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**POS CODE SYSTEMS**

**Guardian XP Series  
Code Command II  
Operations  
Manual**

Part #8M00587 Rev. 1



# MANAGER & OPERATOR MANUAL

Version 1.0

**STANDARD CHANGE-MAKERS, INC.**  
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Part Number 8M00587 Rev. 1





# CAUTION...

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## **PRODUCT WARRANTY**

Subject to the terms and conditions of this Limited Warranty, Standard Change-Makers warrants to the original purchaser that under normal use and conditions, for a period of one (1) year following the validation date all new equipment sold by Standard Change-Makers and subject to this Limited Warranty will be free from defects in materials and workmanship when used for its intended purpose as designed by Kesseltronics Systems. If Standard Change-Makers receives written notification as required hereunder of any failure(s) directly resulting from defective materials or workmanship, Standard Change-Makers at its sole discretion will repair or replace such defective equipment.

## **SERVICE WARRANTY**

Subject to the terms and conditions of this Limited Warranty, Standard Change-Makers warrants to the original purchaser of Standard Change-Makers' new equipment covered hereunder that for a period of 1 year (365) calendar days following the validation. Service work warranted hereunder may be performed during normal Monday-Friday business hours (8:30a.m. – 4:30 p.m. Eastern Time Zone), except holidays. Warranty work described above is done at Standard Change-Makers, Inc.. For warranty terms and conditions at the site level please consult your nearest distributor for details.

## **VALIDATION DATE**

The one (1) year warranty period hereunder shall commence, and be validated, on (i) the first day the warranted equipment is placed in service or (ii) the three hundred and ninety (390) calendar days following the date of Standard Change-Makers' original invoice for the warranted equipment, whichever occurs first.

## **LIMITATIONS & EXCLUSIONS**

THE EXPRESS WARRANTIES SET FORTH IN THIS LIMITED PRODUCT WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO THE PURCHASER OF THE EQUIPMENT. THE EXPRESS WARRANTIES MADE HERUNDER ARE MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION (i) IMPLIED WARRANTIES OF MERCHANTABILITY OR (ii) OTHER WARRANTIES ARISING UNDER THE UNIFORM COMMERCIAL CODE OR BY OPERATION OF OTHER LAW. UNDER NO CIRCUMSTANCES SHALL STANDARD CHANGE-MAKERS OR ITS AUTHORIZED DISTRIBUTORS BE LIABLE TO PURCHASER (OR THIRD PARTIES, INCLUDING LENDERS OR FINANCIERS OR PURCHASER) FOR LOST PROFITS OR BUSINESS INTERRUPTION EXPENSES, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR OTHER DAMAGES, REGARDLESS WHETHER BASED IN CONTRACT, TORT, OR OTHER LEGAL THEORY (IES). THE FOREGOING IS EXPRESSLY EXCLUDED AND DISCLAIMED.

This Limited Warranty will be voided and shall not cover or apply to equipment damaged by (i) improper operation, operation not in accordance with Standard Change-Makers' written instructions, operators manuals, or other product literature provided to purchaser regarding the equipment, and/or operation exceeding the design capacities of the equipment, (ii) purchaser's unapproved (in advance, in writing) modification or alteration of any part(s), component(s) and/or assembly(ies) used in the equipment, (iii) improper installation setup, or commissioning, (iv) normal wear and tear to consumable component parts, and/or (v) acts of God. This Limited Warranty does not cover consumable parts supplied by Standard Change-Makers (including without limitation printer paper and screen protectors), nor does it cover the keypad console.

EXCEPT AS EXPRESSLY SET FORTH HERIN, THIS LIMITED WARRANTY, SUPERCEDES AND REPLACES ALL OTHER REPRESENTATIONS AND/OR WARRANTIES MADE BY STANDARD CHANGE-MAKERS OR ITS AUTHORIZED DISTRIBUTORS. THIS LIMITED WARRANTY IS INTENDED SOLELY FOR THE BENEFIT OF ORIGINAL PURCHASERS OF STANDARD CHANGE-MAKERS AND THERE ARE NO THIRD PARTY BENEFICIARIES OF THIS LIMITED WARRANTY (INCLUDING WITHOUT LIMITATION LENDERS OR FRANCHISERS TO PURCHASERS OF THE EQUIPMENT)

## **REQUIRED NOTIFICATION / CLAIMS PROCEDURE**

To make a claim under this Limited Warranty, the original purchaser must notify Standard Change-Makers' authorized Distributor within one (1) year following the validation date and not more than ten (10) calendar days following the purchaser's first learning of the defect believed to be covered by this Limited Warranty. Upon request by Standard Change-Makers or its authorized Distributor, purchaser shall promptly return to Standard Change-Makers any allegedly defective part of the equipment, freight prepaid and in accord with Standard Change-Makers then-current "Returned Goods Authorization" (RMA) following repair or replacement under this Limited Warranty.

## **APPLICABLE LAWS & REGULATIONS**

This Limited Warranty is subject to applicable laws and regulations. Some states in the United States of America and some Canadian provinces, do not permit limitation of implied warranties, exclusion of incidental or consequential damages, and may/or may not require certain additional warranties be extended to purchasers. This warranty establishes certain legal rights, and other legal rights may be available to the original equipment purchaser. These additional legal rights vary from state to state or province to province.

## **NON-TRANSFERABILITY AND AMENDMENTS**

This Limited Warranty may not be transferred or assigned and only applies to, and is for the benefit of, the original purchaser of new equipment. No amendment, modification, extension, renewal, or other change to the terms of this Limited Warranty may be made, or shall bind Standard Change-Makers or its authorized Distributors, unless done in writing and signed by a duly authorized officer of Standard Change-Makers.

