MonsoonOS

# The MonsoonOS Guide

## Complete edition: Full Wash Platform

November 2026

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


Start here · Welcome to the MonsoonOS Guide

Start here · How MonsoonOS fits together

Start here · Which plan do I have?

Start here · Start here: Full Wash

Start here · Start here: Fleet

Getting started · What your MonsoonOS team sets up for you

Getting started · Sign in for the first time

Getting started · A tour of the admin home

Getting started · The Setup Guide, step by step

Getting started · Go-live checklist: Full Wash

Locations, machines and Stormboxes · Edit your location details

Locations, machines and Stormboxes · Add a machine

Locations, machines and Stormboxes · Bring a Stormbox online

Locations, machines and Stormboxes · Add machine photos

Locations, machines and Stormboxes · Lock, unlock and force-stop a machine

Locations, machines and Stormboxes · Machine alert emails

Locations, machines and Stormboxes · A machine or Stormbox is offline

Pricing · Set self-service bay pricing

Pricing · Build your in-bay automatic wash menu

Pricing · Set vacuum pricing

Pricing · Set dog wash pricing

Pricing · What Wash On Demand customers pay

Pricing · Collect sales tax on washes

Rain Pay terminals · Experience terminal or MDB card reader

Rain Pay terminals · Pair an Experience terminal

Rain Pay terminals · Bay terminals and shared kiosks

Rain Pay terminals · What customers see on the kiosk

Rain Pay terminals · Screen lock

Rain Pay terminals · Kiosk service PIN

Rain Pay terminals · Re-pair or replace a terminal

Rain Pay terminals · Lost or stolen terminal

Rain Pay terminals · Register an MDB card reader

Rain Pay terminals · Connect DejaUP

Rain Pay terminals · How MDB sales show up

Rain Pay terminals · Terminal status reference

Promotions · Create a promotion

Promotions · Promo codes and QR codes

Promotions · Track redemptions

Money: reports, refunds and deposits · Reports overview

Money: reports, refunds and deposits · Report tabs

Money: reports, refunds and deposits · Refund a charge

Money: reports, refunds and deposits · Held payments

Money: reports, refunds and deposits · Card deposits

Money: reports, refunds and deposits · QuickBooks sync

Fleet · Turn on Fleet

Fleet · Add a fleet company

Fleet · Add fleet members

Fleet · Fleet invoices and account status

Fleet · Fleet wash activity

Fleet · The fleet portal

Fleet · Your Wash Pass and PIN

Fleet · Washing with Fleet Wash

Fleet · Fleet driver quick card

Full Wash platform · Create a Wash Club plan

Full Wash platform · Change a plan's price or move its members

Full Wash platform · Set a different plan price at one location
Full Wash platform · Find and manage customers
Full Wash platform · Give a customer a free wash or account credit
Full Wash platform · Block a customer or cancel a membership
Full Wash platform · Export the customer list
Full Wash platform · Choose who can create a customer account
Full Wash platform · Fill in your legal settings
Full Wash platform · Run your online store
What your customers see · Get started in the MonsoonOS app
What your customers see · Wash Club and Wash On Demand
What your customers see · Start and stop a bay in the app
What your customers see · Your Wallet: membership, card, credits and history
What your customers see · Customer emails
What your customers see · How customers delete their account
Your team and security · Security overview
Your team and security · Invite and remove team members
Your team and security · Built-in roles
Your team and security · Build a custom role
Your team and security · Limit someone to certain locations
Your team and security · Team activity
Your team and security · Sign-in and passwords
Your team and security · One login for several places
Your team and security · When our support team signs in to help
Your team and security · Kiosk and terminal security
Your team and security · Payment security
Your team and security · Your data
Your team and security · Security checklist
Phone admin app · Get the phone app
Phone admin app · The Admin tab
Phone admin app · What needs the web admin
Your account with us · Platform Billing
Your account with us · The Cactus Wash Shop
Your account with us · Getting help
Reference · Permissions reference
Reference · Glossary

Reference · Troubleshooting index

Reference · What's new in the guide

© 2026 Cactus Wash Systems LLC. All rights reserved. Terms: www.cactuswashsystems.com/terms

START HERE

# Welcome to the MonsoonOS Guide

How this guide is organized and how to tell which articles apply to your MonsoonOS plan and your role.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

The MonsoonOS Guide explains how to set up and run your wash in MonsoonOS, the wash management software from Cactus Wash Systems. It is written for business owners, managers and the people they put in charge of fleet accounts.

## Start with your plan

MonsoonOS comes in two plans, and many articles apply to only one of them:

- **Full Wash Platform:** machines, Rain Pay terminals, Wash Club memberships, the customer app, customer accounts, your team's roles and an online store.
- **Rain Pay Terminals Only:** Rain Pay card terminals at your wash points, with the reports, pricing, promotions and refunds that go with them. It does not include the customer app, Wash Club memberships, customer accounts or team roles.

If you are not sure which you have, Which plan do I have? explains how to check. Then open the start page for your plan:

- Start here: Terminals Only
- Start here: Full Wash

## How every article is laid out

Each article starts with the same few lines, so you can tell in seconds whether it is for you:

- **Available on** names the plans that include the task. Articles with no plan badge apply to every plan.

- **You need** names the hardware or add-on the task depends on, such as a Rain Pay Experience terminal, an MDB card reader, a Stormbox or Fleet.
- **Who can do this** names the permission switch exactly as it appears in **Customers & team › Team**, on the **Roles** tab, and which built-in roles start with it. On Terminals Only there is one admin login, and it can do everything your plan includes.

Steps are numbered, one action each. Words in **bold** are the exact names of buttons, pages and fields in MonsoonOS. A path such as **Settings › Location Settings** means: select **Settings** in the menu on the left of the MonsoonOS admin, then the **Location Settings** tab across the top of the page. On a phone, the menu opens from the button at the top left.

Boxes headed "If ..." tell you what to do when something goes differently from the steps.

## Show only your plan

On the guide home and beside every article, **Show my plan** hides the articles that are not part of your plan. Your choice stays in this browser. Pick **All** to see everything again.

## Print or share

Quick Start PDFs for each plan, a security checklist and complete editions are listed at the bottom of the guide home. They are printed from these same pages.

## Getting help

If an article does not answer your question, email support@cactuswashsystems.com. Tell us the page you were on and what you expected to happen.

START HERE

# How MonsoonOS fits together

The parts of a MonsoonOS wash (wash points, Stormboxes, Rain Pay terminals, the admin and the customer app) and what each one does for you.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

A MonsoonOS wash has a few parts. Knowing what each one does makes the rest of this guide easier to follow.

## The parts

| Part | Where it is | What it does for you |
|---|---|---|
| **Wash point** | At your site | Anything a customer pays to use: a self-service bay, an in-bay automatic, a vacuum, a dog wash station or a token machine. In MonsoonOS each one is a **machine**. |
| **Stormbox** | Inside or beside the machine | Connects a machine to MonsoonOS so a payment, an app wash or an employee can start it, and so you can see and stop it from the admin. |
| **Rain Pay Experience terminal** | Beside a bay, as one shared kiosk for several bays, or in an in-bay automatic's pay station | A touch screen that sells washes, takes tap and swipe cards, applies promo codes and fleet passes, and starts the wash. The admin calls it a **Wash terminal**. |
| **Rain Pay MDB terminal** | Inside a pay station or token machine | A card reader for equipment that already has its own wash buttons or token dispenser. The equipment runs the sale; MonsoonOS records it. The admin calls it an **MDB card reader**. |

| Part | Where it is | What it does for you |
|---|---|---|
| **MonsoonOS admin** | In a web browser, and the Admin tab of the MonsoonOS phone app | Where you and your team set prices, see machines, pair terminals, run reports, refund charges and manage access. |
| **Customer app** (Full Wash) | Your customers' phones | Customers find your wash, join Wash Club, pay per wash and start bays from their phone. |
| **Rain Pay** | Behind every card payment | Card processing for every terminal and app payment. Each sale lands in your MonsoonOS reports. |

## How a wash happens

**At an Experience terminal:** the customer picks a wash on the terminal and taps a card. When the card is approved, MonsoonOS tells the Stormbox to start the machine. The sale shows in your reports right away.

**At an MDB card reader:** the customer presses a wash on the pay station (or picks tokens) and taps a card on the reader. The pay station or token machine runs as it always has. MonsoonOS records the sale against the matching wash package or token package.

**In the customer app** (Full Wash): the customer picks your location and a bay, then starts it from their phone. Members wash on their Wash Club plan; others pay per wash.

## Which parts you have

Your plan and your order decide which parts you have. Every MonsoonOS wash has the admin and Rain Pay. Most have Stormboxes. Experience terminals, MDB card readers and the customer app depend on your plan and your equipment. Which plan do I have? lists what each plan includes, and Experience terminal or MDB card reader helps you tell your terminals apart.

START HERE

# Which plan do I have?

What the Full Wash Platform and Rain Pay Terminals Only each include, which add-ons exist, and where to check your own plan in MonsoonOS.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

MonsoonOS has two plans for wash businesses. This page lists what each one includes. If a feature is not listed for a plan, that plan does not include it.

## Check your plan

1. Sign in to the MonsoonOS admin.
2. On the admin home, scroll to **Work areas**. The **Settings** card names your plan.
3. For the details, open **Settings › Platform Billing**. It lists your plan and your add-ons. Receipts go to the billing email set there.

If you cannot see Platform Billing, your role does not include **Manage our subscription**. Ask your business owner.

## What each plan includes

| Feature | Full Wash Platform | Rain Pay Terminals Only |
|---|---|---|
| Machines, Stormboxes and machine pricing | Yes | Yes |
| Rain Pay Experience terminals and MDB card readers | Yes | Yes |
| Promotions and promo codes at the terminal | Yes | Yes |

| Feature | Full Wash Platform | Rain Pay Terminals Only |
|---|---|---|
| Reports | All sales: memberships, app washes and terminal sales | Terminal sales |
| Refunds & Credits and Held Payments | Yes | Yes |
| Customer email templates (Email Settings) | Yes | Yes |
| Wash Club memberships (Subscription Packages) | Yes | No |
| The customer app: Wash On Demand, starting bays from a phone, saved cards | Yes | No |
| Customer accounts, free washes and account credits | Yes | No |
| Team members with roles and location limits | Yes | No: one admin login |
| Fleet company accounts | Included | Add-on |
| Online store | Yes | No |
| Legal settings and account creation settings | Yes | No |
| QuickBooks sync | Add-on | Add-on |

## Add-ons

- **Fleet** lets company accounts wash on one monthly bill. It is included on Full Wash and can be added to Terminals Only.
- **QuickBooks sync** sends each location's daily sales to your QuickBooks Online company. It can be added to either plan.

To add one, ask your MonsoonOS team. To move from Terminals Only to the Full Wash Platform, see the upgrade options with your MonsoonOS team; your machines, terminals and history stay as they are.

# Which terminals you have

Your plan does not decide your terminal type. Either plan can use Rain Pay Experience terminals, MDB card readers or both, depending on your equipment. See Experience terminal or MDB card reader.

START HERE

# Start here: Full Wash

The reading path for a Full Wash Platform business, from the welcome email to your first app wash, terminal sale and team member.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

The Full Wash Platform runs your whole wash: machines, Rain Pay terminals, Wash Club memberships, the customer app and your team. Read these in order.

## 1. Get signed in

1. What your MonsoonOS team sets up for you
2. Sign in for the first time
3. A tour of the admin home

## 2. Work through the Setup Guide

The Setup Guide, step by step covers your business details, legal settings, machines, Stormboxes, pricing, subscription packages, promotions and terminals, in the order they depend on each other.

## 3. Set up your terminals

Experience terminal or MDB card reader tells you which kind you have. Then:

- **Experience terminals:** Pair an Experience terminal and Bay terminals and shared kiosks.
- **MDB card readers:** Register an MDB card reader and Connect DejaUP.

## 4. Bring in your team

1. Built-in roles: what Owner, Manager and Staff can do.
2. Invite and remove team members.

3. If someone should only see some of your sites, limit them to certain locations.
4. If no built-in role fits, build a custom role.

## 5. Lock it down

Security overview explains what MonsoonOS protects for you. The Security checklist lists what to set up and how often to review it.

## 6. Go live

Go-live checklist: Full Wash is the last look before you open to customers.

START HERE

# Start here: Fleet

The reading path for MonsoonOS Fleet, for the car wash team that runs company accounts, the fleet company's admin and the drivers who wash on one monthly bill.

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).

Fleet lets a company's drivers wash at your site without paying at the bay. Each wash is recorded to the company, and MonsoonOS bills the company once a month. Three kinds of people use it. Read the part for you.

**Note**

Dog washes see **Pack** wherever this guide says Fleet, and **Pack Pass** for the Wash Pass.

## Car wash owners and staff

You create the company accounts, add their people and collect the monthly bill.

1. Turn on Fleet: what each plan includes and where Fleet shows up.
2. Add a fleet company: the company, its Fleet Admin, its billing method and discount.
3. Add fleet members: one at a time or from a spreadsheet.
4. Fleet invoices and account status: monthly invoices, the card on file, failed payments and deactivating a company.
5. Fleet wash activity: every wash a company's people took.

## Fleet company admins

Your car wash set up an account for your company and made you its Fleet Admin.

1. The fleet portal: add your employees, see your invoices, keep a card on file and check your team's washes.
2. Your Wash Pass and PIN: you can wash too.

## Drivers

Your company added you to its fleet account.

1. Your Wash Pass and PIN: the two emails you receive, your QR code and your 4-digit wash PIN.
2. Washing with Fleet Wash: starting a wash at the kiosk, or in the app where your wash offers it.

GETTING STARTED

# What your MonsoonOS team sets up for you

What Cactus Wash Systems prepares before your first sign-in, what you fill in yourself, and what to ask us for later.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Some setup happens on our side before you ever sign in. This page explains what we do, the one form you fill in, and the changes you ask us for later.

## The one form you fill in: your merchant processing application

Card payments through Rain Pay need an approved merchant account. After you place your order, you get an email titled **Complete your merchant processing application**. It opens a secure form with these sections:

- **Business Info**
- **Sites**: each location where you will take payments
- **Owners and Officers**
- **Primary Signer**
- **Bank Info**: where your card sales are deposited
- **Business Questions**
- **Documents**

Fill in every section and submit it. The approval decides when your account can take card payments, so send it back as soon as you can.

**If you cannot find the application email**

Search your inbox and spam folder for "merchant processing application". If it is not there, email support@cactuswashsystems.com and we will send it again.

## What we set up for you

Once your application is approved, your MonsoonOS team:

1. Creates your MonsoonOS account with your business name and contact details.
2. Adds one **location** for each site on your order.
3. Creates your **admin login** and sends you the welcome email.
4. Gives your account its own MonsoonOS web address, where you and your team sign in.
5. Connects your Rain Pay card processing to your locations and gets your terminals ready to pair.
6. Ships your hardware: Stormboxes, Rain Pay terminals and anything else on your order.

You then sign in, check the details we entered and finish the rest yourself with the Setup Guide. See Sign in for the first time.

## What to ask us for later

A few changes go through your MonsoonOS team rather than a page in the admin:

- **A new location.** Buy the site in the **Cactus Wash Shop** (**Settings › Cactus Wash Shop**), or email us. We add the location and connect its card processing.
- **Your own web address.** If you want MonsoonOS on an address of your own, email us.
- **Adding Fleet or QuickBooks sync**, or moving from Terminals Only to the Full Wash Platform.

For anything else, email support@cactuswashsystems.com.

GETTING STARTED

# Sign in for the first time

Use the welcome email's temporary password to sign in to the MonsoonOS admin, then choose your own password.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

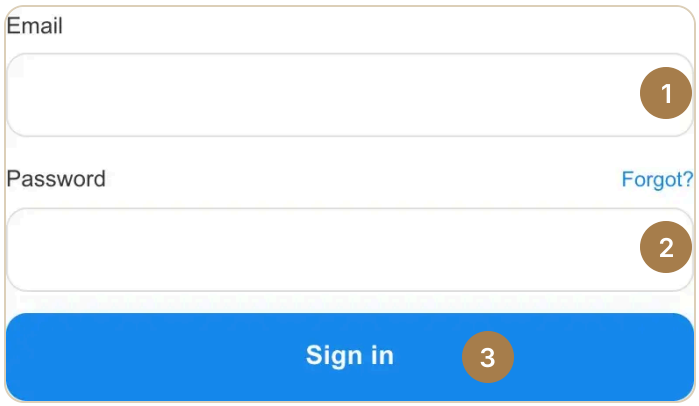
When your account is ready, you get an email titled **Your MonsoonOS account is ready**, followed by your business name. It holds your sign-in email, a temporary password and a **Log In Now** button.

## Before you start

- The welcome email.
- A computer or phone with a web browser. The admin works on both; a computer is easier for setup.

## Sign in and choose your password

1. Open the welcome email and select **Log In Now**. Your MonsoonOS sign-in page opens.
2. Enter the **Email** and the **Temporary Password** from the email exactly as shown, then select **Sign in**.
3. On **Change your password**, enter a new password. It needs at least 8 characters, one uppercase letter, and one number or special character.
4. Type it again to confirm, then select **Set new password**.
5. The admin home opens. If you still have setup to do, **Needs your attention** lists **Finish setting up** with a **Continue setup** button. It opens the Setup Guide.




1. Your sign-in **Email**.
2. The **Temporary Password** from the email.
3. **Sign in**.

Save the sign-in page in your browser's bookmarks. It is the web address under the **Log In Now** button in the email.

**If the sign-in page says "Username or Password is incorrect"**

Copy the temporary password from the email instead of typing it, and check there is no space before or after it. If it still fails, select **Forgot?** on the sign-in page to get a reset link by email.

**If you forget your password later**

On the sign-in page, select **Forgot?** and enter your email. The reset link in the email works for one hour.

**If you see "You have been signed out due to inactivity"**

For your security, the web admin signs you out after a period without activity. Sign in again; nothing you saved is lost.

## What to do next

Take a tour of the admin home, then open the Setup Guide.

GETTING STARTED

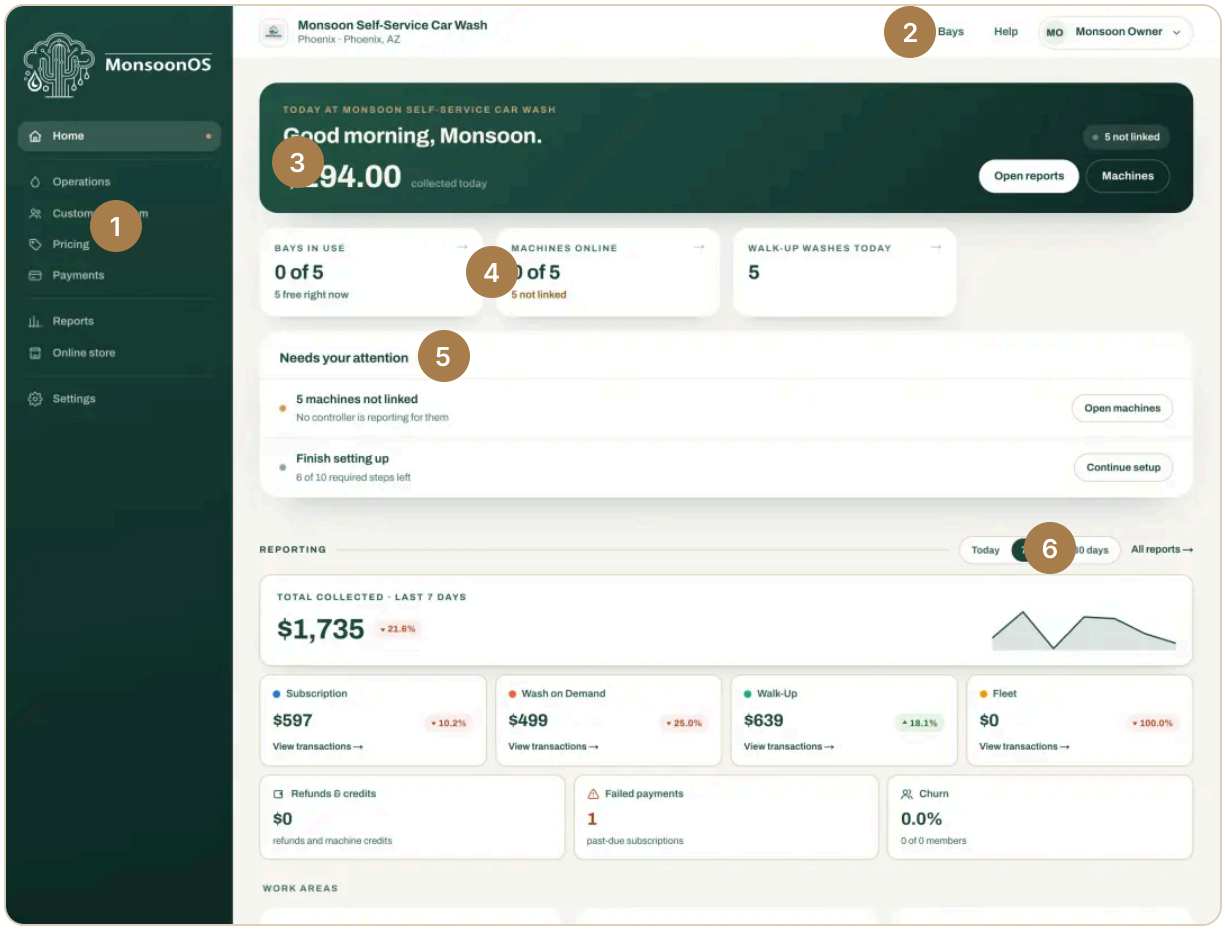
# A tour of the admin home

The MonsoonOS admin home and the menu on the left, what each area of the menu holds, and why yours may show more or fewer areas and tabs than someone else's.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

The admin home is the first page you see after signing in. The menu on the left takes you to every part of the admin, and the home itself shows how today is going.




