



HAMILTON

Mobile App Tutorial Guide



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IN THIS DOCUMENT:

Getting Started	2	Loyalty Program	26
Installing the App on your phone.....	2	Create a New Loyalty Award.....	26
The App Itself	3	Loyalty Point Settings.....	27
Loyalty Tracker.....	3	Loyalty Point Description.....	27
Hamburger Menu.....	4	Loyalty Point Notifications.....	28
Main Bottom Menu.....	5	Loyalty Point Email.....	28
Home.....	5	Referral Program	28
Account.....	5	Referral Awards	29
Wallet.....	5	Referral Program Settings	30
Configuring the App (Hosted Solutions)	7	Referral Program Example	31
Hosted Solutions Dashboard.....	7	Birthday Club	34
Hosted Solutions Reporting, Mobile App.....	8	Birthday Club Award.....	34
Hosted Solutions Customers List.....	9	Birthday Club Settings.....	34
Manually Activate Customer’s Account.....	10	Birthday Club Notifications.....	35
Manually Activate Customer’s Loyalty Points	12	Birthday Club Email.....	35
Hosted Solutions Wash Clubs.....	13	AirPAY Details	36
Edit Existing Wash Clubs	14	Gift Email Details	36
Wash Club Settings	15	Locations	37
Wash Club FAQ	17	General Settings	37
Hosted Solutions Mobile App.....	18	Support Settings	37
Products (single washes or bundles)	18	Support FAQ	37
Create a new product (wash or bundle)	18	App Terms & Conditions	38
Deals	19	Email Validation Message	38
Global Deals	21	Hosted Solutions Fulfillment.....	39
Promo Codes	21	Customer Value Cards (CVC, aka gift cards)	39
Push Notifications	24	Other fulfillable products (merchandise).....	41
		Ecommerce	42

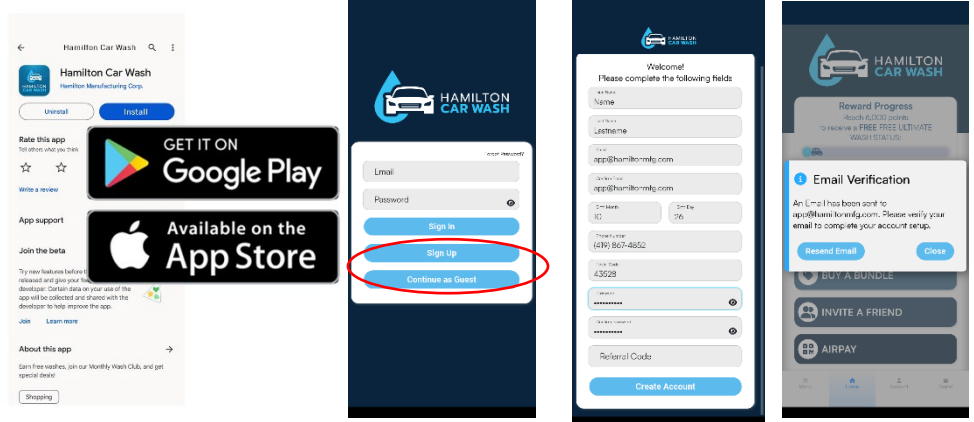
Getting Started

You need to be in front of a computer or a tablet and a phone.

We suggest being at a computer, and also having a smartphone available for this tutorial. If no computer is available, a tablet or smartphone may be substituted. If you're going through this document with a Hamilton Customer Service Representative, we may request a LogMeIn session. If you're going through this document by yourself, please navigate to your Hosted Solutions Account: hamiltonservices.com.

Install the App on Your Phone

On your phone: you should be logged into your app with a new account.



To download the app: search for the app name in either App Store or Google Play. The app should be published a day before or the day of your tutorial. The app will also be accessible through the ecommerce link. When the ecommerce link is accessed on a mobile device, it will automatically pull up the app. Contact Hamilton to get your ecommerce website address.

When you open the app for the first time, select "Sign Up"

Fill out the required fields (just like if you were a customer signing up for your app).

Click the "Verify Email Now" when the verification email comes to your email inbox.

Navigate back to the app and "Continue" and you will be signed into the app.

What if customers (or you) don't get the verification email? You can still activate their account in Hosted Solutions. See page 10 for information on how to edit customers' accounts in Hosted Solutions (including updating email addresses and activating their accounts).

FAQ: Should I enable location tracking? We recommend yes. Hamilton (and merchants) don't use this data for marketing or really any other purpose. Enabling this does allow the customer to find a location and get directions to your wash faster.

The App Itself

Loyalty Tracker

At the top of the home page is a “Reward Progress” bar. We call this the “Loyalty Tracker”. Customers love to be rewarded for their purchases and earn rewards.

Every **\$1 spent equals 100 loyalty points**. You can set your loyalty threshold (how many points need to be earned/dollars spent) before customers earn their reward. In the screenshot shown, a customer needs to earn 10,000 points (\$100 worth of purchases) to earn a free Ultimate Wash.

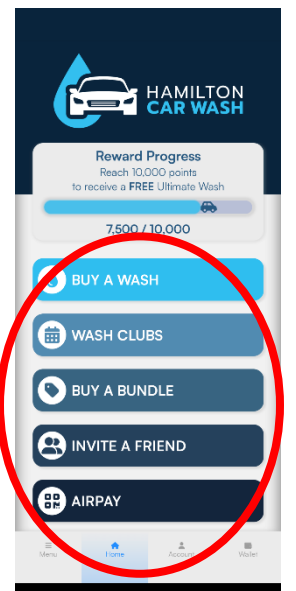
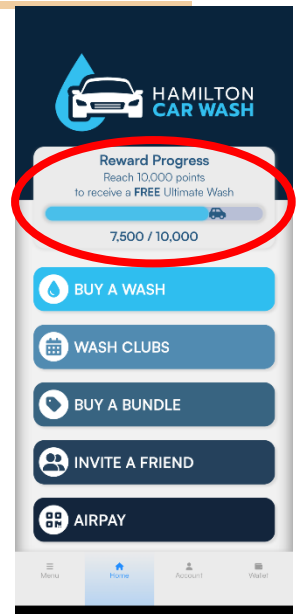
QUICK LOYALTY POINT MATH FOR YOUR CONVENIENCE:

\$1 = 100 loyalty points | \$100 = 10,000 loyalty points | \$50 = 5,000 loyalty points

A more detailed explanation of the loyalty reward system is given, and you are also presented with a button to view location information (See page 27 for more information).

The cards below the loyalty tracker will vary app to app (based on what you selected on your app order form). What you see on your screen may be different than the screenshot on the right. If you want to change any of these, you’ll need to contact Hamilton. The card descriptions are listed below.

- **Buy a Wash** – Displays Washes listed under “Products” in Hosted Solutions. Provides wash details and the ability to purchase them.
- **Wash Clubs** – Displays the Wash Club Details and then a button to view any existing Wash Clubs. *Not all apps have Wash Clubs, this will depend on your Mobile App Order Form and Hosted Solutions subscription level.* (See page 13 for more information.)
- **Buy a Bundle** Displays Bundles listed under “Products” in Hosted Solutions. Provides wash details and the ability to purchase them.
- **Invite A Friend** – Defines the referral program and provides a custom invite code per app user with a share button to send it via text or other common sharing options (See page 28 for more information.)
- **AirPAY** – AirPAY allows customers to connect a credit card to their account so they don’t need to get their card out every time they want to pay. After they’ve added the card, they simply tap “AirPAY” to pay at your kiosk without a credit card. It will generate a one-time (30-second) QR code to be used underneath a scanner for a no-touch alternative to using a credit card. **(This is not to be confused with Apple Pay and Google Pay).** (See page 36 for more information.)
- **Deals & Promo Codes** – Displays the prompt to enter any promotional codes as well as displays any deals that were created on the Global Deal page in Hosted Solutions as well as any wash bundles created on the product page in Hosted Solutions (see pages 19-21 for more information).



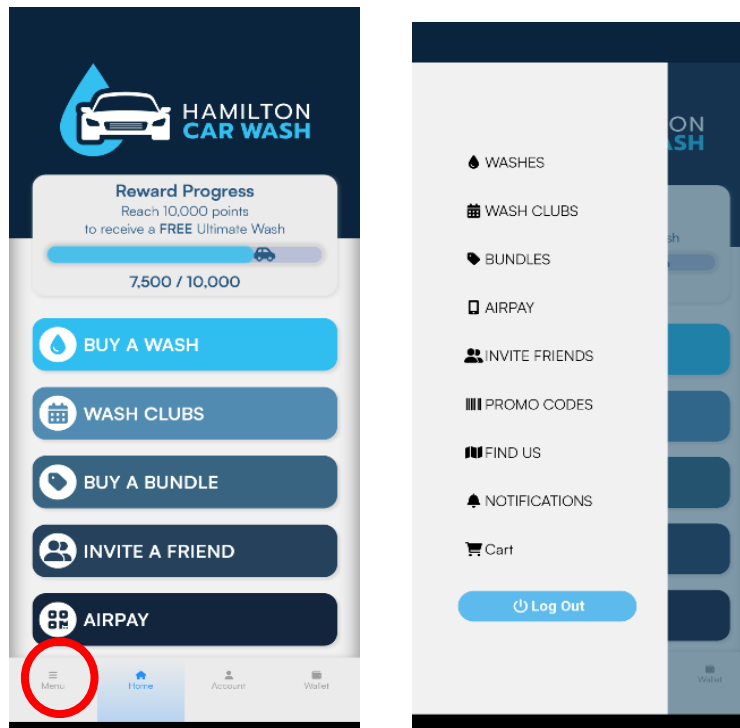
HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Hamburger Menu ☰ (Bottom Left ****Three Horizontal Bars****)

This is the “Main” menu and contains links to each function of the app. A list of the menu options and a brief description is included below.

- **Washes**– May also be called “Buy a Wash” or “Single Washes” button.
- **Wash Clubs** – Where current wash club members can access their club, and other customers can view available plans and sign up for a club.
- **Bundles** – Customers can view and purchase bundles (may not be on every app screen)
- **Invite Friends** – May be called “Refer a Friend”. Displays a share button, QR code, and your invite code.
- **AirPAY** – Displays the AirPAY definition (if not set up) and the AirPAY QR code, (if a customer has entered in credit card information and set up AirPAY).
- **Promo Codes** – May be called “Deals and Promo Codes” Where customers go to enter promo codes they have (maybe you put one in a print ad). **Also where global deals can be found.**
- **Find Us** – Displays a map and list of locations. Displays options to view the specific locations wash items, or to get directions.
- **Notifications** – Shows recent push notifications that you sent to customers. Push notifications disappear on their own after 30 days. When there is a new push notification available, there will be a red dot next to the menu hamburger icon.
- **Cart**- View items you have in your cart before you buy them
- **Log Out** – Exit the app, and when opening again, be presented with the credentials page (so the customer has to log in again).



HAMILTON MOBILE APP TUTORIAL GUIDE

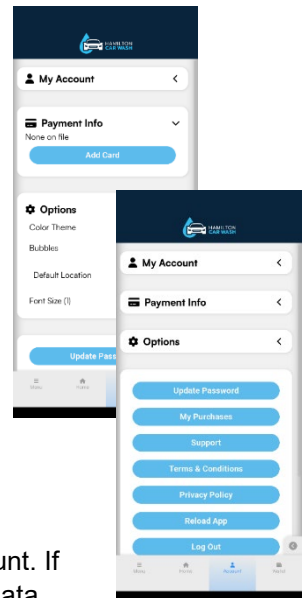
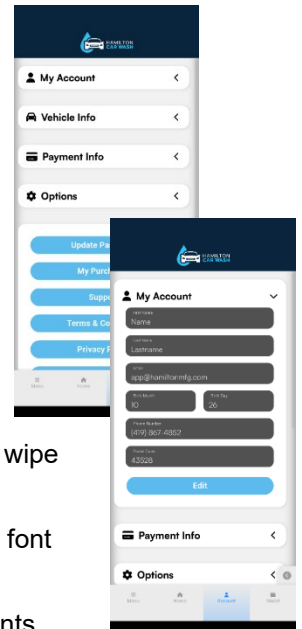
Guide

Main Bottom Menu

Home – Returns to the main App page

Account –

- **My Account** – The customer can edit their name, phone number or zip code. Note: customers cannot update their email themselves, they need to contact you to do it.
- **Vehicle Info** – Where customers can view the vehicle info that is associated with their account (car make, model and license plate). NOTE: Customers cannot edit this information after they have submitted it the first time. Only the merchant can from within Hosted Solutions.
- **Payment Info** – Customers can add and update their credit card. Note: customers cannot just delete their own card from their account. You can do this from Hosted Solutions. Customers could delete their entire account and it would wipe their credit card info.
- **Options** – Customers turn on or off bubbles, select default location, and change font size. Note: Default location will not save in between log outs on the app.
- **Update Password**– Customers can update their own password. NOTE: merchants cannot reset passwords for customers, only customers can do it themselves from within their app.
- **My Purchases** – Customers can view every purchase they've made on the mobile app.
- **Support** – Gives customers your email, phone number, and displays whatever information you've put into Hosted Solutions under Mobile App > General Settings > Support FAQ.
- **Terms & Conditions** – App Terms And Conditions (from Hosted Solutions under Mobile App > General Settings > App Terms & Conditions) as well as Wash Club Terms and Conditions (from Hosted Solutions under Wash Club > Wash Club Setup > Wash Club Terms)
- **Privacy Policy** - **This cannot be updated.** Hamilton needs to write this and submit it to Apple/Google before the app can be submitted.
- **Reload App** - Sometimes, customers may have trouble getting an update to load on their app. This button is how they can ensure it's up to date and current.
- **Log Out** - Exactly what you think. Lets customers log out of the app.
- **Delete Account**– Customers have the ability to delete their own customer account. If they do this, all their data will be erased and they can't recover their app. Their data (purchases) will still show up on your Hosted Solutions Account, but instead of a name it will say "Deleted User".
- **Version Control & App Version** – If you're helping a customer troubleshoot an issue on your app it will be helpful to know if they have the most recent version of the app installed. This is where they can find that information.



HAMILTON MOBILE APP TUTORIAL GUIDE

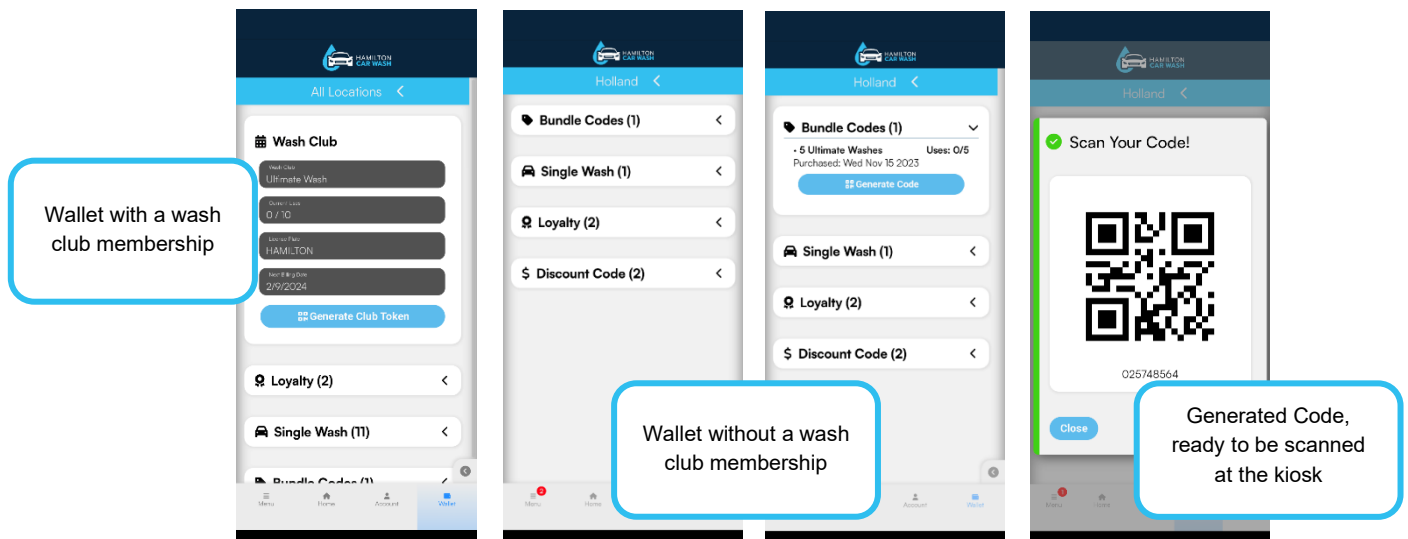
Guide

Wallet – Here you will find items that the user can redeem for use. They can include:

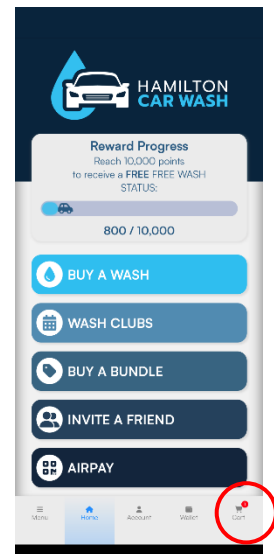
- Wash club (if the customer is a wash club member, it will be the first item in their wallet)
- Bundle Codes (it will show how many times it has been used and how many uses remaining)
- Single Washes
- Loyalty Washes (washes earned through loyalty points, birthday awards, and referral programs)
- Discount Codes (that are still available)

When the customer is ready to redeem anything from the wallet, the customer simply taps “Generate Code” and scans the QR code at the kiosk. If there are issues scanning the code (crack on the phone screen, issue with the scanner, etc.), they can manually enter the 9-digit code under the QR code.

