

How to Sign a Customer Up and Purchase a Subscription

1. Click Sign Up for new customer.
2. Enter customers email and create a password. Once that is completed, select continue. A new screen will pop up asking if you want to authorize the app, accept.

MYFLASH PASS

Welcome

Sign Up to MyFlashPass to continue to MyFlashPass.

Email address

Password

Continue

Already have an account? [Log in](#)

MYFLASH PASS

Authorize App

IR

Hi ireneivanasanchez@gmail.com,
MyFlashPass is requesting access to your MyFlashPass account:

- Profile: access to your profile, email and phone
- Allow offline access

Decline Accept

3. Enter in customers name and phone number in Profile information and save. Click on the plus sign in the right-hand corner, in the Payment Methods tab. Fill in customers Name, Address, and Credit Card information. Verify and Save.

Profile Information

First Name *

Enter first name

Last Name *

Enter last name

Email *

ireneivanasanchez@gmail.com

Phone

Enter phone number (10-digit; no dashes)

Last Password Change

Save Send Password Reset

Payment Methods

Add Payment Method

Name on card

Address Line 1

Address Line 2 (optional)

City State Zip

United States

Nickname (optional)

Card number MM / YY CVC

Submit

4. Select Purchase at the top and it will bring you to another page that has a list of all the packages. When you are ready to purchase a package select **subscribe now**. View more shows more packages.

Purchase

Pay Yearly and get a month free!

Pay Yearly ☐ Pay Monthly ☒

Features

	Diamond	Platinum	Gold
Family Flash Pass Eligible	✓	✓	✓
Touch Free Wash		✓	✓
Soft Touch Wash	✓		
Underbody Wash	✓	✓	✓
Soap Pass	✓	✓	✓
Clear Coat Protectant	✓	✓	✓
Triple Foam Polish	✓	✓	✓
Rust Inhibitor	✓		
Lustra Shield	✓	✓	

Or buy one-time code for \$16.95

Or buy one-time code for \$12.95

Or buy one-time code for \$10.95

View more

5. You will be taken to a new screen that will show the order summary. It will show total charges with taxes included and have an option to increase quantity. Increase the quantity for any individual look to sign up for the family and friends program. When finished select place order.

Order Summary

Diamond *Increase quantity to add Family & Friends*

Monthly subscription

Quantity (owner only):

Subtotal: \$35.95

Sales Tax: \$1.98

Total: \$37.93

(Amount charged monthly / annually until cancelled)

Place Order **Cancel**

How to search for a customer and select their account

1. Go to **User Management**. You can search customers by email, name, and phone number. When finished select **apply**.

Admin User Search

First Name	Last Name	Phone Number	Email	Role
Irene	Fanta	9202173271	irene.fanta@gmail.com	user
Irene	Sanchez	9203601515	isanchez@titletownoil.com	super-admin
Irene	Sanchez		ireneivasanchez@gmail.com	user

2. Click on **actions** for the customer you are trying to search for, and select **impersonate user**

Admin User Search

Admin User Search

First Name	Last Name	Phone Number	Email	Role
Irene	Fanta	9202173271	irene.fanta@gmail.com	user
Irene	Sanchez	9203601515	isanchez@titletownoil.com	super-admin
Irene	Sanchez		ireneivasanchez@gmail.com	user

3. You would then be able to review the customer's account. Please be sure to always select **stop impersonating** when you are done. Stop impersonating takes you out of their account and allows you to search for a different account.

Payment Methods

Add Payment Method

My Payment Methods Expires

Stop Impersonating

How to find customers renewal date

1. Once you are in the customer's account go to 'My Purchases.' In the purchase history section, you will see the package information and date. This means their renewal would be every month on the 23rd unless canceled or payment failure happens.