# WELCOME

CONGRATULATIONS ON YOUR SELECTION OF THE  
**CODE COMMAND II**



## FEATURES

- **12 available wash programs that can be sold at four discount levels**
- **Gas pump interface using the industry standard Ryko Code-A-Wash IV and Bulloch protocol**
- **10,000 code local database and 10,000,000 code satellite database**
- **Support up to 14 satellite stations**
- **Sales Reporting / Shift Reporting**
- **Accounting data memory**
- **Can interface with more than 1 POS at a time and 9 carwash bays**
- **Magnetic Card Reader Available**
- **Barcode Reader Available**

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## CONVENTIONS...


In this manual certain conventions are used:


' ' - Number and text appearing between ' ' is a key that is to be pressed on the screen of the Code Command II Console.



While working with your Code Command II, you will occasionally be asked to type in data. To do so you will be using the keyboard that appears on screen when needed.

To access the keyboard / 'Input Panel', TAP the screen in a text field. If you need to type in text, first press the keyboard icon and then type the required text. To close the keyboard, TOUCH a blank area of the screen.

 Pressing the "OK" button located at the upper right of the screen will always bring you back to the previous menu and save any changes.

 Pressing "CANCEL" or the "X" in the top right of the screen will cancel any changes and return to the previous screen.



**Important** information that has more impact than a note-not related to injury or damage.



If this information is ignored, bodily injury or equipment damage may result.



If this step is not performed as directed, serious bodily injury and/or death MAY result.



If this step is not performed as directed, serious bodily injury and/or death WILL result.

**NOTE:** General and/or helpful information-not related to injury or damage.



Information within the section has been revised or deleted since the last release of the manual.

# OPERATOR...

## OPERATOR LEVEL FUNCTIONS

The operators are the individuals who have the most interaction with the Code Command II Console. They are going to perform the following tasks with the Code Command II:

- Sell individual codes for wash packages at different discount levels.
- Verify codes
- Delete codes

## OPERATOR LEVEL BACKGROUND INFORMATION

- The Code Command II maintains a database of 10,000 local codes and up to 10,000,000 satellites codes.
- The Code Command II is designed to track the activities of three separate shifts. Each shift has an individual operator number and password.

**Shift 1 = Operator 1**

**Shift 2 = Operator 2**

**Shift 3 = Operator 3**

- If the manager decides to use only 1 Operator/Shift, they should use #3.
- The shifts are used as a convenient way to reconcile codes issued against money received.
- The shifts are basically a set of counters that from 0 and accumulate the quantity of washes sold, cancelled, and money received. The numbers will continue to accumulate until the user logs off of the system and chooses to print a report and clear their totals to zero.
- To clear shifts totals to zero, the user must print their shift report at least once and then say 'NO' to the question about another copy
- Each shift report has a start and end date/time. If a user forgets to log off it is possible that the start and end of their shift could be longer than 24 hours.
- Shift reports have a sequential number printed on every report so the manager can ensure that all reports are submitted and the cash can be reconciled.
- A typical day would be the following:

**User 1: Log In User/Operator 1**

**User 1: Sells/Cancel Codes**

**User 1: Logs Off And Print Shift Report**

**User 2: Log In User/Operator 2**

**User 2: Sells/Cancel Codes**

**User 2: Logs Off And Print Shift Report**

**User 3: Log In User/Operator 3**

**User 3: Sells/Cancel Codes**

**User 3: Logs Off And Prints Shift Report For User 3 And User 1-3.**

**The 1-3 Report Should Equal The Total Of All 3 Individual Shift Reports**

# OPERATOR LEVEL MENU STRUCTURE



### Logging On:

The first thing that an operator must do is to 'LOG ON' by pressing the appropriate 'SHIFT' key. (1, 2 or 3)



### Password:

When 'SHIFT' is selected the password screen will appear, if a password is set. Using the on-screen keypad, the operator will enter the correct password and press 'OK' to enter the operator menu.

If the password is set to '0' in the manager screen, the user will not be prompted for a password. It is suggested for the manager to enter in a unique password, which he or she will remember.  
(Example operator's birthday MMDD).



### Operator Main Menu

The operator main menu offers four different possibilities:

- Sell
- Verify
- Report
- Log off

At the Operator Main Menu, press 'SELL' to enter the selling menu.



### Selling Codes

The Code Command II will then lists the possible packages to be sold. All packages appearing have previously been entered by the administrator in the 'ADMIN' section of this program. There are up to twelve possible wash packages, although they may not all be configured.

After the wash package has been selected the discount level must be selected. There are four possible levels of discount which also have been entered by the administrator in the 'ADMIN' menu.

An example of discount levels could be:

- Discount Level 1 = With Gas (2\$ off regular price)**
- Discount Level 2 = No Gas (Full price)**
- Discount Level 3 = Free (0\$ special promotion)**
- Discount Level 4 = Re-Wash (0\$)**

Once the wash program and the discount level have been selected, pressing the price that appears on the right hand corner at the bottom of the screen will bring up a new screen showing the code number assigned for that wash.

If connected to a printer, a printed receipt with the code number will be generated. If for any reason, no printer is available, the operator will have to write down the code that was issued in order to give it to the customer.

To go back to the main screen, the operator can press the cancel button located at the bottom left corner of the screen.

**Verifying Codes**

To verify a code, the operator can press the **'VERIFY'** icon, and the following screen will appear. The operator will enter the customer's code using the keypad and will then press **'VERIFY'**.



