20 2023	
Price	45/month (CURRENT PRICE)	

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

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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.

	• i
- ALL SITES -	-
TEST	
Self Managed	
pk_bsst_51H0bjtK7qJwshb51R4SYE7EQGgRoLrsJ4A5WWnJIH6bUDIhy4D0Vh	CS85
sk_lest_51H0bjtK7qJwsfvb5ZYSQaFtdSZMvsfjeCQXnR5JdZtAnkfsivJODboxfimm	0WYc
Customer Portal Link	
	TEST

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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