Purchase History

Description	Date	Payment Method	Trans. Info	Status	Total	Receipt
Platinum Grand Central Station	Feb 23, 2021	Mastercard (0818)	subscription pi_1104zEBYN2NeR7Tya2T3wFSL	Success	\$37.93	View

« 1 »

Show Full History

10 items per page

How to cancel a subscription

1. Once you are in the customer's account go to 'My Purchases.' In the subscription section you want to select actions.

Subscriptions

Platinum
Grand Central Station
Amount: \$37.93 *per month*

Next Charge Date: Mar 23, 2021
Payment Method: Mastercard (0818)

Type: Wash Code

Status: Active

Actions

2. Select cancel subscription

Subscriptions

Platinum
Grand Central Station
Amount: \$37.93 *per month*

Next Charge Date: Mar 23, 2021
Payment Method: Mastercard (0818)

Type: Wash Code

Status: Active

Actions

Wash Codes

You do not have any Wash Codes at this time.

3. Select reason and cancel subscription

We're sorry you wish to cancel your subscription. Before you go, would you please let us know why you are canceling?

-- select a reason --

Cancel Subscription

Close

Status: Active, Pending Cancellation

Cancelling Due To Low Usage

How to change subscription package

1. Go to purchase

The screenshot shows the 'Subscriptions' section of a website. At the top, there's a green header with a logo and navigation links: 'Purchase | Find a Carwash | Deals | FAQ | isanchez@titledtownoil.com'. Below the header, there are two lines of text: 'If this is your first time using your subscription/voucher, see the Device Configuration page to ensure your device is setup for use with the Flash Pass system.' and 'If you are having troubles turning location services on or off, see the Mobile Device Location Services Instructions document.' The main section is titled 'Subscriptions' and displays a table with one row for a 'Platinum' subscription. The table includes columns for 'Amount: \$37.93 per month', 'Next Charge Date: N/A', 'Type: Wash Code', and 'Status: Active. Pending Cancellation Canceled Due To Low Usage'. There is an 'Actions' button in the top right corner of the table.

2. Select **subscribe now** on new package selection

Purchase

The screenshot shows the 'Purchase' page with three subscription packages: Gold, Silver, and Platinum. Each package has a 'Subscribe Now' button. A red arrow points to the 'Subscribe Now' button for the Gold package. The Gold package costs \$32.95/month, the Silver package costs \$29.95/month, and the Platinum package costs \$22.95/month. There are also 'Pay Yearly and get a month free!' and 'Pay Yearly' buttons. Below the packages, there are 'Features' listed: 'Family Flash Pass Eligible', 'Touch Free Wash', and 'Soft Touch Wash'. Each feature has a corresponding icon and a checkmark indicating it is included in the subscription.

3. Select **place order**

The screenshot shows the 'Order Summary' page. It displays the details for the Gold subscription: 'Gold Monthly subscription', 'Increase quantity to add Family & Friends', 'Quantity (owner only): 1', 'Subtotal: \$32.95', 'Sales Tax: \$1.81', and 'Total: \$34.76'. There is a note: '(Amount charged monthly / annually until cancelled)'. At the bottom, there are two buttons: 'Place Order' and 'Cancel'. A red arrow points to the 'Place Order' button.

4. Thank you for your purchase screen will pop up

Thank you for your purchase!

If this is your first time using a subscription/voucher, see the Device Configuration page to ensure your device is setup for use with the Flash Pass system.
Otherwise, you can view your purchases on the My Purchases page.

5. If you go to my purchases page it will take you to all your recent purchases. You will notice the subscription says **scheduled**. That is because the platinum package was already purchased, so the Gold package is pending.
 - a. If the package is higher (more expensive) than current subscription it will switch right away and customer will be prorated for the change to subscription.
 - b. If the package is lower the package will not take effect until the next billing cycle.

Subscriptions

Platinum Grand Central Station Amount: \$37.93 per month	Next Charge Date: N/A	Type: Wash Code	Status: Active, Pending Cancellation On Mar 23, 2021	Actions
Gold Grand Central Station Amount: \$34.76 per month	Next Charge Date: N/A	Type: Wash Code	Status: Cancelled Canceling Due To Low Usage	Actions

How to reset a customer's password

1. Go to **user management** and search for customer

0 | isanchez@titletownoil.com

- Profile Information
- My Purchases
- Admin Setup
- User Management
- Reports
- Log Out

