MonsoonOS

MonsoonOS Fleet Guide

For the admin of a fleet company account

November 2026

The latest version of every page is at www.cactuswashsystems.com/guide. Questions: support@cactuswashsystems.com

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FLEET

The fleet portal

For a fleet company's Fleet Admin, the MonsoonOS fleet portal where you add and remove your employees, see your invoices, keep a card on file and check your team's washes.

Every plan | Fleet

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.
You need Fleet (included on Full Wash, an add-on on Terminals Only).
Written for the admin of a fleet company account.

Your car wash set up an account for your company and made you its Fleet Admin. The fleet portal is where you run that account: your team, your bill and your team's washes.

Open the portal

1. Open the set-password email from the car wash and set your password. The link works for 7 days.
2. Sign in on the car wash's website with your email and new password.
3. Select **Fleet** in the menu at the bottom of the page.

If your car wash has the MonsoonOS app, you can also open the **Fleet** tab in the app and tap **Open Fleet Management**.

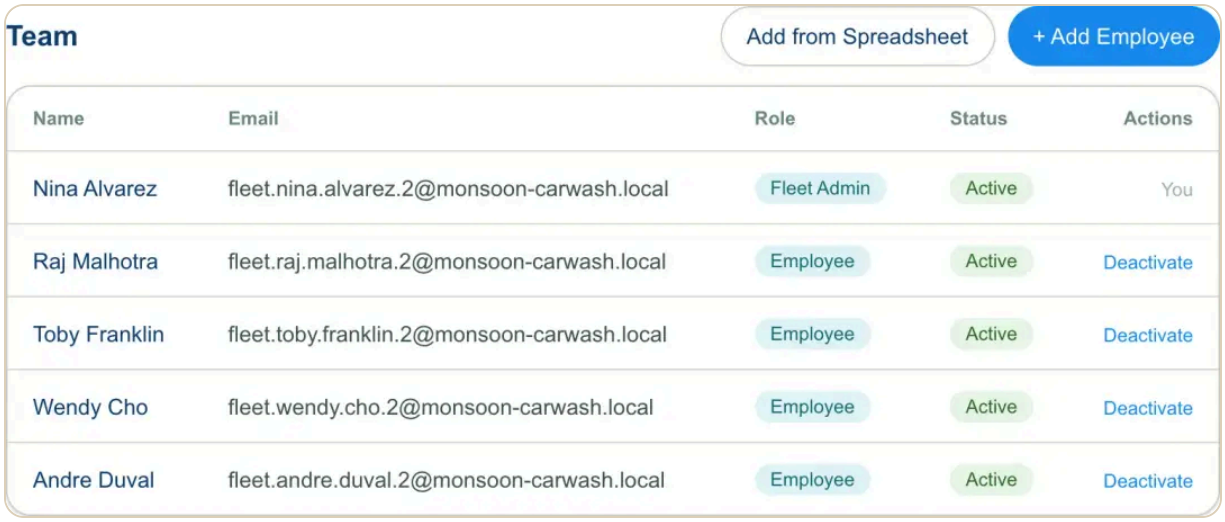
The portal starts with three sections about you, because you can wash on the account too: **Your Wash Pass**, **Wash PIN** and **My Wash Activity**. See Your Wash Pass and PIN. Below them are three sections only Fleet Admins see: **Team**, **Billing** and **Wash Activity**.

Add an employee

1. Under **Team**, select **+ Add Employee**.
2. Enter their **First Name**, **Last Name** and **Email**. **Phone** is optional.
3. Select **Add Employee**.

They get two emails: one to set their password, and one with their 4-digit wash PIN and QR code. Point them to Your Wash Pass and PIN.

You can add employees only. To add another Fleet Admin, ask the car wash.



Add many employees from a spreadsheet

1. Under **Team**, select **Add from Spreadsheet**.
2. Select **Download the template**, or use your own list: an Excel file (.xlsx) or a CSV with one person on each row, up to 500 at a time.
3. Under **Your file**, choose the file.
4. Check that each column was matched, or select **Change** and pick them. You need an **Email** column, and either **First name** and **Last name** or one **Full name** column.
5. Select **Continue**, review who will be added, then select the **Add** button with the number of people.
6. Keep the page open until it says **Finished**, then select **Done**.

Everyone added from a spreadsheet joins as an Employee. Anyone already on your team is skipped, so you can fix a row and upload the same file again.