The wallet can be sorted by location. Some items can only be redeemed at specific locations, and this helps the user find which items in the wallet can be redeemed at which locations.



Cart – A 5th icon appears on the bottom menu when items are in the cart. When the cart is empty, this icon disappears. Items in the cart have not been purchased yet. After they’ve been purchased, they will appear in the wallet.



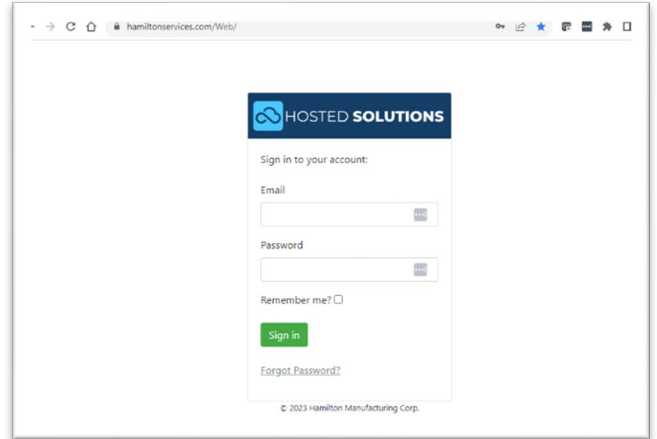
HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Configure the App (Hosted Solutions)

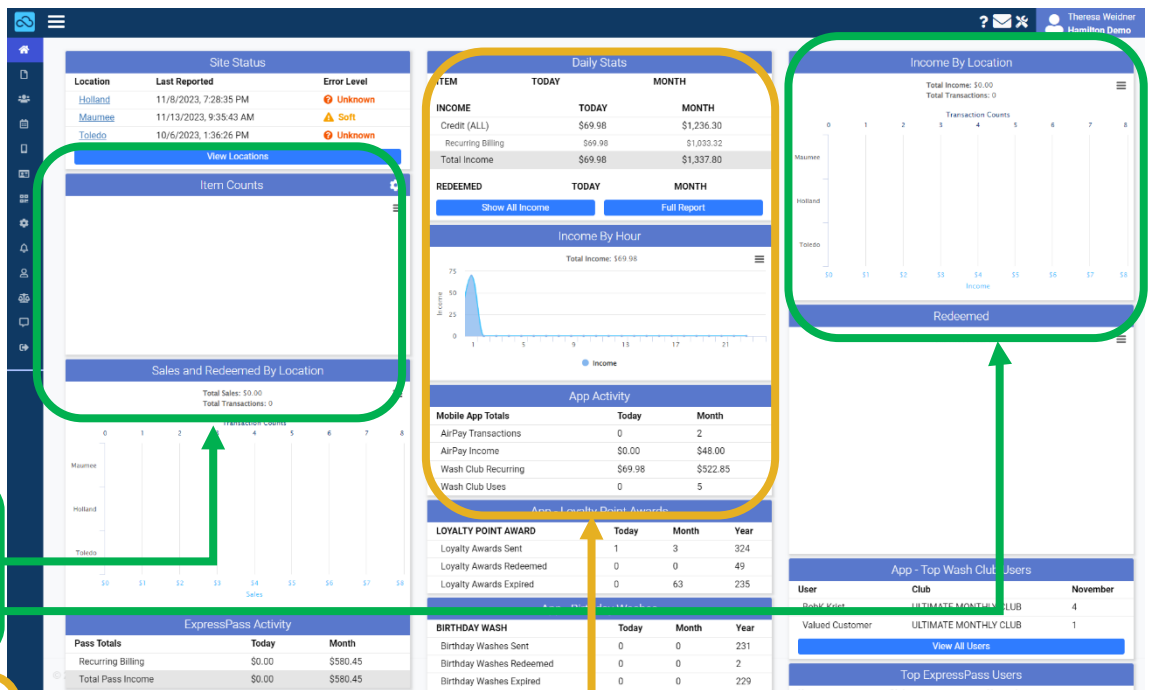
On a desktop computer, log into Hosted Solutions (hamiltonservices.com) and we'll go through all of the important information on the merchant side.

When you log into Hosted Solutions, you'll be on the Dashboard screen. We'll go through items in Hosted Solutions in the order they appear on the dashboard and how they pertain to the app.



Dashboard

On the Dashboard, you can see an overview of App Activity, Loyalty Awards, Birthday Washes, Top Wash Club Users.



When washes from user wallets are redeemed they show up on the

App purchases show up on the "Income" tables when they're purchased.

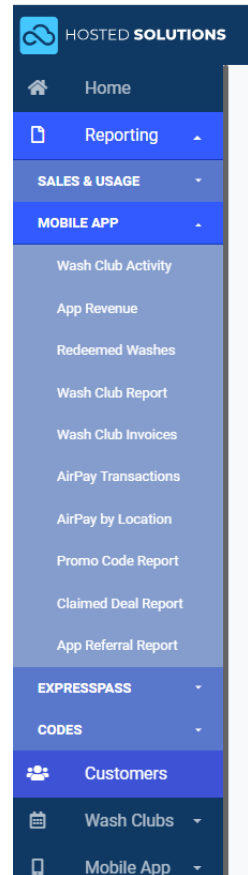
Reporting > Mobile App

On the left, open “Reporting” and then “Mobile App”.

Here you can toggle between reports directly reflecting data from your mobile app (wash club activity). View a more in-depth definition of each on our

Wiki:https://hswiki.hamiltonmfg.com/index.php?title=Reporting_Manual#Mobile_App

- **Wash Club Activity-** This summary page breaks down activity per individual wash club user. Allowing merchants to find the most effective wash clubs and the popularity of those offerings. Its possible to drill down to a specific day and see which clubs were used the most on that day. Quickly identify the most active user and the times and dates that they are most active with using the wash club.
The bar chart at the top of the page shows the number of wash club redemptions in a month and breaks down the number of customers to the number of washes. Clicking on the number of washes will change the graph to display the specific washes that were used by customers.
At the bottom of the Bar graph, there is a table that breaks down individual wash club users, the cost of the club, the usage count, and the revenue per wash. Clicking the Use Count number listed below the chart will expand the information to display what locations that user was at when they used a wash club.
- **App Revenue** - By default, the App Revenue report will show Month-to-Date data. Specify any date range, to display the revenue generated by individual wash purchases, bundle purchases, recurring wash club payments, customers who signed up for a wash club, and even AirPay transactions. A quantity and total are displayed for each, as well as an accumulated grand total.
- **Redeemed Washes-** The Redeemed Washes report will display a grid of the redeemed App Washes that occurred during a specified time range. Specify any date range, to list the App Washes redeemed at all locations or a specific location. The quick filters support narrowing down the report to Single Washes, Bundle Redemptions and a total Redeemed view at the click of a button. The Total Redeemed at Location count will be updated based on the selection in the Locations drop-down. An at-a-glance value for the total redeemed app washes is also listed above the report grid.
- **Wash Club Report** - The Wash Club Report lists all of the active club users, and the packages subscribed to and breaks down usage by location. The bottom of the report also lists an average revenue per wash figure for all wash club members. This is the total of all monthly revenue divided by the total number of all wash club uses. There is also an average revenue per wash figure for each club plan (for example, the total monthly revenue for Ultimate Club members divided by a total number of Ultimate Club users).
- **Wash Club Invoices-** This report breaks down the wash club invoices and the current Club and Invoice status of those based upon the start and end date filter. An invoice ID is given for each individual transaction and links to an invoice document for saving or printing. This report also lists the date the invoice was paid as well as a quick link to the Record ID. A list of invoice Status definitions is listed below to further understand the information being presented in the report grid.
- **AirPay Transactions-** A quick and easy report that displays all the relative AirPay information. Confirm the amount as well as the card information that was registered to a specific AirPay transaction. The card holder's First and Last name is also displayed for confirmation.



HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

- **AirPay by Location-** Similar to the AirPay Transactions record up above. This report quickly sorts out the AirPay transactions by location. A separate drop-down is provided for each location. Within the drop-down for a specific location,- you can find a quick summary of transactions sorted by date. You can find the cardholder's name as well as a registered email address and the type of kiosk the transaction was made at. The amount is listed for each individual transaction as well as an overall sum across the top of the report grid header.
- **Promo Code Report-** This report provides a way to monitor the usage of the various promo codes created through Hosted Solutions for use on the custom mobile app. A drop down menu is provided to sort through individual promo codes or all created promo codes. Two central buttons are located at the top of the page beneath the drop down choice selector that allow you to at a glance quickly decide how many promo codes have been claimed by users and how many of the promo codes have actually been used by users that have claimed them. Each button can be clicked to quickly filter the report to display just those codes that have been claimed or used.
- **Claimed Deal Report-** To break down the amount of deals being claimed as opposed to how many deals are actually redeemed, this report allows you to separate them and be able to identify the deals and promotions that are more popular amongst your customers. Set your start date and your end date to limit the range of days you would like to get a report on. To provide visual separation, you will see quick filters across the top of the grid report of various colors.
- **App Referral Report-** This report will organize each user and their referral activity within a set time range. Having this information at your disposal can assist you in making sure your referral program stays effective in your market.

Customers

All customers (app users and otherwise) are maintained in the “Customers” tab. Customers automatically get added to your Customers list when they download and register for your mobile app. You will also see any customers who were manually added, or may be a member of your ExpressPass RFID or LPR wash clubs.

Wash Club Members Express Pass Members

Customers

13 Active Customers 3 Wash Club Customers 3 Invalid Customers 17 Total Customers

Showing Filter

Search List... Search Category: Name Items Per Page: 10 Export Skip To Page: 1 of 2

Name	Email (Account Media)	Phone	Status	Last Login	Date Created	Wash Club	Club Status	Birthday	License Plate
Bill Irwin	billirwin@hamiltonwash.com	(419) 881-1234	Active	6/13/2022 - 2:05:00 PM	5/16/2018	Ultimate Wash	CreditHold	JUN 18	2083966
Tim Shirtz	timshirtz@hamiltonwash.com	(419) 881-1234	Active	5/25/2022 - 12:19:42 PM	5/24/2022	Ultimate Wash	Active	OCT 13	None on file
Android Tester	androidtester@hamiltonwash.com	(419) 881-1234	Active	5/24/2022 - 8:07:12 AM	5/27/2021	VIP Plus	Inactive	OCT 13	2SLO4US
Ios Tester	ios tester@hamiltonwash.com	(419) 881-1234	Active	10/7/2021 - 8:55:16 AM	5/27/2021	Ultimate Employee Wash Club	Inactive	OCT 13	None on file
Mike Mertes	mikemertes@hamiltonwash.com	(734) 881-1234	Active	9/27/2021 - 7:30:28 PM	9/2/2021	None	Inactive	APR 17	None on file
Test Users	testusers@hamiltonwash.com	(419) 881-1234	Active	9/27/2021 - 2:51:18 PM	5/17/2021	Ultimate Employee Wash Club	Inactive	OCT 13	None on file
Sarah Piccutio	sarahpiccutio@hamiltonwash.com	None on file	Active	9/10/2021 - 9:54:57 AM	8/26/2021	None	Inactive		TQP1234
Judy Marcom	judy@hamiltonwash.com	(419) 881-1234	Active	9/3/2021 - 12:43:41 PM	9/3/2021	Ultimate Wash	Active		CCC1234
Judy Jeffers	judyjeffers@hamiltonwash.com	(419) 881-1234	Active	9/3/2021 - 12:17:53 PM	9/3/2021	Ultimate Wash	Active	FEB 3	NBY6521
Mark Orwell	markorwell@hamiltonwash.com	(454) 881-1234	Active	9/3/2021 - 12:17:00 PM	9/3/2021	None	Inactive	APR 1	None on file

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

When customers successfully download your app, register, and verify their email, they become a new “active customer”.

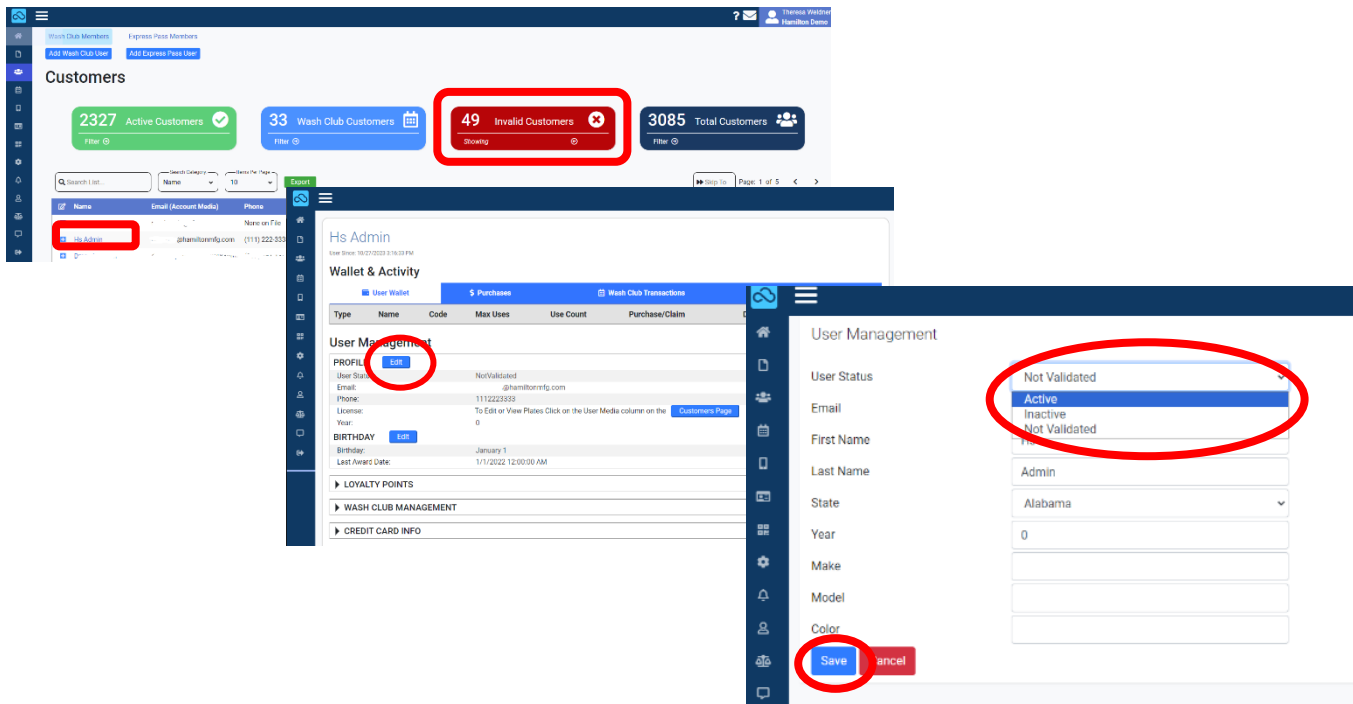
If a customer has issues verifying their account (maybe they entered the wrong email, maybe their work’s firewall is preventing the verification email from going through, etc.) they will be under “Invalid Customers”.