1. The menu: **Home** and each area of the admin.
2. **Bays** opens the live bays page, and **Help** opens this guide.

3. What came in today, with **Open reports** and **Machines**.
4. Bays in use, machines online and walk-up washes today.
5. **Needs your attention**: what to look at next.
6. **Today**, **7 days** and **30 days** change the reporting figures.

## The menu

Each area of the menu opens its first page. The other pages of that area are tabs across the top of the page. In this guide, a path such as **Pricing › Promotions** means: select **Pricing** in the menu, then the **Promotions** tab. On a phone, open the menu with the button at the top left.

| Area | Its tabs |
|---|---|
| **Operations** | **Machines**, **Terminals** and **Fleet Management** (when you have Fleet) |
| **Customers & team** (Full Wash) | **Customers** and **Team** |
| **Pricing** | The pricing page for each kind of machine you have (**Self-Service Bay Settings**, **IBA Tiers**, **Vacuum Settings**, **Dog Wash Settings**), **Subscription Packages** (Full Wash) and **Promotions** |
| **Payments** | **Refunds & Credits**, **Held Payments** and **Card Deposits** (once your card deposit account is set up) |
| **Reports** | **Reports** |
| **Online store** (Full Wash) | **Orders**, **Inventory**, **Store Settings** and **Shippo Settings** |
| **Settings** | **Admin Settings**, **Location Settings**, **Platform Billing**, **Email Settings**, **Legal Settings** and **Account Creation** (Full Wash), **DejaUP Connection** (when you have MDB card readers), **QuickBooks** (with the add-on), **Cactus Wash Shop** and the **Setup Guide** |

Dog washes see **Pack Management** in place of Fleet Management. A business that also runs Tip Box or Dryline vending sees those areas too.

**Admin Settings** is where you set your logo and brand colors, your business contact details, tax settings, and your own admin email and password.

## The top bar

Your business name sits at the top of every page. On the right:

- **Bays** (Full Wash Platform) opens the live bays page, where your team sees what is running and uses **Emergency Stop** and **Force Stop**. It shows when your role can run machines or force-stop a wash. See Lock, unlock and force-stop a machine.
- **Help** opens this guide, showing your plan.
- Your name opens a menu with **Sign out**.

## The home

From top to bottom:

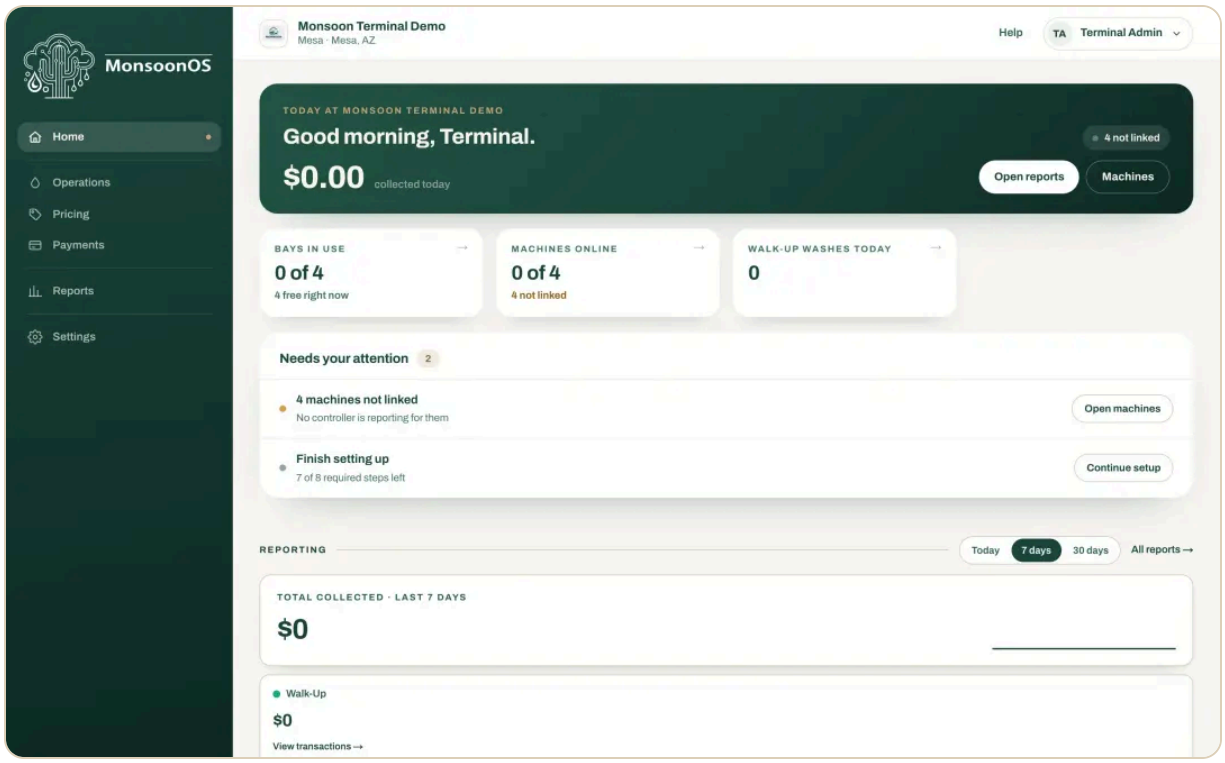
- **The green band** shows what came in today, with **Open reports** and **Machines**.
- **The tiles** show bays in use, machines online and walk-up washes today. Select a tile to open its page.
- **Needs your attention** lists what to look at next, such as machines that are not reporting or setup steps left, each with a button that opens the right page.
- **Reporting** shows what came in by stream, with refunds, failed payments and churn. **Today**, **7 days** and **30 days** change these figures; they do not change any settings. **All reports** opens **Reports**.
- **Work areas** has a card for each area of the menu, with a live note such as how many machines are online.

## Why your admin may look different

The admin only shows what you can use:

- **Your plan.** Terminals Only does not show **Customers & team** or **Online store**, or Subscription Packages.
- **Your equipment.** A pricing page appears only when you have that kind of machine. DejaUP Connection appears only when you have an MDB card reader.
- **Your role** (Full Wash). An area or tab appears only if your role includes its permission. A Staff member sees far fewer than an Owner.

This is the same home on Terminals Only:




If a page you need is missing, check Which plan do I have? and ask your owner to check your role.

## One location or several

Every page in the menu is one page for all your locations, so there is only one place to make each change.

- **One location:** the pages show that location.
- **Several locations:** where something is set for each location, such as prices, terminals and employee time, choose the location from **Location** at the top of the page. Lists such as **Machines**, **Customers** and **Team** show every location, and **Location** narrows them to one. The home ends with a **Locations** section: select a location to see its machines. The reporting on the home has a location picker, set to **All locations** at first.

## The phone app

Owners and staff can also run much of this from the Admin tab of the MonsoonOS phone app. Pairing terminals, Held Payments, Refunds, QuickBooks and the role editor stay on the web.

GETTING STARTED

# The Setup Guide, step by step

Every step of the MonsoonOS Setup Guide in order, which plans see it, what finishes it and which steps unlock others.

Every plan

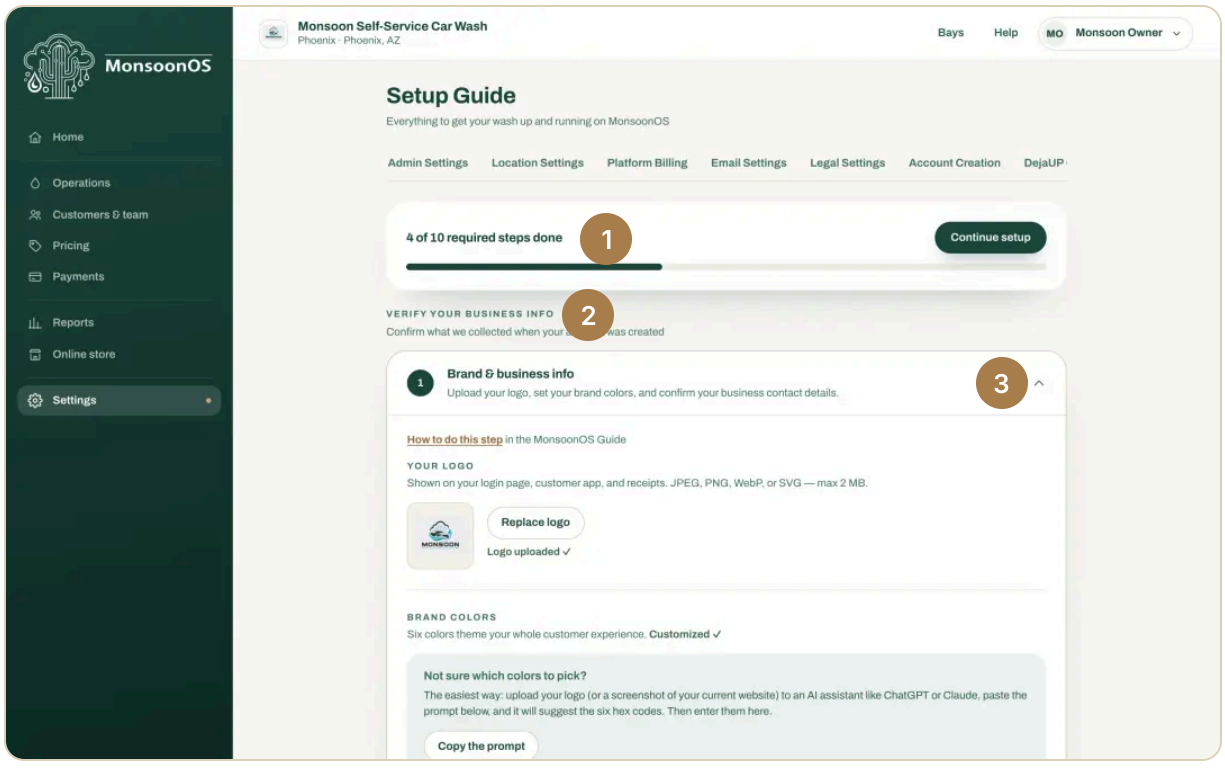
Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Setup checklist" (Owner by default). On Terminals Only, your admin login.

The **Setup Guide** is a checklist inside MonsoonOS that takes you from a new account to a wash that is ready for customers. It checks your real data, so a step you finish on another page is ticked off here too.

## Open the Setup Guide

On the admin home, select **Continue setup** beside **Finish setting up** under **Needs your attention**, or go to **Settings › Setup Guide**.



1. How many required steps are done, and **Continue setup** to jump to the next one.
2. Steps are grouped; this is **Verify your business info**.
3. Each step opens to show what to do.

## How steps work

- Steps are in five groups, in the order they depend on each other.
- A **locked** step opens when the steps it needs are done. For example, pricing opens once you have added machines.
- Some steps finish on their own when MonsoonOS sees the work done, such as a machine added or a Stormbox online. Others ask you to confirm, with a button such as **Everything looks right**.
- Optional steps have **Skip for now**. You can come back to them at any time.
- You only see steps that apply to your plan and your equipment.

## The steps

### Verify your business info

These confirm what we entered when we created your account.

| Step | What to do | Plans |
|---|---|---|
| **Brand & business info** | Upload your logo, set your brand colors and confirm your business contact details. The step needs a logo before it can finish. | Both |
| **Location details** | Confirm the name, address and phone number of each location. | Both |
| **Legal settings** | Confirm the details used in your public Terms of Service and Privacy Policy. | Full Wash |

## Equipment

Opens when the business info steps are done.

| Step | What to do | Plans |
|---|---|---|
| **Add your machines** | Add every bay, vacuum, in-bay automatic and dog wash you operate. Select **I've added all my machines** when the list is complete. | Both |
| **Bring your Stormboxes online** | Claim the Stormbox for each machine, turn it on and assign its relays. Your installer usually does the wiring; this step connects each Stormbox to the right machine. | Both |
| **Machine photos** | Upload a photo of each machine, or select **Use default images**. | Both |

## Pricing & revenue

Opens when you have added machines. You see one step per kind of machine you have.

| Step | What to do |
|---|---|
| **Self-service bay pricing** | Set the price and timer mode for your self-service bays. |
| **Vacuum pricing** | Set the price and timer mode for your vacuums. |
| **In-bay automatic wash menu** | Create the wash tiers customers choose from at your in-bay automatics. |
| **Dog wash pricing** | Set the price and timer mode for your dog wash stations. |

## Selling

| Step | What to do | Plans |
|---|---|---|
| **Subscription packages** | Create the Wash Club plans customers can subscribe to. | Full Wash |
| **Promotions** | Optional: create promo codes, free washes or account credits. | Both |

| Step | What to do | Plans |
|---|---|---|
| **Pair payment terminals** | Pair the Rain Pay terminals at your bays so walk-up customers can pay. See Pair an Experience terminal or Register an MDB card reader. | Both |

## Optional extras

All on the Full Wash Platform. **Fleet programs** also appears on Terminals Only when you have the Fleet add-on.

| Step | What it opens |
|---|---|
| **Customers** | Your customer accounts. |
| **Employees** | Your team, to invite staff and choose their roles. |
| **Fleet programs** | Company accounts that wash on one monthly bill (**Pack programs** for dog washes). |
| **Online store** | Your own online store. |

**If a step stays locked**

Open the steps above it. A locked step lists what it is waiting for, usually the business info steps or **Add your machines**.

**If a step will not finish**

Read the hint under the button. **Brand & business info** needs a logo, and **Add your machines** needs at least one machine.

When every required step is done, **Finish setting up** leaves the admin home. Before you open to customers, run the go-live checklist for your plan: Terminals Only or Full Wash.

GETTING STARTED

# Go-live checklist: Full Wash

The last checks before you open a Full Wash Platform site to customers, covering machines, terminals, memberships, the app and your team.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

Work down this list with the admin open. Each line links to the article that explains it.

## Account

- ☐ Your merchant processing application is approved and your card processing is connected. (What your MonsoonOS team sets up)
- ☐ Every required step in the **Setup Guide** is done, including **Legal settings**. (The Setup Guide)
- ☐ Your logo, brand colors, business contact details and each location's address are correct. Customers see these in the app and in emails.

## Machines and prices

- ☐ Every wash point is in **Machines**, with a name and photo customers will recognize.
- ☐ Each machine's Stormbox shows online.
- ☐ Prices are set on the pricing page for each kind of machine.

## Memberships and the app

- ☐ Your Wash Club plans are in **Subscription Packages**, with the right price at each location.
- ☐ Sign up for one plan yourself in the customer app with a real card, start a bay from the app, then cancel the test membership.
- ☐ Check the customer emails in **Email Settings** read the way you want, and send yourself a test.

## Terminals

- [ ] Every Experience terminal shows **ACTIVE** on the **Terminals** page, is on the right bay (or is a shared kiosk) and its **Screen lock** shows **Locked**. (Pair an Experience terminal)
- [ ] Every MDB card reader is registered on the right pay station or token machine, and **DejaUP Connection** shows the webhook as **Configured**. (Connect DejaUP)
- [ ] One real card sale on each terminal starts the machine and appears in **Reports**.

## Team

- [ ] Everyone who works the site has their own login with the smallest role that lets them do their job. (Built-in roles)
- [ ] Anyone who only works at some sites is limited to those locations. (Limit someone to certain locations)

## Security

- [ ] You changed the kiosk service PIN from the default. (Kiosk service PIN)
- [ ] You worked through the Security checklist.

**If a test sale charges the card but the machine does not start**

Check the machine's Stormbox shows online in **Machines**, then refund the sale in **Refunds & Credits**. If the Stormbox is online and the machine still does not start, email support@cactuswashsystems.com with the machine name and the time of the sale.

# Edit your location details

Change each location's name, address, phone number and opening hours on the MonsoonOS Location Settings page, copy a location's sign-up link, and find out how a new location is added.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

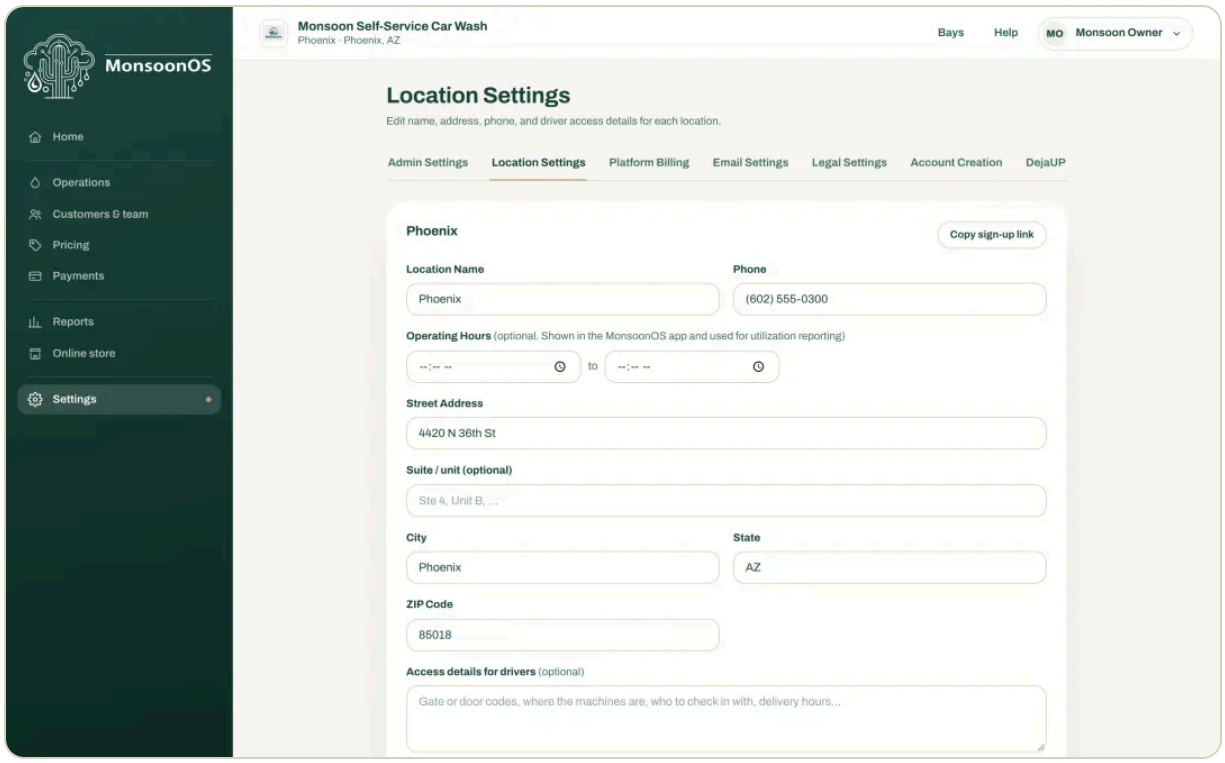
**Who can do this:** On Full Wash, anyone whose role includes "Add and edit locations" (Owner by default). On Terminals Only, your admin login.

Each of your locations has its own name, address, phone number and opening hours in the MonsoonOS admin. Keep them accurate. MonsoonOS uses a location's state to set its time zone, so reports count each day from local midnight, and it uses the address to look up the sales tax rate when you collect tax on washes.

## Edit a location

1. Open **Settings › Location Settings**. There is one card for each of your locations.
2. On the location's card, change the fields you need. Each field is described below.
3. Select **Save**.

**Saved.** appears next to the button when the change is stored.




# The fields

| Field | What it is |
|---|---|
| **Location Name** | The name used for this site across MonsoonOS. |
| **Phone** | The location's phone number. |
| **Operating Hours** | Optional opening and closing times. On the Full Wash Platform the MonsoonOS app shows them under your wash's name. Reports use them to work out how busy your machines are while you are open. Leave them blank and the app shows no hours. |
| **Street Address** | Start typing and pick a suggestion to fill in the city, state and ZIP code for you. |
| **Suite / unit (optional)** | A suite or unit number, if the site has one. |

| Field | What it is |
|---|---|
| **City**, **State**, **ZIP Code** | The rest of the address. |
| **Access details for drivers** | Optional. Shown only to route drivers in the Dryline VMS app. Leave it blank if you do not use Dryline VMS. |
| **Payment Merchant ID** | Read-only. The merchant number shared by every payment terminal at this location. We fill it in when your card processing is set up. |

## How the address is checked

When you save, MonsoonOS checks the address with USPS.

- **Address verified with USPS** under the card means it matched.
- If USPS suggests a different version, a box shows **You entered** and **USPS suggests** side by side. Select **Use suggested address** to take the USPS version, or **Edit address** to go back and fix what you typed.
- If USPS cannot confirm the address, which is common for a new building, the card shows why and offers **Save anyway (mark as unverified)**. The card then says **Saved without USPS verification**.

The card also says whether the map customers see in the MonsoonOS app (on the Full Wash Platform) found the address. If it shows a warning that it could not locate this address, check the street and ZIP code, then select **Retry**.

**If the save asks for a suite or unit number**

Type it in **Suite / unit (optional)**, or add it to the end of the street address, then select **Save** again. If the building has no unit number, select **Save anyway (mark as unverified)**.

