iWASH - Point of Sale User Manual

What is iWASH

iWASH is a Point of Sale software developed specifically for Hand Car Wash industry and is based on the highly successful iPOS system. It will also assist you to calculate the total of purchases for each customer including and discounts, extras or special deals and calculate how much change you should give.

How do I Access iWASH?

To access iPOS, simply open Internet Explorer . iPOS will be set to be the home page. iPOS works inside a mini web page that you will be able to connect via the "Point of Sale" button on your home page. You will not be required to log on.


This will allow you to begin recording orders.

## How do I go about recording an order?

iWASH has a special page which shows the active cars in the wash right now. This helps you to follow the car through the process and manage the wash.

This page continually refreshes. If your store uses handhelds in the driveway then they will appear here in Green with the Car Rego displayed. It will turn Blue when it is complete and ready for the customer. When the customer receives their vehicle you click on the rego and then click on your name and then click on Departing now! , this will take the order off the screen.

The RED color means it has not been paid, and the GREEN color means it is paid. The time shown is the time the car has been here. This is a great customer service tool to make sure that everyone is aware that time is money and not to keep the customer waiting.
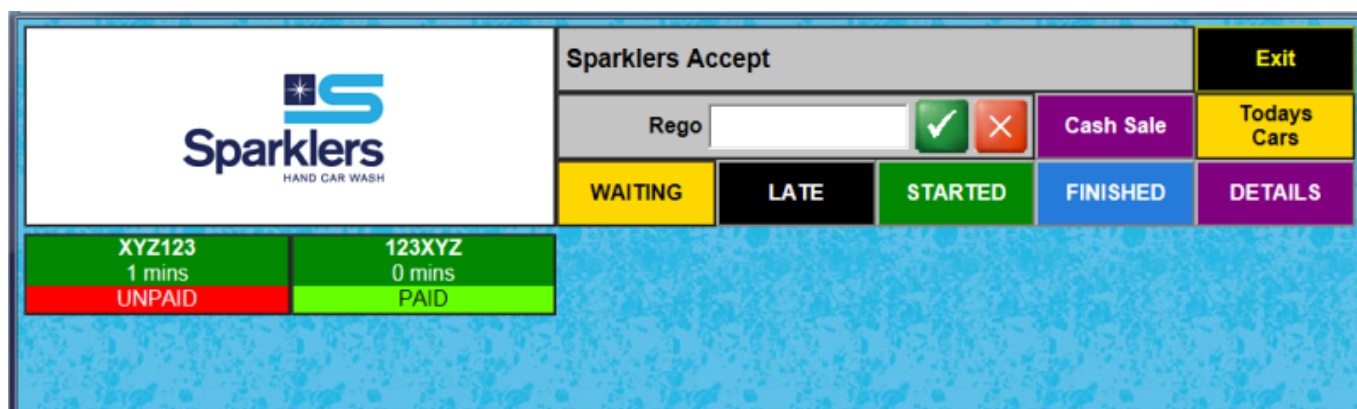
1. Start by either typing in the Rego number at the top of the screen; or select the rego from the list on the screen. This example will be for a new order for the car 111xxx.

2. Type in the Rego 111xxx and click the tick ✅.

3. The system now examines the database to see if this car had been here before. You can add Owner Details if you have them, or click the tick ✅ and continue.