The operator will have the possibility to either **'DELETE THE CODE'** or go back to the previous menu by pressing **'CANCEL'**.

If while entering a code, a digit has been pressed by mistake, pressing the **'CLR'** (clear) button will erase the number entered, allowing the operator to re-enter the code correctly. Pressing the **'CANCEL'** button will bring the operator back to the operator Main Menu. The status of the code will appear.

If the code has been used, this screen will appear mentioning the date and time it was sold and date and time it was used. If the code is invalid, the following screen could appear as: **'NEVER ISSUED'** or it will show when it was used. If the code is still valid, the details will be shown.

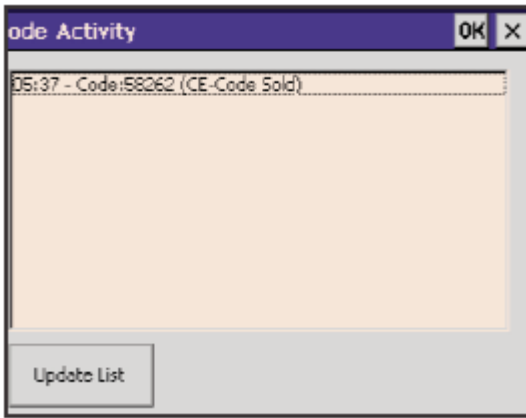


**Verify (Good Code)**

This screen will also detail:

- **Where is was sold and the date it was created and expires.**
- **Discount**
- **The wash quantity.**
- **The Program**

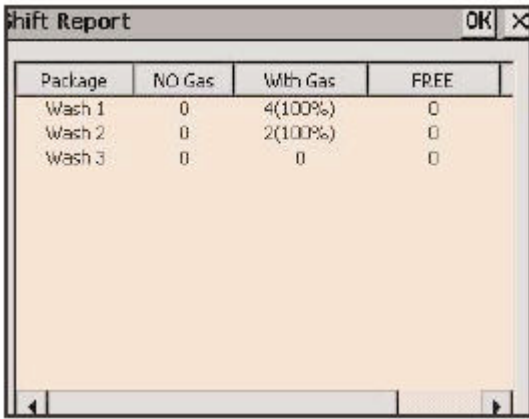




### Code Activity

This screen will also detail the codes activity.

- Where is was sold and the date it was created and expires.
- Discount
- The wash quantity.
- The Program



### Shift Report

Pressing the 'REPORT' button on the operator Main Menu, will bring up a screen that can be consulted by the operator. The report function is to keep track of the sales during each shift.



### Logging Off

To log off, the operator will press the 'LOG OFF' button of the operator Main Menu, a dialog box will pop up asking the operator if he would like to print a Shift Report. When a shift report is printed, the counters for that shift will be set to ZERO.

Pressing the 'CANCEL' button will bring the operator back to the Operator Main Menu.

Pressing 'No' will return to you to the main Washcode screen without closing the user's shift.

They should log back in before the actual end of their shift and log out properly when they are closing the shift on their cash.

# ADMINISTRATIVE LEVEL MENU STRUCTURE



The administration level is accessed by pressing the 'ADMIN' button located in the left hand corner at the bottom of the screen.

The password screen will appear, if a password must be entered, enter it now and press 'OK', if no password is required, press 'OK'.

(see page 13 'Password' for reference)

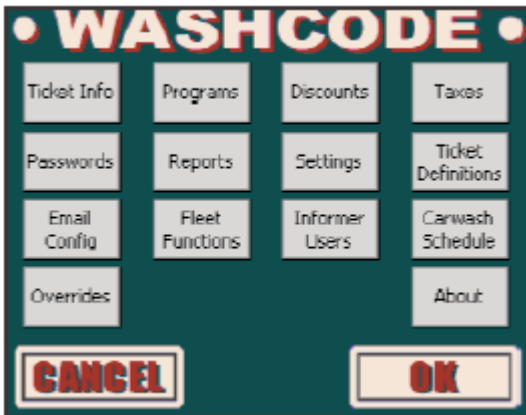
## Administration Main Menu

10 options are offered at the Administration Main Menu (with a possibility of 4 more):

- Ticket Info
- Taxes
- Settings
- About
- Programs
- Passwords
- Ticket definitions
- Discounts
- Reports
- Email Config

These 4 options are optional and appear once activated in the Set-up Menu:

- Fleet Functions
- Informer Users
- Carwash Schedule
- Overrides



## Ticket Info

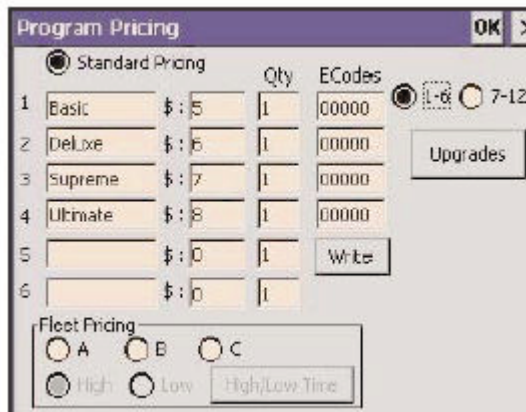
Pressing the 'TICKET INFO' button will show the following screen. This screen will define all the information related to the printed ticket.

'Do Not Display': will NOT SHOW the code on the screen but will still issue a printed receipt

'Duplicate Ticket': will print a second copy of each code issued from the system

'Include Barcode On Printout': will print a barcode on the printed receipt.

'Printout language' will print tickets for code and report in the selected language.