**If the Payment Merchant ID box is empty**

It says the merchant ID is not set up yet. It fills in once your card processing is approved and connected. If your terminals are already taking cards and it is still empty, email support@cactuswashsystems.com.

**If a location is missing from the page**

You may be limited to certain locations. Ask your owner, or see Limit someone to certain locations.

## Copy a location's sign-up link

On the Full Wash Platform, each location has its own sign-up link. Customers who choose their Wash Club plan from it join at that location and pay its prices. See Set a different plan price at one location.

1. Open **Settings › Location Settings**.
2. On the location's card, select **Copy sign-up link**. The button shows **Copied!**.
3. Send the link to the customer, for example by email or text, or put it behind a QR code at that location.

A customer who opens the link is asked to sign in, or to create an account, and then chooses their plan at that location's prices. The link works on your website. A customer who joins in the MonsoonOS app pays the standard price.

**If Copy sign-up link does not copy**

Your browser blocked it. The card shows the link under **Sign-up link**. Select it and copy it yourself.

## Add a new location

You cannot add a car wash or dog wash location yourself. Buy the site in the **Cactus Wash Shop** (**Settings › Cactus Wash Shop**), or email support@cactuswashsystems.com. Your MonsoonOS team adds the location and connects its card processing, and it then appears on this page. See What your MonsoonOS team sets up for you and The Cactus Wash Shop.

## The rest of a location's setup

Machines, terminals and prices are set for each location, each on one page for all your locations. With several locations, choose the location from **Location** at the top of **Operations › Machines**, **Operations › Terminals** or a **Pricing** page.

# Next

Add a machine.

# Add a machine

Add each self-service bay, in-bay automatic, vacuum and dog wash station to a location in the MonsoonOS admin, choose its type and give it a name customers recognize.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Set up machines" (Owner by default). On Terminals Only, your admin login.

A machine is anything a customer pays to use: a self-service bay, an in-bay automatic, a vacuum or a dog wash station. Add every machine at a location first. Connecting its Stormbox, setting its price and pairing its terminal all start from the machine.

## Before you start

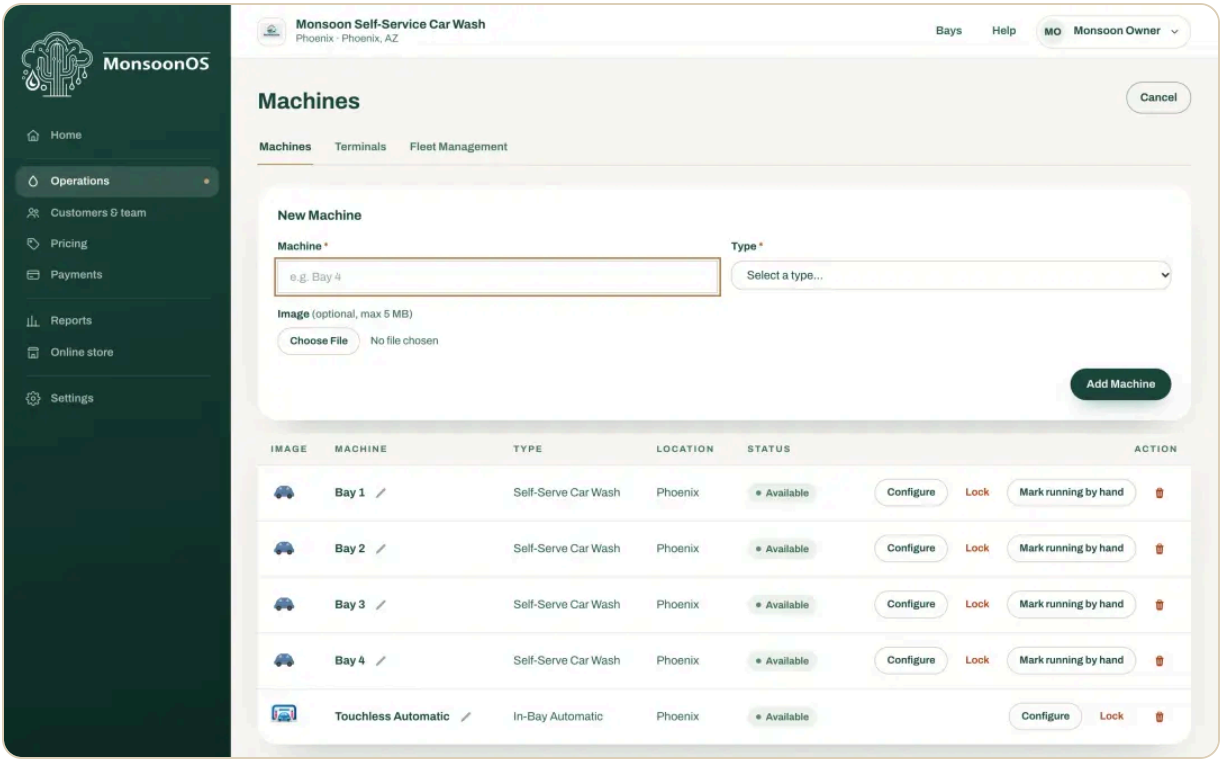
- A name for each machine that customers will recognize, such as "Bay 4" or "Vacuum 2". Number your machines the way the signs at your site do.

## Add the machine

1. Go to **Operations › Machines**. With several locations, the page lists every location; choose one from **Location** at the top of the page to see only its machines.
2. Select **+ Add Machine**.
3. Under **New Machine**, type the name in **Machine**.
4. Choose the **Type**. The table below explains each one.
5. With several locations, choose the **Location** the machine is at. If the page is showing one location, the form starts with that location.
6. Optionally choose an **Image**: JPEG, PNG, WebP, SVG or HEIC, up to 5 MB. You can add or change it later; see Add machine photos.
7. Select **Add Machine**.

The machine appears in the list with its type, location and status.

> **Note**
>
> A machine stays at the location you add it to, so check the **Location** before you select **Add Machine**. **Quick add** in the Setup Guide asks for the **Location** too.




## Choose the right type

The type decides which pricing page sets the machine's price, and Rain Pay terminals price a machine by its type.

| Type | Use it for | Priced on |
|---|---|---|
| **Self-Serve Car Wash** | A self-service car wash bay where the customer pays for time. | Self-Service Bay Settings |
| **In-Bay Automatic** | An automatic wash where the car stays still and the equipment moves. Customers pick a wash from a menu. | IBA Tiers |

| Type | Use it for | Priced on |
|---|---|---|
| **Vacuum** | A vacuum station. | Vacuum Settings |
| **Dog Wash** | A dog wash station. | Dog wash pricing |

A dog wash business uses **Dog Wash** for its bays, and MonsoonOS calls them **Dog Wash Bays**. A car wash can add a **Dog Wash** station too; it gets its own pricing page.

Your list can also show **Token Machine**, and **Vending** when Dryline VMS vending is part of your account. Those are set up differently from wash machines, so talk to your MonsoonOS team before you add one.

## Rename a machine or change its type

1. On the machine's row, select the pencil next to its name.
2. Change the name in **Machine**, or choose a new **Type**.
3. Select **Save**.

**Saved** shows next to the name. A machine with no type shows **Set type** in the **Type** column. Select it and choose one, because a terminal cannot price a machine without a type.

> **If the type change is refused**
>
> Read the message. You cannot change a machine's type while a session is running on it, so try again when it ends. An in-bay automatic that still has its wash setup must have that setup cleared first: email support@cactuswashsystems.com. Vending and token machines always keep their type.

## Delete a machine

1. On the machine's row, select the trash can.
2. Select **Confirm**.

You cannot delete a machine while a session is running on it. To take a machine out of use for a while, lock it instead; see Lock, unlock and force-stop a machine.

**If you do not see + Add Machine**

Your role does not include **Set up machines**. You can see the list but not change it. Ask your owner.

**If a new machine shows the wrong location**

A machine cannot be moved to another location. Delete it, then add it again with the right **Location**.

## Next

Bring a Stormbox online, then set the price for each kind of machine.

# Bring a Stormbox online

After your installer wires a Stormbox, claim it for its machine in the MonsoonOS admin, connect it to Wi-Fi, switch it on and send a test.

Every plan | Stormbox

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Stormbox.

**Who can do this:** On Full Wash, anyone whose role includes "Set up machines" (Owner by default). On Terminals Only, your admin login.

A Stormbox connects a machine to MonsoonOS, so a payment, the app or your team can start it. Your installer mounts and wires the Stormbox, following the install sheet that comes with the hardware. This article covers your part in the MonsoonOS admin: claiming the Stormbox for its machine, connecting it to Wi-Fi, switching it on and testing it.

## Before you start

- The machine added in **Machines**. See Add a machine.
- The Stormbox installed, wired and powered on by your installer.
- The Stormbox's **serial number**, printed on its label.
- The name and password of the site's 2.4 GHz Wi-Fi network, if the Stormbox will use Wi-Fi.

## Open the Configure Stormbox page

1. Go to **Operations › Machines**. With several locations, choose one from **Location** at the top of the page to see only its machines.
2. On the machine's row, select **Configure**.

The **Configure Stormbox** page for that machine opens. You can also reach it from the Setup Guide: the **Bring your Stormboxes online** step lists every machine with a **Configure Stormbox** button.

## Claim the Stormbox

1. Under **Stormbox Link**, type the serial number from the Stormbox's label.
2. Select **Claim**.

A message confirms the Stormbox is claimed and linked to this machine. **Stormbox Link** now shows the Stormbox's status, its serial number and **Last contact**.

One Stormbox can run several machines. For the second machine on the same Stormbox, choose the Stormbox from the **Select a claimed Stormbox...** list instead, then select **Assign**.

## Connect it to Wi-Fi

Once the Stormbox is claimed, a **Wi-Fi** card shows its connection, its **Network** and the machines it runs. A new Stormbox with a cellular backup comes online over cellular by itself, so you can set its Wi-Fi from here.

1. In the **Wi-Fi** card, select **Set up Wi-Fi**. If a network is already set, the button says **Change Wi-Fi**.
2. Type the **Network name** exactly as it appears, capital letters and spaces included.
3. Type the Wi-Fi **Password**, then type it again in **Confirm password**. Tick **Show password** to check what you typed.
4. Select **Continue**.
5. Read the summary. The Stormbox restarts and is offline for about 2 to 5 minutes, and its machines cannot start a wash until it is back.
6. Select **Restart and join**.

The card shows progress while the Stormbox joins. When it is done, the card shows **Online** and the new network.

> **Note**
>
> The Stormbox joins 2.4 GHz networks only. Guest networks with a sign-in page and company logins do not work.

## Switch it on and save

1. Turn on **Stormbox Enabled**. When it is on, the machine is in service for customers. When it is off, the machine is out of service and hidden from customers.
2. Select **Save Configuration**.

**Stormbox configuration saved.** appears at the bottom right. The wiring settings lower on the page are filled in by your installer from the install sheet. Leave them as they are.

## Test the machine

1. Make sure the bay is clear.
2. Select **Test Pulse**. On an in-bay automatic the button says **Test Wash Start** and starts a real wash, so MonsoonOS asks you to confirm first.
3. Watch the machine start.

A message at the bottom right confirms the test was sent. **Test Connection** checks that MonsoonOS is ready to send commands to the Stormbox. To see when the Stormbox itself last reported, read **Last contact** under **Stormbox Link**.

When the test works, the machine is ready to sell. Pair its terminal next: Pair an Experience terminal or Register an MDB card reader.

## Emergency Stop Lockout

**Emergency Stop Lockout** is the number of seconds a machine stays locked after a team member uses Emergency Stop on a running wash, so a stray signal cannot restart it straight away. It is 10 seconds unless you change it, and can be 0 to 300. Select **Save Configuration** after changing it. See Lock, unlock and force-stop a machine.

## Track progress in the Setup Guide

In the Setup Guide step **Bring your Stormboxes online**, each machine shows **Claimed**, **Enabled** and **Relays assigned**. **Relays assigned** turns green once your installer has saved the wiring settings. The step is done when every machine is claimed and enabled. For a machine that has no Stormbox, select **No Stormbox**.

**If Claim says no Stormbox was found with that key**

Check the serial number on the label again, character by character, and type it exactly. If it still fails, email support@cactuswashsystems.com with the serial number.

**If Claim says the Stormbox is already claimed by another organization or has been disabled**

Email support@cactuswashsystems.com with the serial number. Do not try a different Stormbox's number.

**If Test Pulse is greyed out**

Turn on **Stormbox Enabled** and select **Save Configuration** first.

**If the test says MonsoonOS could not reach the Stormbox to send the test**

Check that the Stormbox has power and shows **ONLINE** under **Stormbox Link**, then try again. See A machine or Stormbox is offline.

**If Test Connection says MonsoonOS could not open its connection to this Stormbox**

Try again in a minute. If it keeps failing, email support@cactuswashsystems.com with the serial number.

**If the test says No relay profile assigned to this machine**

The wiring settings have not been saved yet. Ask your installer to finish them.

**If Restart and join is greyed out**

A wash is running on one of the Stormbox's machines; wait for it to finish. The Stormbox also needs 5 minutes after a restart before its Wi-Fi can be changed, and the card shows how long until you can make another change.

**If the Stormbox cannot join the network**

If it has a cellular backup, it comes back online over cellular. Check the name and password, then select **Try again**, or select the button to go back to the network it used before.

**If the Wi-Fi card says to contact support, or there is no Wi-Fi card**

Some Stormboxes cannot have their Wi-Fi changed from the admin. Email support@cactuswashsystems.com with the serial number.

**If you claimed the Stormbox for the wrong machine**

Email support@cactuswashsystems.com before you change anything. **Unclaim Stormbox** takes the machine out of service, and if no other machine uses that Stormbox, it releases the Stormbox from your account.

**If you see the Wi-Fi card but no Set up Wi-Fi button**

Your role does not include **Change Stormbox Wi-Fi**. Ask your owner.

# Add machine photos

Upload a photo for each machine in the MonsoonOS admin, or keep the default images, so customers and your team can tell your machines apart.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Set up machines" (Owner by default). On Terminals Only, your admin login.

Every machine has a picture. Until you upload your own, MonsoonOS shows a default image that matches the machine's type. On the Full Wash Platform, customers see these photos in the MonsoonOS app when they pick a bay. On Rain Pay Terminals Only, the photos appear in your admin and help your team tell machines apart.

Photos are optional. The default images work fine.

## Before you start

- A photo of each machine, in JPEG, PNG, WebP, SVG or HEIC format, up to 5 MB. HEIC is the format many phones save in.
- A clear, well-lit shot of the bay or station, with its number or sign showing if you can.

## Upload from the Machines page

1. Go to **Operations › Machines**. With several locations, choose one from **Location** at the top of the page to see only its machines.
2. Point at the machine's picture in the **Image** column, then select it. The camera symbol means you can upload.
3. Choose the photo.

The new photo replaces the picture when the upload finishes. To go back to the default image, point at the picture and select the small **×** in its corner.

# Upload from the Setup Guide

1. Open **Settings › Setup Guide**.
2. Open the **Machine photos** step. Each machine shows **Default image** or **Custom photo**.
3. Next to a machine, select **Upload**, or **Replace** if it already has a photo.
4. Choose the photo.

The step finishes when every machine has a photo. To keep the default images instead, select **Use default images**.

**If the upload says Invalid file type**

Save the photo as a JPEG or PNG and try again.

**If the upload says the file is too large**

Photos can be up to 5 MB. Resize the photo or take it at a lower resolution, then upload it again.

**If there is no camera symbol or no ×**

Your role needs **Set up machines** to change machine photos. Ask your owner.

# Lock, unlock and force-stop a machine

Lock a machine in the MonsoonOS admin so nobody can start it, unlock it again, and use Force Stop or Emergency Stop when a wash keeps running.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Set up machines" (Owner by default). On Terminals Only, your admin login.

Three controls stop a machine from being used, and each is for a different job:

| Control | Use it when | Where |
|---|---|---|
| **Lock** | A machine should not be used for a while, such as for cleaning or a repair. | **Machines** page |
| **Force Stop** | A bay keeps running after MonsoonOS shows the session has ended. | The machine's **Configure Stormbox** page, or **Bays** (Full Wash Platform) |
| **Emergency Stop** | A team member needs to stop a customer's running wash (Full Wash Platform). | **Bays** page |

## Lock a machine

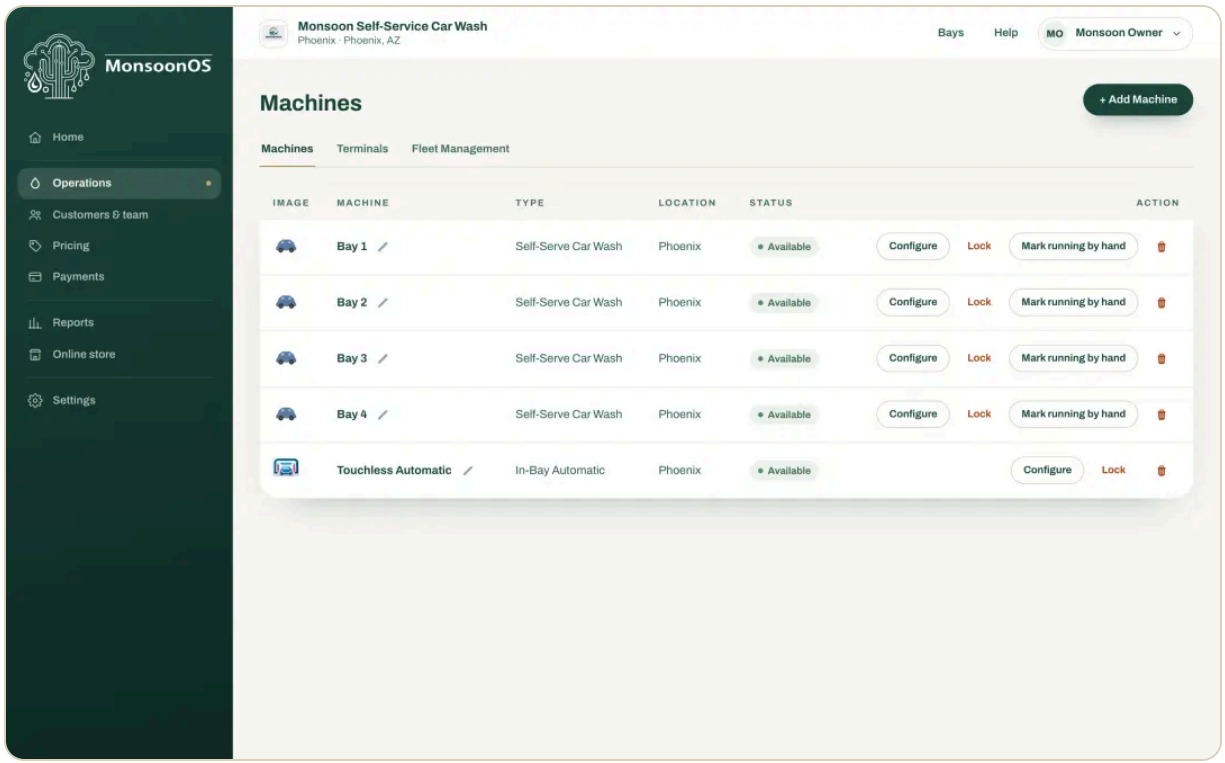
A locked machine cannot be started. Rain Pay terminals show it as unavailable, and so does the MonsoonOS app on the Full Wash Platform. Locking does not stop a wash that is already running.

1. Go to **Operations › Machines**. With several locations, choose one from **Location** at the top of the page to see only its machines.
2. On the machine's row, select **Lock**.

The machine's status changes to **Locked**. To put it back in use, select **Unlock** on the same row. The status changes back to **Available**.

### Machine statuses

| Status | What it means |
|---|---|
| **Available** | In service and unlocked. |
| **Locked** | Locked by your team. Select **Unlock** to put it back in use. |
| **Out of service** | **Stormbox Enabled** is off on the machine's **Configure Stormbox** page. See Bring a Stormbox online. |




## Force Stop a bay that keeps running

Force Stop is for a bay that is still running even though MonsoonOS shows its session has ended. It tells the Stormbox to stop the bay whether or not MonsoonOS thinks a session is running, and clears any session stuck waiting to stop. It does not lock the bay. Your role needs **Force-stop a wash**.

### From the machine's setup page

1. On the **Machines** page, select **Configure** on the bay's row.
2. Find **Bay Recovery**.
3. Select **Force Stop**.
4. Confirm.

**Stop pulse confirmed** appears when the Stormbox has stopped the bay.

### From the Bays page (Full Wash Platform)

This is the way in for team members whose role does not include **See machine setup**.

1. Select **Bays** in the top bar of the admin.
2. On the bay's card, select **Force Stop**. A bay with a wash running shows **Emergency Stop** instead.
3. Confirm.

A message at the top of **Bays** says when the bay has confirmed the stop.

Force Stop is not offered on:

- **In-bay automatics.** Once a wash starts, the in-bay automatic runs its own cycle.
- **Count-down bays.** The bay's own timer ends the wash when the paid time runs out. **Bay Recovery** says so, and to end a wash early you use the bay's physical stop.

**Force Stop** is greyed out while **Stormbox Enabled** is off.

## Emergency Stop (Full Wash Platform)

On the Full Wash Platform, team members whose role includes **Run machines** can stop a customer's running wash from the **Bays** page. Open it with **Bays** in the top bar of the admin, or the **Bays** tab of the MonsoonOS app.