> **If a row says "This person cannot be added with this email."**
>
> Adding that email with **+ Add Employee** does not work either. Ask the car wash for help.

Remove an employee

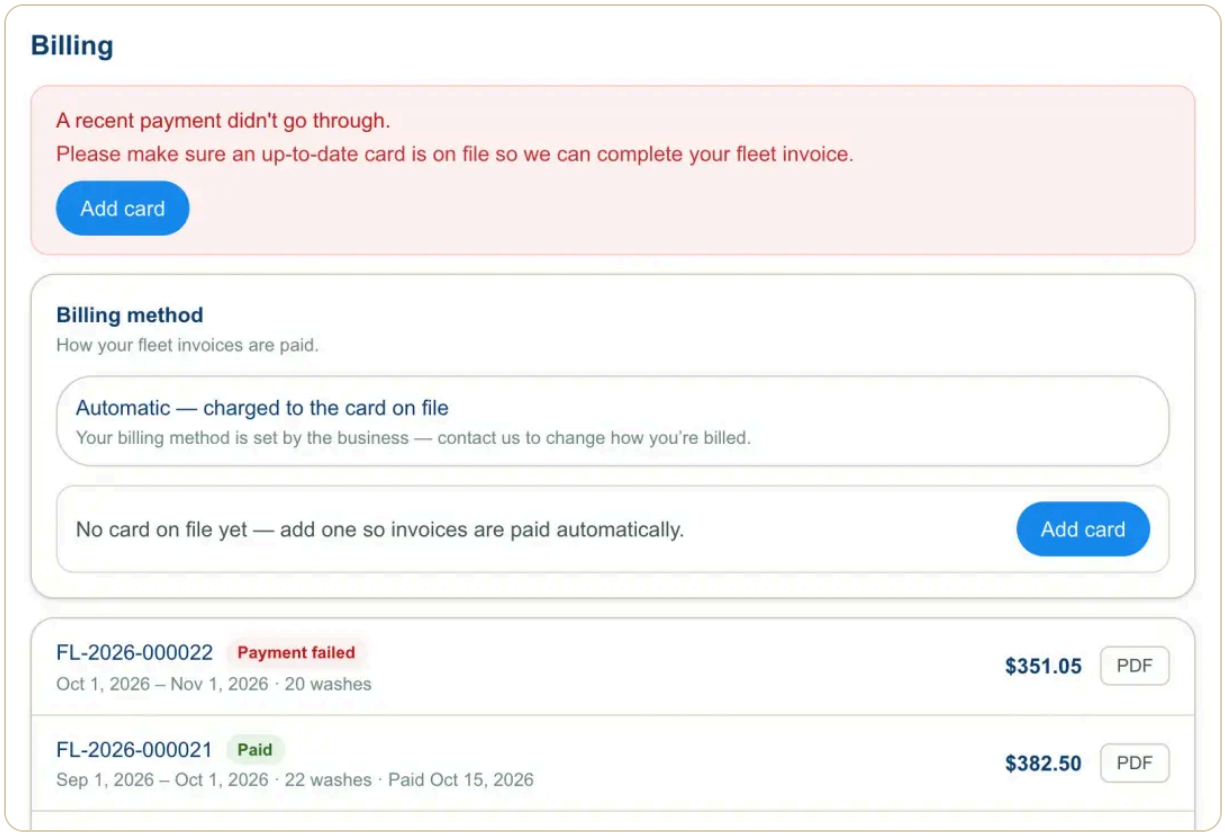
On the employee's row under **Team**, select **Deactivate**. They can no longer start washes on your account. Select **Reactivate** to let them wash again.

Your own row says **You**. Fleet Admin rows have no button, because the car wash manages Fleet Admins.

Billing

The **Billing method** box shows how your invoices are paid. The car wash sets this. To change it, contact the car wash.

- Manual, by emailed invoice: each month's invoice is emailed to you to pay by its due date.
- Automatic, charged to the card on file: each month's invoice is charged to your card.



Add or update your card

On automatic billing, the box shows your card on file, or says there is none yet.

1. Select **Add card**, or **Update card** if one is on file.

2. Enter the card in the **Add a card on file** form.
3. Select **Save card**.

You see "Card saved. Future invoices will be charged automatically."

In the app, tap **Add card** or **Update card** under **Billing** and enter the card on the **Save a card** page that opens. On Manual billing there is no card to add, on the website or in the app.