## Programs

Pressing the 'PROGRAMS' button will bring up the following screen: First you will set the standard prices of the different wash programs. Entering 5 would mean the wash program costs \$5.00. Entering 5.5 would mean the wash program costs \$5.50.

Selecting the 1-6 button will allow you to set the names and prices of the 6 first programs. Check the 7-12 button to set the prices for Programs 7-12.

'Fleet pricing' will also be defined at this level. Three different price groups at 2 different discounts can be programmed. Checking the 'A' button will allow you to set the different prices for group 'A' at high/low

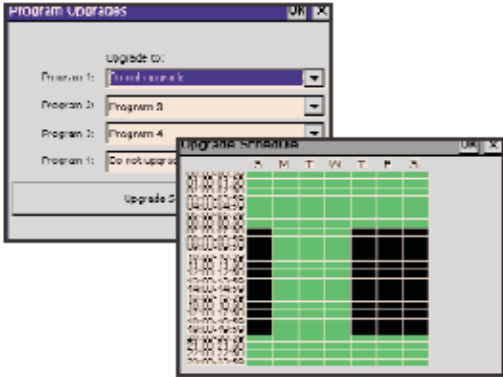
'Qty' can be used to set up a certain wash package with multiple # of washes for one code. Example: This could be used for a "promotion wash" or a "two for one" deal.

**E-Codes**

These are used in EMERGENCY situations where the link to the CCII is broken (Contact Installer)

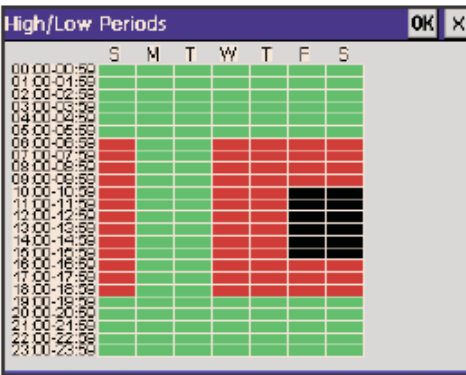
**Upgrades**

This screen is used to set upgrades for certain wash packages between 1-4, it is possible to tell the system to upgrade all wash packages - ones to a higher wash package if the user washes during a non-peak time, as defined by the 'UpgradeSchedule'.



**Green:** Upgrades      **Black:** No Upgrades

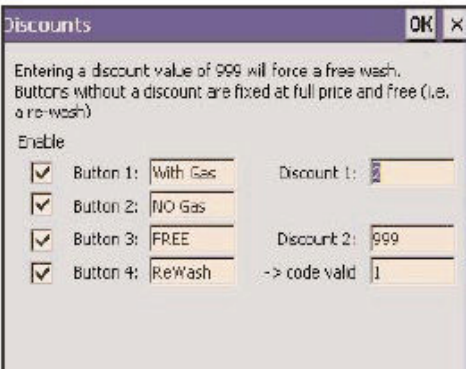
*Example:* A client who has purchased a 'Program 2' wash package on Monday at 2:00 PM and redeems his car wash at anytime on Monday will receive an upgrade to 'Program 3'.



**Fleet Pricing / High/Low Periods**

Two different discount levels are possible; To set a price for the busy periods of the day, check the button next to High, then enter the different programs and prices. Do the same for the less busy (slower) periods by checking the 'LOW' button. These busy and slower periods will be defined by pressing the 'HIGH/LOW TIME' button. The following screen will appear: Using the stylus you will press on a square until the desired status is reached.

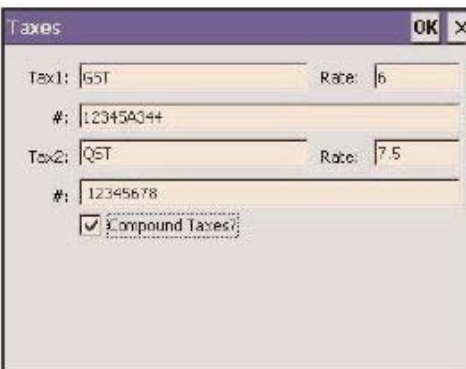
**Green:** slow period    **Red:** high time period and typically higher price.  
**Black:** User is not allowed to use wash. You may drag the stylus on the screen to do a multiple selection. (i.e. Colour in using current colour)



**NOTE:** Depending which price groups are chosen you must define the time schedule as the default setting is all 'Black'. ( See Page 17 for 'Setting up your fleet customers pricing' )

**Discounts**

Pressing the 'DISCOUNTS' button will bring up the following screen: Here you will define the discounts that will be applied to the regular price of a wash program. Four discount levels are available. Out of these, two can be programmed: Discount 1 (Applies to Button 1) and Discount 2 (Applies to Button 3). Button 2 is always set at regular price and Button 4 is always set at \$0 (zero), as it is reserved for rewashes.



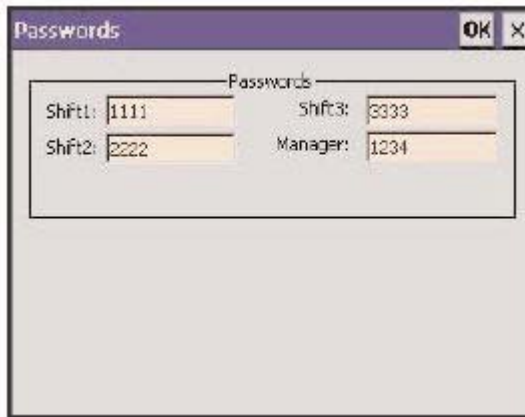
**Taxes**

Pressing the 'TAXES' button will show the following screen: You can enter the names and specify the rates of the taxes applicable in your region. You may also compound the taxes by selecting 'COMPOUND TAXES'.