1. Find the running machine on **Bays**.
2. Select **Emergency Stop**.

The machine stops. On **Bays** it then shows **Temp. Locked** for the number of seconds set in **Emergency Stop Lockout** on its **Configure Stormbox** page (10 seconds unless you change it). A Wash On Demand customer is not charged for that wash, and a Wash Club member gets back what the start used.

**Emergency Stop** is not offered on in-bay automatics or count-down bays, for the same reasons as Force Stop.

Rain Pay Terminals Only does not include the **Bays** page.

**If there is no Lock button**

Your role does not include **Set up machines**. Ask your owner.

**If you do not see Bay Recovery**

Your role needs **Force-stop a wash**, and **See machine setup** to open the **Configure Stormbox** page. Without **See machine setup**, use **Force Stop** on **Bays** instead. Bay Recovery is also hidden on in-bay automatics.

**If Force Stop says the Stormbox did not confirm the stop**

The Stormbox may be offline or without power. Check the bay, then see A machine or Stormbox is offline. If the bay is still running, use its physical stop.

**If customers say a machine will not start**

Check its status on the **Machines** page first. If it shows **Available**, check its Stormbox: see A machine or Stormbox is offline.

# Machine alert emails

MonsoonOS emails your team when a Stormbox stops reporting and again when it is back online, and each person's role decides whether they get those emails.

Every plan | Stormbox

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Stormbox.

**Who can do this:** On Full Wash, anyone whose role includes "Get machine alerts" (Owner and Manager by default). On Terminals Only, your admin login.

MonsoonOS keeps watch on every Stormbox you have claimed. When one stops reporting for more than 10 minutes, it emails your team a list of the machines it runs. When they report again, it sends a second email to say they are back. You get one email per outage, not a new one every few minutes.

## What the emails say

| Email | Subject | What is in it |
|---|---|---|
| Offline | Your business name, then "1 bay offline" or "3 bays offline" | Each machine affected, its Stormbox serial number and when it last reported, a note that MonsoonOS cannot start those machines until their Stormbox checks in again, and an **Open Admin Dashboard** button. |
| Back online | Your business name, then "Bay back online" or "3 bays back online" | The machines reporting again. No action needed. |

A Stormbox you have claimed that has never connected counts as offline too. Its line says **never reported**.

When you get an offline email, see A machine or Stormbox is offline.

## Who gets them

Everyone on your team whose role includes **Get machine alerts**. On the built-in roles that is the Owner and the Manager, and the account admin login always gets them. Staff do not, unless you add the permission to their role.

Someone limited to certain locations only hears about machines at those locations.

On Rain Pay Terminals Only, the alerts go to your admin login.

## Change who gets them (Full Wash Platform)

Alerts follow roles. To add someone, give them a role that includes **Get machine alerts**. To stop someone getting them, give them a role without it. See Built-in roles and Build a custom role.

Alerts go to the email address each person signs in with.

## Change the wording

Both emails can be reworded. Open **Settings › Email Settings**, and under **Devices** select **Device Offline Alert** or **Device Recovery Alert**. See Customer emails.

**If nobody gets the alerts**

Check that at least one person's role includes **Get machine alerts** and that their email address is right. MonsoonOS sends nothing when nobody on your team has that permission.

**If you get an offline email for a machine you no longer use**

Its Stormbox is still claimed by your account. Email support@cactuswashsystems.com with the serial number from the email.

# A machine or Stormbox is offline

What to check, in order, when a MonsoonOS machine or its Stormbox shows offline, from power and the site's internet to the Stormbox's Wi-Fi, before you contact support.

Every plan | Stormbox

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Stormbox.

**Who can do this:** On Full Wash, anyone whose role includes "See machine setup" (Owner by default). On Terminals Only, your admin login.

When a Stormbox stops reporting, MonsoonOS cannot start the machines it runs. Rain Pay terminals show those machines as unavailable until the Stormbox is back, and your team gets a machine alert email. Most outages come down to power or the site's internet. Work through the checks below in order.

Leave the inside of the Stormbox and its wiring to your installer.

## Find the Stormbox's status

1. Go to **Operations › Machines**. With several locations, choose one from **Location** at the top of the page to see only its machines.
2. On the machine's row, select **Configure**.
3. Read the status under **Stormbox Link**.

| What you see | What it means |
|---|---|
| **ONLINE** | The Stormbox is reporting normally. |
| **ONLINE** with **On cellular backup** | The site's Wi-Fi is not working and the Stormbox is using its cellular backup. It is still online. Fix the Wi-Fi when you can. |
| **OFFLINE** | The Stormbox has not reported for more than 10 minutes. **Last contact** shows when it last did. |

| What you see | What it means |
|---|---|
| **CLAIMED** | The Stormbox is claimed but has never connected. |

The **Wi-Fi** card on the same page shows the same thing in words: **Online**, **Running on cellular backup**, or **Offline since** a date and time. If your **Machines** page has a **Stormboxes** list at the bottom, it shows each Stormbox as **Online**, **On cellular** or **Offline**. On a location's **Machines** page it lists that location's Stormboxes.

## Check these, in order

1. **Power.** Check that the machine has power and that its breaker is on. A Stormbox goes offline when its power is off.
2. **The site's internet.** Check that the router or modem is on, and that a phone can connect to the site's Wi-Fi and open a web page. If the internet is down, restart the router.
3. **A changed Wi-Fi network.** If you replaced the router or changed the Wi-Fi name or password, the Stormbox cannot join until you give it the new details. If it has a cellular backup, it comes online over cellular, and you can set the new network in the **Wi-Fi** card. See Bring a Stormbox online.
4. **A Wi-Fi change in progress.** After **Restart and join**, a Stormbox is offline for about 2 to 5 minutes. Wait, then reload the page.
5. **Test Connection.** On the **Configure Stormbox** page, select **Test Connection**. It checks the MonsoonOS side, not your site. If it says MonsoonOS is ready to send commands to this Stormbox, that side is fine, and **Last contact** shows when the Stormbox itself last reported. If it says MonsoonOS could not open its connection to this Stormbox, try again in a minute, and email support if it keeps failing.

## If the Stormbox is online but customers still cannot start the machine

Check the machine's status on the **Machines** page:

- **Locked**: select **Unlock**. See Lock, unlock and force-stop a machine.
- **Out of service**: **Stormbox Enabled** is off. Turn it on and select **Save Configuration** on the **Configure Stormbox** page.
- **Temp. Locked** on the **Bays** page (Full Wash Platform): a team member just used Emergency Stop. It clears by itself after the lockout time.

Also check that the machine has a price at its location. See Set self-service bay pricing and the pages for your other machines.

## Contact support

If the Stormbox is still offline after these checks, email support@cactuswashsystems.com. Include the machine's name, the Stormbox serial number shown under **Stormbox Link**, and what you have already checked.

PRICING

# Set self-service bay pricing

Choose the timer mode and set the price, included time and maximum time for the self-service bays at each location on the MonsoonOS Self-Service Bay Settings page, and copy them to your other locations.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Edit machine prices" (Owner by default). On Terminals Only, your admin login.

**Self-Service Bay Settings** sets what your self-service bays charge at one location. One setting covers every bay of that kind at the location: every **Self-Serve Car Wash** machine at a car wash, or every **Dog Wash** machine at a dog wash. Walk-up customers at Rain Pay terminals pay these prices, and so do Wash On Demand customers in the MonsoonOS app on the Full Wash Platform.

## Open the page

Go to **Pricing › Self-Service Bay Settings**. The tab appears once one of your locations has a self-service bay.

With several locations, choose the location from **Location** at the top of the page. Each location has its own prices, so check you are on the right one. With one location, its name shows under the page title.

## Choose the timer mode

Under **Timer mode**, choose one:

- **Count-up**: the customer starts the bay and presses STOP when done, and pays for the time used.
- **Count-down**: the customer pre-pays a fixed block of time and can add more before it runs out. The bay's own timer counts down and stops the bay by itself.

Choose the mode your bays are set up for. Count-down needs a timer at the bay that your installer has connected. If you are not sure which you have, ask your installer before you change it.

# Set the prices

For **Count-up**:

| Field | What it does |
|---|---|
| **Included time (minutes)** | The minutes included in the base price. |
| **Base price ($)** | What the customer pays to start, covering the included time. |
| **Overage per minute ($)** | What each minute past the included time costs. |
| **Maximum time (minutes)** | The longest one session can run, for every customer. On the Full Wash Platform, a Wash Club plan's own time limit cannot go past it. |
| **Max spend ($)** | Worked out for you. It is the pre-authorized hold on the customer's card: the most one session can cost before tax. |

For **Count-down**, the page asks for **Block time (minutes)**, **Block price ($)** and **Maximum time (minutes)** instead, and shows **Max spend ($)** the same way.

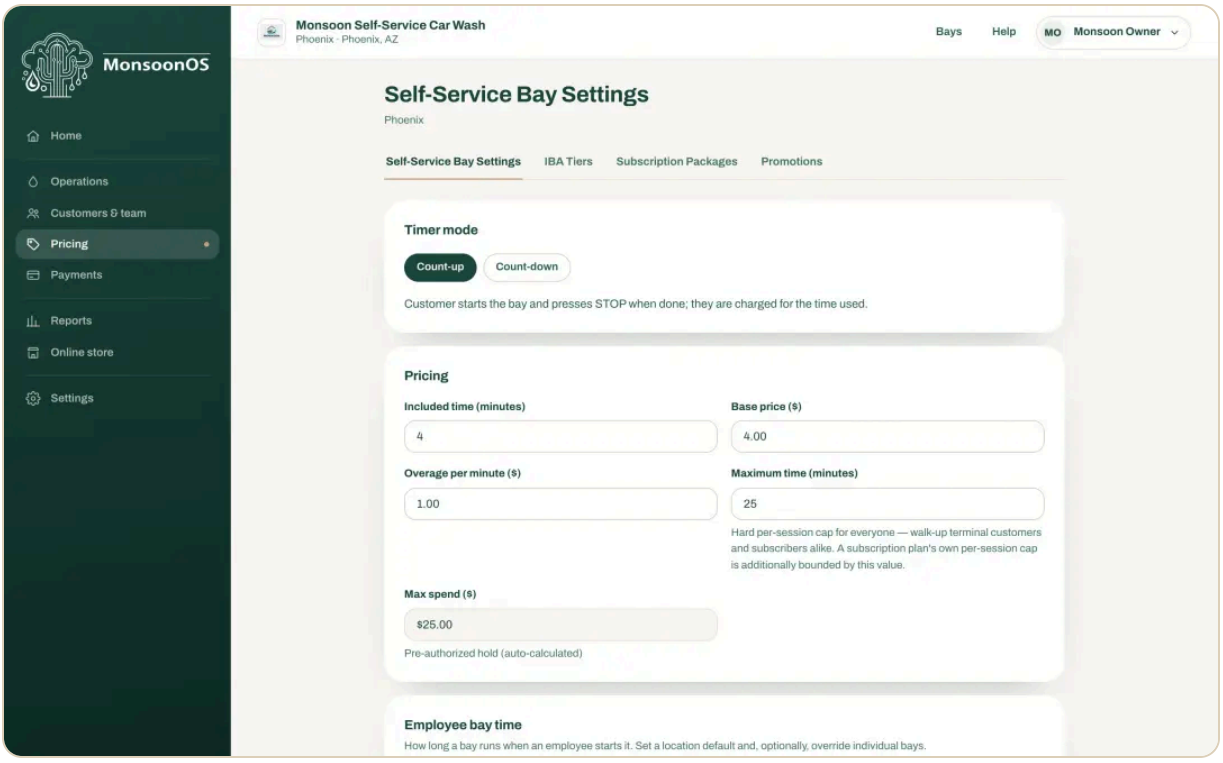
For example, with 5 included minutes, a $2.00 base price, $0.25 a minute after that and a 30-minute maximum, **Max spend ($)** is $8.25: $2.00 plus 25 more minutes at $0.25.

## Extend options (count-down only)

**Extend options** are the blocks of time a customer can add before their timer runs out.

1. Select **+ Add extend option**.
2. Enter **Add minutes**, such as 5.
3. Enter the **Price ($)** for that extra time.

Add as many options as you like, and select **Remove** to delete one. Leave the list empty if customers should not be able to add time. An option cannot add more than the maximum time.




## Save

Select **Save settings**. Once the page has been saved, the button says **Update settings**. A message confirms **Self-Service Bay Settings saved.**

## Use the same prices at other locations

With several locations, copy one location's saved settings to the others instead of typing them again:

1. Save the location's settings first. **Copy to other locations** cannot be selected while you have changes that are not saved.
2. Select **Copy to other locations**.
3. Tick each location to copy to, or **All other locations**.
4. Select the **Copy to** button, which shows how many locations you ticked. A message confirms how many locations were copied to.

The locations you tick get exactly these settings, and their own settings for these bays are replaced. Choose a location from **Location** afterwards to check it.

## Set employee bay time

How long a bay runs when someone on your team starts it free of charge has its own page, for self-service bays, vacuums and dog wash bays together.

1. Go to **Operations › Employee Time**. With several locations, choose the location from **Location** at the top of the page.
2. Under **Location default**, type the **Minutes**. Every bay with no time of its own uses it.
3. Under each kind of bay, type minutes for a bay that needs a different time. Leave a box blank to use the location default.
4. Select **Save employee time**. A message confirms **Employee time saved.**

> **Note**
>
> Changing **Location default** needs **Add and edit locations** in your role; without it the field shows but cannot be changed. A bay's own time needs **Set up machines**.

> **If saving says the maximum time cannot be less than the initial time**
>
> Raise **Maximum time (minutes)** so it is at least the included or block time.

> **If saving says a time must be a whole number**
>
> Times are whole minutes from 1 to 120. Prices go up to $999.99, and overage up to $99.99 a minute.

> **If you do not see Self-Service Bay Settings**
>
> None of your locations has a self-service bay yet, or your role does not include **Edit machine prices**. Add a bay first (Add a machine), or ask your owner. If the page is there but a location is missing from **Location**, that location has no self-service bay yet.

# Prices for your other machines

- Build your in-bay automatic wash menu
- Set vacuum pricing
- Set dog wash pricing
- Collect sales tax on washes

PRICING

# Build your in-bay automatic wash menu

Create the washes customers choose from at your in-bay automatics on the MonsoonOS IBA Tier Menu page, each with a price, a description and an optional Most Popular badge.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Edit machine prices" (Owner by default). On Terminals Only, your admin login.

An in-bay automatic sells washes from a menu, such as Basic, Deluxe and Ultimate. Each wash on the menu, called a tier, has one flat price. The menu belongs to the location: every in-bay automatic at that location offers the same washes.

## Open the page

Go to **Pricing › IBA Tiers**. The tab appears once one of your locations has a machine of the type **In-Bay Automatic**.

With several locations, choose the location from **Location** at the top of the page: each location has its own menu. You can also open **Settings › Setup Guide**, open the **In-bay automatic wash menu** step, and select **Build wash menu** next to the location. Once a location has a menu, the button says **Review**.

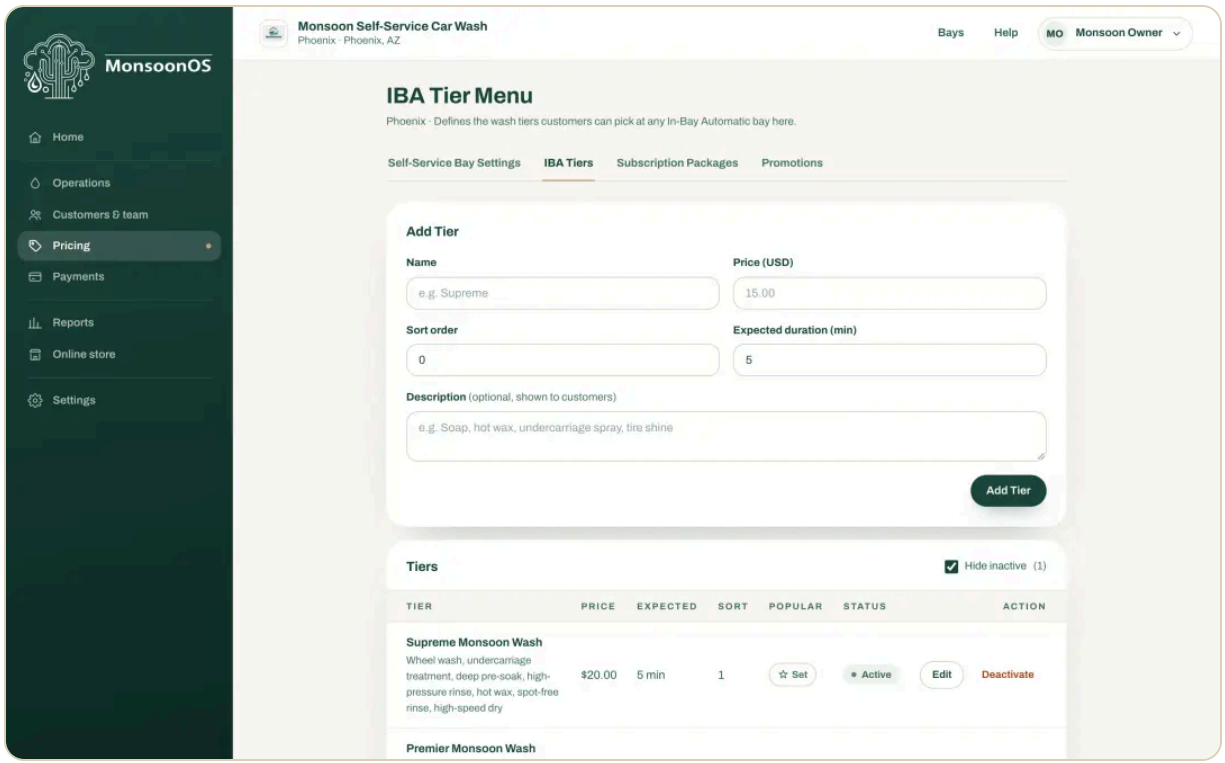
The page is called **IBA Tier Menu**. With one location, its name shows under the title.

## Add a wash

1. Under **Add Tier**, type the **Name**, such as "Ultimate".
2. Type the **Price (USD)**.
3. Set the **Sort order**. Washes with lower numbers are listed first.
4. Set the **Expected duration (min)**: about how long the wash takes. MonsoonOS shows the bay as in use for about this long.

5. Optionally type a **Description** of what the wash includes, such as "Soap, hot wax, tire shine". Customers see it.
6. Select **Add Tier**.

Repeat for each wash. They are listed under **Tiers**.




## Mark the Most Popular wash

In the **Popular** column, select **Set** on one wash. It then shows **Most Popular**, and Rain Pay terminals show a Most Popular badge on it. Only one wash per location can be Most Popular, so setting another one moves the badge. Select **Most Popular** again to remove it.

## Change or turn off a wash

- To change a wash, select **Edit** on its row, change the name, description, price, expected time or sort order, then select **Save**.
- To stop selling a wash, select **Deactivate** and confirm. Customers stop seeing it at this location right away.
- To sell it again, untick **Hide inactive** so turned-off washes show, then select **Reactivate**.

A new wash cannot reuse the name of one you turned off, so reactivate the old one instead.

## Link each wash to the bay

Each wash also has to be linked to each in-bay automatic, under **IBA Tier Relays** on that bay's **Configure Stormbox** page. Your installer does this when the bay is set up. A wash that is not linked cannot be chosen at that bay. When you add a wash later, ask your installer to link it, or email support@cactuswashsystems.com.

If your in-bay automatic keeps its own pay station, your installer can also link the pay station's wash buttons. Pressing a button then opens the card screen for that wash. After your installer changes a button, ask MonsoonOS support to send the Stormbox its new settings.

> **Note**
>
> Your installer may set an in-bay automatic so that MonsoonOS pays its pay station in tokens. Then each wash price must be a whole number of tokens and must match the price on the pay station. A wash that is not a whole number of tokens is not offered at that bay.

## Menus managed by the pay station

If every in-bay automatic at the location takes its menu from its own pay station, the page shows **Managed by the pay station** instead of **Add Tier**. The washes come from the pay station's menu, and you add or change washes there. You can still change the prices and details of the washes listed here.

> **If customers cannot choose one of the washes**
>
> Check that its status is **Active**. Then open the bay's **Configure Stormbox** page: under **IBA Tier Relays**, a wash marked not sellable is not linked yet. Ask your installer or email support.

> **If adding a wash says the price must be at least $0.50**
>
> Enter a price of $0.50 or more.

**If you do not see IBA Tiers**

The location has no machine of the type **In-Bay Automatic** yet, or your role does not include **Edit machine prices**. See Add a machine, or ask your owner.

## Related

- Test a new wash from the bay's **Configure Stormbox** page with **Test Wash Start**, which starts a real wash. See Bring a Stormbox online.
- Collect sales tax on washes

PRICING

# Set vacuum pricing

Set the timer mode, price and maximum time for the vacuums at a location on the MonsoonOS Vacuum Settings page.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Edit machine prices" (Owner by default). On Terminals Only, your admin login.

**Vacuum Settings** sets what every **Vacuum** machine at a location charges. It has the same fields as Self-Service Bay Settings, and vacuums are priced separately from your bays. Each field is explained in Set self-service bay pricing.

## Open the page

Go to **Pricing › Vacuum Settings**. The tab appears once one of your locations has a machine of the type **Vacuum**.

With several locations, choose the location from **Location** at the top of the page. Only locations with vacuums are listed. You can also open **Settings › Setup Guide**, open the **Vacuum pricing** step, and select **Set pricing** next to the location. Once its price is set, the button says **Review**.