If the car wash emailed you a link to save a card, open it and enter the card there. It does the same thing.

Your invoices

Each invoice shows its number, its status, the dates it covers, the number of washes and the total, with **Due** or **Paid** and a date. Select **PDF** for the itemized copy. **Past due** means the invoice could not be collected; contact the car wash to settle it.

> **If you see "A recent payment didn't go through."**
>
> Your card was declined. Select **Update card** in the banner and save a current card.

Your team's washes

Wash Activity lists every wash your team took in the month you choose under **Month**: the date, the member, the bay, the minutes, the amount and whether their PIN was used. **Void** marks a wash that cost nothing.

If the portal says Account inactive

The car wash has deactivated your company's account. Nobody on it can start washes or open the portal. Contact the car wash. Any final invoice can still be paid from its emailed link.

> **Note**
>
> At a dog wash, the portal is called **Pack** and your role **Pack Admin**.

FLEET

Your Wash Pass and PIN

For fleet drivers: the two emails you get when your company adds you, where to find your Wash Pass QR code, adding it to Apple Wallet or Google Wallet, and changing your 4-digit wash PIN.

Every plan | Fleet

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.
You need Fleet (included on Full Wash, an add-on on Terminals Only).
Written for drivers on a fleet company account.

Your company has an account at the car wash, and you are on it. You wash with two things: your **Wash Pass**, a QR code that says who you are, and your 4-digit **wash PIN**. Your washes are billed to your company, never to you.

The two emails you get

When you are added, the car wash sends you two emails:

1. A welcome email with a link to set your password. The link works for 7 days.
2. An email that shows your 4-digit wash PIN and has your QR code attached. It may also have buttons to add the QR code to Apple Wallet or Google Wallet.

Keep the second email. Nobody at the car wash or your company can look up your PIN, but you can set a new one yourself at any time.

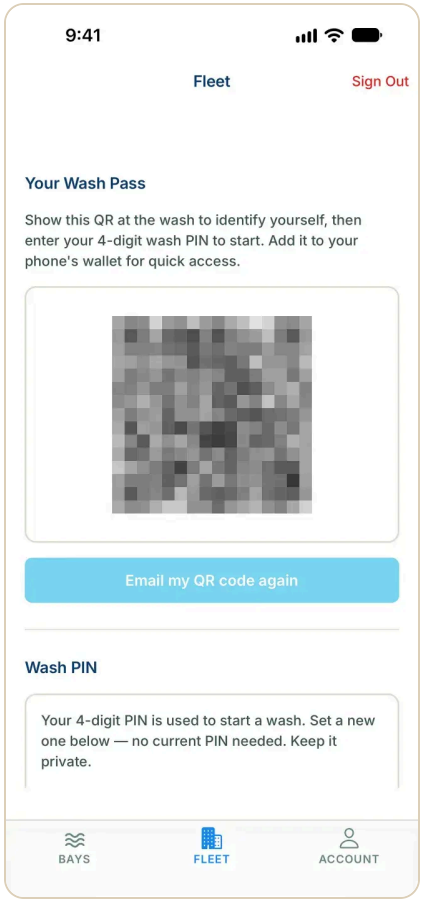
Find your Wash Pass

On the car wash's website:

1. Sign in with your email and password.
2. Select **Fleet** in the menu at the bottom of the page.
3. Your QR code is under **Your Wash Pass**.

In the MonsoonOS app, if your car wash has it: sign in and open the **Fleet** tab. Your QR code is under **Your Wash Pass**.

When you see **Add to Apple Wallet** or **Add to Google Wallet** under the code, tap it to keep your Wash Pass in your phone's wallet, so you can show it without opening anything.



Get the QR code emailed again

On the website, select **Resend QR code**. In the app, tap **Email my QR code again**. The email has your QR code only, never your PIN.

Change your wash PIN

You do not need your old PIN.

1. Open **Fleet** on the website or in the app.
2. Under **Wash PIN**, enter 4 digits in **New PIN** and again in **Confirm New PIN**.
3. Select **Update PIN**.

You see "Your wash PIN has been updated." Use the new PIN from now on. Keep it to yourself: it is what stops someone else washing on your account with your QR code.

See your own washes

- **On the website: My Wash Activity**, on the same page, lists your washes for the month you choose under **Month**, with the date, bay, minutes and amount.
- **In the app:** under **Wash history**, tap **View wash history**.