You may, from time to time, need to manually go in and activate customer’s accounts (otherwise they can’t use your mobile app).

To Manually Activate a Customer’s Account:

Sometimes you may have to go into Hosted Solutions to manually activate a customer’s account. If a customer never received (or can’t find) their “validate email” message, for example.

- Click “Invalid Customers” (red rectangle at the top)
- Find the customer you want to verify, click on their name
- Under PROFILE select “Edit”
- Switch “User Status” from “Not Validated” to “Active”
- Save



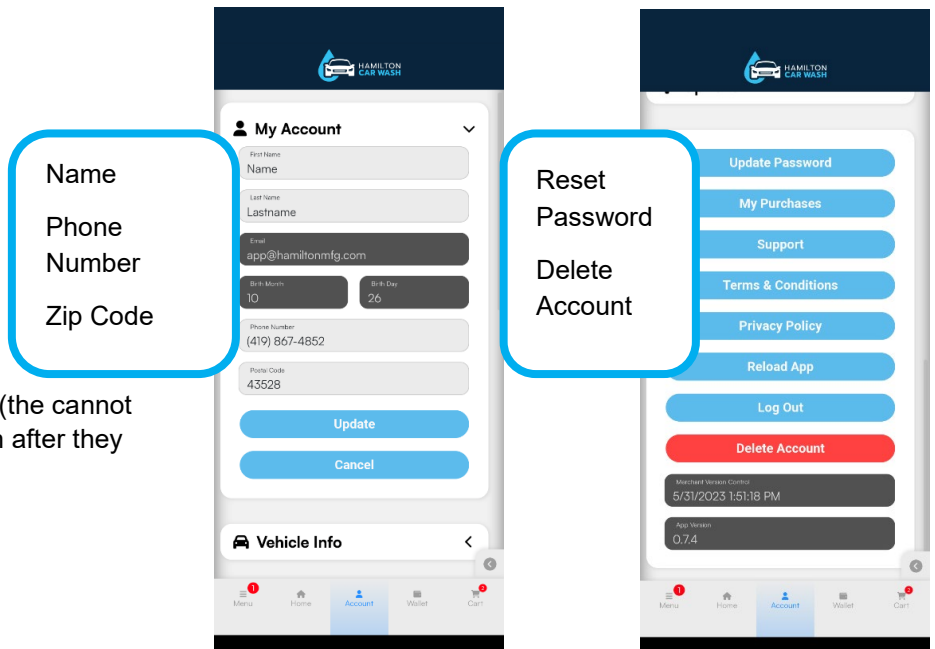
Now the user should be an “Active Customer” and no longer on the “Invalid Customers” list. More importantly though, now they can freely use the app, make purchases, enjoy loyalty rewards, etc.

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

From their app, customers can do the following:

- First Name
- Last Name
- Phone Number
- Zip Code
- Password (**Customers must request to reset their password themselves.** Merchants CANNOT manually reset a customer's password, nor can they prompt for a password to be reset.)
- Delete Account
- Set up the initial vehicle information (the cannot make changes to vehicle information after they initially set up their app)

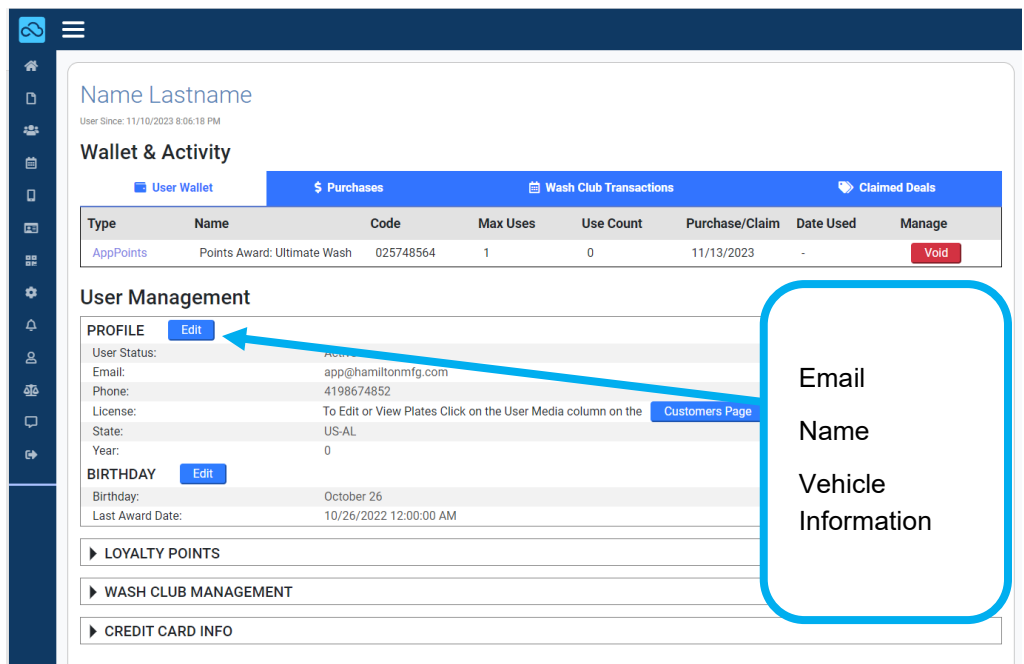


Customers CAN NOT update the following (you need to go into Hosted Solutions and update the following fields if they need to be updated):

- Email Address
- Name
- Birthdate (this prevents birthday award abuse)
- Vehicle Information (state, year, make, model, color)

To update any of the aforementioned items, navigate to the specific customer's page

- Customers
- search for the person
- click on their name



HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

To Manually Adjust a Customer's Loyalty Points:

Sometimes you might want to manually adjust a customer's loyalty points. Keep in mind: earned loyalty points don't expire, but loyalty rewards do. So if you manually adjust a customer's loyalty points to where it awards them a loyalty award, that item will expire on the default number of days you have set under your Mobile App > Loyalty Points > "Loyalty Point Settings".

Scenario: Jan didn't like the job the car wash did, so she calls you, the owner. You can offer to manually adjust her loyalty points to give her her whichever loyalty award you have set.

- Navigate to Customers
- Search for her name on your list.
- Open up her customer page
- Open "Loyalty Points" drop down
- Click "Adjust Points"
- Adjust the point total to whatever your loyalty award is (in this example it's 10,000)
- "Update"

The screenshot shows the Hamilton Mobile App interface. The main page is titled "Name Lastname" and displays the user's profile and loyalty points. The "LOYALTY POINTS" section is expanded, showing the "Adjust Points" button circled in red. An "Adjust Points" dialog box is overlaid on the page, with the "Adjust Point Total by:" field set to "10000" and the "Update" button highlighted. The dialog box also contains instructions: "To ADD Points: type a value in the field." and "To REMOVE points: type a negative value in the field, ex. '-250'".

WALLET & ACTIVITY

Type	Name	Code	Max Uses	Use Count	Purchase/Claim	Date Used	Manage
AppPoints	Points Award: Ultimate Wash	025748564	1	0	11/13/2023	-	Void

USER MANAGEMENT

PROFILE [Edit](#)

User Status: Active
Email: app@hamiltonmfg.com
Phone: 4198674852
License: To Edit or View Plates Click on the User Media column on the
State: US-AL
Year: 0

BIRTHDAY [Edit](#)

Birthday: October 26
Last Award Date: 10/26/2022 12:00:00 AM

LOYALTY POINTS [Adjust Points](#)

Current Points: 8500

Search List... Search Category: Points Earned Items Per Page: 5 [Export](#)

Points Earned	Date	Total	Points to Goal	Award	Adjusted By	Record ID
4500	11/13/2023 - 8:09:54 AM	8500	1500	-	tweidner@hamiltonmfg.com	None
-6000	11/13/2023 - 8:09:31 AM	4000	2000	Points Award: Ultimate Wash	-	None
10000	11/13/2023 - 8:09:30 AM	10000	0	-	tweidner@hamiltonmfg.com	None

WASH CLUB MANAGEMENT

CREDIT CARD INFO

Setting Up Wash Clubs

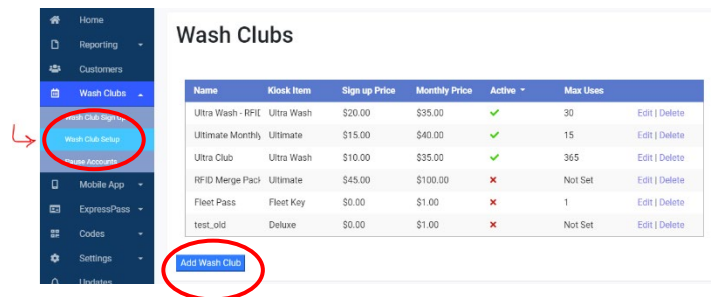
The next section of Hosted Solutions is Wash Clubs. Wash Clubs handles not only Mobile App wash clubs, but also ExpressPass RFID and LPR. More information about Wash Clubs can be found on our Wiki:

https://hswiki.hamiltonmfg.com/index.php?title=Wash_Club_Wiki

Not all mobile apps have Wash Clubs. If you do not have wash clubs, you will still see this menu item, but nothing will populate. Wash clubs require a gold-level Hosted Solutions subscription.

In Hosted Solutions, navigate to Wash Clubs above the Mobile App menu and click on Wash Club Setup.

For demonstration purposes, if the site has not already provided Wash Club details or prices, a Wash Club might be created based on a single wash at 3x the price



- Navigate to Wash Clubs > Wash Club Set Up
- Click the blue “Add Wash Club” button below the Wash Club table

When creating and editing Wash Clubs you'll be asked for additional information. Here are definitions of each field:

- **Active** - If the “Active” box is checked, the Wash Club will appear on the app. Customers can still be manually assigned to inactive washes, they just don't show up on the app for them to choose themselves; this is a great way for wash operators to have “secret” Wash Clubs they can assign to friends and family.
- **Use Item Name** – If you don't want to assign your Wash Club a special name you can check this box, which will name the wash the same as the item you select under “Item”.
- **Name** – Assigns the Wash Club a unique name (or have it “use item name” as described above).
- **Use Item Details** – If you don't want to assign your Wash Club different details than you've already entered for an item's details, just check this box.
- **Details** – If you want to enter in unique Wash Club details (different than items you've already entered).
- **Sign Up Price** – The price people pay when signing up for the club. A great option when offering a discounted first month for the club. Covers the first month of use.
Some IMPORTANT notes on Sign Up Price:

The image shows a 'Wash Club' setup form. It includes fields for: Active (checkbox), Name (text input), Sign Up Price (\$ [0]), Monthly Price (\$ [0]), Set Max Uses (checkbox), Max Uses (text input), Color (dropdown), Image (image input), Item (dropdown menu with options like 1 Month Pass, Basic Wash, Big Nessa Wash, Bronze ExpressPass, Bronze Wash, Car Wash 1, Deluxe, Fleet Key, Manager Special, Premium, Ultimate, Ultimate Wash 4/27/22, Ultra Wash), Location (text input), Customer Service Department (checkbox), Customer Service Department #2 (checkbox), Dee's Car Wash (checkbox), PCB Service (checkbox), Production (checkbox), Allow Upgrades (dropdown), Auto Select (Yes/No dropdown), SKU (text input), and Terminals (text input). A blue 'Submit' button is at the bottom.

- **Do not leave this field blank or at \$0.00. Even if you don't have a discounted first month you still need to enter the monthly price in this field.**

HAMILTON MOBILE APP TUTORIAL GUIDE

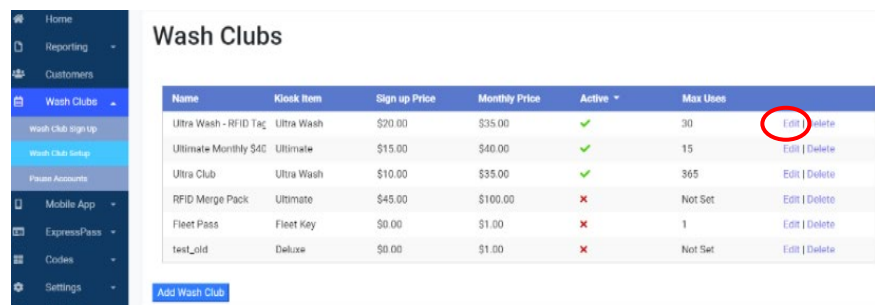
Guide

- There is an anti-abuse system built in. If customers start a Wash Club at a discounted rate, cancel it, and then go to sign up again, they are no longer eligible for a discounted first-month rate.
- **Monthly Price** – The price of the Wash Club for all months after the initial sign-up price. **DO NOT SET THE COST TO \$0.00. Doing so will result in users being able to get the Wash Club for free.**
- **Set Max Uses** – Check this box and then choose a number if you want to override what you have set up under “Wash Club Settings”. If you want a different max use setting for this wash (for example, only once a month when the rest can be used once a week you’d set this max use to 1). See Wash Club Settings below for more details on how to set up max uses overall.
- **Color** – Choose a color for the background of the item being displayed within the app.
- **Image** – Choose from one of 17 images to add to the background of your product listing (custom images cannot be added at this time).
- **Item** – Select which item is included in this Wash Club.
- **Location** – Check which locations this Wash Club can be used at (if you have multiple locations).
- **Allow Upgrades** – If selected, when a customer redeems a Wash Club, they have the option to also pay for additional upgrades. **Customer will have to pay for any buy-ups added with cash or credit card.**
- **Auto Select** – If selected, when a customer comes to redeem a Wash Club, it will automatically select the Wash Club wash, and no upgrades options will be available to the customer to also purchase.
- **SKU** – A unique word or combination of letters and numbers to easily identify the item for your own accounting purposes.
- **Terminals** – Another word for kiosks. If you have multiple terminals at your location, you can toggle on or off which ones can be used for the Wash Club.

Edit Existing Wash Clubs

To edit an existing Wash Club:

1. Click on **Edit** next to the Wash Club. In the window that pops up, edit the details as needed.
2. Customers are not automatically notified when their Wash Club changes (for example, a price change). **It is up to you, the merchant, to contact customers about changes.**
3. Click on **Edit** next to the Wash Club. In the window that pops up, edit the details as needed.
4. Customers are not automatically notified when their Wash Club changes (for example, a price change). **It is up to you, the merchant, to contact customers about changes.**



Name	Kiosk Item	Sign up Price	Monthly Price	Active	Max Uses	
Ultra Wash - RFID Tag	Ultra Wash	\$20.00	\$35.00	✓	30	Edit Delete
Ultimate Monthly \$4C	Ultimate	\$15.00	\$40.00	✓	15	Edit Delete
Ultra Club	Ultra Wash	\$10.00	\$35.00	✓	365	Edit Delete
RFID Merge Pack	Ultimate	\$45.00	\$100.00	✗	Not Set	Edit Delete
Fleet Pass	Fleet Key	\$0.00	\$1.00	✗	1	Edit Delete
test_old	Deluxe	\$0.00	\$1.00	✗	Not Set	Edit Delete

Once a Wash Club has been assigned or purchased, it cannot be deleted from Hosted Solutions.