## Set the price

1. Under **Timer mode**, choose **Count-up** or **Count-down**, matching how your vacuums are set up.
2. For **Count-up**, enter **Included time (minutes)**, **Base price ($)** and **Overage per minute ($)**. For **Count-down**, enter **Block time (minutes)** and **Block price ($)**, and add any **Extend options**.
3. Enter **Maximum time (minutes)**.
4. Check **Max spend ($)**, the hold on the customer's card, which is worked out for you.
5. Select **Save settings**.

A message confirms **Vacuum Settings saved.**

To use the same vacuum prices at your other locations, select **Copy to other locations** after saving. Set self-service bay pricing explains the steps.

**Note**

How long a vacuum runs when your team starts it is set on **Operations › Employee Time**, with your bays. See Set self-service bay pricing.

**If you do not see Vacuum Settings**

Add your vacuums as machines with the type **Vacuum** first. See Add a machine. If they are there, your role may not include **Edit machine prices**; ask your owner.

PRICING

# Set dog wash pricing

Where to set dog wash prices in MonsoonOS, on Self-Service Bay Settings for a dog wash business or on Dog Wash Settings for a car wash that also has dog wash stations.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Edit machine prices" (Owner by default). On Terminals Only, your admin login.

Where you set dog wash prices depends on what kind of business MonsoonOS is set up for:

| Your business | Where dog wash prices are set |
|---|---|
| A dog wash, where MonsoonOS calls your bays **Dog Wash Bays** | **Self-Service Bay Settings**. Follow Set self-service bay pricing. |
| A car wash with one or more **Dog Wash** stations | **Dog Wash Settings**, described below. |

## Dog Wash Settings (car washes)

**Dog Wash Settings** gives your dog wash stations their own price and timer, separate from your self-service car wash bays. It appears when a location has at least one machine of the type **Dog Wash**.

1. Go to **Pricing › Dog Wash Settings**. With several locations, choose the location from **Location** at the top of the page.
2. Under **Timer mode**, choose **Count-up** or **Count-down**, matching how the dog wash is set up.
3. Enter the prices and **Maximum time (minutes)**. Each field is explained in Set self-service bay pricing.
4. Select **Save settings**.

A message confirms **Dog Wash Settings saved.** To use the same dog wash prices at your other locations, select **Copy to other locations** after saving.

The first time you open **Dog Wash Settings**, its fields are filled in with your self-service bay settings as a starting point. Nothing is saved for the dog wash until you select **Save settings**.

**Note**

How long a dog wash runs when your team starts it is set on **Operations › Employee Time**, with your other bays. See Set self-service bay pricing.

**If you do not see Dog Wash Settings**

On a dog wash business it never appears: price your Dog Wash Bays on **Self-Service Bay Settings**. On a car wash, add the station as a machine with the type **Dog Wash** first; see Add a machine. If it is there, your role may not include **Edit machine prices**.

PRICING

# What Wash On Demand customers pay

On the Full Wash Platform, Wash On Demand customers pay per wash in the MonsoonOS app at the prices you set for each kind of machine, with no separate price list.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Edit machine prices" (Owner by default).

Wash On Demand is how customers without a Wash Club membership pay in the MonsoonOS app: one wash at a time. There is no separate Wash On Demand price list. A Wash On Demand customer pays the prices you set for each kind of machine at that location, the same prices walk-up customers pay at your Rain Pay terminals.

| Machine | Where its price is set |
|---|---|
| Self-service bays | **Self-Service Bay Settings**: Set self-service bay pricing |
| Vacuums | **Vacuum Settings**: Set vacuum pricing |
| Dog wash stations | Set dog wash pricing |
| In-bay automatics | **IBA Tier Menu**, one price for each wash: Build your in-bay automatic wash menu |

Rain Pay Terminals Only does not include the MonsoonOS app or Wash On Demand.

## How a timed wash is charged

For bays, vacuums and dog washes, the timer mode on the pricing page decides how the customer pays:

- **Count-up**: when the customer starts, MonsoonOS places a hold for **Max spend ($)** on their card. When they stop, they pay the base price plus the overage for any minutes past the included time, never more than **Max spend ($)**.
- **Count-down**: the customer pays the block price for a fixed block of time, plus any extra time they add from your **Extend options**.

An in-bay automatic charges the price of the wash the customer picks. If you collect sales tax on washes, it is added on top; see Collect sales tax on washes.

## Before you open

Set a price for every kind of machine at every location. Until a machine's kind has a price, app customers who try to start it see **Wash On Demand is not yet configured. Please contact the location.**

> **If a customer sees Wash On Demand is not yet configured**
>
> Open the pricing page for that kind of machine at that location, fill in the prices and select **Save settings**. Then ask the customer to try again.

## Related

- Members wash under their Wash Club plan instead. See Wash Club packages.
- What customers see in the app: Wash Club and Wash On Demand for customers.

PRICING

# Collect sales tax on washes

Turn on Collect Sales Tax on Washes in MonsoonOS Admin Settings to add sales tax, looked up from each location's address, to your wash charges, on the Full Wash Platform and on Rain Pay Terminals Only.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Edit machine prices" (Owner by default). On Terminals Only, your admin login.

When **Collect Sales Tax on Washes** is on, MonsoonOS adds sales tax on top of your wash charges. You do not enter a tax rate. MonsoonOS looks it up from the location's address each time it charges.

## What it covers on each plan

| Charge | Full Wash Platform | Rain Pay Terminals Only |
|---|---|---|
| Walk-up sales at your Rain Pay terminals and pay stations | Yes | Yes |
| Wash On Demand washes paid in the MonsoonOS app | Yes | Not part of this plan |
| Wash Club subscriptions | Yes | Not part of this plan |

The line under the switch lists what it covers on your plan.

## Turn it on

1. Open **Settings › Admin Settings**.
2. Scroll to **Tax Settings**.
3. Turn on **Collect Sales Tax on Washes**.

A message confirms **Wash tax collection enabled.** To stop collecting tax, turn the switch off; the message says **Wash tax collection disabled.**

## How the rate is worked out

- **A wash** is taxed at the rate for the address of the location where it runs.
- **A Wash Club subscription** (Full Wash) is taxed at the rate for your first location, the oldest one on your account.
- **A wash fully covered by a credit** has nothing to tax, so no tax is added.
- **An in-bay automatic that takes its wash menu from its own pay station** already includes tax in its prices, so MonsoonOS adds none on top.

Because the rate comes from the address, keep every location's street, city, state and ZIP code accurate. See Edit your location details.

**If Tax Settings is missing from Admin Settings**

Your role does not include **Edit machine prices**, which this switch needs. Ask your owner.

**If you see Failed to update tax setting**

Reload the page and try the switch again. If it keeps happening, email support@cactuswashsystems.com.

**If a location's tax looks wrong**

Check the location's address in **Location Settings**, especially the street and ZIP code, and save it again. If it is right and the tax still looks wrong, email support@cactuswashsystems.com with the location name.

# Experience terminal or MDB card reader

How to tell the two kinds of Rain Pay terminal apart, what each one does at your wash, and the names each one goes by in MonsoonOS.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Rain Pay terminals come in two kinds. They can look alike, but they do different jobs. Either plan can have either kind, or both.

## Side by side

| | Rain Pay Experience terminal | Rain Pay MDB terminal |
|---|---|---|
| **Name in the admin** | **Wash terminal** | **MDB card reader** |
| **Where it goes** | Beside a self-service bay, vacuum or dog wash station; as one shared kiosk for several bays; or in an in-bay automatic's pay station, where the customer presses the wash on the pay station's buttons and pays on the terminal | Inside the pay station of an in-bay automatic, or on a token machine |
| **What the customer sees** | The MonsoonOS kiosk screen: wash choices, promo codes, Fleet Wash, a running timer with STOP and Add time, a receipt | The card reader's own payment screen. The customer picks the wash on the pay station or the tokens on the token machine |
| **Who runs the sale** | MonsoonOS: the terminal charges the card and MonsoonOS starts the machine through its Stormbox | Your equipment: the pay station or token machine runs as it always has, and MonsoonOS records the sale |

| | Rain Pay Experience terminal | Rain Pay MDB terminal |
|---|---|---|
| **How you set it up** | Add it on the **Terminals** page and type a pairing code on the terminal | Register it on the **Terminals** page and connect DejaUP. There is no code to type |
| **Where its prices come from** | Your MonsoonOS pricing pages | The pay station or token machine, matched to your wash packages or token packages |

## How to tell which you have

- **On the Terminals page**, MDB card readers carry a **Pay station** or **Token machine** tag. Wash terminals show their bay, or no bay if they are a shared kiosk.
- **On your quote or invoice**, the line names the terminal: "Rain Pay Experience terminal" or "Rain Pay MDB terminal".
- **At the wash**, an Experience terminal shows the MonsoonOS start screen with **Tap to Start**, even when it is mounted in a pay station. An MDB card reader sits in a pay station or token machine and shows the card reader's own screen.




An Experience terminal's start screen




An Experience terminal in an in-bay automatic's pay station

# Next steps

- **Experience terminal:** Pair an Experience terminal
- **MDB card reader:** Register an MDB card reader

# Pair an Experience terminal

Add a Rain Pay Experience terminal on the MonsoonOS Terminals page and pair it with a one-time code so it can sell washes at a bay.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).

**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

Pairing connects a Rain Pay Experience terminal to one of your locations, and to a bay if you choose one. You add the terminal in the admin, get a one-time code, and type the code on the terminal.

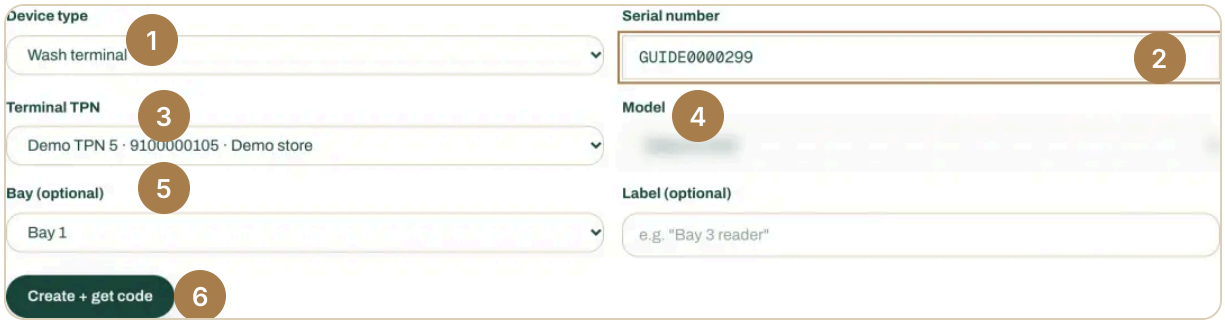
## Before you start

- The terminal mounted and powered on, showing **Pair this terminal**.
- Its **serial number**, printed on the label on the back of the terminal and on its box.
- The machine it serves already added in **Machines**, if you want it tied to one bay.

## Add the terminal in the admin

1. Go to **Operations › Terminals**. With several locations, choose the location from **Location** at the top of the page.
2. Select **Add Terminal**.
3. For **Device type**, choose **Wash terminal**.
4. Enter the **Serial number** from the terminal's label.
5. Choose the **Terminal TPN**. Your MonsoonOS team sets these up for each location with your card processing.
6. Choose the **Model** that matches your terminal.

7. Under **Bay (optional)**, choose the bay this terminal sits beside. Choose **Shared kiosk (customer picks a bay)** if one terminal will serve several bays. See Bay terminals and shared kiosks.
8. Optionally add a **Label (optional)**, such as "Bay 3 wall", so you can tell terminals apart.
9. Select **Create + get code**.




1. **Device type**: **Wash terminal**.
2. The **Serial number** from the terminal's label.
3. A **Terminal TPN** from the list.
4. The **Model** that matches your terminal.
5. The bay, or **Shared kiosk (customer picks a bay)**.
6. **Create + get code**.

A green box shows your **Enrollment code** and says it is valid for 24 hours. It is shown only once, so copy it now or keep the page open.




# Pair the terminal

1. At the terminal, on **Pair this terminal**, type the code into the **ENROLLMENT CODE** field.
2. Select **Pair terminal**.
3. The terminal loads your prices and shows **Tap to Start**.

Back in the admin, the terminal's row shows its status and **Last seen** time. Its **Screen lock** turns on by itself. See Screen lock.

**If the code has expired or you lost it**

On the terminal's row, select **Re-pair**. You get a new code that is valid for 24 hours. See Re-pair or replace a terminal.

**If Create + get code is greyed out**

Hover over it to see why. **All terminal licenses are in use** means every license you have is taken: revoke a terminal you no longer use, or buy another license in the **Cactus Wash Shop**. **No terminal TPN available to assign** means this location has no free TPN for that model: email support@cactuswashsystems.com.

**If the page says Read-only**

On Full Wash, your role does not include **Pair card terminals and kiosks**: ask your owner. If it says to contact MonsoonOS support, email support@cactuswashsystems.com and we will add the terminal for you.

The top of the Terminals page shows how many of your terminal licenses are in use, for example "3 of 4 terminal licenses used."

# Bay terminals and shared kiosks

The difference between a Rain Pay Experience terminal tied to one bay and a shared kiosk that serves several bays, and how customers stop a wash at a shared kiosk.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).

**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

When you add a Rain Pay Experience terminal, you choose a bay for it or make it a shared kiosk. The choice changes what customers see.

## A terminal at one bay

Choose the bay under **Bay (optional)** when you add the terminal. Customers at that terminal only buy washes for that bay:

1. **Tap to Start**.
2. Choose a wash.
3. Tap or swipe a card.
4. The bay starts, and the terminal shows the time or cost with a **STOP** button.

This is the simplest setup when each bay has its own terminal.

## A shared kiosk for several bays

Choose **Shared kiosk (customer picks a bay)** under **Bay (optional)**. Customers pick the bay first:

1. **Tap to Start**.

2. On **Choose a bay**, each bay shows **Available**, **In use**, **In use · free in about** a number of minutes, or **Unavailable**.
3. They choose a wash, then see **You Will Need PIN to Stop Wash**.
4. They choose a 4-digit PIN for that bay, then pay.
5. The kiosk says the bay is on and tells them how to stop it: come back to the kiosk, tap the bay and enter the PIN.

The stop PIN keeps another customer at the kiosk from stopping someone else's wash. After too many wrong PINs, the kiosk makes them wait a few minutes before trying again.

> **Note**
>
> A shared kiosk suits sites where bays are close together, such as a row of vacuums or dog wash stations. A terminal at each bay is quicker for customers when bays are spread out.

## Move a terminal to a different bay

The bay is set when you add the terminal. To change it:

1. On the terminal's row on the **Terminals** page, select **Revoke**. This frees its license.
2. Select **Add Terminal** and add it again with the same **Serial number** and the new bay.
3. Type the new enrollment code on the terminal.

> **If a warning says the terminal has payments it has not collected**
>
> A customer's wash may still be running on it. Let the wash finish, or restart the terminal so it collects the payments, then try again.

# What customers see on the kiosk

Each screen a customer moves through on a Rain Pay Experience terminal, from Tap to Start to the receipt, so you can answer their questions.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.
You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).
Describes what your customers see, so you can answer their questions.

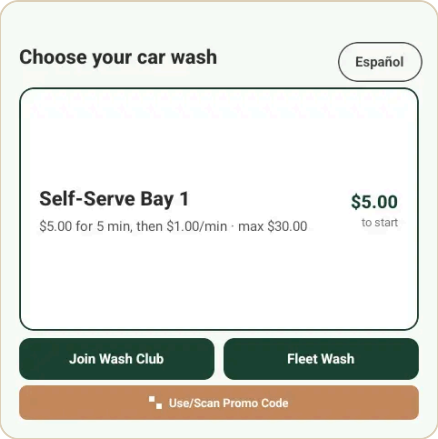
A Rain Pay Experience terminal walks the customer through a few screens. The wording below is what they see.

## A normal wash

1. **Start screen.** The whole screen reads **Tap to Start**. On a Full Wash site it can also show **Join Wash Club**, which opens a QR code for the customer app.
2. **Choose a wash.** The heading reads **Choose your car wash** (or **Choose your dog wash**). Each option shows its price; one may carry a **Most Popular** badge that you set in pricing.
3. **Extras.** If the wash has add-ons, **Add extras?** lists them with **Continue** and **Skip**.
4. **Pay.** The terminal shows the amount (with **Subtotal** and **Tax** if you charge sales tax), then the card reader screen asks the customer to tap or swipe a card.
5. **Running.** The screen shows the bay name with **Washing** or **Time remaining**. Pay-per-minute washes show the cost so far and **Max** with the most they can be charged. Prepaid time shows **Add time** buttons such as **+5 min**. A red **STOP** button ends the wash.
6. **Done. Thanks, you're done!** with the **Total charged**. The customer can **Scan for your receipt** with their phone or type an email for **Email me a receipt**. The terminal returns to the start screen after a few seconds.



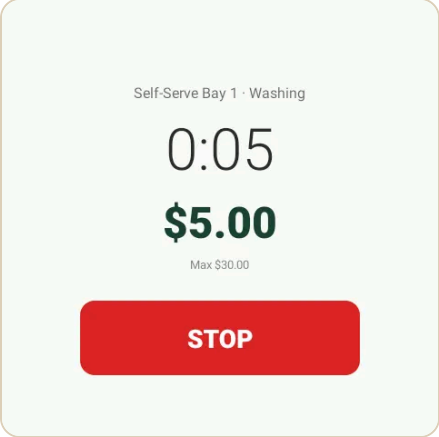

The start screen



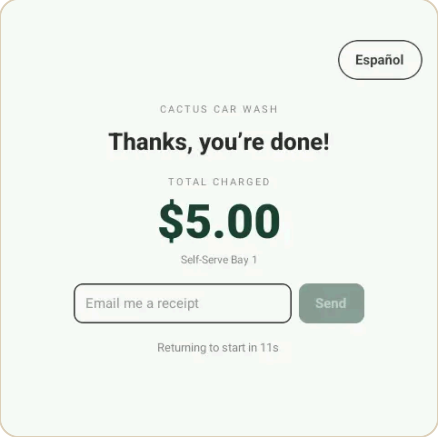

Choosing a wash




The card is approved and the wash starts




Running, with **STOP**




The receipt

The start, wash list, keypad and receipt screens have an **Español** button that switches the kiosk to Spanish.

## Pay-per-minute washes

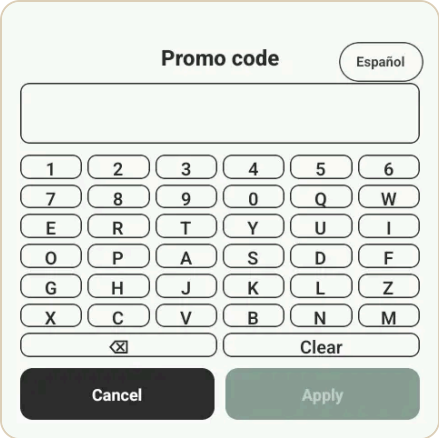
On a wash billed by the minute, the wash card says the card is pre-authorized for the maximum and only the final amount is charged. The running screen shows **Max** and the amount; when the maximum is reached the wash stops on its own.

## Promo codes

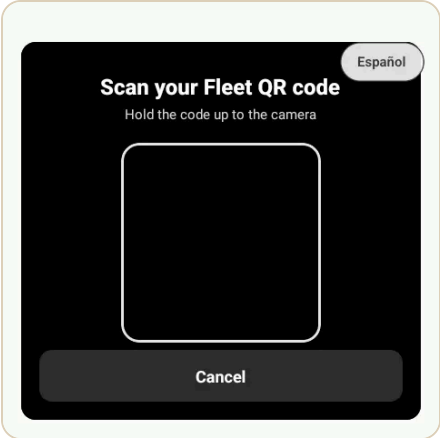
On the wash list, **Use/Scan Promo Code** opens the camera for a promo QR code, with **Enter promo code** to type it instead. An applied promo shows as a badge with the discount and **tap to remove**.

# Fleet washes

When you have Fleet, the wash list shows **Fleet Wash** (**Pack Wash** for dog washes). The driver scans their QR code, enters their 4-digit fleet PIN and chooses a wash. Nothing is charged to a card.




Typing a promo code




Scanning a fleet QR code




**Join Wash Club** (Full Wash)

# In-bay automatic washes

At an in-bay automatic, after paying the customer sees **Starting** the wash at the bay and **Please follow the bay's instructions.** When the terminal is mounted in the bay's pay station, the start screen also says **Press your wash on the pay station**: the customer presses a wash on the pay station's own buttons and pays on the terminal.

# Messages customers may report

| The customer sees | What it means | What to do |
|---|---|---|
| **Card declined** | The card was declined. Nothing was charged. | They can try another card. |
| **Temporarily unavailable** | The bay is not responding, so nothing was charged. | Check the machine's Stormbox is online in **Machines**. |
| **In use right now** | Someone is using the bay. | Wait or use another bay. |

| The customer sees | What it means | What to do |
|---|---|---|
| **Your wash didn't start** with **Your card has not been charged.** | The wash could not start and the payment was returned. | Nothing to refund. |
| **Your wash didn't start** with **Your card was charged.** | The wash could not start and the automatic refund did not go through. | Refund the charge in **Refunds & Credits**. |
| **Not charged yet** | The card was approved but MonsoonOS did not hear back in time. The payment is held so the customer is never charged twice. | Check **Held Payments** and settle it there. |
| **No bay configured** | The terminal is not assigned to a bay. | Revoke it and add it again with the right bay. See Bay terminals and shared kiosks. |

**Note**

Customers on a shared kiosk see **Choose a bay** first and set a stop PIN. See Bay terminals and shared kiosks.

