

Purchasing Subscription with QR Code:

1. Customer will see the following screen upon completion of sign up



Purchase | Find a Carwash | Deals | FAQ | apopp@titletownoil.com

Device Configuration

Location services are needed to use your subscription/voucher. Follow the below steps to get your device ready. You may want to read through all the instructions prior to scanning the QR code.

YOU WILL NOT BE ABLE TO USE YOUR SUBSCRIPTION/VOUCHER IF YOU DO NOT FOLLOW THE DEVICE SETUP STEPS BELOW.

Device Setup

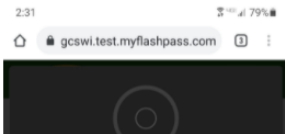
1. Open your camera and point it at the below QR code.



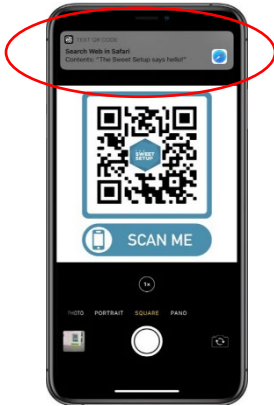
2. When the below message shows on your phone, tap it. Note: The message may look slightly different depending on device being used. Regardless, tap the message when it appears.



3. Your browser will be directed to the myflashpass purchase page. Log in if required.
4. When prompted, allow location services. Below is an example of what the prompt may look like. Note: The message may look slightly different depending on device being used. Regardless, choose the option which allows location services for myflashpass.com.



2. Customer should complete the following with their cell phone to ensure their phone will work at the kiosk.
3. Once successfully set up the customer is able to go around to car wash
4. Instructions for customer to complete wash process at the kiosk:
 - a. Open Camera feature on their phone
 - b. Scan QR Code on Kiosk
 - c. Click the pop-up



- d. Log Into account – they will only have to do this the first time
- e. A code will be provided to enter in at the kiosk.
 - i. Once code is entered wash will be triggered, and they can pull in
 - ii. **NOTE: CODE VALID FOR 5 MINUTES**

AA truenorth.myflashpass.com

If this is your first time using your
SU Enter the following wash code into the wash bay
CO kiosk - Wash code: **XXXXXX** ; code expires in 5
se minutes; **ONLY 1 CODE IS GIVEN A DAY FOR**
SUBSCRIPTIONS AND IF THIS IS A VOUCHER,
If y **VOUCHER WILL BE USED IF CODE IS NOT USED.**
services on or on, see the [Mobile Device](#)
[Location Services Instructions](#) document.

Wash Codes

An active wash code is available:
XXXXXX

Subscriptions

Supreme Wash	
True North	
Amount: \$37.01 per month	
Next Charge Date: Jul 26, 2021	
Payment Method: Mastercard	
Type: QR Code	
Status: Active	

Purchase History

Friends and Family Plans:

1. Customers will be able to add up to 3 additional people onto their account for a discounted rate for each subscription.
2. **Each** person will get 1 car wash per day
3. Customers will need to add email addresses for each member they would like to invite

Managing Friends and Family

Customers can manage who has permission to use the subscription in their account.

1. Have customer sign into account
2. Go to 'My Purchases'
3. Go to Action button next to subscription and click on Manage Family
 - a. If they add a member it will happen right away.
 - b. If they are switching out a person or eliminating it will not take effect until the next billing cycle.

FAQs

1. I don't have a smart phone how can I use the QR codes?

Unfortunately without a smart phone the customer is not able to use the subscription program

2. My ____ went to get a wash, but it said my device limit has already been reached.

The subscription is locked down to one cell phone – so you can wash any car you would like, but the cell phone it was set up on has to be in the vehicle

3. I got a new phone – how can I continue to get washes?

If customers get a new phone they will need to contact support to reset their device ID

4. I tried to activate the wash for my _____ from home and it wouldn't work?

The QR codes are location based so you need to be within a certain radius of the wash to trigger the wash. This is done to ensure the queue in the wash does not get interrupted.

5. Why do you need to know my location?

We use your location to ensure that you are at the car wash kiosk and next in line. If we didn't have the location information the queue in the wash could potentially be messed up and you wouldn't

get the wash you were supposed to get. We only use your location to verify your location at the kiosk and for nothing else.

6. I want my wife/daughter/son/husband to also be able to use this. It still only gives me 1 wash a day.

You can sign up for the family and friends plan and that would allow multiple people to be on the account with you and all of you would get 1 wash per day. The subscription is also not tied to one specific vehicle so you would be able to wash your _____ vehicle still, but they would have to have your phone

7. I keep getting an outside of acceptable distance error and I'm right by the kiosk.

Please open the map feature on your phone and then try again. Sometimes it takes a bit for your GPS to catch up with you.