You would wish to compound taxes if for example, two taxes (or more) are applicable to the price and that after the first tax has been applied, the second one would need to be added to the sub-total of the price + the first tax. *Example:* In Quebec, two sales taxes are applicable: GST and PST. The PST is applicable on the sub-total of the price + GST, as follows: \$4.50 + 6%(GST) = \$4.82 + 7.5% (PST) = \$5.18

### Passwords

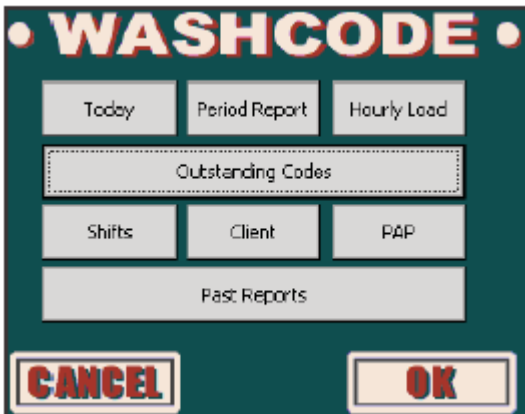
The passwords may be specified for each shift and the manager. If '0' is entered in the box, no password will be required to enter the system. Enter a number between 0000 and 9999.



### Reports

Pressing the 'REPORTS' button will bring up the following

screen:



#### 8 options are offered:

1. To print Today's Report: '**Today**' - Midnight up to current time.
2. To print a period report (When selected, a new screen will pop up where the starting and ending dates of the report have to be entered) - '**Period Report**'
3. To print the list of outstanding codes - '**Outstanding Codes**'. This list shows a summary of the code database.
4. To print Hourly Load - '**Hourly Load**' - This list shows the wash load on the system during the last 24 hours.
5. To print Shift Reports (for shifts 1-3) - '**Shifts**'
6. To print the report of the client machine - '**Client**' - This would normally be a Basic CS in a full serve kiosk.
7. To print the report of the Pay at the Pump sales - '**P&P**'
8. Past Reports. Last 28 printed reports are stored. They are useful for re-printing shift reports that have already been closed and zeroed.

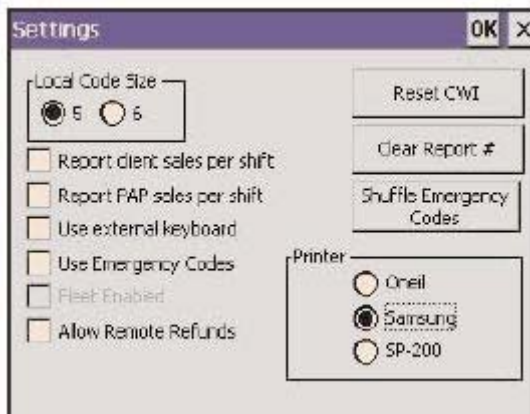


### Settings

'Local codes' can be either 5- or 6-digits. Note most P&P protocols only support 5-digits.



***If you change from 5- to 6-digits your previous 5-digit codes will not work!***



'**Report client sales per shift**' will force a report of all sales on clients Basic CS typically in full serve kiosks) to report the sales when logging off each shift.

'**Report P&P sales per shift**' will summarize all the sales made over the serial port connect to the point of sale when logging off each shift.

'**Use external keyboard**' if selected will force the system to NOT show an onscreen keyboard when entering text into fields. It is then assumed that an external USB keyboard is attached to the system.



**'Use emergency codes'** will force the system to issue codes defined in the SETUP, PROGRAMS screen as codes for when a link is down between the code system and the CCII controlling the keypad at the bay entrance.

**'Fleet enabled'** will allow fleet functions to be used from the ADMIN screen. Note that the fleet functions can only be enabled when accessing the SETTINGS screen from the SETUP screen.

**'Allow remote refunds'** will permit the code system to cancel codes generated from remote (satellite) systems. Normally this is off and refunds must be given at the selling location (i.e. the remote site).

**'RESET CWI'** will send a signal to the CWI to force a reset of the CPU. This is used if there is a problem communicating with the CWI or it is inconvenient to power cycle the CWI (carwash interface).

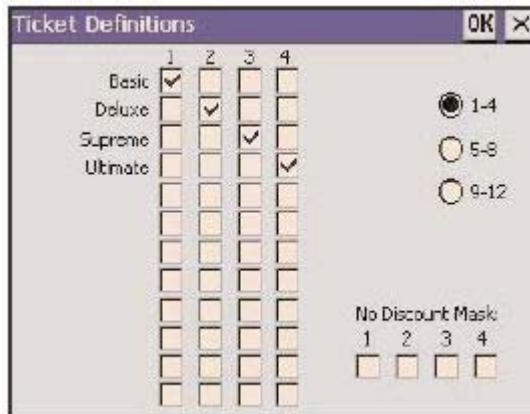
**'Clear Report #'** will reset the sequential numbering of reports back to zero. This sequence is used to ensure that all shift reports are submitted and that none are missing.

**'Shuffle emergency codes'** will randomly pick Emergency Codes to use for the first 4 wash packages. Emergency Codes are used when a link is down between the code system and the CWI (carwash interface).

**'Printer'** is used to select which printer type is attached to the system. Typically this setting is SAMSUNG and applies to both the thermal and dot matrix printer.



