

# Wash Description Updates

Step-by-step instructions



# Updating Wash Descriptions

Log into the Customer Management Portal

You cannot “change” (edit) an existing wash description. You must delete the wash tier and add it back as “new”.



Select the gear icon next to the site where you want to change the wash description.

The screenshot shows a dashboard with a dark sidebar on the left containing navigation links: Home, Consumers, Sites, Devices, Components, Wash Passes, Consumer Passes, VIA Guard, Credit Cards, Bulk QR Codes, Bulk # Codes, Transactions, Promos, Dashboard Actions, and Message Log. The main content area has a top navigation bar with 'Create New Site' and 'Send Notification' buttons. Below this is a search bar with the text 'Car Wash'. Underneath the search bar is a list of site numbers from 1 to 9, with '1' highlighted in purple. To the right of the list is a blue bar containing a gear icon, a trash icon, and a right-pointing arrow. A red arrow points to the gear icon.

Scroll down to the Site Products section and select the wash you would like to change. In this case, we will use the Bronze wash as our example.

Wash Passes 

free re-wash pass \$15 60 days	Gold Monthly Wash Pass \$30 Monthly	Silver Monthly Wash Pass \$24 Monthly
Bronze Monthly Wash Pass \$20 Monthly	Vacuum pass for Apple approval \$20 Weekly	

Devices 

Bay 1	Bay 2	Site Controller
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Site Products 

Gold \$15	Silver \$12	Bronze \$10 
Vacuum \$0		

This screen shows us the current configuration for the Bronze wash. The icons and description name are what is shown on the pay station screen as well as the pricing.

In our example, we would like to add “Undercarriage Clean” to the Bronze wash.

To make this change, we will need to delete the existing configuration and create a new Bronze wash package.

To begin, press the red trash can icon to delete this package.

**Bronze Details**

Info

Name	Product Template	Price
Bronze	Bronze Wash	\$10

Descriptions

-  Description Name: Wheel & Side Clean  
Order: 1
-  Description Name: Soft Touch Wash  
Order: 2
-  Description Name: Dryers  
Order: 3

After deleting the Bronze product, you will see there is no longer a Bronze wash under the Site Products section.

Select the plus sign to add a new Bronze wash.

The screenshot displays a management interface with three main sections: Wash Passes, Devices, and Site Products. Each section contains several items represented as blue cards. In the Site Products section, a red arrow points to a plus sign icon in the top right corner, indicating where to click to add a new product.

Section	Item Name	Price	Duration/Frequency
Wash Passes	free re-wash pass	\$15	60 days
	Bronze Monthly Wash Pass	\$20	Monthly
	Gold Monthly Wash Pass	\$30	Monthly
	Vacuum pass for Apple approval	\$20	Weekly
	Silver Monthly Wash Pass	\$24	Monthly
Devices	Bay 1		
	Bay 2		
	Site Controller		
Site Products	Gold	\$15	
	Silver	\$12	
	Vacuum	\$0	

Set the name of your wash tier. In this case, “Bronze”. Select the Product Template you are using. Input the price you will charge for the wash.

The screenshot shows a web form titled "New Site Product for:". It contains several input fields and a dropdown menu. Red circles highlight the "Name" field (containing "Bronze"), the "Price" field (containing "10"), and the "Site Product Descriptions" section. The "Site Product Descriptions" section includes a diamond icon, a "Description Name" field, an "Order" field, and an "Add" button. A "Product Template" dropdown menu is open, showing options: "Self Serve", "Door Lock", "Vacuum", "Silver Wash", "Gold Wash", "Bronze Wash" (highlighted with a red circle), and "Platinum Wash". A "Submit" button is located at the bottom left.

This is where you will set the icon, wash description, and order that the wash icon/description appears on the pay station screen. Add each icon/description you desire and then press Submit once it is configured. Examples shown on the following slides.

These are snippet captures of the screen as you keep “adding” the wash icons/descriptions to the package. Don’t press Submit until you have all the icons/descriptions added.