4. Here now you can add the driver's details and click SAVE `SAVE` or you can click Skip `Skip`.

5. Select your name from the top right hand side of the screen.

6. The system now displays the main order screen.
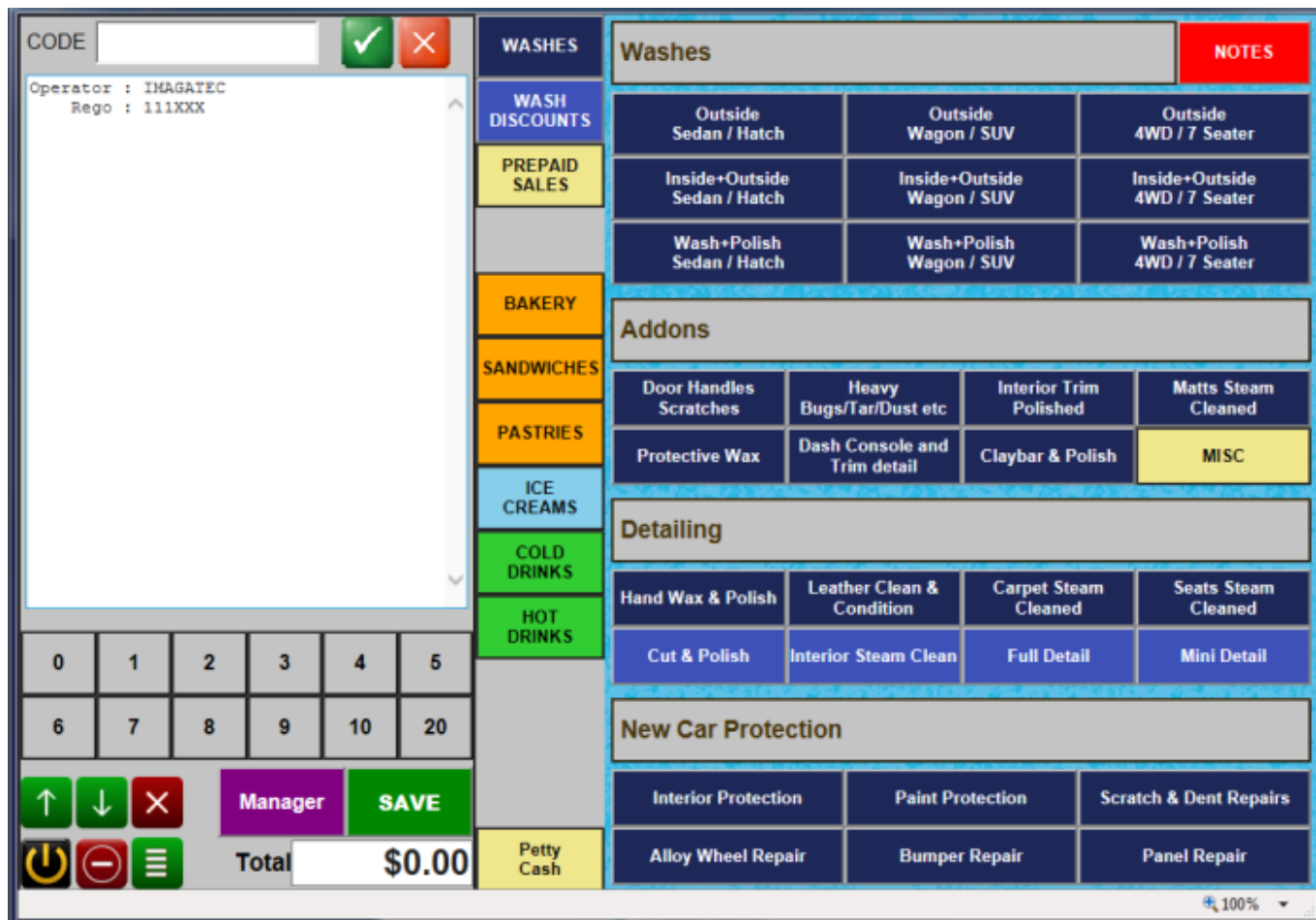
The main screen for Point of Sale splits the screen into 3 parts going from left to right they are

• The Order Screen. This is where the order is displayed as you build it. The total is on the bottom of the page and is always updated as you make changes.

• The Spine (Center). Selecting the items from the spine changes the right hand side of the page. Buttons on the spine represent departments (categories).

• The Panels. Each panel will have buttons which are related.

7. As the customer places their order, select the correct spine then the items from the Panel; 8. For example, should the customer request a Coke (450ML), you will find it under "Cold Drinks"; 9. You can select many different products for any order. All products will be listed on the top left hand side of the screen along with the running total;

10. To complete the order, click Save.

TIP: If a customer wants 3 bottles of Powerade, you can enter a "3" via the keypad and then select "Powerade" form the "Cold Drinks" category. This will automatically add three bottles of Powerade to the order include the total price.

11. inform the customer of the total, and then enter in any cash they give you by using the key pad on the right hand side of the screen;

12. To calculate change required, Press "CASH (Complete)". This will inform you how much change must be given to the customer and prepare for the next customer.

13. To enter Credit Cards or any of the buttons on the bottom of the page enter in the amount then select the button.

14. To start again press the ⊖. Using ⏻ will close iPos.

15. The 🗏 button will bring up the Tools menu. I will cover these options at the end of this manual.

The system will now drop back to the first screen and display the new car with the Rego.

How do I change a sale?

At any time during an order, you can undo or delete any product should the customer change their mind or you incorrectly enter something before you press the "CASH" button.

To go back and make any changes, click on the rego to go into the order if you are not already in it, then use the up and down green buttons located below the order to scroll through. Using the red cross delete button beside the green scroll buttons will delete which ever you have selected. (Tip: You can also just touch the item you want to delete instead of using the scroll buttons.)

How do I print a receipt?