# Screen lock

The screen lock keeps customers inside the MonsoonOS app on a Rain Pay Experience terminal; this explains each screen lock state and when to turn it off.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).

**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

The screen lock keeps a Rain Pay Experience terminal on the MonsoonOS kiosk app, so a customer cannot leave it for the terminal's settings or other apps. It is on for every terminal from the moment it is paired.

## See each terminal's lock

On the **Terminals** page, the **Screen lock** column shows a label for each terminal:

| Label | What it means |
|---|---|
| **Locked** | The terminal is locked to the kiosk app. This is what you want. |
| **Unlocked for service** | Someone entered the kiosk service PIN on the terminal. It locks again on its own after 30 minutes. |
| **Unlocked** | The terminal reports it is not locked. |
| **Switched off** | You turned the screen lock off for this terminal. |
| **Not reported yet** | The terminal has not told MonsoonOS its lock state yet, usually because it was just paired or is offline. |
| **Not available on this model** | This terminal model does not support the screen lock. |

| Label | What it means |
| --- | --- |
| **Lock refused by the terminal** or **Lock failed** | The terminal could not lock itself. |

## Turn the screen lock off or on

You only need this for work on the terminal that takes longer than a service unlock, such as a technician visit.

1. On the **Terminals** page, find the terminal.
2. In the **Screen lock** column, select the switch.
3. When you turn it off, confirm **Turn the screen lock off? Customers will be able to leave the app until you turn it back on.**
4. When the work is done, select the switch again to turn the lock back on.

> **Note**
>
> For a quick look at the terminal's Wi-Fi or settings, use the kiosk service PIN instead. It unlocks one terminal for 30 minutes and locks again by itself. See Kiosk service PIN.

> **If a terminal shows Unlocked, Lock refused by the terminal or Lock failed**
>
> Restart the terminal. If the label does not change to **Locked** within a few minutes of it coming back, email support@cactuswashsystems.com with the terminal's serial number.

# Kiosk service PIN

The kiosk service PIN lets your team unlock a Rain Pay Experience terminal for maintenance; change it from the default and share it only with the people who service your terminals.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).

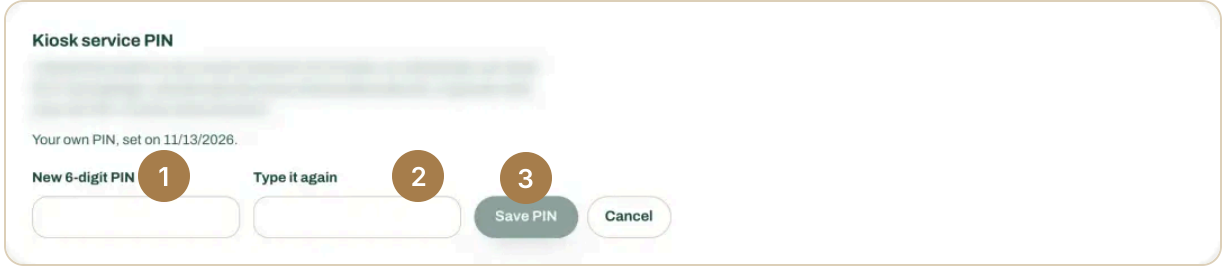
**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

The kiosk service PIN is one 6-digit PIN for all of your Rain Pay Experience terminals. Entering it on a terminal unlocks the screen for 30 minutes, so someone on your team can reach the terminal's Wi-Fi and settings. It works even when the terminal has no internet.

Every account starts with a default PIN. Anyone who knows the default could unlock your terminals, so change it before you open.

## Change the PIN

1. Open the **Terminals** page for any location.
2. Find the **Kiosk service PIN** card. If you are still on the default, it says so in a yellow box.
3. Select **Change PIN**.
4. Enter a **New 6-digit PIN** and **Type it again**.
5. Select **Save PIN**.



1. **New 6-digit PIN**.
2. **Type it again**.
3. **Save PIN**.

The new PIN works on every terminal at every location. The card shows the date you set it. MonsoonOS never shows the PIN again, so keep it somewhere your team can find it.

## Use the PIN on a terminal

How to open the service screen on a terminal is written on the **Kiosk service PIN** card in your admin. A correct PIN unlocks that terminal for 30 minutes and shows **Unlocked for service · tap to lock** at the top. Select **Lock now** when you are done, or let it lock itself.

After several wrong tries in a row, the terminal makes you wait a few minutes before trying again.

## Who should know it

- Give the PIN only to people who service your terminals.
- Change it when one of them leaves.
- Changing the PIN needs **Pair card terminals and kiosks** and access to every location.

**If you forget the PIN**

You cannot look it up. Set a new one with **Change PIN**; the old one stops working.

# Re-pair or replace a terminal

When and how to re-pair a Rain Pay Experience terminal with a new code, and how to swap a broken terminal for a replacement.

Every plan | Experience terminal

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay Experience terminal (shown in the admin as a Wash terminal).

**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

## When to re-pair

Re-pair a Rain Pay Experience terminal when:

- its enrollment code expired before you typed it in;
- the terminal was reset or its app was reinstalled;
- the terminal shows **This terminal is not authorized** or **This terminal isn't set up for payments yet**.

Re-pairing keeps the terminal on the same bay and the same license.

## Re-pair a terminal

1. On the **Terminals** page, find the terminal's row.
2. Select **Re-pair**.
3. Confirm the message: its current pairing is reset and it must be paired again with a new code.
4. Copy the new enrollment code. It is valid for 24 hours.
5. On the terminal, on **Pair this terminal**, type the code and select **Pair terminal**.

## Replace a broken terminal

1. On the old terminal's row, select **Revoke** and confirm. It stops working immediately and its license is freed.

2. Mount and power on the replacement.
3. Select **Add Terminal** and add the replacement with its own **Serial number**, the same **Terminal TPN** if it is offered, and the same bay. See Pair an Experience terminal.

**If a warning says the terminal has payments it has not collected**

A customer's wash may still be running, or the terminal is holding a payment it has not finished. Let the wash finish, or restart the terminal so it collects the payments, then try again. Re-pairing or revoking first means those customers may not be charged.

**If no Terminal TPN is free for the replacement**

Email support@cactuswashsystems.com with the old and new serial numbers, and we will move the TPN over.

# Lost or stolen terminal

Revoke a lost or stolen Rain Pay terminal in MonsoonOS so it stops working at once, then tell us and change your kiosk service PIN.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

If a Rain Pay terminal is lost, stolen or damaged beyond repair, revoke it right away. A revoked terminal stops working immediately: it cannot take payments or start machines, even if someone powers it on somewhere else.

## Revoke the terminal

1. Open the **Terminals** page for the location.
2. Find the terminal by its serial number, label or bay.
3. Select **Revoke**.
4. Confirm **Revoke this terminal? It will stop working immediately.**

The row shows **REVOKED**, and the terminal's license is free for a replacement.

## Then

1. **Email support@cactuswashsystems.com** with the terminal's serial number and what happened. We close it off on the card processing side as well.
2. **Change your kiosk service PIN** if the terminal was an Experience terminal, in case someone saw the PIN being used. See Kiosk service PIN.
3. **Check Reports** for sales on that terminal after the time it went missing.
4. **Replace it** when the new one arrives. See Re-pair or replace a terminal.

**If the Terminals page is read-only for you**

Email support@cactuswashsystems.com right away and we will revoke the terminal for you. On Full Wash, an owner can also do it.

# Register an MDB card reader

Register a Rain Pay MDB terminal on the pay station or token machine it is installed in, so MonsoonOS records its card sales.

Every plan | MDB card reader

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay MDB terminal (shown in the admin as an MDB card reader).

**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

A Rain Pay MDB terminal is a card reader installed inside the pay station of an in-bay automatic, or on a token machine. The equipment keeps running the sale; MonsoonOS records each card payment. Registering the reader tells MonsoonOS which machine it is on.

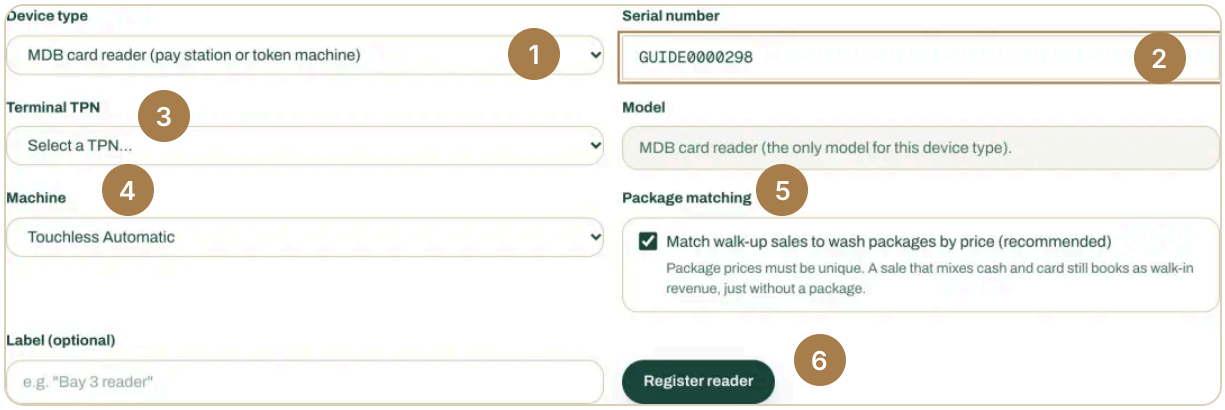
## Before you start

- The reader installed and powered in the pay station or token machine.
- Its **serial number**, from the label on the reader.
- The pay station's in-bay automatic, or the token machine, already added in **Machines**.

## Register the reader

1. Go to **Operations › Terminals**. With several locations, choose the location from **Location** at the top of the page.
2. Select **Add Terminal**.
3. For **Device type**, choose **MDB card reader (pay station or token machine)**.
4. Enter the **Serial number**.
5. Choose the **Terminal TPN**.
6. Under **Machine**, choose the machine the reader is on. In-bay automatic pay stations are listed in the first group and token machines under **Token machines**.

7. Leave the matching box ticked:
    - On a pay station: **Match walk-up sales to wash packages by price (recommended)**.
    - On a token machine: **Match card sales to token packages by price (recommended)**. See How MDB sales show up for what this does.
8. Select **Register reader**.




1. **Device type**: **MDB card reader (pay station or token machine)**.
2. The reader's **Serial number**.
3. A **Terminal TPN**.
4. The **Machine** the reader is installed in.
5. **Package matching**, left ticked.
6. **Register reader**.

A green box confirms the reader is registered on that machine. There is no code to type on the reader.

## Connect DejaUP

The reader sends each sale to MonsoonOS through DejaUP, the app it runs. Until DejaUP is connected, no sales arrive. Do this once for your whole business: Connect DejaUP.

**If MonsoonOS says the reader is already registered on another machine**

Check the serial number first; a typo can match another reader. If you really moved the reader, select **Move it here**. It stops recording sales for the old machine.

**If the Machine list is empty**

The location has no in-bay automatic or token machine yet. Add the machine in **Machines**, then come back.

**If Register reader is greyed out**

Hover over it to see why. If every reader license is in use, revoke a reader you no longer use or buy another license in the **Cactus Wash Shop**.

The Terminals page shows these readers with a **Pay station** or **Token machine** tag.

# Connect DejaUP

Connect your Rain Pay MDB terminals to MonsoonOS on the DejaUP Connection page, so every card sale at a pay station or token machine reaches your reports.

Every plan | MDB card reader

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need a Rain Pay MDB terminal (shown in the admin as an MDB card reader).

**Who can do this:** On Full Wash, anyone whose role includes "Change the card-reader connection" (Owner by default). On Terminals Only, your admin login.

Your Rain Pay MDB terminals run DejaUP. Each card sale reaches MonsoonOS through a webhook that DejaUP sends. The **DejaUP Connection** page gives you the web address and secret to put into DejaUP, and holds an optional token pair. You set this up once for your whole business, not once per reader.

## Before you start

- A sign-in to the Dejavoo VIP Cloud portal, where your readers' DejaUP settings live. The DejaUP Connection page calls it the portal, or VMS. If you do not have a sign-in, email support@cactuswashsystems.com.
- At least one MDB card reader registered. See Register an MDB card reader.

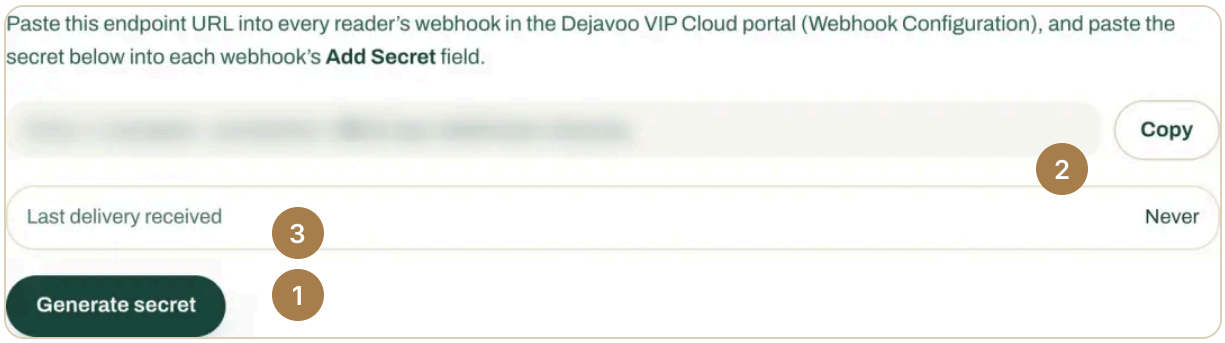
## Open the page

Go to **Settings › DejaUP Connection**. It appears once you have an MDB card reader.

## 1. Set up the webhook (needed for sales)

1. In the **Webhook** section, select **Generate secret**.
2. Copy the secret now. For security it is shown only once.
3. Copy the endpoint address with **Copy**.

4. In the portal, open **Webhook Configuration** for each reader. Paste the endpoint address, and paste the secret into **Add Secret**. Do this for every webhook entry the portal lists for the reader, then save.
5. Back in MonsoonOS, the **Webhook** section shows **Configured**. After the next sale, **Last delivery received** shows its time.




1. **Generate secret**.
2. **Copy** the endpoint address.
3. **Last delivery received** shows when the latest sale arrived.

## 2. Add the token pair (optional)

Card sales do not need tokens. The tokens let MonsoonOS send requests to your readers.

1. In VMS, generate a new access token and refresh token pair.
2. On the DejaUP Connection page, under **Add tokens**, paste the **Access token** and the **Refresh token**.
3. Select **Validate & save**. The status changes to **Connected**.

MonsoonOS renews the pair on its own. If it shows **Expiring soon** or **Needs attention**, generate a new pair in the portal and select **Replace tokens**.

**If sales stop arriving and the page warns the secret may not match**

The secret in the portal is not the one on this page. Paste this page's secret into every webhook entry for each reader in the portal again. If you no longer have it, select **Regenerate webhook secret**, then **Yes, regenerate**, and paste the new secret everywhere: the old one stops working.

**If a test sale on a pay station does not show up**

Check **Last delivery received**. If it did not change, the webhook is not set up on that reader in the portal. If it changed but the sale is missing, see How MDB sales show up.

# How MDB sales show up

How card sales from a Rain Pay MDB terminal appear in MonsoonOS reports, and what the package matching switch does.

Every plan | MDB card reader

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.
You need a Rain Pay MDB terminal (shown in the admin as an MDB card reader).

A Rain Pay MDB terminal does not choose the wash; the pay station or token machine does. MonsoonOS records each card payment the reader takes and books it as a walk-up sale for that machine.

## Package matching

When you register the reader, a box decides whether MonsoonOS names each sale:

- **On a pay station: Match walk-up sales to wash packages by price (recommended)**. MonsoonOS compares the sale amount with the wash packages on your **IBA Tiers** page and records the sale as the package with that price, such as "Deluxe Wash".
- **On a token machine: Match card sales to token packages by price (recommended)**. MonsoonOS records the sale as the token package with that price.

If no package has that exact price, the sale is still recorded with its amount, just without a package name.

## Keep the prices in step

Matching works only when your MonsoonOS prices equal the prices programmed into the pay station or token machine. When you change a price on the equipment, change it in MonsoonOS too:

- In-bay automatic washes: **IBA Tiers** for that location.
- Token packages: the token machine's settings in **Machines**.

Two packages with the same price at the same machine cannot be told apart, so give each one its own price.

## Where the sales appear

Pay station and token machine sales appear in **Reports** with your other terminal sales, as walk-up revenue for that machine and location. They count toward the headline numbers on the admin home.

**If a sale shows only an amount and no wash name**

The amount did not match a package. Check that the price on the pay station or token machine equals a package price in MonsoonOS.

**If no sales arrive at all**

The DejaUP webhook is not reaching MonsoonOS. See Connect DejaUP.

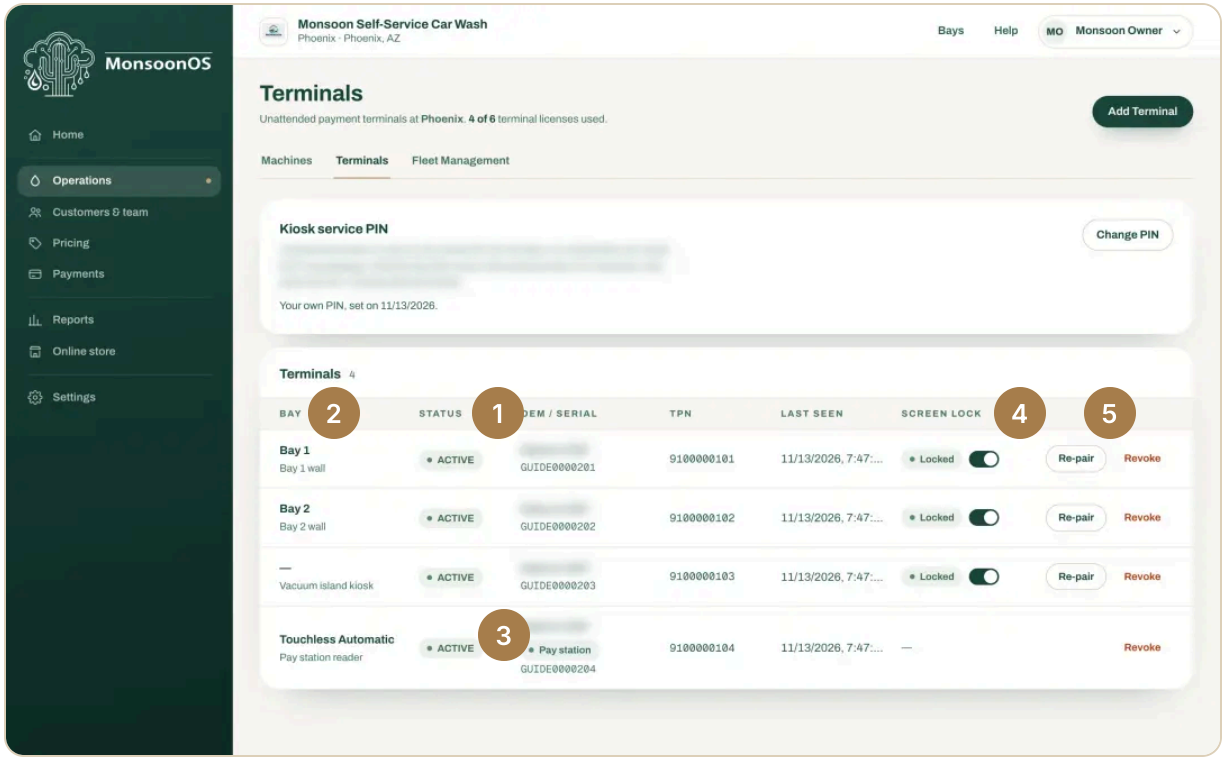
# Terminal status reference

What each status and column on the MonsoonOS Terminals page means, with the fix for each problem state.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

The **Terminals** page lists every Rain Pay terminal at a location. This page explains each column.




1. **Status**: ACTIVE means paired and working.
2. **Bay**: the bay a terminal serves. A dash means a shared kiosk.
3. An MDB card reader carries a **Pay station** or **Token machine** tag.
4. **Screen lock**: **Locked** is what you want.
5. **Re-pair** and **Revoke**.

## Columns

| Column | What it shows |
|---|---|
| **Status** | Where the terminal is in its life: see below. |
| **Bay** | The bay a Wash terminal serves, blank for a shared kiosk, or a **Pay station** or **Token machine** tag for an MDB card reader. |
| **OEM / Serial** | The terminal's model and serial number. |
| **TPN** | The card processing number assigned to the terminal. |
| **Last seen** | The last time the terminal checked in with MonsoonOS. |
| **Screen lock** | Experience terminals only: see Screen lock. |
| **Actions** | **Re-pair** and **Revoke**. |

## Status

| Status | Meaning | What to do |
|---|---|---|
| **ENROLLED** | Added in the admin, waiting for its enrollment code to be typed on the terminal. | Type the code on the terminal. If the code expired, select **Re-pair** for a new one. |
| **ACTIVE** | Paired and working. | Nothing. |
| **MAINTENANCE** | Taken out of service for now. | Email support@cactuswashsystems.com if you did not expect it. |
| **REVOKED** | Switched off for good. It cannot take payments. | Add it again only if you want to use it. See Re-pair or replace a terminal. |

# Last seen

An Experience terminal checks in every few minutes while it is on and online. If **Last seen** is more than an hour old:

1. Check the terminal has power and its screen is on.
2. Check its network: Wi-Fi in range, or its network cable plugged in.
3. Restart the terminal.