Admin User Search

- Search Type -
 Email
 Name
 Phone Number

Search Text

Apply

2. Click on **actions**, and **reset password**

Admin User Search

Email

Clear

Apply

First Name	Last Name	Phone Number	Email	Role	
Irene	Sanchez		ireneivanasanchez@gmail.com	<div>user</div>	<div>Actions</div>

« 1 »

Change Email

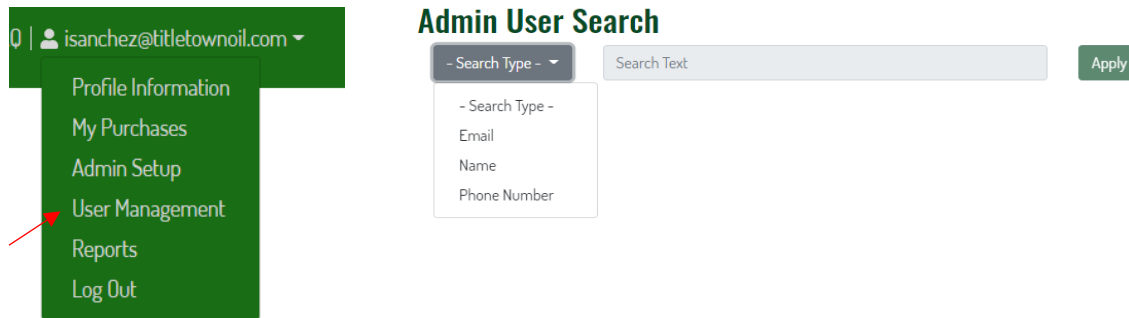
Reset Password

Clear User Device

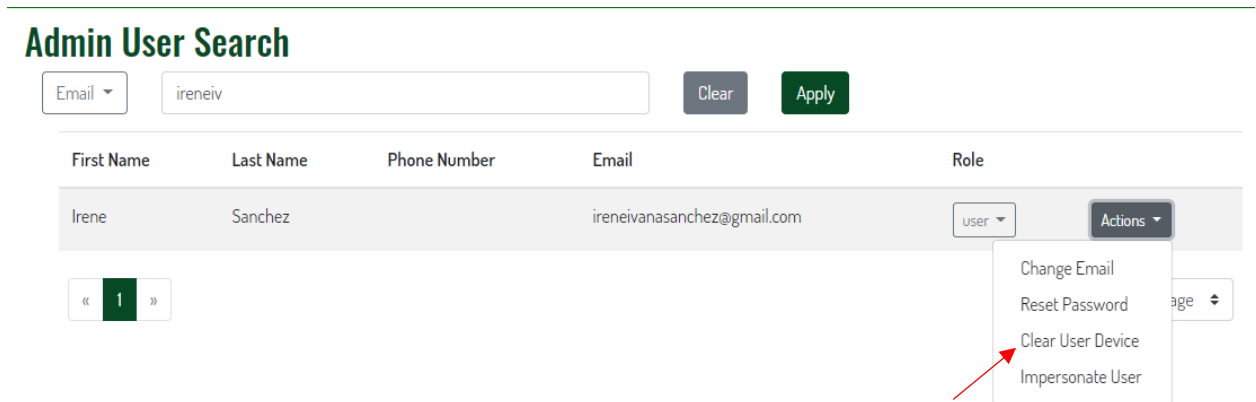
Impersonate User

How to reset device for customer who got a new phone, etc.

1. Go to **user management** and search for customer



2. Click on **actions**, and **reset password**



Device configuration

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

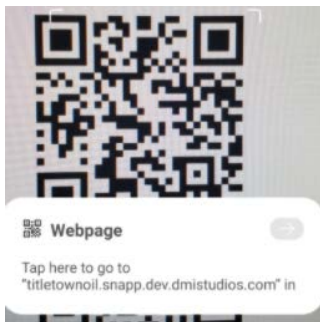
You will not be able to use the subscription/voucher if you do not follow the device set up steps below.