Name  
Bronze

Price  
10

Site Product Descriptions  
Select an image to add a new description

 Description Name  
Undercarriage

Order  
1

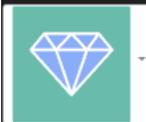
Add

Submit

Name  
Bronze

Price  
10

Site Product Descriptions  
Select an image to add a new description

 Description Name  
Undercarriage

Order  
1

Add

 Description Name: Undercarriage  
Order: 1

Submit

Name  
Bronze

Price  
10

Site Product Descriptions  
Select an image to add a new description

 Description Name  
Soft Touch Wash

Order  
2

Add

 Description Name: Undercarriage  
Order: 1

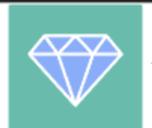
Submit

Name  
Bronze

Price  
10

Product Template  
Self Serve

Site Product Descriptions  
Select an image to add a new description

 Description Name  
Soft Touch Wash

Order  
2

Add

 Description Name: Undercarriage  
Order: 1

 Description Name: Soft Touch Wash  
Order: 2

Submit

Once you have the icons/descriptions that you desire, press the Submit button.

Name: Bronze

Product Template: Self Serve

Price: 10

Site Product Descriptions

Select an image to add a new description

Description Name: Dryers  
Order: 4  
Add

Description Name: Undercarriage  
Order: 1

Description Name: Soft Touch Wash  
Order: 2

Description Name: Wheel & Side Clean  
Order: 3

Description Name: Dryers  
Order: 4

Submit

After you press Submit, this is the summary confirmation and is how your Bronze wash is now configured.

**Bronze Details**

Info ✎ 🗑

Name	Product Template	Price
Bronze	Self Serve	\$10

Descriptions



Description Name  
Undercarriage  
Order  
1



Description Name  
Soft Touch Wash  
Order  
2



Description Name  
Wheel & Side Clean  
Order  
3



Description Name  
Dryers  
Order  
4

Oops, I just realized I wanted my Wheel & Side Clean icon in position 2 on the screen and my Soft Touch Wash icon in position 3. As noted originally, there is no “change” option for a configured Product. To make this change, you would press the red trash can delete icon and just redo the creation.

Wash description ordering layout recommendation.

Think of wash description layout as “what is added” between each tier. Don’t think of it as the order the products are applied to the car. You want to show what changes between your tiers.

Select Wash

Tier	Price	Features
Essential	\$12	Double Presoak, High Pressure Rinse, Spot Free Rinse
Deluxe	\$14	Double Presoak, High Pressure Rinse, Spot Free Rinse, Undercarriage, Wheel & Rocker, Blow Dry
Ultimate	\$16	Double Presoak, High Pressure Rinse, Spot Free Rinse, Undercarriage, Wheel & Rocker, Blow Dry, Tri-Foam Polish, Ceramic Sealant

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These products are common between all 3 tiers.

These products are added to tier 2 and common with tier 3.

These products are unique to tier 3.

Here are some of the Product Description icons that you can select. If you would like a new icon, let us know and we can provide the design criteria, or we can make it for you.

Site Product Descriptions

 <p>Picture Key 0342f115-1384-44b8-8605-73a384e78733</p>	 <p>Picture Key 05bf4ee6-c348-42da-a45c-1c2ec5c53301</p>	 <p>Picture Key 089f45f2-f0c5-4830-8b95-ea831799fc73</p>	 <p>Picture Key 0939dd3b-1f38-41b3-9b7d-d427e3b8db26</p>	 <p>Picture Key 0bb6a865-b992-4341-af42-2b1e5d665137</p>
 <p>Picture Key 116ff815-504c-4fb3-a349-5de2acd131d6</p>	 <p>Picture Key 1b228c18-200c-4715-a3b4-4262ae692518</p>	 <p>Picture Key 1ce52b9e-54c9-4ddf-bd81-c63256b57f8c</p>	 <p>Picture Key 24c7f1e0-f072-4c58-90c4-d50f78bb6c4b</p>	 <p>Picture Key 29263171-4698-4dc2-a35d-871ac903f27e</p>
 <p>Picture Key 2a68c72e-649c-4554-a4a8-0d0a81a799ff</p>	 <p>Picture Key 2b6e26ae-7100-4182-81f7-20d0d5748c27</p>	 <p>Picture Key 2b90f2da-3ab9-47dd-a5c9-07db26bf8202</p>	 <p>Picture Key 2d37a5d7-8ccf-416f-92d8-32c81da3e8a5</p>	 <p>Picture Key 385c9a34-d45c-4193-88f9-d71438640642</p>
 <p>Picture Key 3de6cc26-2c1a-4f00-8949-77aca0d68a5c</p>	 <p>Picture Key 42456042-f4fe-4feb-933f-0f03a9b3cda4</p>	 <p>Picture Key 42a37a87-0331-43cf-bea9-20cf920aa0fe</p>	 <p>Picture Key 4977d63c-3f74-489f-9fdb-5d77acbf7f9b</p>	 <p>Picture Key 53ce2978-5ae5-4cc6-ac40-7d1bb13b87d1</p>
 <p>Picture Key 60e6c1e1-4c1a-4f00-8949-77aca0d68a5c</p>	 <p>Picture Key 60e6c1e1-4c1a-4f00-8949-77aca0d68a5c</p>	 <p>Picture Key 60e6c1e1-4c1a-4f00-8949-77aca0d68a5c</p>	 <p>Picture Key 60e6c1e1-4c1a-4f00-8949-77aca0d68a5c</p>	 <p>Picture Key 60e6c1e1-4c1a-4f00-8949-77aca0d68a5c</p>