If it still does not check in, email support@cactuswashsystems.com with its serial number.

> **Note**
>
> MDB card readers report through DejaUP, so their sales can arrive even when **Last seen** looks old. Check **Last delivery received** on the **DejaUP Connection** page instead.

PROMOTIONS

# Create a promotion

Use the five-step Create promotion wizard in the MonsoonOS admin to set up a percent or fixed discount, a free wash or an account credit, then choose where it works and how often it can be used.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Manage promotions" (Owner and Manager by default). On Terminals Only, your admin login.

A promotion is a discount, free wash or account credit that you set up once and customers use. The **Create promotion** wizard has five steps: **Basic Info**, **Type**, **Eligibility**, **Limits** and **Review**.

## What works on each plan

| Promotion type | Where customers use it | Plans |
|---|---|---|
| **Percent off** or **Fixed amount off** with a promo code | A Rain Pay Experience terminal (the kiosk) | Both |
| **Percent off** or **Fixed amount off** | The MonsoonOS app, on the customer's account | Full Wash |
| **Free wash** or **Account credit** | The MonsoonOS app, on the customer's account | Full Wash |

Rain Pay Terminals Only has no customer accounts, so free washes and account credits do not apply. On Terminals Only, every promotion is a code that walk-up customers enter at the terminal, and the wizard shows only the choices that work there.

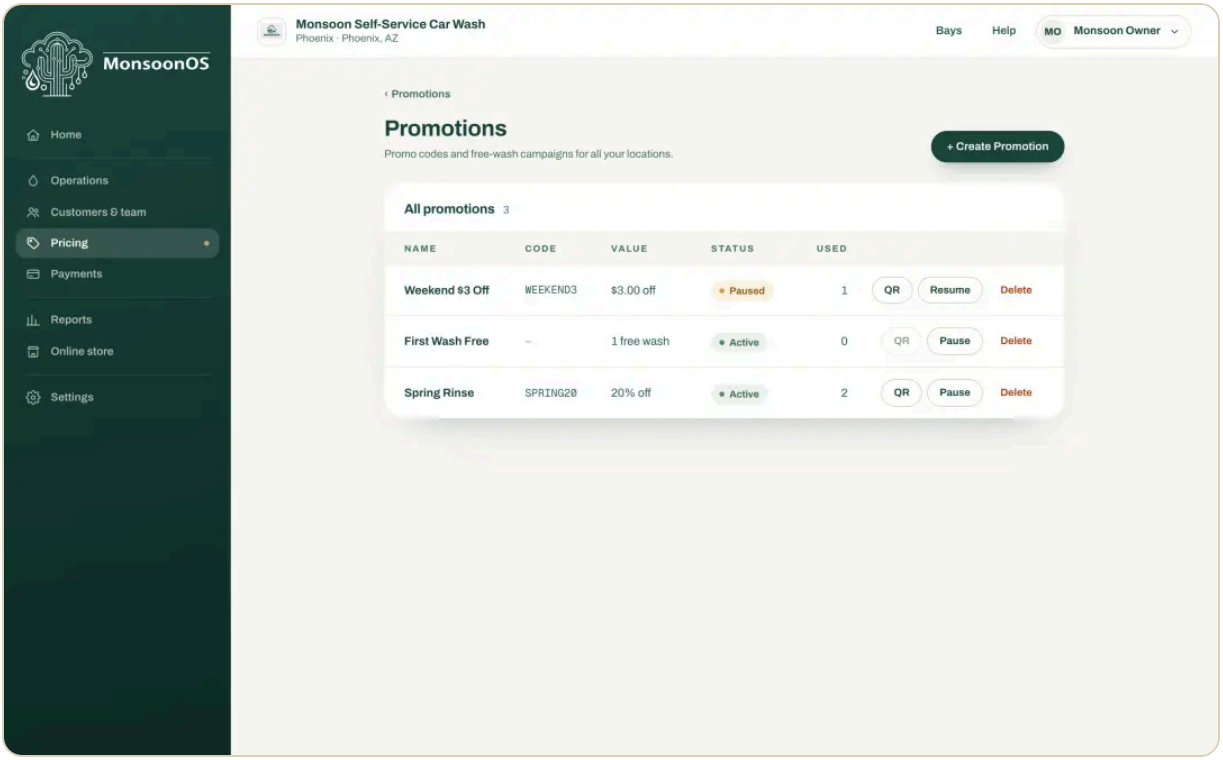
## Before you start

- Pick the code customers will enter, such as WELCOME20. A promotion used at the terminal must have one.

- Know the value, the dates and how many uses you want to allow.

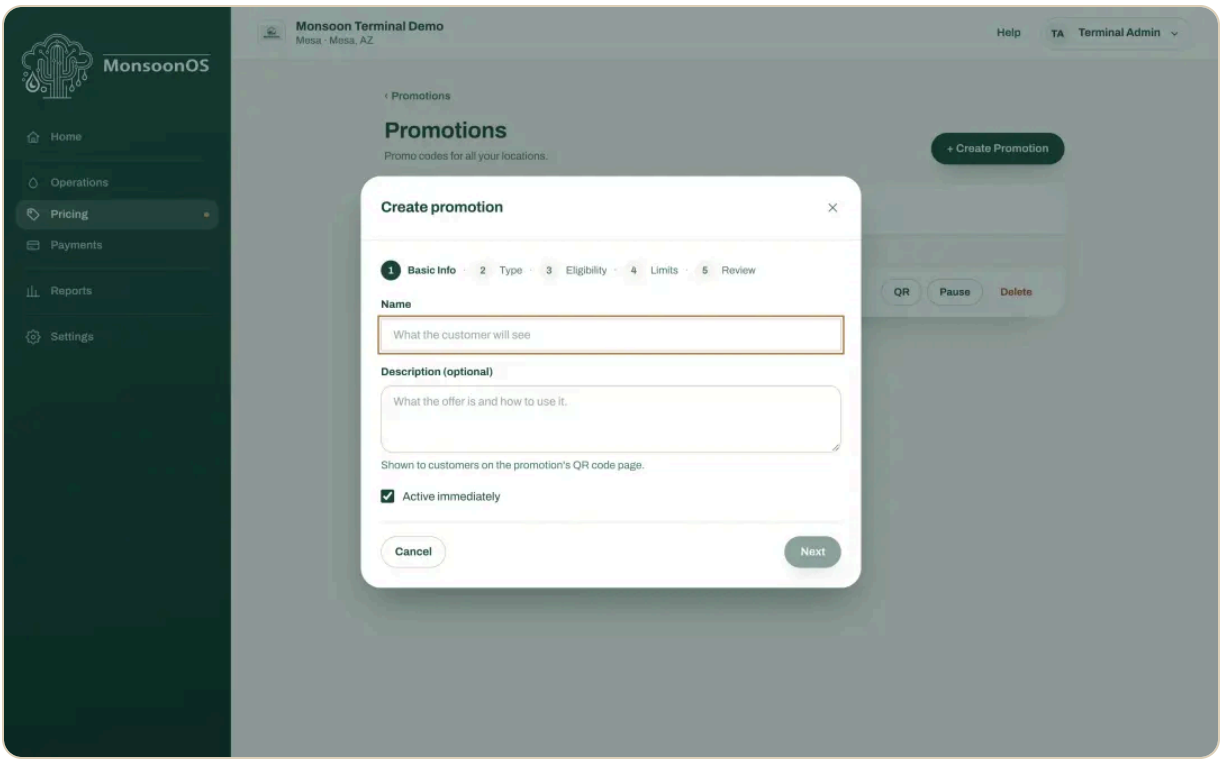
## Open the wizard

1. Go to **Pricing › Promotions**.
2. Select **Manage promotions**.
3. Select **+ Create Promotion**.




## Step 1: Basic Info

1. Enter a **Name**. Customers see this name.
2. Optionally fill in **Description (optional)**. It is shown to customers on the promotion's QR code page, so write it for them: what the offer is and how to use it.
3. Leave **Active immediately** ticked to start the promotion when you save it. Untick it to save it paused.
4. Select **Next**.




# Step 2: Type

1. Under **Incentive type**, choose **Percent off**, **Fixed amount off**, **Free wash** or **Account credit**. On Terminals Only, you see **Percent off** and **Fixed amount off**.
2. Enter the value:
   - **Percent off**: a whole number from 1 to 100.
   - **Fixed amount off** or **Account credit**: the amount in dollars in **Amount off ($)** or **Credit amount ($)**, such as 5 or 4.50. Use a period for cents.
   - **Free wash**: the **Number of free washes**. To cap each free wash at a self-service bay, also fill in **Wash duration (minutes, optional)**. Leave it blank for the bay's normal time. In-bay automatics ignore it.
3. For **Percent off** or **Fixed amount off**, tick **Discount the wash start only** if you want the discount on the starting charge only. Per-minute time past the start is then charged at full price.
4. Select **Next**.

# Step 3: Eligibility

1. Enter the **Promo code (Required for Walk-Up Customers)**. On the Full Wash Platform you can leave it blank for a promotion you give to customers yourself.

2. On the Full Wash Platform, optionally tick **First-time customers only** (customers who have never started a wash) or **Active subscribers only** (customers with an active Wash Club membership). Both check the customer's account in the MonsoonOS app.
3. Under **Where it applies**, tick each place the promotion works:
    - **Wash on Demand (per-wash discount)**: washes paid in the MonsoonOS app (Full Wash). It starts ticked.
    - **Subscriptions (discount at signup, balance for credits)**: Wash Club memberships (Full Wash).
    - **Walk-up customers (terminal / kiosk)**: Rain Pay Experience terminals. Only **Percent off** and **Fixed amount off** work here, and the promotion needs a promo code.
4. On the Full Wash Platform, optionally tick the machine types the promotion is for under **Restrict to machine types (optional)**. This applies to washes paid in the app. Leave them all unticked to allow every machine type. A code at the terminal works on every machine type.
5. Select **Next**.

On Terminals Only, the eligibility step has the promo code and **Walk-up customers (terminal / kiosk)**, already ticked. Keep it ticked and enter a code. Wash on Demand, subscriptions, the customer checks and machine types are part of the Full Wash Platform, so they are not shown.

## Step 4: Limits

1. Optionally set **Starts at (optional)** and **Ends at (optional)**. With no dates, the promotion runs until you pause it.
2. Optionally set **Max total redemptions (optional)**. Once the promotion has been used that many times, the code stops working. Uses at the terminal count toward it.
3. On the Full Wash Platform, set **Max redemptions per customer**. It starts at 1 and counts uses by each customer account in the MonsoonOS app. A walk-up customer at the terminal has no account, so it does not limit them, and Terminals Only does not show it.
4. Select **Next**.

## Step 5: Review

1. Check the summary. **Applies to** lists the places you ticked, and **Total cap** shows your limit (with **Per-customer cap** on the Full Wash Platform).
2. Select **Save promotion**.

The promotion appears in the list on **Manage promotions**.

**If Next is greyed out**

Something on the step is missing or out of range. On **Type**, the percent must be from 1 to 100 and amounts must be more than zero, written like 5 or 4.50. On **Eligibility**, **Walk-up customers (terminal / kiosk)** needs a promo code, and on Terminals Only it must stay ticked. On **Limits**, the start must come before the end.

**If the wizard says a promotion with this code is already active**

Each code can belong to only one active promotion at a time. Pause the other promotion, or choose a different code.

## Manage your promotions

The list on **Manage promotions** shows each promotion's **Name**, **Code**, **Value**, **Status** and how many times it was **Used**. The status is one of:

- **Active**: customers can use it now.
- **Scheduled**: its start date has not arrived.
- **Expired**: its end date has passed.
- **Paused**: you paused it, or it was saved without **Active immediately**.

On each row:

- Select the name to open **Promotion details**, which lists every setting, including the wash duration and whether the discount covers the wash start only.
- **Pause** stops the promotion at once. **Resume** turns it back on. If another active promotion uses the same code, you see a message instead: pause that promotion first.
- **QR** makes a QR code for a promotion that has a code. See Promo codes and QR codes.
- **Delete** removes a promotion that was never used, after you confirm. A promotion that has been used cannot be deleted: MonsoonOS asks whether to pause it instead, and it stays in the list as **Paused** with its redemptions on record.

The web admin has no way to change a saved promotion's settings. To change one, pause it and create a new promotion with the new settings. You can reuse the code once the old promotion is paused.

> **Note**
>
> On the Full Wash Platform, you can also give a free wash or account credit to one customer. See Free washes and credits.

## Next

Promo codes and QR codes shows how customers use your code and how to print or email its QR code.

PROMOTIONS

# Promo codes and QR codes

How customers use a MonsoonOS promo code at a Rain Pay Experience terminal or in the MonsoonOS app, and how to download, print or email a promotion's QR code.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Manage promotions" (Owner and Manager by default). On Terminals Only, your admin login.

A promo code is the word customers enter to get a promotion, such as WELCOME20. Every promotion that has a code also has a QR code you can print, download or email. To set up the promotion itself, see Create a promotion.

## How codes work

- Capital and small letters do not matter: welcome20 works the same as WELCOME20.
- One code belongs to one active promotion at a time.
- A code works only while its promotion is **Active**: not paused, and inside its start and end dates.
- Once the promotion has been used as many times as you allowed, the code stops working.

## Where customers use a code

### At a Rain Pay Experience terminal

On the wash list, the customer opens the kiosk's promo code button, then scans the QR code with the terminal's camera or types the code. The discount shows before they pay. What customers see on the kiosk shows these screens.

A code works at the terminal only when its promotion has **Walk-up customers (terminal / kiosk)** ticked and is **Percent off** or **Fixed amount off**. A free wash or account credit code is turned down at the terminal. MDB card readers do not take promo codes.

### In the MonsoonOS app (Full Wash)

On the Full Wash Platform, a customer can add a code to their account:

1. In the MonsoonOS app, they open the **Wallet** tab.
2. Under **Rewards and Credits**, they type the code in the **Have a code?** box.
3. They tap **Apply**.

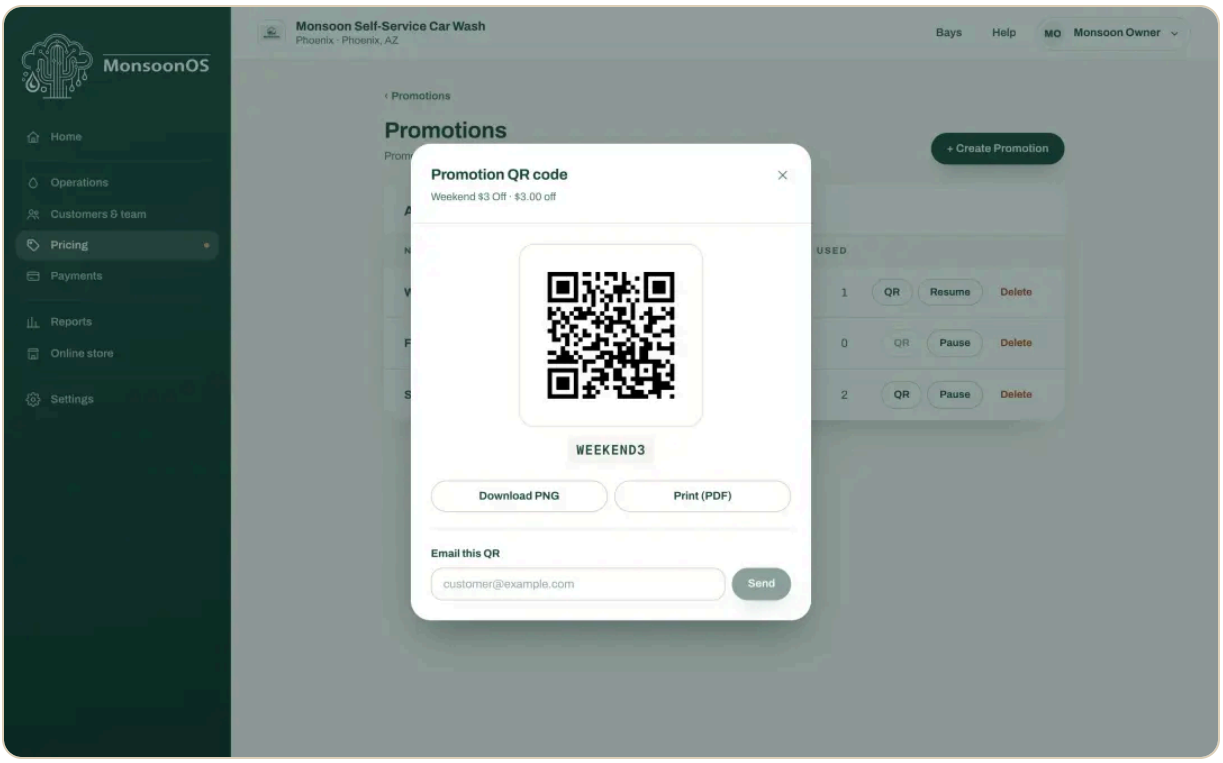
The app says **Promo applied**, and the reward is listed under **Rewards and Credits**. A free wash shows **Available at start** and is used when they start a wash. An account credit shows **Applies automatically**. A code they already added says **Already added**. See Wallet, credits and billing history.

## Make a QR code

1. Go to **Pricing › Promotions**.
2. Select **Manage promotions**.
3. On the promotion's row, select **QR**.
4. The **Promotion QR code** window shows the QR code with the code under it. Choose what you need:
   - **Download PNG** saves the picture, for a flyer, a social post or your website.
   - **Print (PDF)** opens a page ready to print, for a sign at the bay or the kiosk.
   - **Email this QR** sends the QR code and the code to one email address. Type the address, then select **Send**.

The QR code encodes your business's own web address for the promotion, so print it once and it keeps working while the promotion is active.

> **If the QR button is greyed out**
>
> The promotion has no promo code. A code cannot be added to a saved promotion: create a new promotion with a code. See Create a promotion.




## What the QR code opens

Scanned with a phone camera, the QR code opens a page with your logo, the promotion's name, its value, its dates, its description and the code, with the note **Show this code or QR at the wash.** The customer can then scan it at the kiosk or type the code. Write the description with this page in mind: customers read it.

If the promotion is paused, expired or its code is wrong, the page says **Offer not available** instead.

**If a customer says the code does not work at the terminal**

Open the promotion's details on **Manage promotions** and check four things: its status is **Active**, **Applies to** includes **Walk-up (terminal)**, its type is **Percent off** or **Fixed amount off**, and **Times used** has not reached its cap.

## Next

Track redemptions shows how often each code was used.

PROMOTIONS

# Track redemptions

See how often each MonsoonOS promotion was used, from the counts on the Promotions page to the Redemptions ledger that lists every use with its date, customer and amount.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "See promotions" (Owner, Manager and Staff by default). On Terminals Only, your admin login.

Every time a promotion is used, MonsoonOS records a redemption. You can see the totals at a glance or open the full list.

## The Promotions page

Go to **Pricing › Promotions**. The **Snapshot** at the top shows:

| Figure | What it counts |
|---|---|
| **Active promotions** | Promotions that are turned on, not paused. |
| **Free washes outstanding** | Free washes given to customer accounts and not used yet (Full Wash). |
| **Credit liability** | Account credit given to customers and not spent yet (Full Wash). |
| **Redemptions · 30 days** | Uses of any promotion in the last 30 days. |

On the Full Wash Platform, **Recent activity** under it lists the last five changes to customers' free washes and account credits, such as one given or used.

Rain Pay Terminals Only has no customer accounts, so its **Snapshot** shows **Active promotions** and **Redemptions · 30 days** only, with no **Recent activity**.

## Uses of one promotion

Select **Manage promotions**. The **Used** column shows how many times each promotion was used. Select a promotion's name for **Promotion details**, where **Times used** shows the uses against the cap, for example "12 / 100", or the uses with "(no cap)".

## The Redemptions ledger

1. On the **Promotions** page, select **Redemptions ledger**.
2. Optionally narrow the list:
   - **From** and **To**: a date and time range.
   - **Source**: **All sources**, **Promo code**, **Free wash**, **Account credit**, **Automatic promotion** or **Given by staff**. On Terminals Only, the choices are **All sources** and **Promo code**.
3. Read the list, newest first:
   - **When**: the date and time of the use.
   - **Customer**: the customer's name or email. A use at a Rain Pay Experience terminal shows **Walk-up**, because a walk-up customer has no account.
   - **Promo**: the promotion's name.
   - **Source**: how it was applied, such as **Promo code** for a code typed at the terminal or in the app.
   - **Amount**: the value taken off or used.
4. Select **Load more** at the bottom for older uses.