Wash Club Settings

Under the Wash Club table is Wash Club Settings. Expand the box to see everything you can configure. Click “Edit” to change any of these:

Here are definitions of each field under Wash Club Settings:

- Wash Club Name** – Default name for a Wash Club when a new one is set up.
- Max Use Period** – Choose between month, week, day for how often a customer can redeem their Wash Club
- Max Uses** – How many times in the period (chosen above) the wash can be redeemed. If you want the user to be able to use it twice a month: choose “Month” for Max Use Period and then 2 for Max Use
- App Scan Max Uses** – This limits how many times a Wash Club that was set up using LPR technology will allow for app scan override. For example: if a customer’s license plate is dirty and cannot be read, they can still utilize their Wash Club if they use the app. We suggest setting this number low (1 or 2) to prevent potential abuse, as the app scans do not count against their Wash Club LPR scans.
- Default Pass Reuse Inhibit Time (Minutes)** – How long in between uses the Wash Club can be redeemed again. For example: if you allow for max use to be 2x/month but want to discourage abuse, you could set Default Pass Reuse Inhibit Time to 20 minutes so customers still need to wait at least 20 minutes before redeeming again.
- Receipt Mode** – This lets you choose how (or if) a receipt is provided to the customer.
- Wash Club Support Email** – The contact method people will see on their app when they need support regarding the Wash Club.
- Wash Club Support Phone** – The contact method people will see on their app when they need support regarding the Wash Club.
- Display Use Count** – When checked, Wash Club members can see how many times they’ve used their Wash Club.
- Wash Club Time Enabled** – Allows Wash Club QR code to be used to activate vacuums, self-serve bays, and pet washes equipped with Hamilton DTT2/DTI2 timers.
- Wash Club Time (Seconds)** – Sets how long Wash Club members can use any of the timer services mentioned above.

Name	Kiosk Item	Sign up Price	Monthly Price	Active	Max Uses	Timer Max Uses	
ULTIMATE MONTHLY CLUB	ULTIMATE WASH	\$44.99	\$44.99	✓	Not Set	Not Set	Edit Delete
PREMIUM MONTHLY CLUB	PREMIUM WASH	\$34.99	\$34.99	✓	Not Set	Not Set	Edit Delete
DELUXE MONTHLY CLUB	DELUXE WASH	\$24.99	\$24.99	✓	Not Set	Not Set	Edit Delete
EXPRESS MONTHLY CLUB	EXPRESS WASH	\$18.99	\$18.99	✗	Not Set	Not Set	Edit Delete

Wash Club Settings

Wash Club Name: Washclub

Max Use Period: Month

Max Uses: 5

App Scan Max Uses: 4

Default Pass Reuse Inhibit Time (Minutes): 0

Receipt Mode: Kiosk Default

Wash Club Support Email: cpulleigh@hamiltonmg.com

Wash Club Support Phone: (415) 867-4858

Display Use Count:

Wash Club Time Enabled:

Wash Club Time (Seconds): 60

Save

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

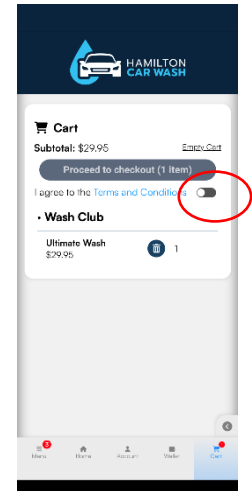
Wash Club Details

In updated apps, the details are no longer displayed. This field is here for older app versions.

Wash Club Terms

These are configured in Hosted Solutions under Wash Club > Wash Club Setup > Wash Club Terms

App users need to agree to these when they sign up for a wash club by indicating they agree at check out. They can also view the terms at any time under Account > Terms & Conditions > Wash Club Terms



Wash Club Sign Up Completion

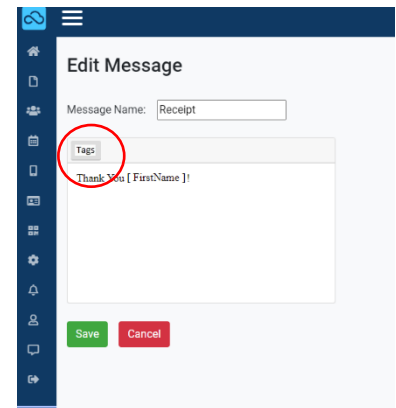
In updated apps, the details are no longer displayed. This field is here for older app versions.

Wash Club Messages & Assignments

Where you edit the message customers see after signing up for the Wash Club. You can edit both the message they would see when signing up at the kiosk or on the mobile app here.

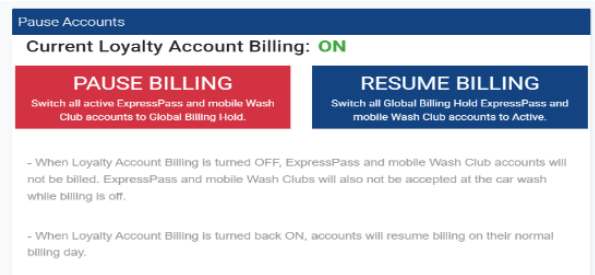
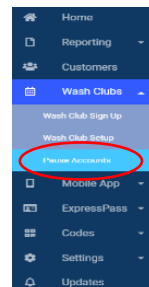
Check out the “Tags” button. This allows you to personalize the message.

Allows you to personalize the receipt or kiosk display to thank the customer by name.



Wash Pause Accounts

Beneath the **Wash Club Setup** menu option is **Pause Accounts** – This was used for Pandemic/Lockdown policies where you need to mass disable or pause all loyalty accounts for a period. This is system-wide and affects ALL members.

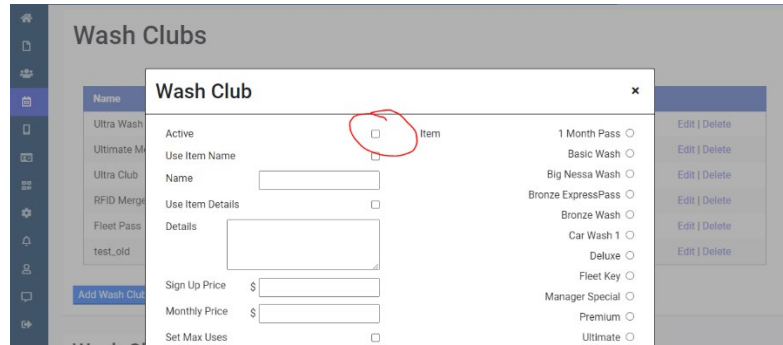


Wash Club FAQ

We want to give special pricing on Wash Club memberships for corporate accounts or friends/family.

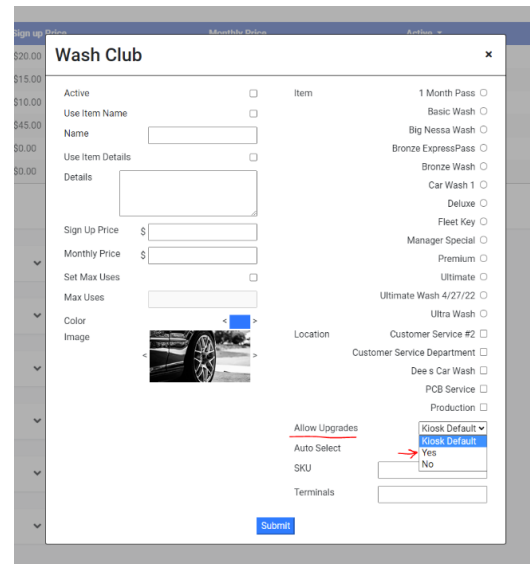
You will essentially set up an “inactive” Wash Club so that it doesn’t appear in your app for everyone to select. (To set up a new Wash Club navigate to Wash Clubs > Wash Club Set Up. Set this inactive Wash Club rate to your discounted price (See screenshot on right).

After the inactive discounted Wash Club exists, navigate back to your customer database and find who you want to assign to the club and assign them to that Wash Club.



Using the Wash Club app feature, when a customer scans the QR code, can the machine offer up-sells?

Yes: To do so, “Allow Upgrades” must be enabled under the settings when initially setting up the Wash Club. (See screenshot on right.)



What does “End Billing Pending” and “Credit Hold” mean in Hosted Solutions for Wash Club membership accounts that are Active?

End Billing Pending – Customers can still use their Wash Club until the next billing period. When the next billing cycle comes around, it will disable the account and their Wash Club won’t be active.

Credit Hold – When there is an issue with the payment on file (for example, an expired card), the account will show as “Credit Hold”. A customer is not able to use their Wash Club membership until their credit hold issue is resolved.

Mobile App

Beneath “Wash Clubs” in Hosted Solutions is Mobile App. This is where you’ll do the bulk of maintenance/updating on your mobile app.

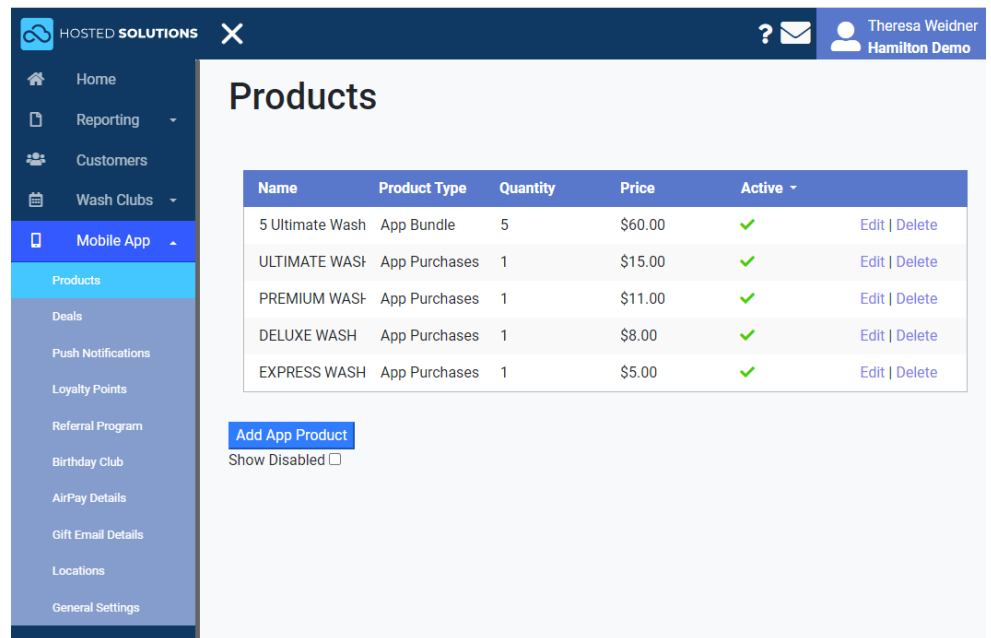
Products Tab

Products on your mobile app are independent to those on your kiosk. **Adding a product to your mobile app section of Hosted Solutions will not add it to your kiosk.** These products are only available to app users. Many merchants like to discount product prices on the mobile app to incentivize app use and increase advanced wash purchases.

If a product is “Active” here it WILL appear in the mobile app.

There are 2 different types of products:

- Washes
- Bundles (sell multiple washes at one time, usually at a discounted price i.e. “Buy 4 washes for the price of 3!”)



Create a New Product (Wash or Bundle)

Click “Add App Product” (a window will open where you create or edit the product details.)

When creating and editing products you’ll be asked for additional details. Below are the definitions of each term:

- **Active** – This controls if the product will be visible on the App or not.
- **Product Type** – This will determine if you choose a single wash item or are offering a bundle.
- **Kiosk Item** – The actual Kiosk Item associated with this app product.
- **Use Kiosk Item Name** - If checked, it will copy the Kiosk Item name from the Kiosk Items settings page.
- **Name** – If the above is not checked, you may give this product a custom name.
- **Use Kiosk Item Details** – Fills in all the details of the associated wash item if the details were already typed in the Kiosk Items settings page.
 - **Details** – If the above is not checked, you may create your own custom details for this wash item.

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

- **Quantity** – If you chose the Product Type of Bundle, you may choose how many items to give with this purchase.
- **Custom Price** – Check this box if the wash product will have a different price than what is listed on the Kiosk.
- **Price** – If the above is checked, you may enter your custom price here.
- **Award Location** – If you have multiple sites, check mark the sites this item is redeemable at.
- **Terminal ID** – Each kiosk should have a terminal ID entered. You can then use the terminal ID to restrict which kiosk is able to redeem certain products.
- **Terminal IDs** – A list of entered Terminal IDs from above.
- **Color** – Choose a complimentary color for the background of the item being displayed within the app.
- **Image** – Choose from one of 17 images to add to the background of your product listing (custom images are not available at this time).
- **Purchase Limit** – If this is a bundle, you can limit how many bundles a customer can purchase. This is a lifetime limit per user.

Limit Start Date – The date to enable the purchase limit if set above.

To Edit an Existing Wash or Bundle:

Find the product you want to edit. Select “Edit” (A window will open where you can edit the product details.)

Deals

Deals are created and managed in Hosted Solutions under Mobile App > Deals

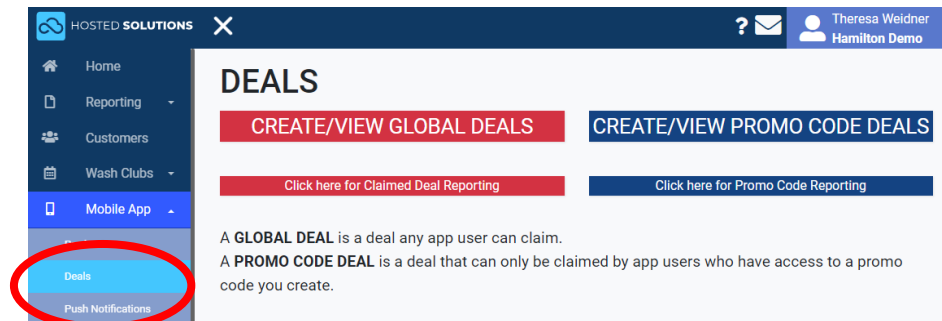
There are two types of deals: Global Deals and Promo Codes.

Global Deals: Deals that are exposed to every app user and can be viewed just by clicking on the Deals and Promo Codes button on the home screen of the app.

Promo Codes: Deals that are distributed through a private channel (for example, a magazine ad) that allows users to gain access to a special promotion.

For more detailed descriptions of deals, visit our wiki:

https://hswiki.hamiltonmfg.com/index.php?title=Mobile_App#Deals



HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

When creating and editing deals you'll be asked for additional information. Here are definitions of each field:

- **Deal Name** – How the deal will be named in the app (customers will see this).
- **Description** – Explanation of the deal (customers will see this).
- **Terms** – Any fine print or additional information you want to include about this deal (e.g. cannot be combined with any other offer).
- **Award Type** – There are 3 different deal award types. Below are the definitions of each:
 - **Item** – Gives a free wash item.
 - **Transaction Dollar Discounts** – Take a set dollar amount off the price off any transaction (\$1 off your purchase).
 - **Item Dollar Discounts** – Reduce the cost of a specific wash item (\$2 off your ultimate wash).
- **Start Date** – When the deal is active and can be added to a customer's virtual wallet.
- **End Date** – The date the deal disappears from the app (customer's virtual wallet).
- **Claim Limit** – How many times each customer can redeem the deal. *(Typically set to 1.)*
- **Expiration Type** – There are 4 different expiration types. Below are definitions of each:
 - **None** – The deal will stay in the customer's wallet until it is redeemed.
 - **End Date** – Will default the deal to expire on the end date listed above.
 - **Custom** – Allows you set how long the deal will be available for the customer to redeem after claiming, possibly after the "end date". *A lot of site operators like to use "Custom" and then expiration date of 7-14 days to create a sense of urgency.*
 - **Date** – Allows you to enter in a manual expiration date. If the deal has not been redeemed before the end date, it will disappear from the customer's wallet on that date.

FAQ: What is the difference between expiration and end date? End date is when the deal stops going out to customers. Expiration is the actual last date the deal can be claimed. Some deals may only want to go out for so long (like a week after it starts), but you want the deal to be available in their wallet for longer (a week after they claim the deal).

- **Item** – Choose which item the deal is for.
- **Promo Code Name** – *This won't be an option if you're working with a Global Deal.* This is the "secret" code customers have to enter to gain access to this deal (e.g. SPRING2022).
- **Color** – Choose a complimentary color for the background of the item being displayed within the app.
- **Image**– Choose from one of 17 images to add to the background of your product listing (custom images are not available at this time).
- **Allow Upgrades** – If selected, when you scan the QR code, it will simply display a credit on the screen and will allow the customer to spend that credit however they want. *If they choose a wash that is cheaper than the credit, they will not receive any type of refund*. We typically recommend leaving this to "kiosk default".*
- **Auto Select** – If selected, when you scan the QR code, it will select the wash package it is assigned to, but will allow you to add any buy-up associated to that wash. *Customer will have to pay for any buy-ups added with cash or credit card*.*

**Please note: If neither Allow Upgrades or Auto Select is selected, it will vend the wash assigned to the customer.*

- **Locations** – If you have multiple locations, you can toggle off any locations you don't want the deal to be available at.