Device Setup

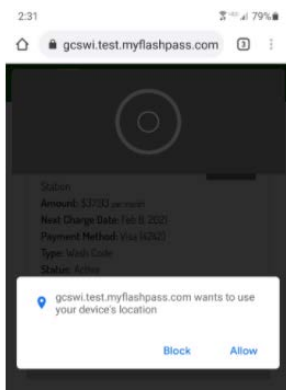
1. Open your camera and point it at the QR code



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



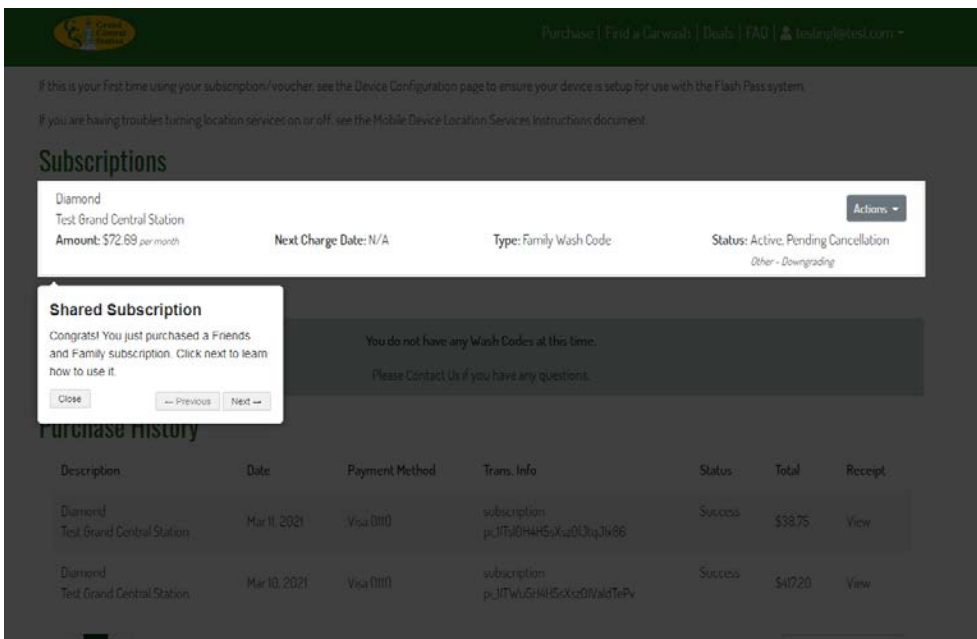
3. Your browser will be directed to the myflashpass purchase page. Log in if required
4. When prompted, allow location services. Below is an example of what the prompt may look like.
Note: The message may look slightly different depending on device being used. Regardless, choose the option which allows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



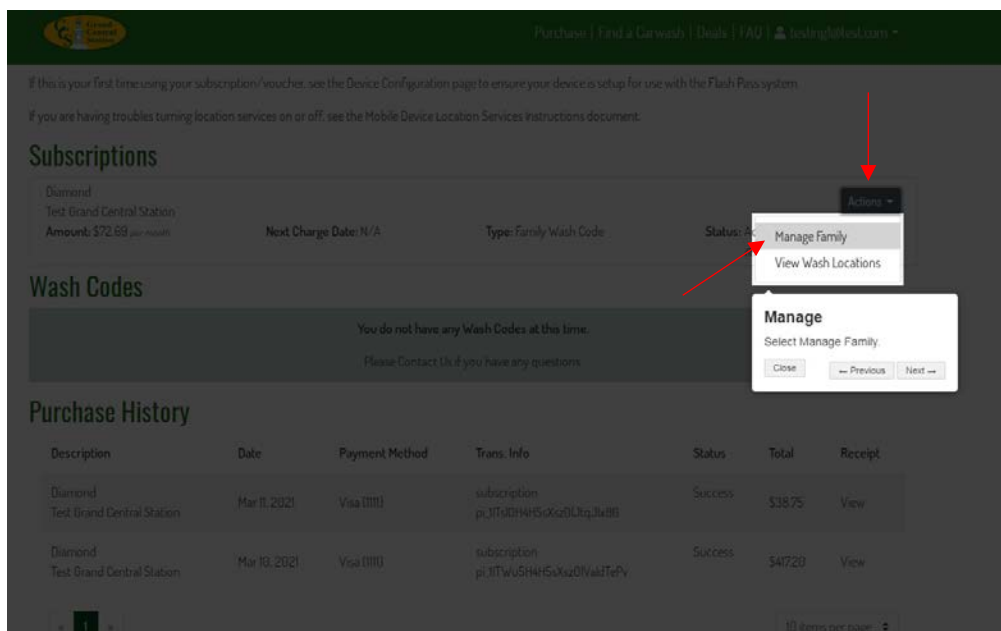
5. If successful, a message will appear saying you have successfully configured your device.