**THESE SETTINGS SHOULD NOT BE CHANGED AFTER THE INITIAL INSTALLATION!**



**Ticket Definitions**

The ticket definition screen is used to define what text is going to be printed on the ticket given to the customer.

The numbers at the top of each column represent the package number and the text on the left (i.e. rows) is what is defined for each wash package. Typically you will choose one check box below each program number.

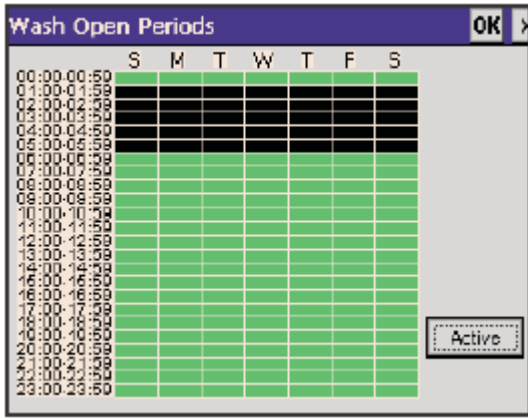
**No discount:** By checking the box for any of the numbered wash packages, it is possible to force the user to sell the wash at full price. (i.e. no discounts will be applied.) Typically used for packages defined as taxi or fleet wash.



**Email Configuration**

Check the required boxes and write the email address where each report will need to be sent.

**Note:** See Internet Setup Document for details on connecting the system to dial-up modems and high speed routers.



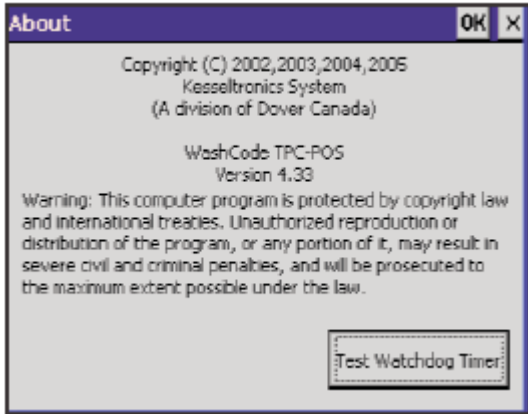
### Car Wash Schedule

This page allows you to schedule the hours that your car wash keypad is on or off.

By Selecting '**ACTIVE**', you can activate the system scheduling or disable the wash open periods.

In this example the car wash keypad is off between the hours of 1AM to 6 AM on Sunday - Saturday.

**NOTE:** The installer must enable keyboard control in the setup



### About

The '**ABOUT**' button, when pressed, will show the legal notice for the Code Command II system and the show the version number of the software. This information might be needed by tech support if you call Standard Change-Makers, Inc. or your local distributor.

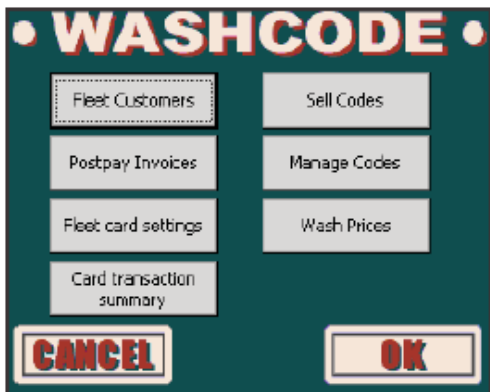
# FLEET FUNCTIONS...



## Fleet

If specified in the setup section. Code Command II can allow you to sell fleet codes.

Fleet functions would then be activated in the 'ADMIN' section. If the Fleet Functions on your washcode is activated, the 'ADMIN' Main Menu would be as follows:

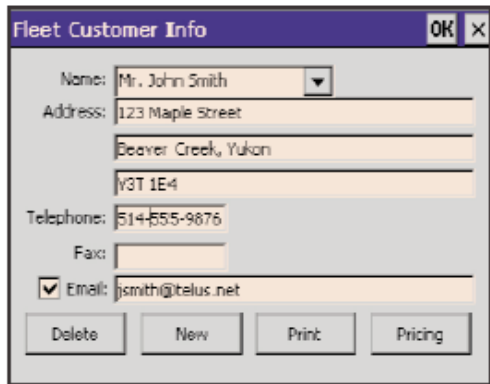


## Fleet Functions

Pressing the 'FLEET FUNCTIONS' button will bring up the following screen:

### 7 options are offered:

- Wash Prices
- Fleet Customers
- Sell Codes
- Post-pay Invoices
- Manage Codes
- Fleet Card Settings (If 'Fleet Enabled' is activated in Setup)
- Card Transaction Summary (If 'Fleet Enabled' is activated in Setup)



## Fleet Customers

The 'FLEET CUSTOMERS' section allows you to add or delete a customer. To add a new customer press the 'New' button. You will need to fill in the name, address, telephone, email and fax boxes and press 'OK'. All \$ based fleet codes require a customer to be created before you can issue them a code. Multiple codes can be given a pre-pay or post-pay to any customer. The limitation is that a customer must be all pre-pay or all post-pay codes. Check the email box and write the customer's email address if you want customer to receive a confirmation every time their fleet code is being used.

**NOTE:** Your Code Command II System must be connected to the internet in order for this feature to work. By pressing 'Print' - you can print detailed customer account info.



## Pricing

After entering the Fleet Customer info and pressing on 'Pricing' you will be brought to the 'Fleet Customers Pricing Info' page.

All new customers will show as Pre-pay customer in the Pricing menu. If a customer is a Post-pay client, you must check the 'POSTPAY' box.