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

- **Terminals** – Terminals is another word for kiosk. If you have multiple terminals, you can choose which terminals the deal is and isn't available at.

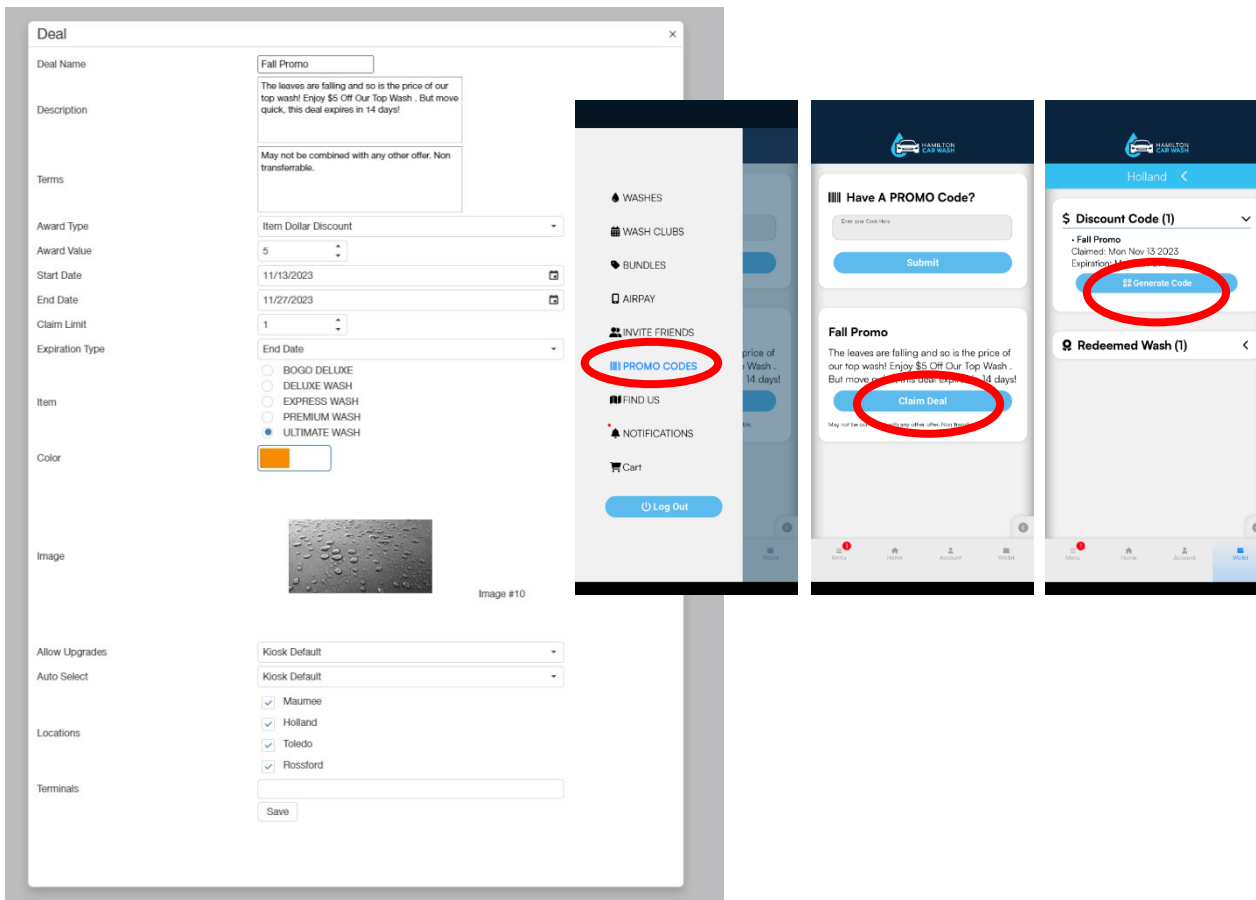
Global Deals

Deals that are exposed to every app user and can be viewed by clicking on “Deals and Promo Codes”.

How to Create a New Global Deals:

- Navigate to Mobile App > Deals
- Select “Create/View Global Deals”
- Click “Add New Deal”
- Enter in deal details (terms and fields are defined above)
- Hit “Save”

Here's how Hosted Solutions and the phone app look when creating a Fall Promo deal for \$5 off the Ultimate Wash. Global Deals are shown in the App under the “Promo Codes” section. After the person “Claims the Deal” it will show up in their wallet until they use it or the expiration date passes.



HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Global Deals Marketing Use Examples:

- New App Member - Free/Discounted Wash Deal
- Dollar Discount - Offer your app users a set amount off any wash or specific wash, this can be used to introduce customers to new or higher tier washes.
- Create scheduled discounts to sync with marketing campaigns such as a July 4th event - Create a Deal that offers each wash at a slight discounted price during the July 4th holiday. Allow this Deal to be claimed a limited amount of times and set it to disappear from the app after July 4th. The discount can also expire at the same time to offer a limited window and drive traffic.

All Global Deals (that have ever been created) can be viewed in Hosted Solutions > Deals > Create/View Global Views

A few points about deals:

- If a deal has been claimed (ever, by anyone) it CANNOT be deleted.
- Deals CAN be edited, but it will NOT affect already claimed ones. If a person has claimed a deal and you edit it later, it will NOT change for them.
- "Editing" existing deals is a great way to reuse seasonal deals (like for Holidays, just simply edit the start/end date to whatever you now need).

Promo Codes

Deals that are distributed through a private channel (for example, a magazine ad) that allows users to gain access to a special promotion.

How to Create a New Promo Code

- Navigate to Mobile App > Deals
- Select "Create/View Promo Code Deals"
- Click "Add New Deal"
- Enter in deal details (terms and fields are defined above)
- Hit "Save"

Promo Codes Marketing Use Examples:

Discounted Washes for First Responders - Create a Code and notify your local First Responders to inform them of the code.

- Support your local schools - Create a discount for students/teachers and notify your local schools
- Utilize social media and hold events where the online winner can be given a promo code to unlock a "Special" offer or award.

To take advantage of a promo code, customers need to log into the app, navigate to "Promo Codes", type in the code (capitalization does not matter), "Submit. The code will be in their wallet until they use it or it expires.

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Here's how Hosted Solutions looks when setting up a Happy Turkey Deal for \$2 off any purchase:

Deal

Deal Name: THANKSGIVING \$2 DISC

Award Type: Transaction Dollar Discount

Award Value: 2

Start Date: 11/13/2023

End Date: 12/01/2023

Claim Limit: 1

Expiration Type: End Date

Assign a PROMO CODE to this deal. (requires app version 4.0.0 or higher)
A Promo Code allows only users with access to the code to claim the deal. This can be used for targeted marketing, special events etc. It is entered by the user on the Deals page in the Promo Code Field. Once the code is validated, the Deal is automatically placed in their wallet.

Promo Code Name: HAPPYTURKEY

Color: [Blue]

Image: Image #1

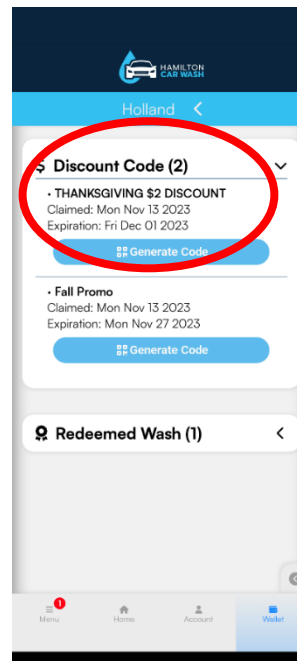
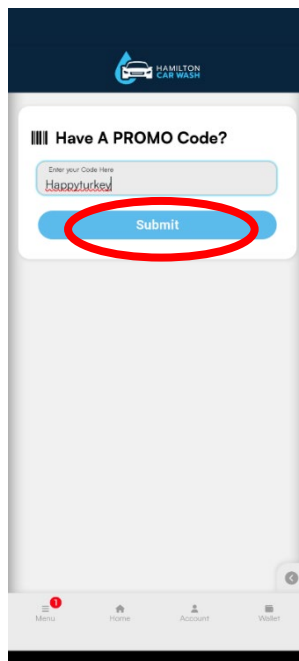
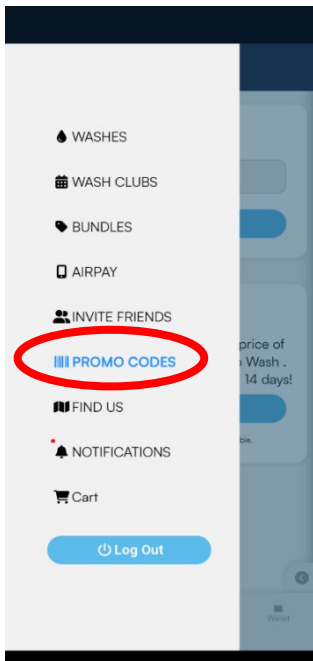
Allow Upgrades: Kiosk Default

Auto Select: Kiosk Default

Locations: Maumee, Holland, Toledo, Rossford

Terminals: [Empty]

Save



Push Notifications

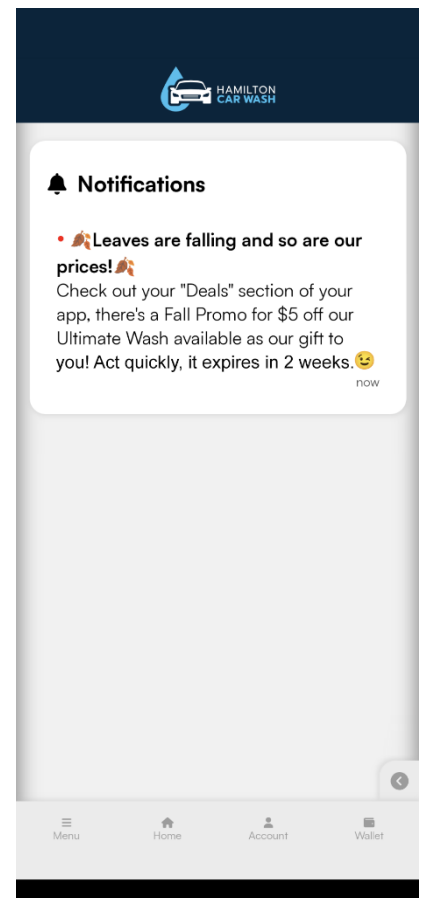
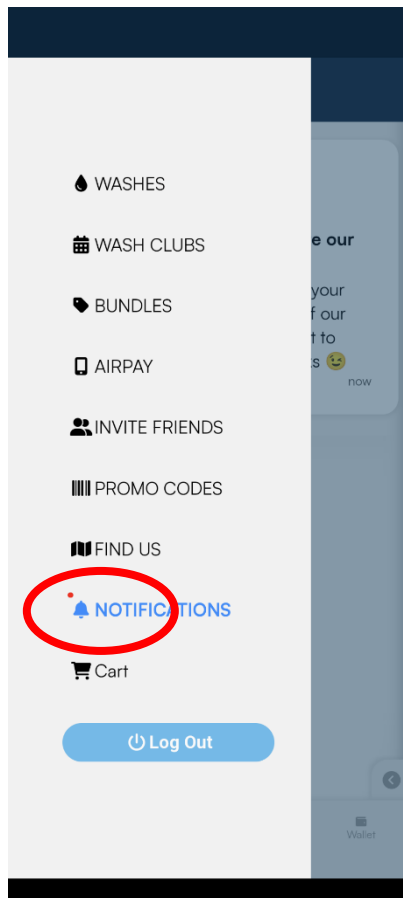
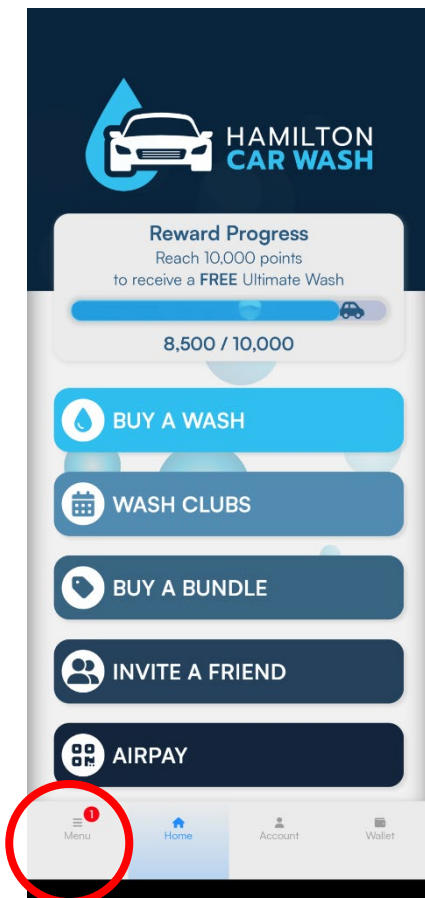
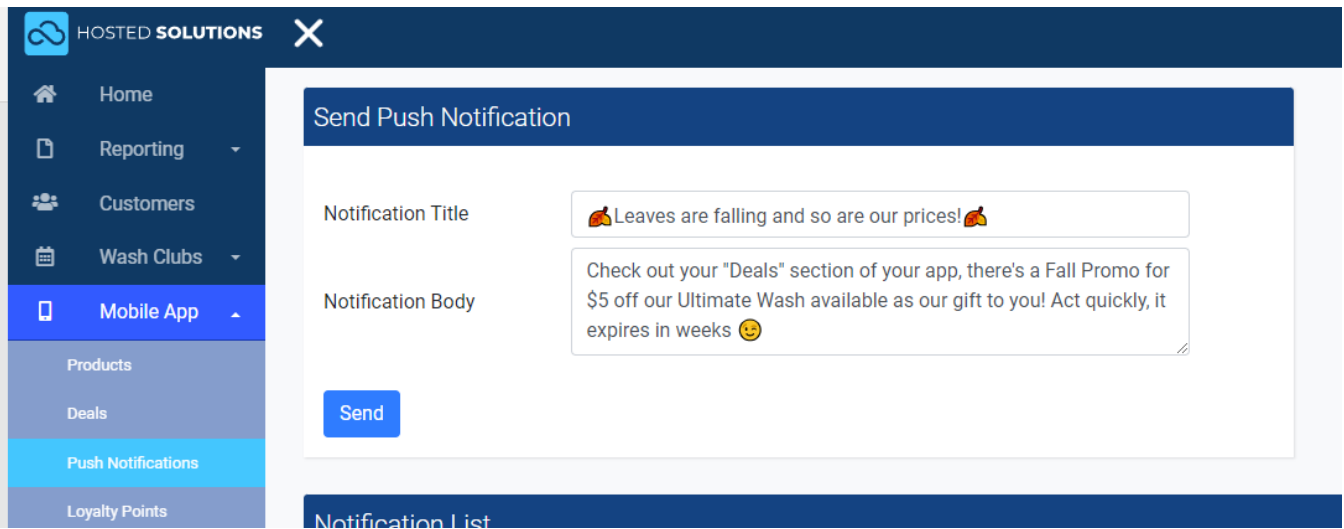
Push notifications are a great way to reach all your mobile app users at one time. **Limit how many push notifications you send your customers. If you send them too frequently, customers will disable the notifications on their phone settings.**

Push Notifications Title Tips:

- Make sure your titles are short and eye-catching.
- Short titles do not get mutilated on various screens and can be the difference between being seen or being ignored.
- This is the first thing your user will see in the message.
- Ask yourself: What would get your attention?
- Use emojis! You can copy and paste them into the text box here

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide



Loyalty Points

Loyalty points are a way to reward your app users for making purchases through the app at your site. These points can be awarded for in-app purchases such as app Wash purchases, AirPay purchases, and Wash Bundle purchases if you like.

\$1 spent in the app always equals 100 loyalty points. It is up to you to set the threshold of how many loyalty points people need to earn before they earn the award.