How to manage Friends and Family

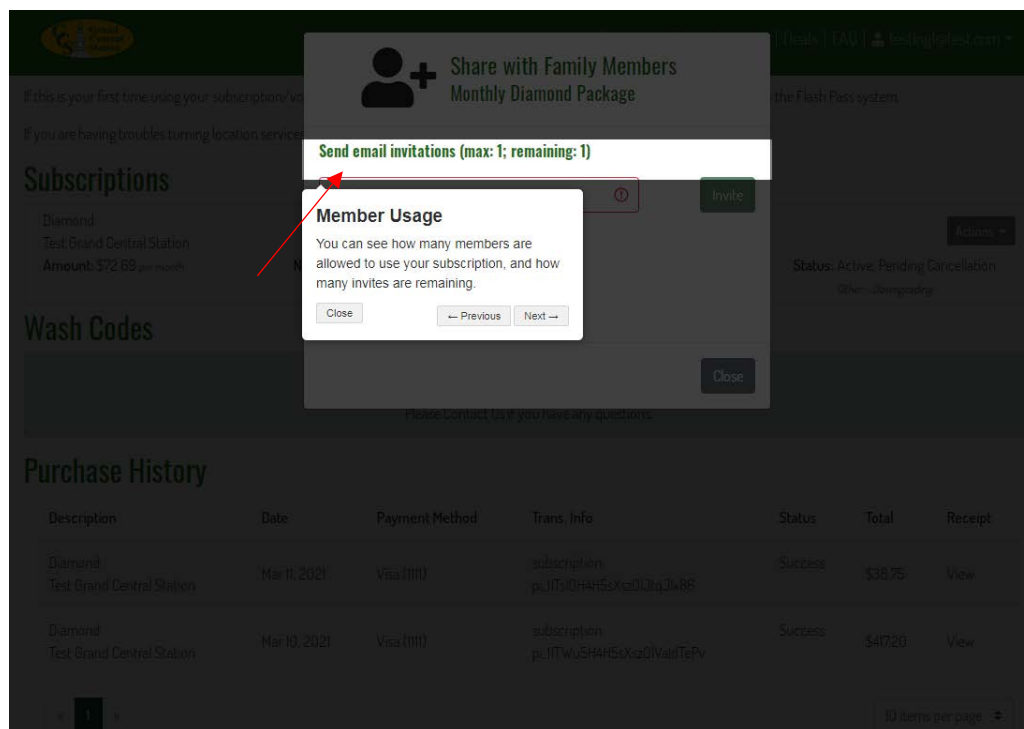
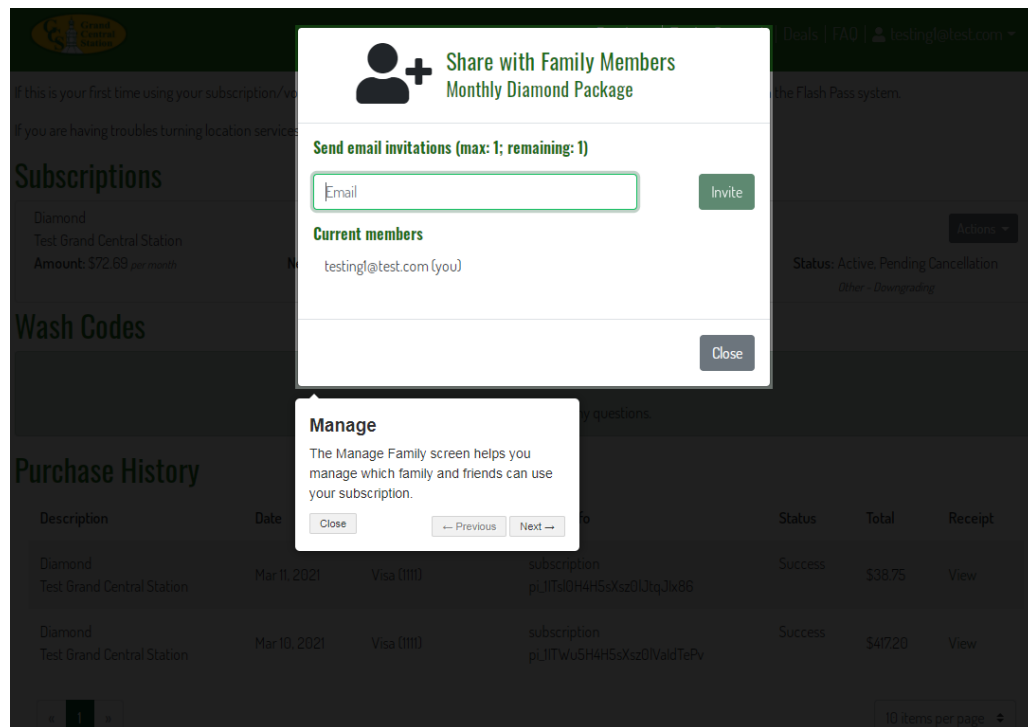
This message will pop up once a Friends and Family options was successfully purchased