These amounts are what your company is billed. You are never charged.

If you never got the emails

Check your spam folder, then ask your company's Fleet Admin to check the email address they gave the car wash.

If the set-password link has expired

On the sign-in page, use **Forgot?** (in the app, **Forgot password?**) and enter your email to get a new link.

If you forgot your PIN

Sign in and set a new one under **Wash PIN**, as above.

Note

At a dog wash, your pass is called the **Pack Pass** and the page **Pack**.

Next

Washing with Fleet Wash.

FLEET

Washing with Fleet Wash

For fleet drivers: how to start a wash on your company's account at the kiosk with your QR code and wash PIN, or in the MonsoonOS app at a Full Wash site, without paying.

Every plan | Fleet

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Written for drivers on a fleet company account.

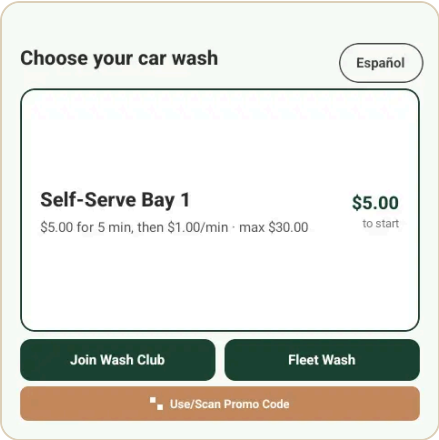
A fleet wash is billed to your company. Nothing is charged to a card and you never pay at the bay. You need your Wash Pass QR code and your 4-digit wash PIN. If you do not have them yet, see Your Wash Pass and PIN.

At the kiosk

1. On the kiosk at your bay, tap **Tap to Start**.
2. On the wash list, tap **Fleet Wash**.
3. Hold your Wash Pass QR code up to the camera, on your phone, in your phone's wallet or printed.
4. Enter your 4-digit wash PIN.
5. At a self-serve bay, tap **Start wash**. At an in-bay automatic, tap **Continue**, then choose your wash.
6. At a self-serve bay, the screen shows **Fleet wash** with your company's name while the bay runs. Tap **STOP** when you are done. At an in-bay automatic, follow the bay's instructions.

The last screen shows **Wash recorded to** and your company's name. That is your receipt: nothing was charged.

For what each kiosk screen looks like, see What customers see on the kiosk.



Fleet Wash on the wash list



Scanning your Wash Pass

In the app or on the website

At a car wash on the Full Wash Platform, you can also start a wash from your phone.

1. Sign in to the MonsoonOS app, or to the car wash's website.
2. Open **Bays** and start the bay you are at, as any customer would. See Start and stop a bay in the app.
3. When **Enter your wash PIN** appears, enter your 4-digit PIN.
4. Tap **Start wash**.

The app asks for your PIN every time you start a wash. Nothing is charged to a card.

> **Note**
>
> At a car wash on Rain Pay Terminals Only there is no customer app, so you start every fleet wash at the kiosk.

If something goes wrong

You see	What to do
That isn't a fleet QR code.	You showed a different code, such as a promo code. Show your Wash Pass.

You see	What to do
That fleet code isn’t recognized.	The code is not active at this car wash. Ask your Fleet Admin whether you are still on the account.
The PIN is incorrect, with the tries you have left	Enter it again carefully. If you forgot it, set a new one. See Your Wash Pass and PIN.
Too many attempts. Please try again in a few minutes.	Wait a few minutes, then try again with the right PIN.
No wash PIN is set for this member yet.	Sign in and set a PIN under **Wash PIN**.
This bay is currently in use.	Wait, or use another bay.
This bay is temporarily unavailable.	Try another bay and tell the car wash.
This fleet account isn’t active. Ask your Fleet Admin.	The car wash has turned off your company's account, so nobody on it can wash. Ask your Fleet Admin.
The kiosk says it can't scan your code right now	The camera is not working. Try another bay, or ask the car wash for help.
Something went wrong. Please try again.	Try again. If it keeps happening, try another bay or ask the car wash for help.
Account inactive on the Fleet page	Your company's account is off. Ask your Fleet Admin.

Note

At a dog wash, the button is **Pack Wash**, your QR code is your **Pack Pass**, and the kiosk says "pack account" and "Pack Admin".