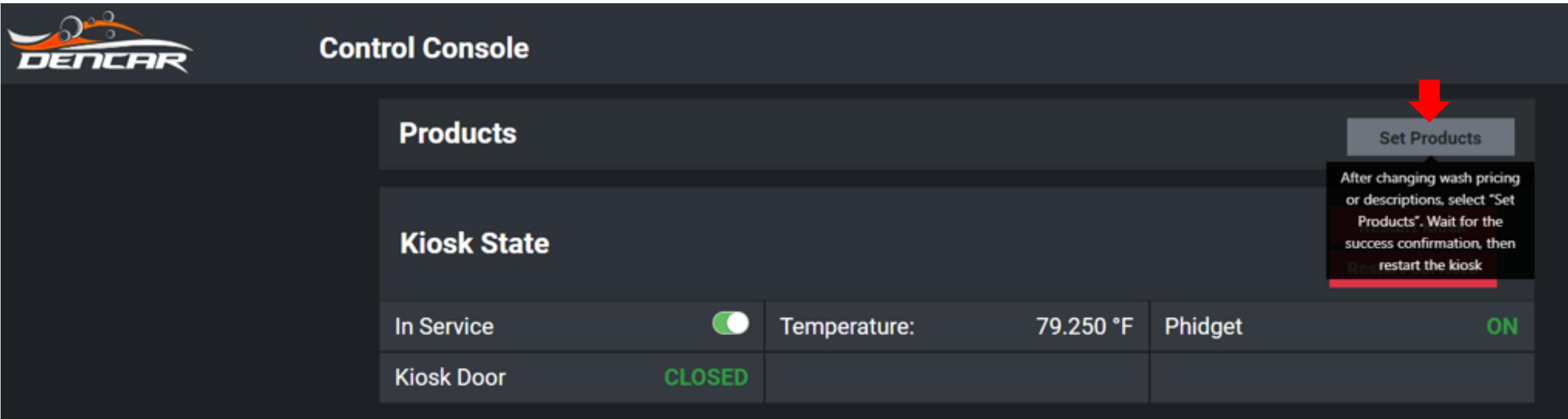
Product Description icons continued:



# Implementing the Changes

Log into the Control Console on your Pay Station

Now that you have created the wash descriptions on the Customer Management Portal, you must implement the changes on the pay station. To do this, log into the pay station Control Console and select “Set Products”. Your screen may look slightly different, but the “Set Products” button is what you need to select.



The screenshot displays the DENCAR Control Console interface. At the top left is the DENCAR logo. The main header is "Control Console". Below this, there are two main sections: "Products" and "Kiosk State".

In the "Products" section, there is a "Set Products" button. A red arrow points to this button. A tooltip box next to the button contains the following text: "After changing wash pricing or descriptions, select 'Set Products'. Wait for the success confirmation, then Res restart the kiosk".

The "Kiosk State" section contains a table with the following data:

In Service	<input checked="" type="checkbox"/>	Temperature:	79.250 °F	Phidget	ON
Kiosk Door	CLOSED				

Once you receive the Success confirmation, restart the pay station by pressing Restart Kiosk. Your new wash descriptions will now be implemented on the pay station. Note your app and online pricing is updated immediately after you make the change in the Customer Management Portal.



## Control Console

### Products

Set Products

### Kiosk State

Restart Kiosk

Restart Services

In Service



Temperature:

79.250 °F

Phidget

ON

Kiosk Door

CLOSED

### Bill Recycler

Products Set: Success

Cancel

Restart

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