Select actions, manage family. This helps manage which family and friends can use your subscription.



Enter the email address of the person you would like to share the subscription with, and select invite



Share with Family Members

Monthly Diamond Package

Send email invitations (max: 1; remaining: 1)

Email

This field is required

Invite

Invite Section

Fill in the email address of the individual(s) you would like to invite, then click the Invite button.

Close

Previous

Next

Close

Subscriptions

Diamond

Test Grand Central Station

Amount: \$72.69 per month

Wash Codes

Purchase History

Description	Date	Payment Method	Trans. Info	Status	Total	Receipt
Diamond Test Grand Central Station	Mar 11, 2021	Visa (1111)	subscription pi_1ITs0H4H5sXsz0UJtqJlx86	Success	\$38.75	View
Diamond Test Grand Central Station	Mar 10, 2021	Visa (1111)	subscription pi_1ITWu5H4H5sXsz0IValdTePv	Success	\$417.20	View

Share with Family Members

Monthly Diamond Package

Send email invitations (max: 1; remaining: 1)

Email

This field is required

Invite

Current members

testing!@test.com (you)

Members

Members who are part of your subscription, along with their invite status, will show in the Current Members area. You can re-invite any members who haven't accepted your invite, or revoke members, at any time.

Close

Previous

Next

Close

Subscriptions

Diamond

Test Grand Central Station

Amount: \$72.69 per month

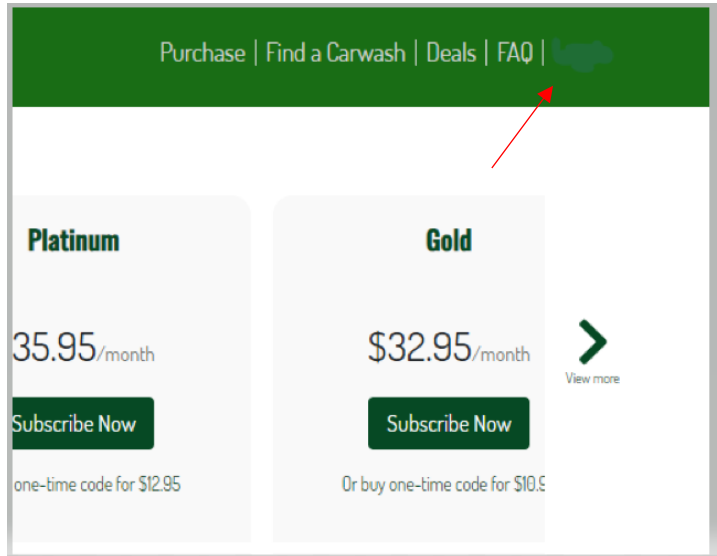
Wash Codes

Purchase History

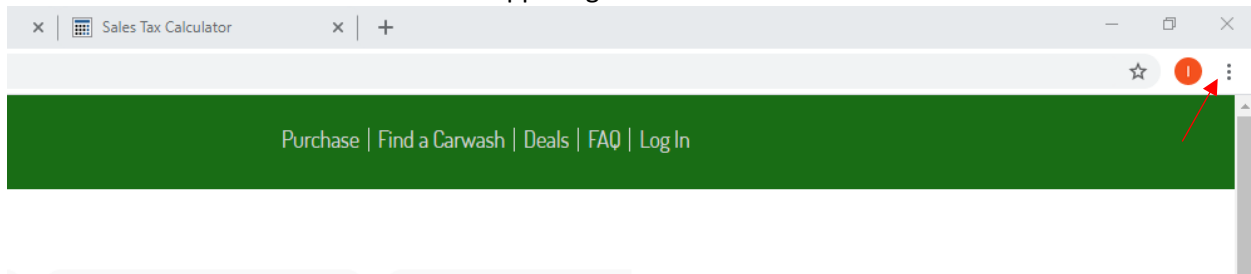
Description	Date	Payment Method	Trans. Info	Status	Total	Receipt
Diamond Test Grand Central Station	Mar 11, 2021	Visa (1111)	subscription pi_1ITs0H4H5sXsz0UJtqJlx86	Success	\$38.75	View
Diamond Test Grand Central Station	Mar 10, 2021	Visa (1111)	subscription pi_1ITWu5H4H5sXsz0IValdTePv	Success	\$417.20	View

Troubleshooting minor website errors

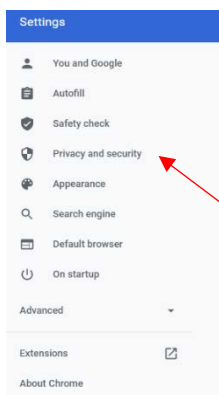
What to do if login button disappears



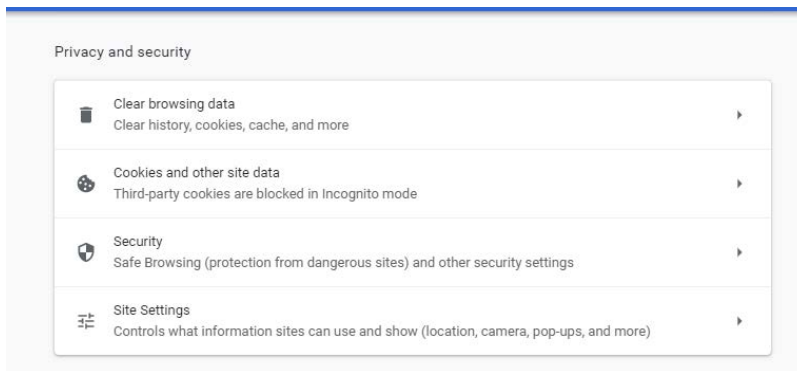
1. Click reload button – if that doesn't work continue to Step 2
2. Click on the 3 little dots on the upper right-hand corner



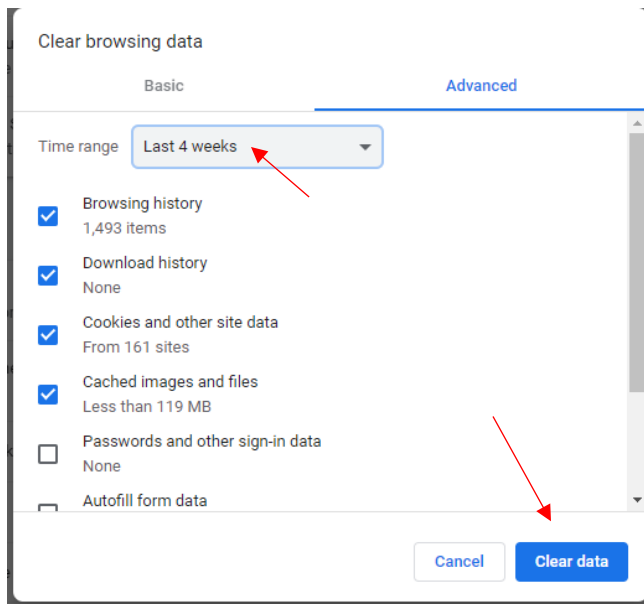
3. Click on settings
4. Click on privacy and security