Should a customer request a receipt, you may do this by selecting the "Print Receipt" `Print Receipt` button on the payment screen or if the order is already paid you can click on the rego and then click on "Print Receipt" `PRINT RECEIPT`. In some stores Receipt may be set to print automatically.

What I do if I accidentally close iPOS?

Should you close iPOS, it's easy to get up and running again by simply re-opening Internet Explorer. To do this, open your Internet Explorer and select "Point of Sale" from the home page. You will not need to log in.

What is the CASH SALE Button for?

CASH SALES will be for a sale which is not related to a car rego. If the CAFÉ is just selling a coffee and cake with no car wash we don't need to know the car rego. Starting the process with Cash Sale instead of a rego number skips the first couple of steps.

How to Depart Cars

The Departure Screen closes the loop and provides the mechanism to remove the car from the list of current jobs. When a car is ready to depart then select the car from the screen by rego, check to make sure it has been paid before handing over the keys and hit the Departing Now button .
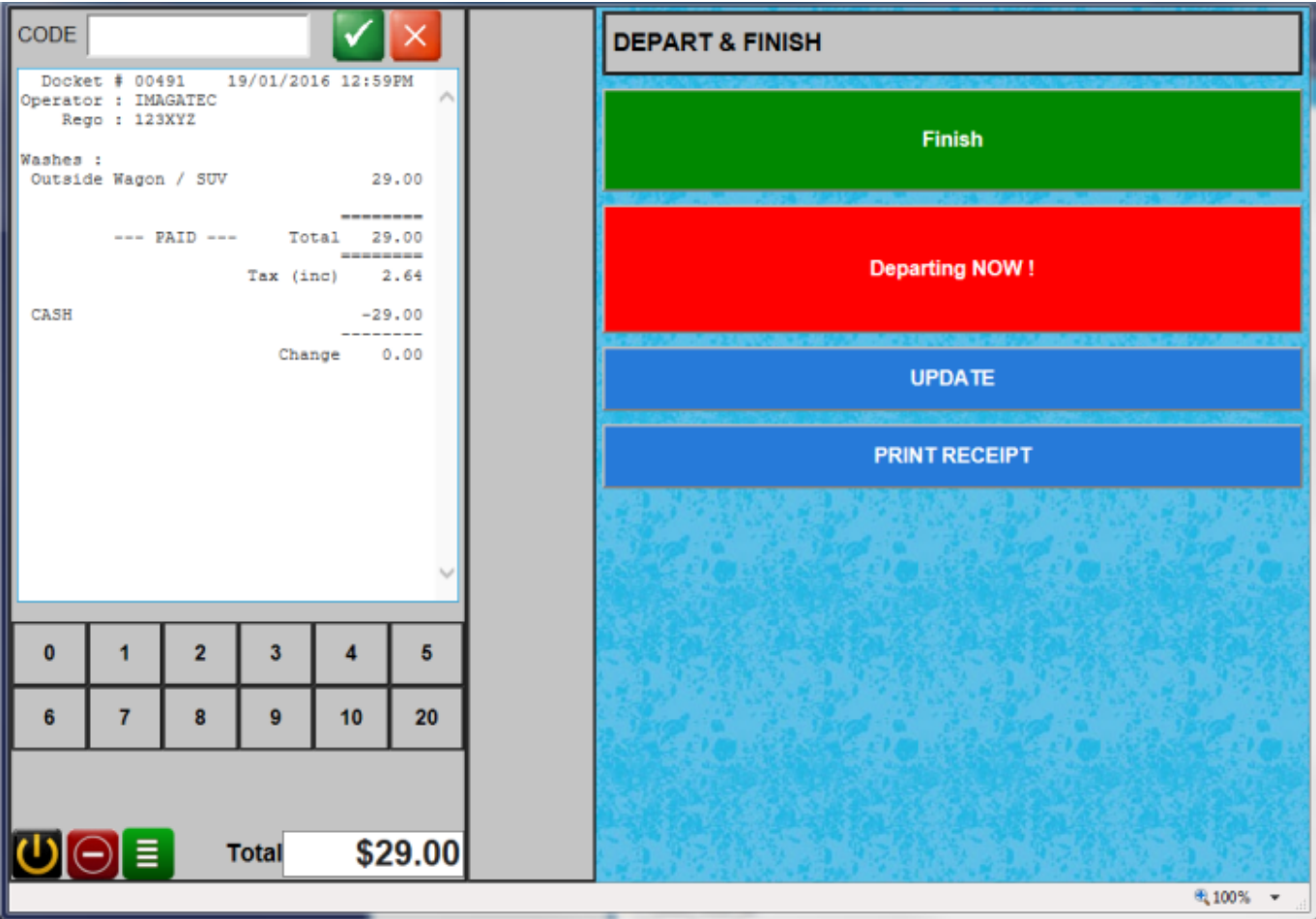
Using the Departure Screen helps to collect important statistics about the timing of services provided. This is very important to make sure there is a smooth flow of car through the wash.