Pricing for fleet customer can be grouped into 3 price groups, this can be setup on 'Wash Prices'. This makes it possible to have 3 additional price structures for fleet accounts above and beyond standard pricing (i.e. Single ticket sales price)

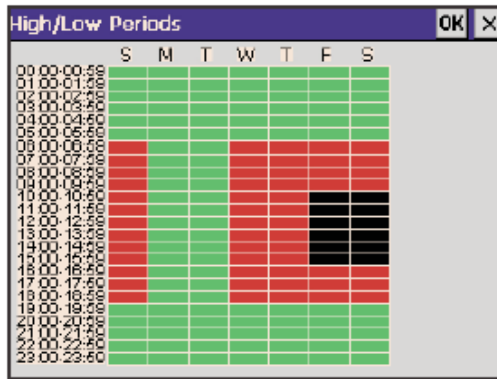
This allows the manager to give preferential pricing to certain fleet customers based on volume or other factors.

You can also, if wanted, assign different pricing based on the time of day that the fleet customer washes their car (*see High/Low Periods below*) appear: Using the stylus you will press on a square until the desired status is reached.

All fleet usage is based on a \$ value assigned to pre-paid codes given to fleet customers. If the magnetic card reader option is used, you then have the possibility of selling cards loaded with a quantity of a particular wash package (*see Mag Card Reader Doc*).

You will determine the price group that a customer will belong to (i.e. standard, A, B or C), and see any outstanding post-pay invoices for all customers by pressing 'PRINT ALL INVOICES'. Further, you can print one or more specific customers by selecting them in the list of post-pay customers and pressing 'PRINT SELECTED CUSTOMERS'.

## SETTING UP YOUR FLEET CUSTOMER PRICING...



### High/Low Periods

- Green:** slow period
- Red:** high time period and typically higher price.
- Black:** User is not allowed to use wash.

You may drag the stylus on the screen to do a multiple selection. (i.e. Color in using current color)

### EXAMPLE

Price Group	Used for	Wash Type	High	Low
Standard	Regular Pricing	Basic	\$ 8.99	\$ 6.99
Standard	Regular Pricing	Deluxe	\$ 9.99	\$ 7.99
Standard	Regular Pricing	Supreme	\$ 10.99	\$ 8.99
Standard	Regular Pricing	Ultimate	\$ 11.99	\$ 9.99
A	Regular Fleet Customers	Basic	\$ 6.99	\$ 3.99
A	Regular Fleet Customers	Deluxe	\$ 7.99	\$ 4.99
A	Regular Fleet Customers	Supreme	\$ 8.99	\$ 5.99
A	Regular Fleet Customers	Ultimate	\$ 9.99	\$ 6.99
B	Taxi/ Police/ Fire Dept.	Basic	\$ 4.99	\$ 2.99
B	Taxi/ Police/ Fire Dept.	Deluxe	\$ 5.99	\$ 3.99
B	Taxi/ Police/ Fire Dept.	Supreme	\$ 6.99	\$ 4.99
B	Taxi/ Police/ Fire Dept.	Ultimate	\$ 7.99	\$ 5.99
C	Family / Friends	Basic	\$ 3.99	\$ 1.99
C	Family / Friends	Deluxe	\$ 4.99	\$ 2.99
C	Family / Friends	Supreme	\$ 5.99	\$ 3.99
C	Family / Friends	Ultimate	\$ 6.99	\$ 4.99

As the owner of the 'Crystal Clean' Carwash I have three types of Fleet Customers: **Regular Fleet**; **Taxi/Police/Fire Dept.**, and **Family & Friends**. With fleet capability I can set-up these three types of customers with 4 different price ranges: Std., A, B or C with High & Low prices.

So if a family member washing his car in any 'Low' period (**Green**), he will receive a free wash. Just as a Police officer washing his car with a supreme wash in a 'High' period (**Red**), his pre-pay account will be deducted by \$6.99 + tax.



### Program Mask

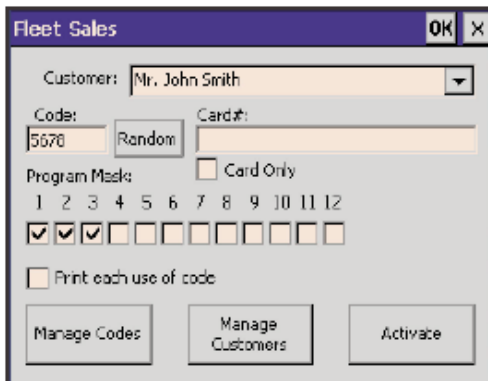
Check the wash programs the customer will have access to, as well as the price group. The wash program and the different price groups have been configured in the program section at the Administration level. Fleet Codes will consist of a 6-digit code – preceded with a “\*” and then either 4- or 5-digits as described below.

**(See page 11 for Fleet ‘Price Group’ settings)**

For \$ based codes, the user is issued a 4-digit code preceded by a \* at the entrance to the wash. The user will enter: \*, their 4-digit account code, +1 digit representing the wash package desired.

If you only want one wash package for the code being issued only check off 1 box. The code, when issued, will then be a \* followed by their 5-digit fleet account code, and the user will not have a choice of which wash to use.

To complete the Post-pay or Pre-pay customer info press ‘OK’. This customer is now registered in the fleet database. The next step is issuing a code.