5. Click on clear browsing data



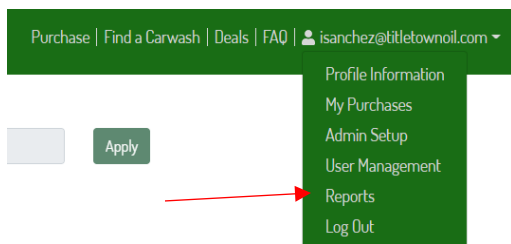
6. Select last 4 weeks, or all time and select clear data



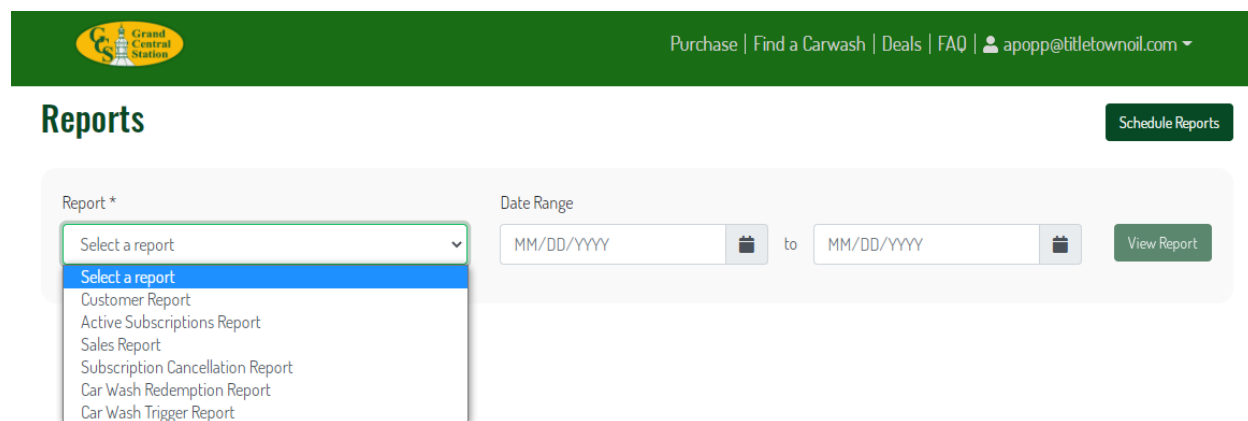
7. Try website again

Reporting

1. Go to Reports in Drop-down menu



2. Choose Report you would like to create



- a. Customer Report – List of all customers you have in website (Active and Inactive)
- b. Active Subscriptions Report – See the Number of Active Customers
 - a. You will want to put the date range going forward so if I'm looking for all my active customers and it's the 1st of March I would put my date range as 3/1/2021 to 3/1/2022
- c. Sales Reports – See Sales for any given period of time
- d. Subscription Cancellation Report – See customers who have canceled in a given period of time
- e. Car Wash Trigger Report – See customers that have triggers a wash through the QR code.
 - a. Great for troubleshooting customer issues with QR
 - b. Shows Unitec Messages and Error messages wash bay would receive
 - c. Can filter by date and export report if you need be to filter through customers easier.
 - d. **Common Error Messages and Remedies**
 - i. Outside of Acceptable Distance – Customer is either not at kiosk or their GPS hasn't caught up to them. Have them open Map on phone to update GPS location and try again
 - ii. You have exceeded your device limit – they are using a different phone – subscription is locked down to one phone – let customer know this
 1. If customer has gotten a new phone reset Device ID for them

- iii. Kiosk Busy – Customer scanned QR code and kiosk was not ready – have them scan again
- iv. Operation Timeout – Something has happened with the Unitec connection – restart sierra server and it should solve problem
- v. Site Offline – Site is not connected to Director – there is either an internet problem at site or the kiosk has lost communication with director.