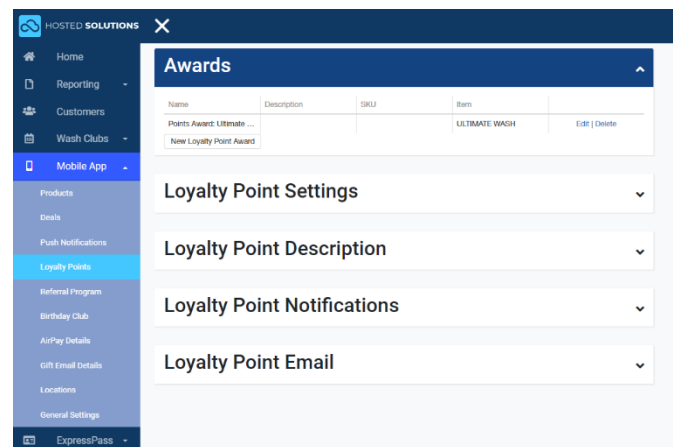
QUICK LOYALTY POINT MATH FOR YOUR CONVENIENCE:

\$1 = 100 loyalty points | \$100 = 10,000 loyalty points | \$50 = 5,000 loyalty points

Create a New Loyalty Award

Similar to making a wash product or Deal for the mobile app. You will see a grid with any existing awards available for Loyalty points. *Only one award can be assigned to the loyalty award program at a time.* You can, however, create multiple awards to alternate between them at different times of the year or etc. By default, Hamilton creates a default award based on your top wash.

1. You can create a new one by clicking the "New Loyalty Point Award" button underneath the grid or you can click on "Edit" to the right of the award.
2. The pop-up window is similar to those you have seen elsewhere in Hosted Solutions, although less information is required for the award.
3. Typical expiration is set between 7 and 14 days to motivate your user to come in and use the award.
4. The only other notable field here is SKU, which can be any unique word or combination of letters and numbers to easily identify the item.



Don't forget to add a description to let your users know what they were just rewarded.

Loyalty Point Settings

Under this drop down you can choose which purchases your users are awarded for, as well as the point goal and image assigned to this award. By default, Hamilton checks "App Wash Purchases" and "AirPAY Purchases" as these occur at your full listed pricing.

Giving users loyalty points for purchasing wash bundles is possible, but optional. This is disabled by default because the user is already getting a great deal with a bundle.

Pressing the "Edit" button will allow you to make changes to any of the settings in the panel.

Set your point goal and the name for your award status.

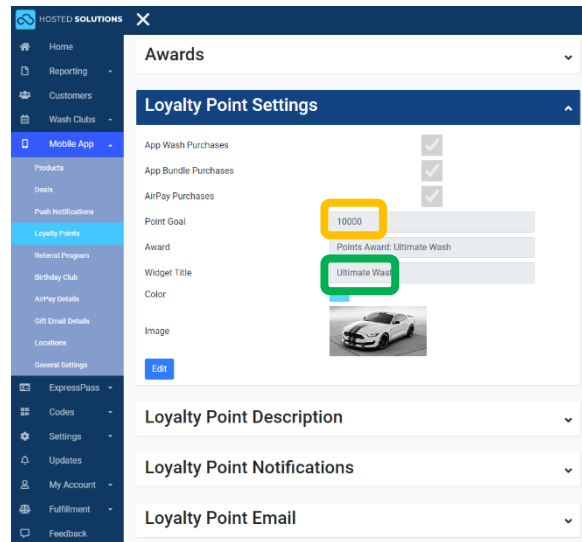
You can also set the image and color for the award to give it the overall look and feel of your other products and deals.

Once finished press save to complete these settings.

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

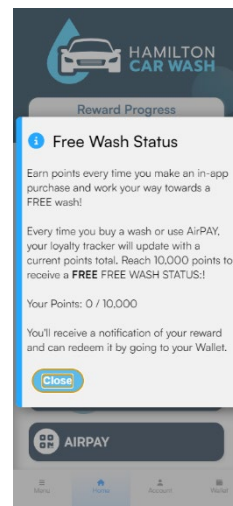
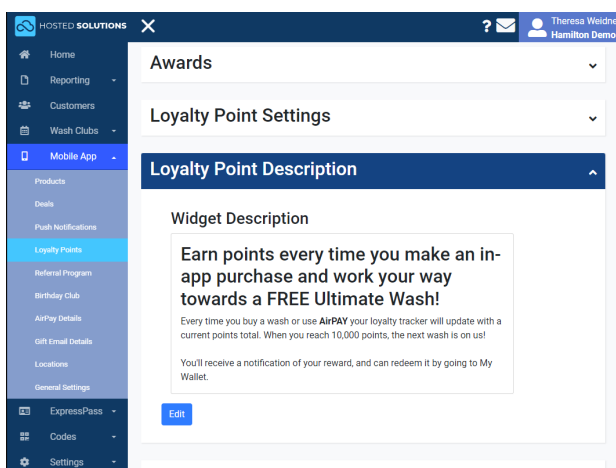
Below shows how the values in Loyalty Point Settings in Hosted Solutions affects the app.



Loyalty Point Description

This is the contextual information displayed on the Mobile App when someone clicks on the loyalty points area. We use some descriptive default text for this field. Clicking "Edit" will allow you to change this text to match any changes you may have made to the loyalty program. **The important step here is to make sure to edit this text any time you make changes to the loyalty point program. This will help to ensure your users have all the current information when it comes to your plans.**

Below shows how the values in Loyalty Point Description in Hosted Solutions affects the app:



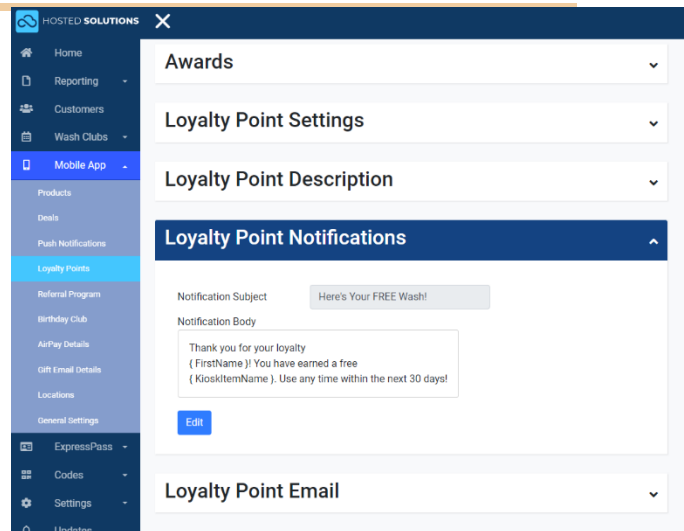
Loyalty Point Notifications

This box allows you to edit the notification your users will receive through their mobile phone when they reach the loyalty goal.

The subject box allows you to edit the header of the notification. This will send your user a notification that mentions them by full name and the award that is being given.

Using our quick tags can save you typing and gives your users a feeling of being recognized. Check out the Default Content for an example on our Wiki:

https://hswiki.hamiltonmfg.com/index.php/Default_Content



Loyalty Point Email

This box allows you to edit the email your users will receive when they reach the loyalty goal.

Clicking "Edit" will allow you to enable or disable sending your user an email when they have reached the Loyalty award goal.

Again, you can utilize Hamilton tags to personalize this message for each of your users, quickly and easily.

Check out the Default Content for an example on our Wiki:

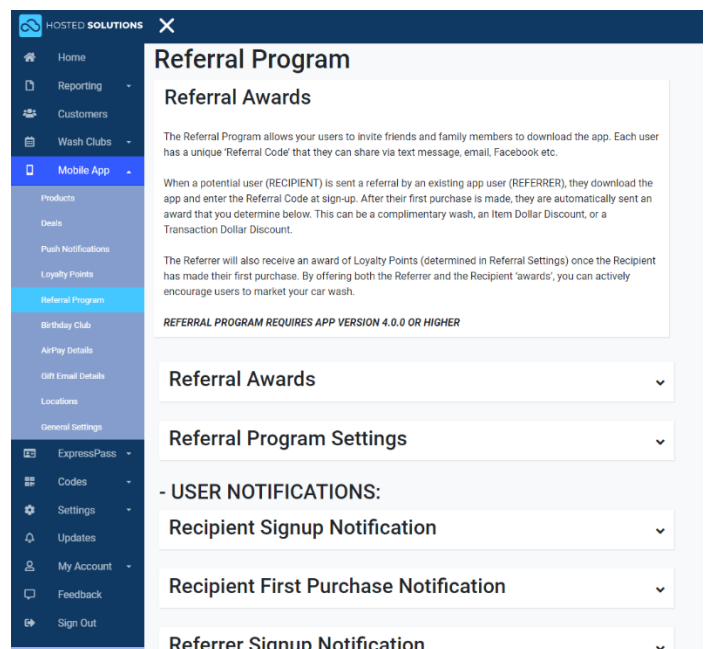
https://hswiki.hamiltonmfg.com/index.php/Default_Content

Referral Program

The Referral Program allows your users to invite friends and family members to download the app. Each user has a unique 'Referral Code' that they can share via text message, email, Facebook etc.

When a potential user (RECIPIENT) is sent a referral by an existing app user (REFERRER), they download the app and enter the Referral Code at sign-up. After their first purchase is made, they are automatically sent an award that you determine below. This can be a complimentary wash, an Item Dollar Discount, or a Transaction Dollar Discount.

The Referrer will also receive an award of Loyalty Points (determined in Referral Settings) once the Recipient has made their first purchase. By offering both the Referrer and the Recipient 'awards', you can actively encourage users to market your car wash.



Referral Awards

The referred friend will receive a **Referral Award** as configured on this page, *after they make their first purchase on the app*.

You can set up more than one Referral Award but only one can be selected at any given time. A referral award can be any of the following:

- Item (free wash)
- Transaction Dollar Discount (\$x off your entire purchase)
- Item Dollar Discount (\$x off a specific item).

In this example we've decided to give away a free ultimate wash to the referred friend after they make their first purchase (any dollar amount on the app).

Name: What the award is called (typically the name of the wash that gets awarded)

Description: (usually left blank, but you can add details if you want)

SKU: Some washes use a 3rd party system which rely on SKUs to be able to relate items. Most washes don't use these, but it's available if you need it.

Type: Referral awards can be a free item, Transaction Dollar Discount (money off an entire purchase), or an Item Dollar Discount (set amount off a specific item). Usually washes choose to give a free item.

Item: (only visible if "Item" or "Item Dollar Discount" is selected as "Type"). This is which "Item" you're giving away or discounting

Value: (only visible if Transaction Dollar Discount or Item Dollar Discount) is selected as "Type". Value is the amount you are discounting the purchase or item.

Expires: How long the referral award will stay in the referrer's wallet until it expires. In this example, we've set it to 14 which is 2 weeks.

Allow Upgrades: We recommend leaving to "kiosk default".

Auto Select: We recommend leaving to "kiosk default".

Works at All Locations: Check this box if you want this referral award to be redeemable at all of your locations (many wash owners own more than one location so this is important).

Locations: If it's not available at all locations, check which locations it IS redeemable at

Terminals: If you have more than 1 kiosk at your location you might want to dictate which kiosks the referral award is redeemable at. Whichever terminal ID you put here is where the referral award can be awarded at. If you leave empty: the award can be redeemed at all kiosks at the locations.

Edit an existing award

Create a New Award (only one can be selected at any time, but multiples can be set up ready to go)

Referral Award

Name: Ultimate Referral Award Wash

Description:

SKU: RefAward

Type: Item

Item: BOGO DELUXE DELUXE WASH EXPRESS WASH PREMIUM WASH ULTIMATE WASH

Expires: 14

Allow Upgrades: Kiosk Default

Auto Select: Kiosk Default

Works at All Locations:

Locations: Maumee, Holland, Toledo, Rossford

Terminals:

Save

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Referral Program Settings

The Referral program Settings is where you go to manage your overall referral program (choose the number of points the referrer gets, and sets the text that the referrer sees in the app, and the text that gets sent when they send an app referral).

Description: Description of the program that appears on the Referral page in the app.

Share Message: The message that populates when a user taps the Share button on the Referral Page.

Description
This text pulls from Hosted Solutions > Mobile App > Referral Program Settings > Description

Share Message
This text pulls from Hosted Solutions > Mobile App > Referral Program Settings > Share Message

Click here to download the Hamilton MFG App and sign up using the referral code: 233RL2
<https://hamilton.ewash-demo.net/signUp#233RL2>

Please, do not touch Use Message URL or Merchant URL. Hamilton has set you up with a dynamic link that will open the correct app store depending on what kind of device your customers are on.

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Referral Program Example

Example: Rick really loves your car wash and wants to share it with his friend Angie. He opens your app and selects "Invite Your Friends" (either from the home screen or left hamburger menu)

Rick either hits "Share" and sends a message to Angie's phone, or Angie can scan his phone with the QR code generated.

Angie's phone will be directed to the correct app store to download the app, and Rick's referral code should automatically be filled into the REFERRAL CODE section when she signs up for the app. Angie should still confirm that Rick's code is populated when she signs up for the app:

Rick's Phone

Angie's Phone

Angie's Phone

Rick's Phone

Either

Angie's Phone

Rick's Phone

Double-check the Referral Code is populated here!

View from Angie's app notifications after she downloads the app using Rick's referral code.

This text pulls from Hosted Solutions Mobile App > Referral Program > Recipient Sign Up Notification

View from Rick's app notifications after Angie downloads the app using his referral code.

This text pulls from Hosted Solutions Mobile App > Referral Program > Referrer Sign Up Notification

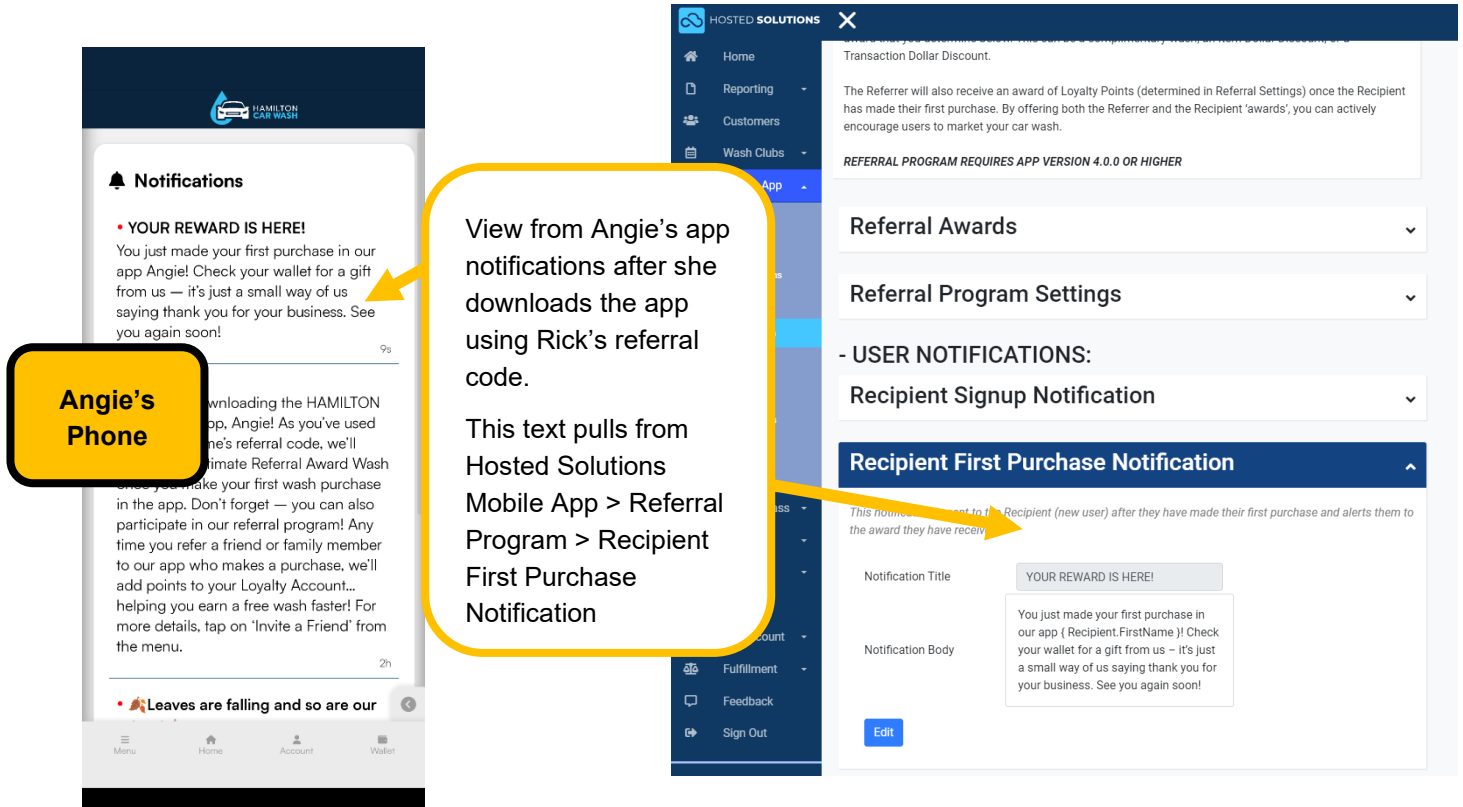
Hosted Solutions Mobile App Settings:

- Referral Awards
- Referral Program Settings
- USER NOTIFICATIONS:
- Recipient Signup Notification
- Recipient First Purchase Notification
- Referrer Signup Notification

HAMILTON MOBILE APP TUTORIAL GUIDE

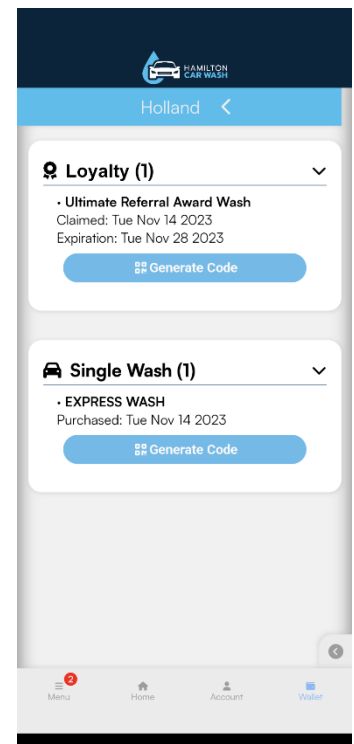
Guide

After Angie makes a purchase on the app (of any amount), Angie is given a free wash



The item that is given to her (in this case a free ultimate wash) is configured in Hosted Solutions under Mobile App > Referral Program > Referral Awards. The Wash automatically gets put into Angie's wallet. The wash is automatically added to her wallet and has the expiration date (1 week in this case) that you set under the Referral Awards. Note: Angie now has 2 items in her wallet (the wash she purchased with her own money and the free wash that was awarded for her making her first purchase).

Rick's account is automatically awarded the number of "Referrer Points" you assigned in Hosted Solutions > Referral Program > Referral Program Settings, which put an "Ultimate Referral Award Wash" in his wallet.



Birthday Club

The birthday club gives app users a free item on their birthday. By default, this program is turned on.

Birthday Club Awards

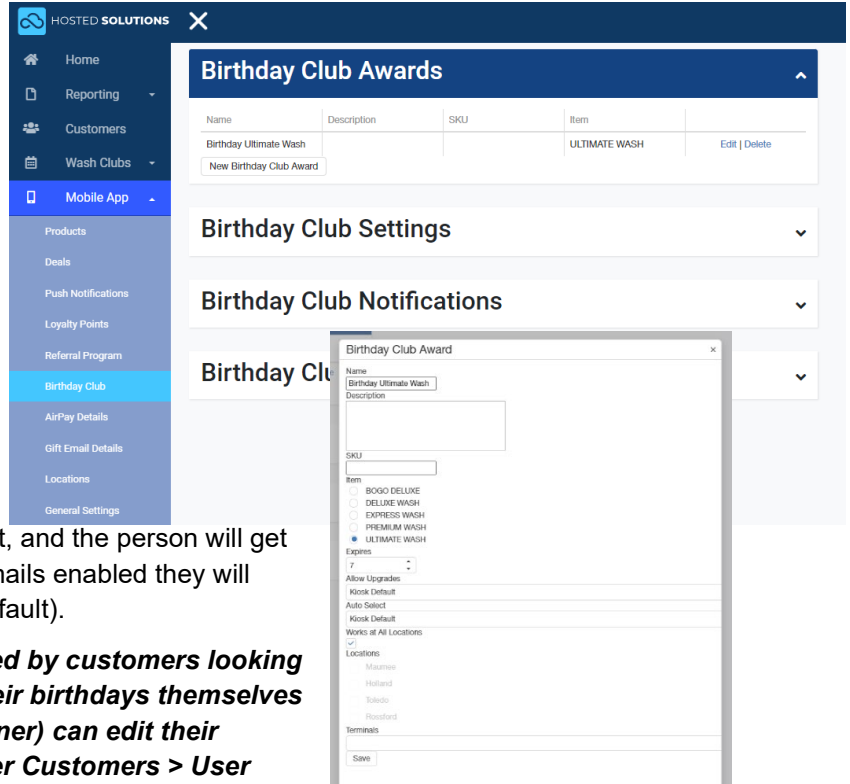
Only 1 award can be selected, but others can be set up. The award can be any of the items already set up.

“Expires” is how long customers have to redeem their birthday award

Birthday Awards are automatically sent out around 1 am the morning of a person’s birthday.

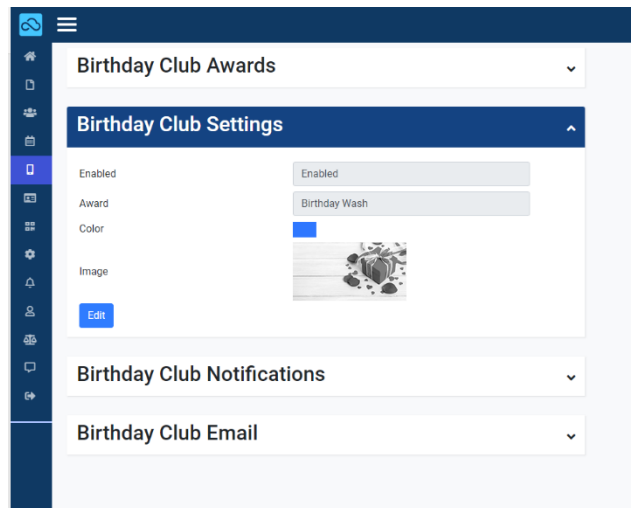
They are automatically added to the person’s wallet, and the person will get a notification that it’s been awarded. If you have emails enabled they will also get an email (Emails are NOT turned on by default).

Because birthday programs often get abused by customers looking for freebies, customers CANNOT update their birthdays themselves after they create the app. You (the wash owner) can edit their birthday manually in Hosted Solutions under Customers > User Management > Edit Profile



Birthday Club Settings-

If you want to disable (or enable) the birthday club you can do so under Birthday Club Settings. Settings is also where you choose which of your awards the program will award (if you have more than one set up)

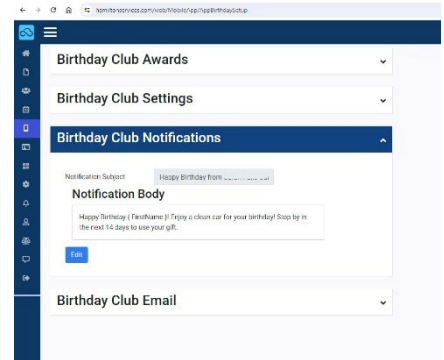


Birthday Club Notifications-

This is the notification message that goes to your customer in their app.

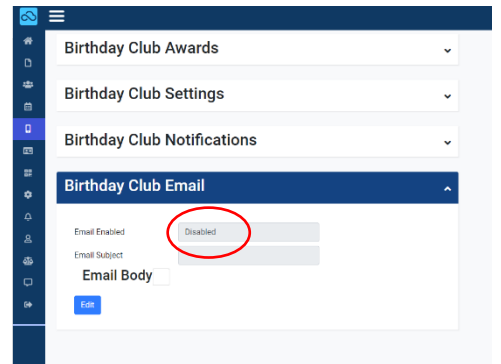
When editing the message, use the smart tags to personalize what your customers see.

Customers get a push notification on their phone, and they can view it in their notifications within the app.

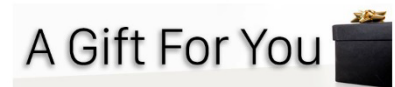


Birthday Club Email –

The birthday club email is NOT automatically enabled. If you enable this, this is the email that gets sent to your customers early on the morning of their birthday



If the email is enabled and set up correctly, here is what the email looks like that the customer receives:



It's your birthday! Congratulations on your special day. We appreciate you and we are grateful that you are our customer. Please enjoy this Birthday Car Wash as a small token of our appreciation. Sincerely, The [Name] Team

Birthday Gift

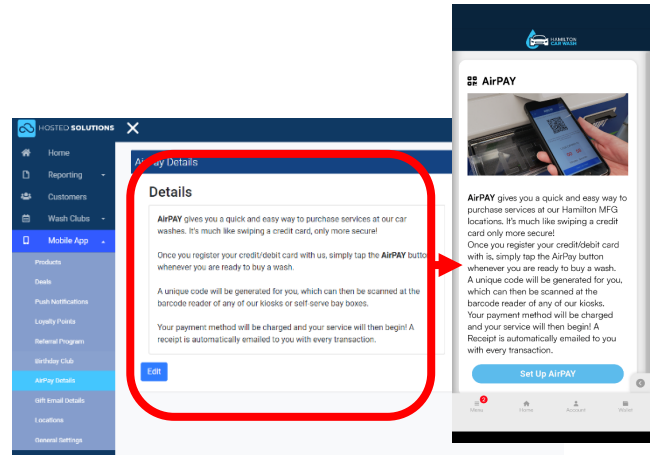


Code: 022848333

AirPAY Details

AirPAY is Hamilton’s program to allow customers to add a payment method to the app. This lets your customers make purchases at your kiosk by scanning their AirPAY QR code instead of having to use their credit card.

AirPAY Details is the text that appears on your customers’ screen before they set up their credit card to enable it.

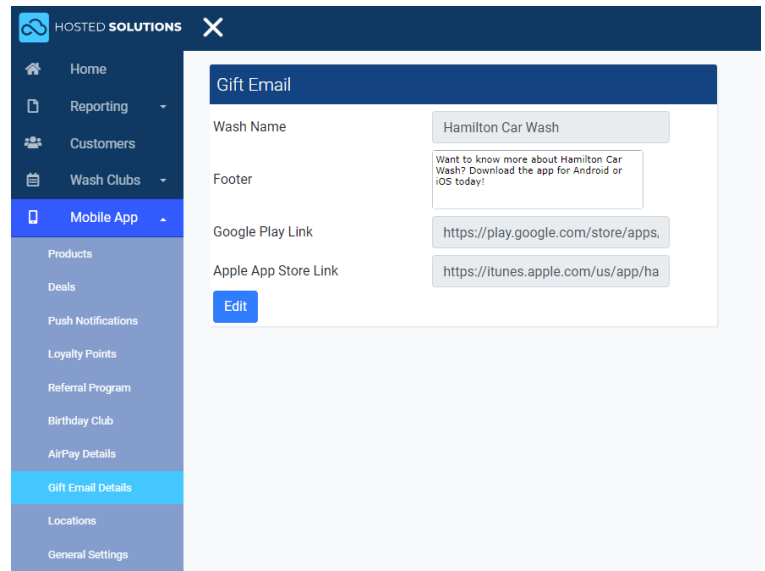


Gift Email Details

This is where you edit the text that goes out in the email when someone sends a gift from your app. If the recipient is already an app member the gift will automatically go to their wallet, or they can always access it from their email.

- **Wash Name** should reflect the name of the site.
- **Footer:** This is where you can add something to advertise or entice the recipient of the gift to download and use the app. You do not need the app to scan the gift email code and get your gift.

Store Links: These are used to provide links to get the app for any gift recipient who would like to. **Do not edit these unless Hamilton notifies you to.**

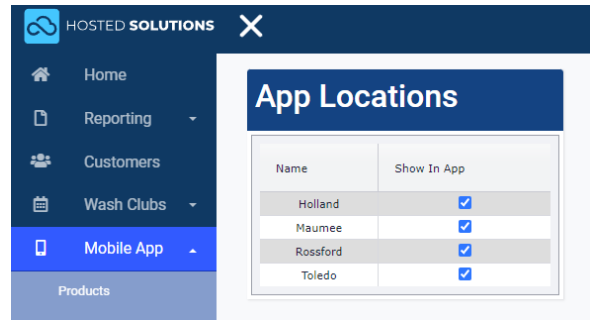


HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

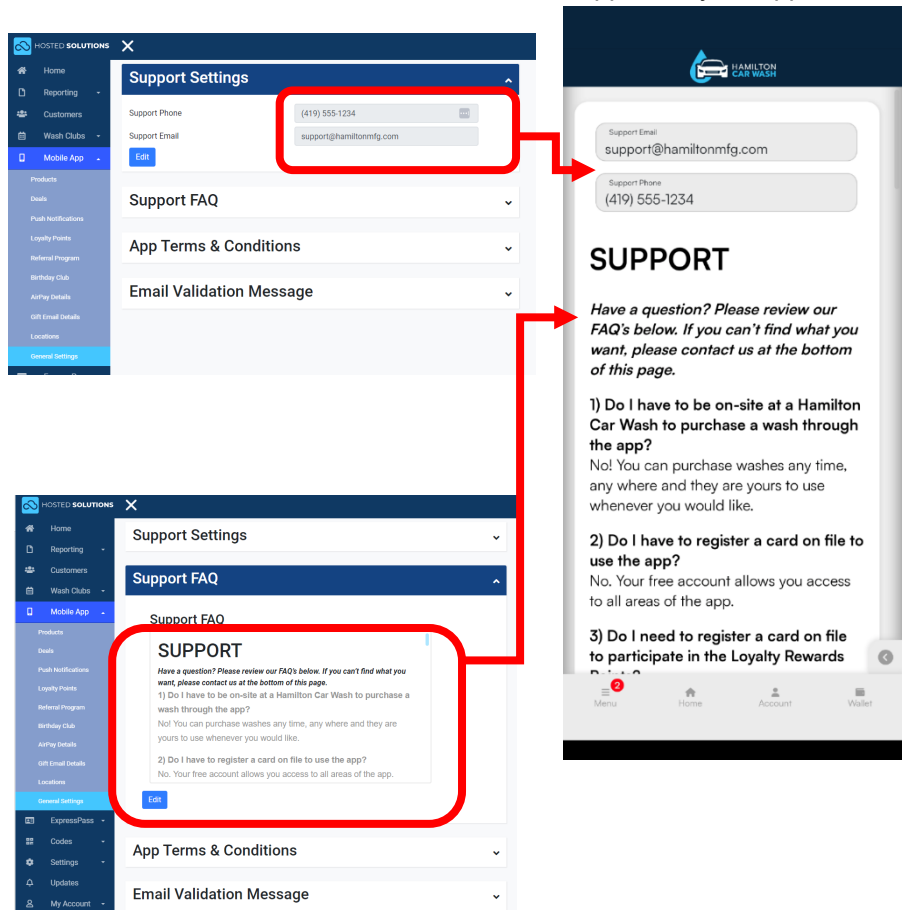
Locations

Sometimes wash owners DON'T want to use the app at all of their locations. Only the locations that are checked will show in the app.