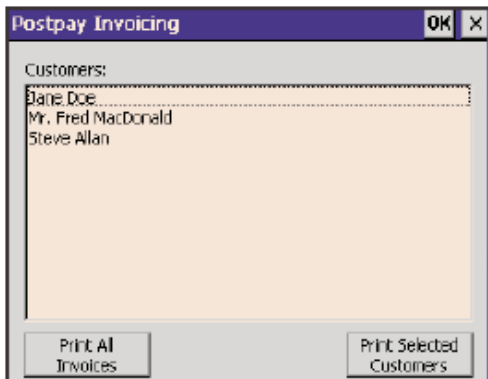


### Sell Codes (Fleet)

When pressing the ‘SELL CODES’ icon, the following screen will appear: In order to sell a fleet code, you will need to select a customer in the customer drop down menu.

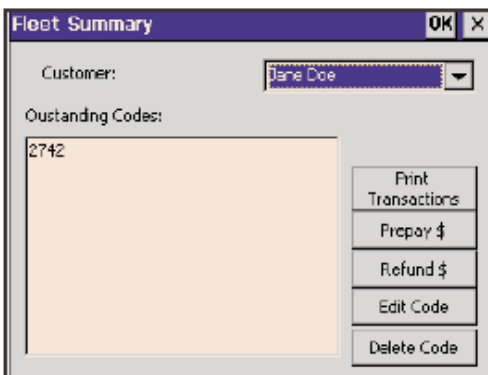
You may now type in the ‘CODE’ box a 4-digit number and then press ‘Activate’. If that number has already been given, a message will appear showing ‘CODE ERROR: That code is already in use!’. Press ‘OK’ and enter a new code number.

By pressing ‘RANDOM’, you will instantly be given a code ready to use, press ‘Activate’.



The ‘MANAGE CODES’ section will allow you to view all outstanding codes for a specific customer. You can delete a code for that customer, enter an amount of money for pre-pay washes, and/or enter a refund for pre-pay washes. For Pre-pay customers enter a ‘Code’ and choose the ‘Program Mask’ and hit ‘Activate’.

‘Manage Customers’ brings you to the same screen as ‘FLEET CUSTOMERS’.

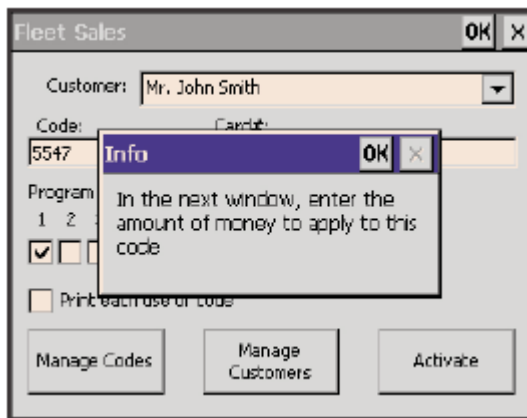


### Post-pay Invoices

When pressing ‘POSTPAY INVOICES’, the following screen will pop-up. Here you will be able to print all the post-pay invoices.

### Manage Codes

The ‘MANAGE CODE’ section will allow you to view all outstanding codes for a specific customer. You could delete a code for that customer, enter an amount of money for pre-pay washes, enter a refund amount of money for the pre-pay washes.



### Activating Pre-pay

Once a client is created as a prepay customer, you enter into the 'SellCodes' screen and select you 'Customer'.

You may now type in the 'CODE' box a 4-digit number, If that number has already been given, a message will appear showing 'CODE ERROR': That code is already in use!'. Press 'OK' and enter a new code number. By pressing 'RANDOM', you will instantly be given a code ready to use.

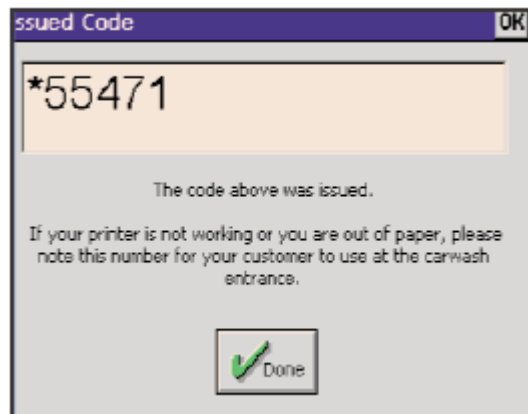
Next step: click on the 'Activate' button, and you will be brought to the 'Info' screen which states "In the next window, enter the amount of money to apply to this code" and press 'OK'.



### Enter The Dollar Amount

In this window, enter the amount of money you have received from the customer to apply to this code and press 'OK'.

**NOTE:** The '\*' key will generate a decimal point.



### Issued Code

Your customer has now been issued a code and a dollar value.

## ***TYPICAL BAUD RATE SETTINGS...***

CCII Code System uses a Baud rate to communicate with external devices through its COM ports. At the current time, the CE II Code System can connect connect with the following external POS systems.

DEVICE TYPE	BAUD RATE	PARITY	DATA SIZE
CS CLIENT	19200	NONE	8
PAP STANDARD*	19200	NONE	8
PAP BULLOCH	2400	NONE	8
PAP GENERIC	9600	NONE	8
PLC	9600	EVEN	7
PDQ LASER	9600	NONE	8
PRINTER	19200	NONE	8
BARCODE SIM	19200	NONE	8
CARD READER	19200	NONE	8

\* PAP STANDARD CANADA (see below for PAP STANDARD U.S.)

### ***PAP STANDARD U.S.***

DEVICE TYPE	BAUD RATE	PARITY	DATA SIZE
WAYNE DRESSER	19200	NONE	8
GILBARCO	2400	NONE	8
PANASONIC	9600	NONE	8
SUNTRONIC	2400	NONE	8
VERIFONE (RUBY)	9600	NONE	8
ALLIED	9600	NONE	8
RETALIX	19200	NONE	8



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