Tools button
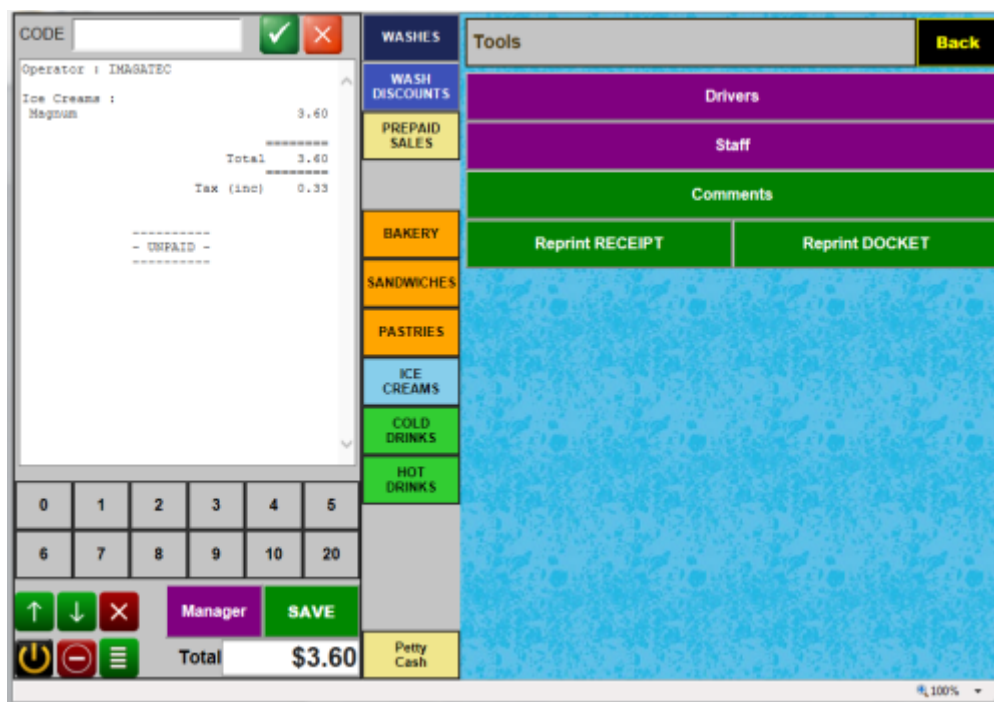
Here you have the following Tools you can use. Drivers – You can assign a driver to a car rego. Staff – You can change the current staff member associated with the rego. Comments – you can enter comments into the order. Reprint Receipt – used to print a receipt. Reprint Docket – used to print a docket.

Extras for Managers

Managers can access a few additional options by pressing the Manager button on the sales screen. Options include sales reports and the ability to change prices for a one off order.

The Manager button can be secured by a PIN number. If this is the case then you will need to make sure that all managers have PIN number. PIN Numbers are setup in the Back Office under Staff.

All of the reports on the Manager screen are for today's sales. To get data for previous days then you will need to login to the back office.

Report Options Include:

Daily Summary

Provides a full summary of products sold today.

Contest Report

Provides a summary for the sales of the products you have entered into the system in back of house for contest. This is used if you want to have a sales contest between your employees.

Cash Reconciliation

This shows where you are at in regards to cash and sales for the whole day.

Price Options Include:

Change Price

Allows a Manager to change the unit price for a multiple order. For example, should a customer order three bottles of Powerade, you would select "3" from the keypad and then the "Powerade" option from the Cold Drinks category. This would result in "3 Powerade 9.00" in the order box on the top left hand side of the screen. If you select this entry and go to "Manager" and then "Change Price", you will be able to enter a once off different unit price for each bottle of Powerade. Once you have entered and confirmed the new price, the order box will automatically update for the new unit price.

Change Total

Allows a Manager to change the total price for a multiple order. For example, should a customer order five Famous Beef pies, you would press "5" on the keypad and then "Famous Beef" from "Pastries" category. If you were to select this entry in the order box and go to "Manager" and then "Change Total", you can enter a once off price for the Chunky Beef pies ordered.

Refund

Allows you to refund a product for a customer.

Free

Allows you to give a customer a free product.

Waste

Allows you to tell the system that a product had to be thrown away (wasted).

Petty Cash

Allows you to enter an amount into petty cash food or petty cash milk.

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