General Settings

Support Settings- The phone number and email address that are listed under Account > Support on your app

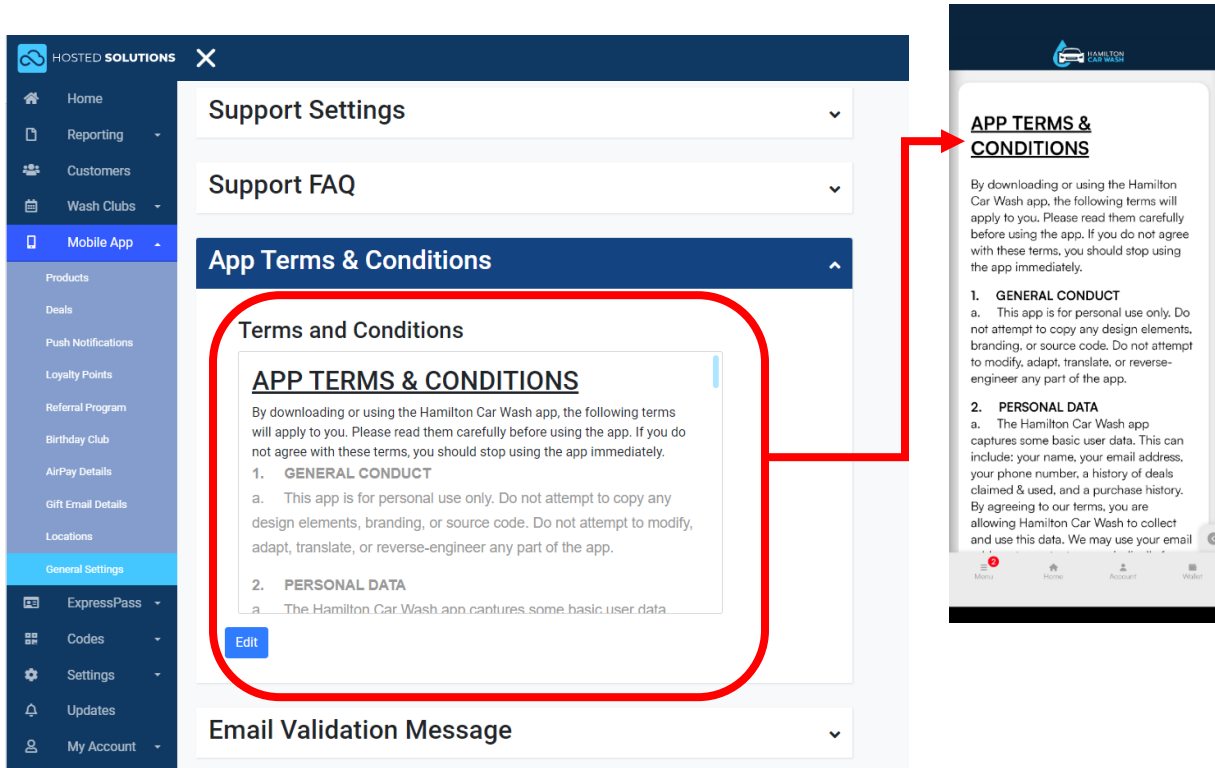


Support FAQ – The text that is below the email and phone number in your app under Account > Support

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

App Terms & Conditions – The text that is on Account > Terms & Conditions in the app



Email Validation Message – The message that goes out to new app users asking them to verify their email

Fulfillment

Items that need to be physically fulfilled (mailed or handed to a customer) are under Fulfillment. This also includes Customer Value Cards (Gift Cards).

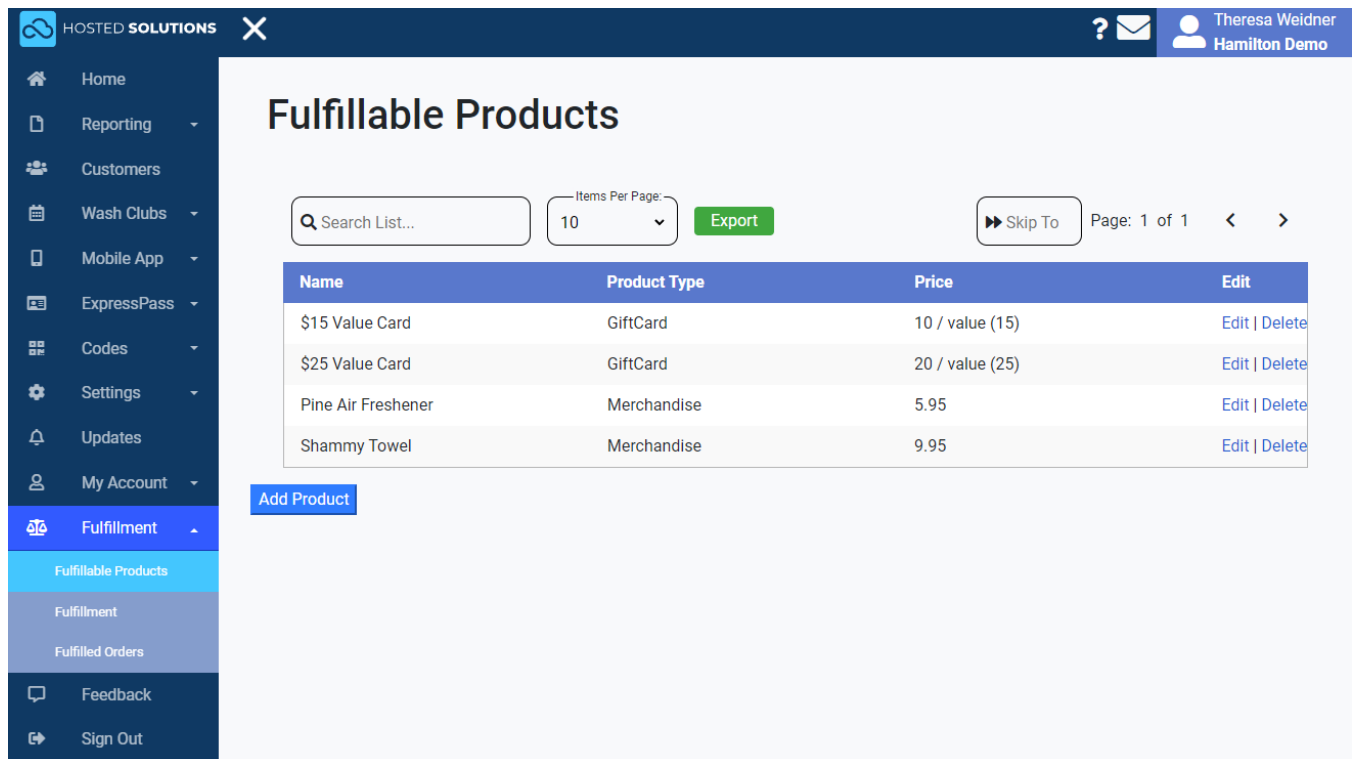
Fulfillable products are only visible on your ecommerce page (not mobile app right now). Some ideas of fulfillable products you can set up:

- Towels
- Air fresheners
- T-shirts

Customer Value Cards (Gift Cards)

Customer Value Cards require a Points 2 Partners account, as well as Hamilton-issued Customer Value Cards (additional fees apply).

Currently, there is no way to do electronic gift cards. Gift cards are a physical product that wash owners need to send or give to customers.



The screenshot shows the Hamilton Hosted Solutions interface. The top navigation bar includes the logo, a search icon, and the user name 'Theresa Weidner Hamilton Demo'. The left sidebar contains a menu with options: Home, Reporting, Customers, Wash Clubs, Mobile App, ExpressPass, Codes, Settings, Updates, My Account, Fulfillment (selected), Fulfillment (sub-menu), Fulfilled Orders, Feedback, and Sign Out. The main content area is titled 'Fulfillable Products' and features a search bar, an 'Items Per Page' dropdown set to 10, an 'Export' button, and a 'Skip To' button. Below this is a table with the following data:

Name	Product Type	Price	Edit
\$15 Value Card	GiftCard	10 / value (15)	Edit Delete
\$25 Value Card	GiftCard	20 / value (25)	Edit Delete
Pine Air Freshener	Merchandise	5.95	Edit Delete
Shammy Towel	Merchandise	9.95	Edit Delete

Below the table is an 'Add Product' button.

Fulfillable products are seen by customers on your ecommerce page under “Shop” then either “Value Cards” or “Merch” in this example:

How to set up a new fulfillable product, Customer Value Card

Don't forget: Customer Value Cards require a Points 2 Partners account, as well as Hamilton-issued Customer Value Cards (additional fees apply).

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

In Hosted Solutions, navigate to Fulfillment > Add Product

Name it how you want it to display on your ecommerce (“\$25 Value Card” in this example)

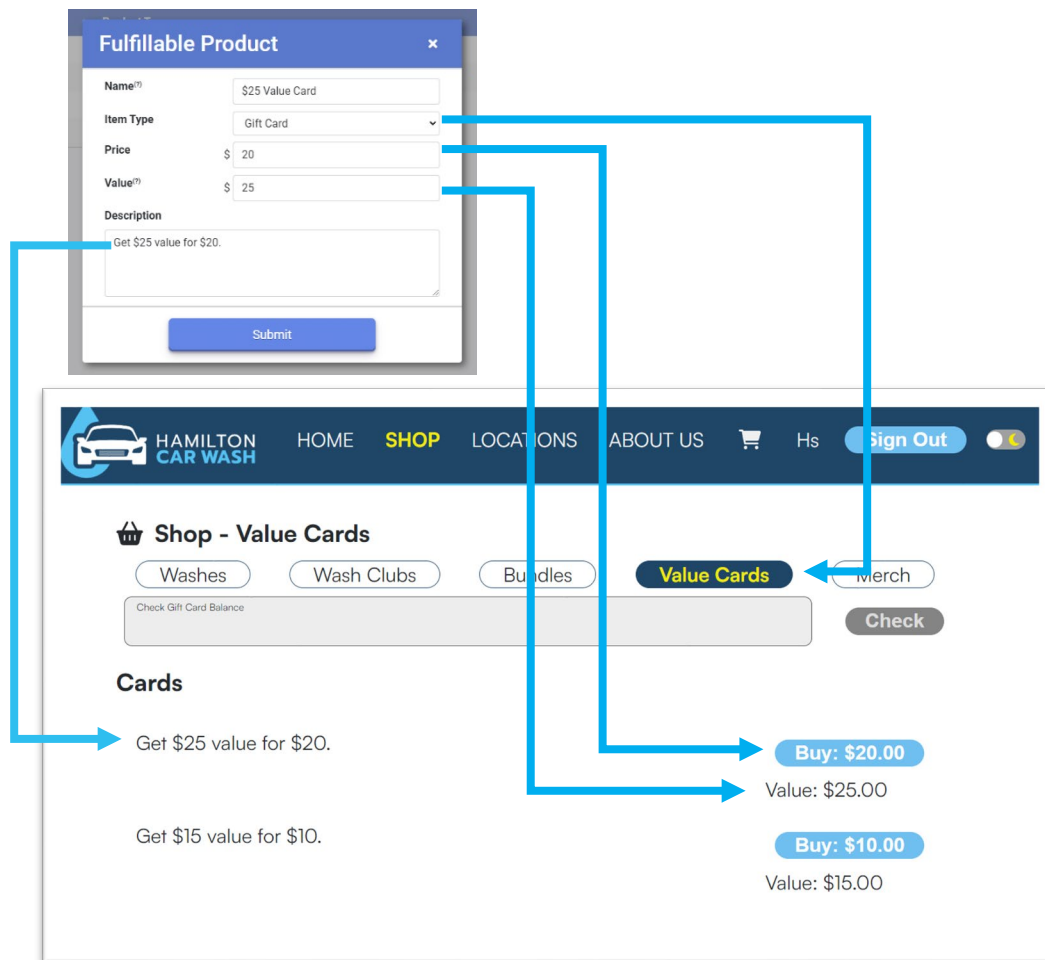
Set Item Type to “Gift Card”

Set the price at what you want to sell it for (in this example we’re selling a \$25 gift card for only \$20)

Value is the value of the card (in this example, \$50)

Description is what shows on your ecommerce page.

In the image below, we’ve shown how each of the Hosted Solutions fields associate with the ecommerce page. “Item Type” dictates which “Shop” category the item goes in (Gift Cards always go in Value Cards or whatever this category is named as)



When a customer orders a Customer Vale Card, you will be notified via email.

You then need to manually load and program the card on the Points 2 Partners website and then mail it to the customer.

HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Other Fulfillable Products (Merchandise)

Below is an example of how to add a Merchandise item:

In Hosted Solutions, navigate to Fulfillment > Add Product

Name it how you want it to display on your ecommerce (“Pine Air Freshener”: for this example)

Set Item Type to “Merchandise”

Enter price

(Value is not an option for anything except for gift cards)

The image shows a two-part process. The top part is a 'Fulfillible Product' form with the following fields: Name (Pine Air Freshener), Item Type (Merchandise), Price (\$ 5.95), Value (empty), and Description (empty). A 'Submit' button is at the bottom. The bottom part is a 'Shop - Merch' page with navigation tabs: Washes, Wash Clubs, Bundles, Value Cards, and Merch (highlighted). Under 'Merchandise', two items are listed: 'Shammy Towel' priced at \$9.95 and 'Pine Air Freshener' priced at \$5.95. Each item has 'Buy Now' and 'Add To Cart' buttons. Blue arrows connect the form fields to the corresponding product listings on the shop page.

In the image below, we've shown how each of the Hosted Solutions fields associate with the ecommerce page. "Item Type" dictates which "Shop" category the item goes in "Merch"

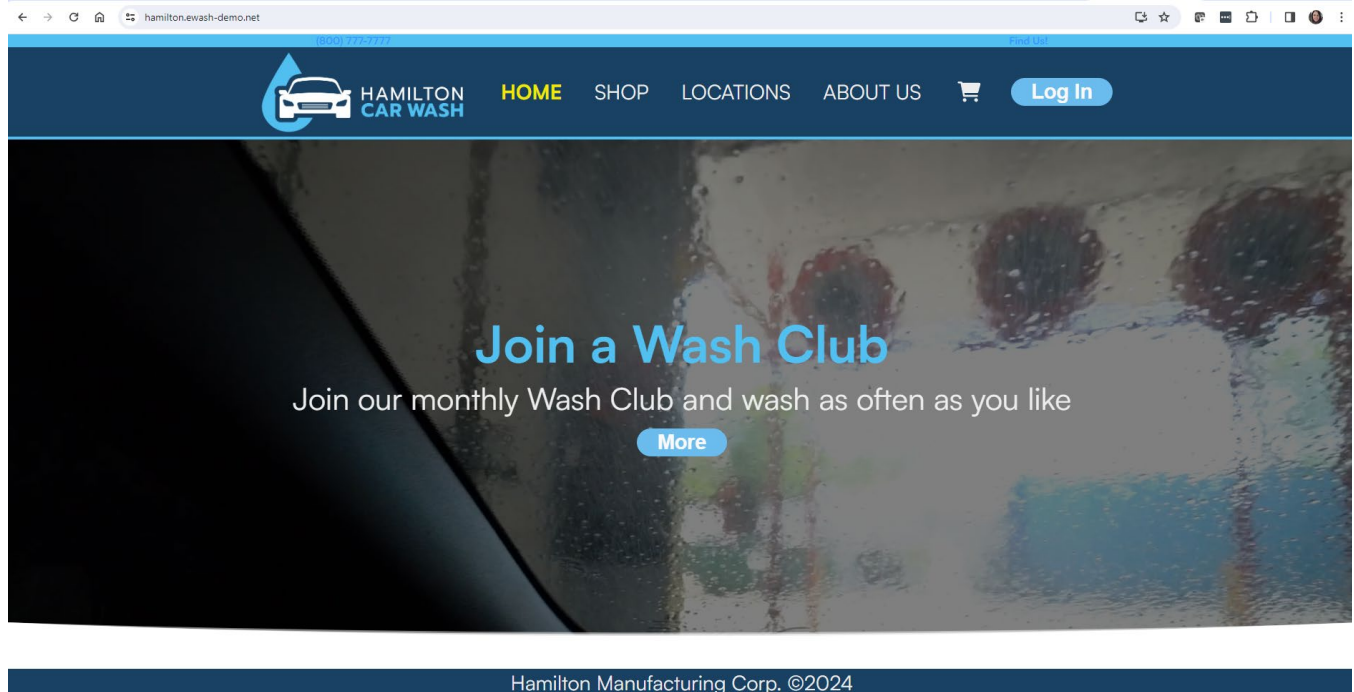
HAMILTON MOBILE APP TUTORIAL GUIDE

Guide

Ecommerce

All of our updated apps come with an ecommerce page. Ecommerce pages can also be ordered separately (for customers who do NOT want a mobile app).

Ecommerce pages can act as a landing page for your business, and many wash owners use it as the “webpage” they list on their Google Business page or social media accounts.



On your ecommerce, customers can buy washes and bundles, sign up for wash clubs, buy gift cards (requires separate Points to Partners Account).

Products, bundles, and wash clubs are automatically updated on your ecommerce page when you update them in Hosted Solutions.

Single washes on the app and ecommerce website