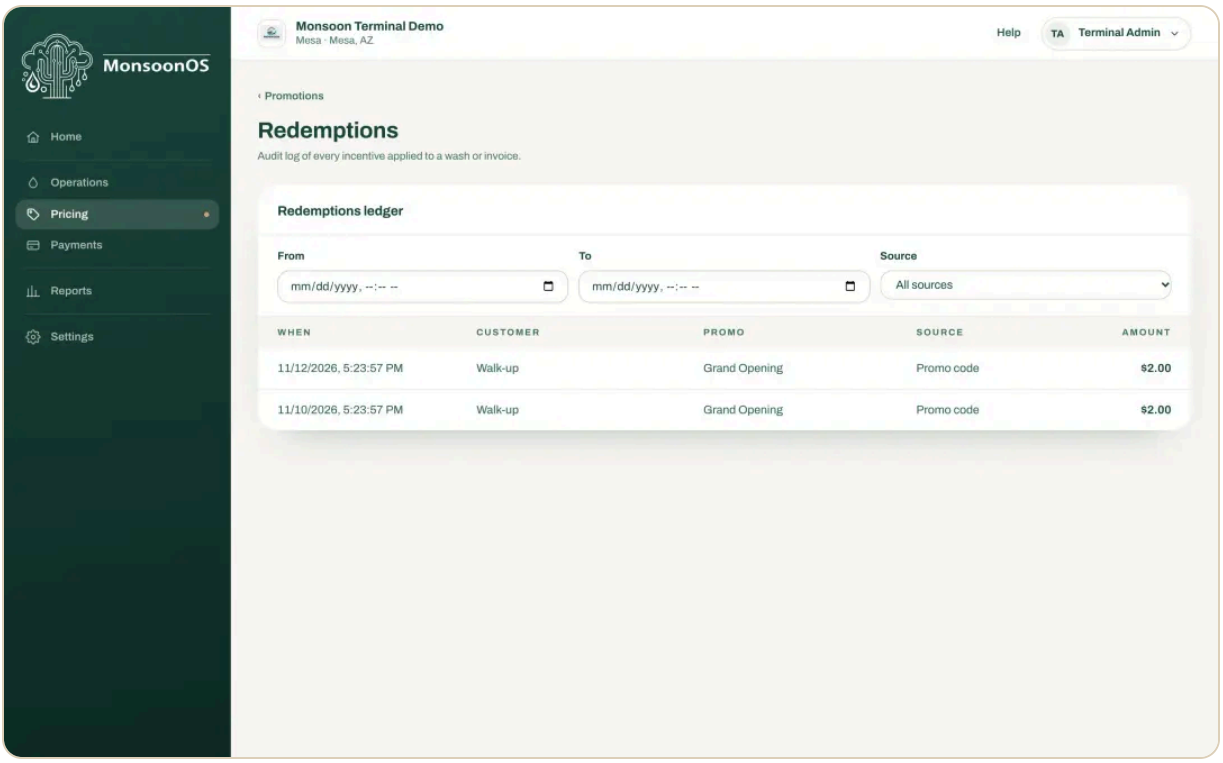
On Rain Pay Terminals Only, every use comes from a code at the terminal, so every row shows **Walk-up**.

**If the ledger says Couldn't load redemptions**

Select **Try again**. If it keeps happening, email support@cactuswashsystems.com.

**If the ledger says No redemptions match these filters**

Clear **From** and **To**, and set **Source** back to **All sources**.




# Related

- Create a promotion
- Reports overview, for your sales in the same period

# Reports overview

How to open MonsoonOS Reports, choose the period and location, move between report tabs and export the period to Excel, and what Rain Pay Terminals Only reports include.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "See wash reports" (Owner and Manager by default). On Terminals Only, your admin login.

Reports show what your wash collected over a period: totals, trends, every transaction and how your bays are used. This page covers how the reports work. Report tabs explains what each tab shows.

## Open Reports

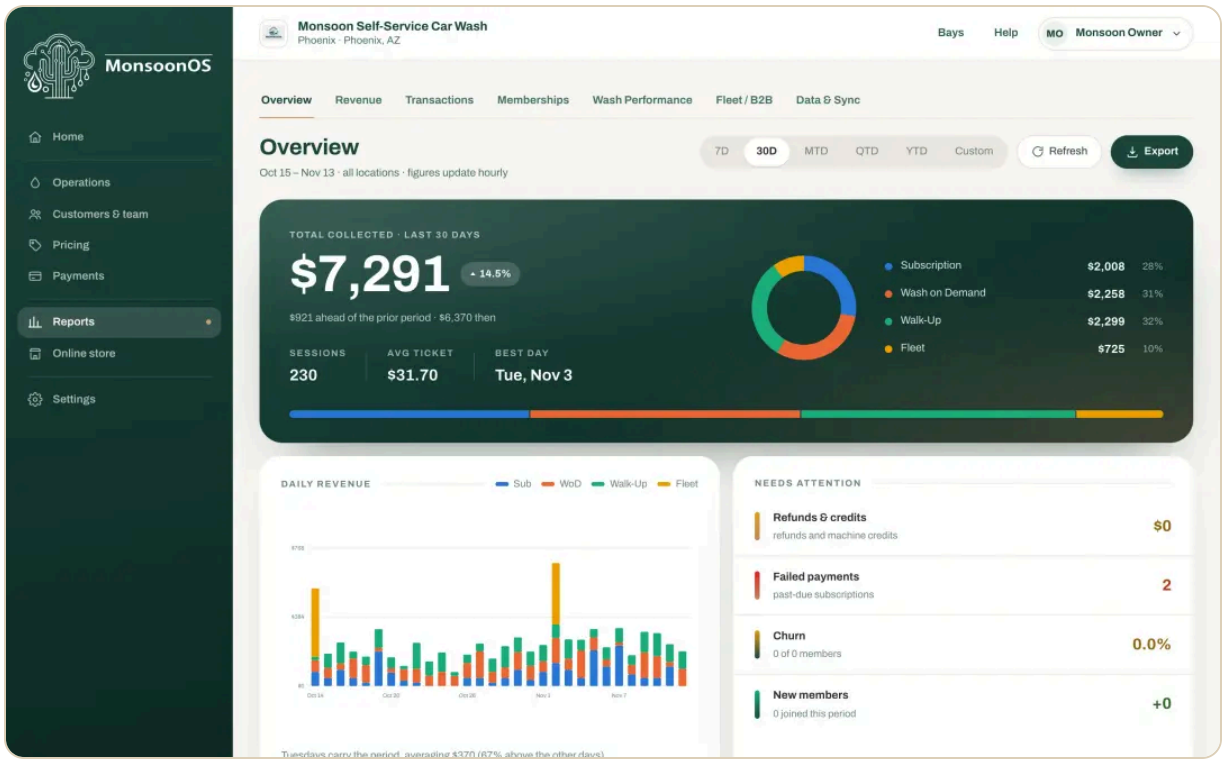
Go to **Reports**. The **Overview** tab opens first, for the last 30 days.

With several locations, Reports covers the whole business. To see one location, choose it from the location list at the top of the report.

## Find your way around

- The tabs run across the top: **Overview**, **Revenue**, **Transactions**, **Memberships**, **Wash Performance** and **Fleet / B2B**. **Memberships** shows on the Full Wash Platform and **Fleet / B2B** with Fleet. After them, **Vending** opens Dryline VMS reports in a new tab for businesses with Dryline VMS, and **Data & Sync** holds report tools for roles that include **Run forecasts**.
- The admin menu stays on the left, so you can leave Reports for any other area.
- The heading names the tab. The line under it shows the dates, the location, and that figures update hourly.
- **Refresh** reloads the figures on the page.

The period and location you choose stay the same as you move between tabs.




# Choose the period

Select one of the period buttons at the top:

| Button | Period |
|---|---|
| **7D** | The last 7 days, today included |
| **30D** | The last 30 days, today included (the default) |
| **MTD** | This month so far |
| **QTD** | This quarter so far |
| **YTD** | This year so far |
| **Custom** | Two dates you pick: a start and an end |

Each day runs from midnight to midnight in your location's time zone. Totals compare against the same length of time just before, so you can see whether you are ahead or behind.

## Choose a location

With more than one location, the **Overview** tab has a location menu above the totals: choose a location, or **All locations**. The **Transactions** tab has its own location menu.

If your role is limited to certain locations, every report shows only those locations. See Limit someone to certain locations.

## Export to Excel

1. Choose the period and location you want.
2. Select **Export**.
3. Select **Excel (this period)**.

You get a workbook with a **Summary** sheet (the period's totals by stream) and a **Transactions** sheet (every sale in the period). With Fleet, an export of all locations also has a **Fleet Invoices** sheet. Dates in the file are your local dates.

To save one receipt, member statement or fleet invoice as a PDF, open it from its tab and select **PDF**. **Print** prints it.

## What each plan's reports include

| | Full Wash Platform | Rain Pay Terminals Only |
|---|---|---|
| Terminal and pay station sales (**Walk-Up**) | Yes | Yes |
| Wash Club memberships (**Subscription**) | Yes | No |
| Washes paid in the app (**Wash on Demand**) | Yes | No |
| Fleet invoices (**Fleet**) | Yes | With the Fleet add-on |

On Terminals Only, your totals are your terminal sales. Terminals Only does not include Wash Club or the customer app, so Reports leaves out the **Memberships** tab, the **Subscription** and **Wash on Demand** streams and the membership figures. Sales from MDB card readers count as walk-up sales too: see How MDB sales show up.

**If a sale you expect is not in the report yet**

Figures update hourly. Wait an hour and select **Refresh**. Check the period and the location menu too.

**If Reports is missing from your menu**

Your role does not include **See wash reports**. Ask your owner.

## Next

Report tabs walks through what each tab shows.

# Report tabs

What each MonsoonOS report tab shows, from Overview and Revenue to Transactions, Memberships, Wash Performance and Fleet / B2B, and which plan or permission each one needs.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "See wash reports" (Owner and Manager by default). On Terminals Only, your admin login.

Every tab in MonsoonOS Reports uses the period and location you chose at the top of the page. To open Reports and choose them, see Reports overview.

## The tabs at a glance

| Tab | What it shows | Plans |
|---|---|---|
| **Overview** | Total collected, the mix by stream, daily revenue and what needs attention | Both |
| **Revenue** | Revenue by stream, by location and by bay | Both |
| **Transactions** | Every sale, each with its own receipt | Both |
| **Memberships** | Wash Club members, expected monthly revenue, churn and failed payments | Full Wash |
| **Wash Performance** | In-bay automatic packages and add-ons, popular times and how busy each bay is | Both |
| **Fleet / B2B** | Fleet collections, balances and invoices | With Fleet |
| **Data & Sync** | Tools that rebuild report history and the membership forecast | Roles with **Run forecasts** |

A tab your plan does not include is not shown.

The streams are **Subscription** (Wash Club), **Wash on Demand** (washes paid in the app), **Walk-Up** (terminal and pay station sales) and **Fleet**. On Rain Pay Terminals Only, your sales are **Walk-Up**, plus **Fleet** with the Fleet add-on, so the reports show only those streams.

## Overview

- The top band shows **Total collected** for the period, the change from the period before, and **Sessions**, **Avg ticket** and **Best day**.
- The stream list beside it gives each stream's amount and share of the total. Select a stream to open its transactions. **Vending** opens the Dryline VMS vending reports in a new tab, for businesses with Dryline VMS. Vending sales are counted there, not in this total.
- **Daily revenue** charts each day, colored by stream, with a line saying which day of the week does best.
- **Needs attention** shows **Refunds & credits** for the period, which opens **Refunds & Credits**. On the Full Wash Platform it also shows **Failed payments** (past-due memberships), **Churn** and **New members**.
- **By site** appears with several locations: each location's total, sessions and change. Select a location to see its transactions.

## Revenue

Choose a view at the top:

- **By stream**: **Daily revenue by stream** and the **Streams** list, with each stream's total, share and change, and the **Total collected** underneath.
- **By site**: one row per location with **Subscription**, **Wash on Demand**, **Walk-Up**, **Sessions** and **Total** (on Terminals Only, **Walk-Up**, **Sessions** and **Total**). Select a location to see its transactions.
- **By bay**: one row per bay with its **Location**, **Revenue**, **Sessions** and **Utilization**. Select a bay to see its transactions.

## Transactions

Every sale in the period, newest first.

1. Narrow the list with the stream buttons (**All**, **Subscription**, **Wash on Demand**, **Walk-Up**, each with its count; **All** and **Walk-Up** on Terminals Only), the location menu, or the search box (a customer, bay or location).

2. Read each row: **When**, **Stream**, **Customer**, **Bay / Location**, **Wash**, **Duration** and **Amount**. Use **Prev** and **Next** to page through.
3. Select a row to open its **Transaction receipt**: the **Total charged**, the customer, location, bay, wash, add-ons, duration, reference and **Transaction ID**, with the price lines underneath.
4. On the receipt, select **Print** or **PDF**, or **Back to ledger** to return.

To refund a sale, use **Refunds & Credits**. See Refund a charge.

## Memberships (Full Wash)

- **Active members**, with how many joined and left this period.
- **MRR expected**: the membership billing expected in the period, with what was collected.
- **Churn**: the share of members who canceled.
- **Failed payments**: memberships whose last charge did not go through.
- **Plans**: each Wash Club plan with its active members and revenue.
- **Members**: filter by **All**, **Active**, **Past due**, **Trialing** or **Canceled**. Columns are **Member**, **Plan**, **Status**, **Renews**, **Washes** and **Joined**. Select a member for their **Member statement**, which you can print or save as a PDF.

Terminals Only does not include Wash Club memberships, so this tab is not shown on that plan.

## Wash Performance

- **Wash purchases**, **With add-ons** and **Add-on attach rate** for your in-bay automatic washes.
- **Package mix**: how many times each wash package was bought, with the add-ons chosen listed underneath. Select a package to see its transactions.
- **Popular times**: a grid of busy hours by day of the week, in your location's time zone.
- **Token sales**: appears when a token machine sold packages, with sales **In the app** and **At the machine**.
- **Bays**: each bay's **Revenue**, **Sessions** and **Utilization**, measured against the open hours you set for the location.

## Fleet / B2B

- **Collected · period**: fleet invoice payments in the period, with the invoices paid and accounts.
- **Outstanding · now**: what fleet accounts owe today, after credits.
- **Billed unpaid · now**: invoices sent and not yet paid.
- **Accounts**: each fleet company with what it paid and what is due. Select a company to see its **Invoices**, then an invoice to print it or save it as a PDF.

**Manage in Fleet Management** opens the fleet pages. On Terminals Only without the Fleet add-on, this tab is not shown. See Turn on Fleet.

## Data & Sync

Only roles that include **Run forecasts** see this tab.

- **Backfill revenue data** with **Run backfill** pulls app wash payments and walk-up terminal sales into the reports again. Use it if sales are missing from reports after a few hours.
- **Refresh subscription forecast** with **Refresh forecast** recalculates the membership revenue expected this month (Full Wash).

Both use the location chosen at the top, or every location.

# Refund a charge

Find a card payment in MonsoonOS Refunds & Credits and refund all or part of it, credit a Wash Club member's next bill instead, or void a credit you gave.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Issue refunds and credits" (Owner and Manager by default). On Terminals Only, your admin login.

**Refunds & Credits** lists the card payments your business took, across every kind of sale. Refund a charge here and your reports stay in step with what the customer paid.

## Before you start

- Know the date and amount of the charge, or the customer's name or the last four digits of their card.
- Your role must include **Issue refunds and credits**. With **See refundable payments** only, you see the list without the buttons.

## Find the charge

1. Go to **Payments › Refunds & Credits**.
2. Choose the period: **Today**, **7D**, **30D** (the default), **MTD**, **QTD**, **YTD** or **Custom**.
3. Optionally choose a kind of sale. Each button shows how many charges it holds, and you see only the kinds your plan includes:
   - **Subscriptions**: Wash Club charges (Full Wash).
   - **Washes**: washes paid in the MonsoonOS app (Full Wash).
   - **Walk-in**: sales at Rain Pay terminals and pay stations.
   - **Store**: online store orders (Full Wash).
   - **Tips**: Tip Box tips, for businesses with Tip Box.
   - **Vending**: Dryline VMS sales, for businesses with Dryline VMS.

- **All** shows everything again.

4. With several locations, optionally choose one in the location menu.
5. Optionally type a customer or card in the search box.

Each row shows **When**, **Stream**, **Description** (with the customer and location under it), **Card**, **Amount**, **Refunded** and **Status**: **Paid**, **Partially refunded** or **Refunded**. Select **When** or **Amount** to sort by it.

On Rain Pay Terminals Only, your charges are **Walk-in** sales, so the buttons are **All** and **Walk-in** (plus **Tips** or **Vending** if you have Tip Box or Dryline VMS).

## Refund a charge

1. On the charge's row, select **Refund**.
2. In **Refund this charge**, choose **Full** or **Partial**. For a partial refund, type the **Amount**. A Wash Club charge can only be refunded in full.
3. Optionally add a **Reason (optional)**.
4. Read the line above the buttons: it gives the amount and the card it goes back to. A refund cannot be undone.
5. Select **Refund**.

The money goes back to the customer's card, and the row's **Refunded** and **Status** change. Refunding a Wash Club charge does not cancel the membership: the member keeps their access and washes. To end it, see Restrict a customer or cancel a membership.

## Credit a member's next bill instead (Full Wash)

For a Wash Club charge, you can keep the money and take an amount off the member's next bill.

1. On the charge's row, select **Credit next cycle**.
2. In **Credit next billing cycle**, type the **Credit amount**.
3. Optionally add a **Reason (optional)**.
4. Select **Issue credit**.

No money moves today. The member's next charge is lower by the credit, and a credit bigger than one bill carries the rest forward. The credit is listed under **Pending credits** until it is used.

If the membership is canceled, there is no next bill for the credit to come off, and the window tells you so. If the member is not coming back, void the credit and refund the card instead.

## Void a credit

On the Full Wash Platform, **Pending credits**, at the bottom of the page, lists credits waiting for a member's next bill, with the **Member**, **From charge** (the charge the credit came from), what is **Remaining** and the **Reason**. A credit on a canceled membership carries a note that it will not apply on its own.

1. On the credit's row, select **Void**.
2. Type a **Reason**. It is required.
3. Select **Void credit**.

The member's next bill goes back to full price.

## Charges refunded somewhere else

Some rows show a link or a note in place of **Refund**:

| The row shows | What to do |
|---|---|
| **Refund in Store** | Opens the online store order. Refund it there (Full Wash). |
| **Refund in Tip Box** | Opens the tip in Tip Box. |
| **Refund in Dryline VMS** | Opens the vending sale in Dryline VMS. |
| **Fully refunded** | Nothing is left to refund. |
| **Nothing charged** | The charge was zero, so there is nothing to refund. |
| **No gateway reference** | MonsoonOS has no card reference for this charge. Email support@cactuswashsystems.com. |
| **Refund in Rain Pay portal** | Refund this terminal sale in your Rain Pay portal. |

| The row shows | What to do |
| --- | --- |
| **Paid before Rain Pay: no refund here** | An app wash paid before your business moved to Rain Pay. MonsoonOS cannot refund it. Email support@cactuswashsystems.com. |

**If the page says refund actions are not enabled for your account yet**

The list is read-only for now. Email support@cactuswashsystems.com to ask about it.

**If you see a network error after selecting Refund**

The refund may have gone through. Reload the page and check the row's **Refunded** amount before you try again.

**If an in-bay automatic sale needs a refund because the wash never started**

It is waiting in **Held Payments** under **Kiosk refunds owed**. See Held payments.

To keep refunds to the right people, see Payment security.

# Held payments

Settle a card payment that MonsoonOS held because the processor did not answer in time, by looking it up in your Rain Pay portal and then confirming, recording or releasing it in Held Payments.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Resolve held payments" (Owner and Manager by default). On Terminals Only, your admin login.

Sometimes a card payment goes through but MonsoonOS does not hear back from the processor in time. Rather than try again and risk charging the customer twice, MonsoonOS holds the payment until someone checks it. Payment security explains why this happens. This page shows how to settle each one.

## The email you get

When a payment is held, everyone whose role includes **Resolve held payments** gets an email saying a payment needs a check. It gives the amount, what the payment was for, its Rain Pay reference and a link to **Held Payments**. Settle held payments the same day.

## Before you start

- Sign in to your Rain Pay portal in another tab.
- To use **Try the refund again** on a kiosk refund, your role also needs **Issue refunds and credits**.

## Open Held Payments

Go to **Payments › Held Payments**, or use the link in the email. When nothing is waiting, the page says **No payments are waiting for a check.**

Held payments are listed in up to three groups: **Kiosk refunds owed**, **Online payments** and **Wash payments**. Select a row to open it.

## Look the payment up in the Rain Pay portal

Each online or wash payment shows a **Rain Pay reference**. In your Rain Pay portal, search for that reference: the portal shows it as the External ID.

- **The charge is there.** Copy two values from it:
  - The **RRN** is printed on the merchant copy of the receipt (View Receipt in the portal). It has 12 digits. It is not the number at the top of the transaction.
  - The **Transaction ID** is cut off in the portal, so use the copy button next to it.
- **Nothing is there.** The customer was not charged.

## Online payments

A payment a customer made on your payment page: a membership, a wash package, a store order or a fleet invoice. Each row shows the customer, what the payment was for (such as "Membership: Monthly Unlimited"), when it was held, the Rain Pay reference and the amount.

If the portal shows the charge:

1. Open the row.
2. Enter the **RRN** and the **Transaction ID**.
3. Select **It was charged: confirm**.

The membership, package, order or invoice is finished as paid, and the customer gets their receipt. They are never charged again for it.

If the portal shows nothing:

1. Open the row.
2. Select **Not charged: release**.

The customer is emailed that they were not charged and can try again.

## Wash payments

The charge at the end of a wash, taken from the hold placed on the customer's card when the wash started. Each row shows the bay and location, when the wash ended, when the payment was held, the Rain Pay reference and the amount. The open row also names the reference of the original hold on the card.

If the portal shows the charge:

1. Open the row.
2. Enter the **Capture RRN**. Add the **Transaction ID (optional)** if you have it.
3. Select **It was charged: record**.

The wash is booked as paid.

If the portal shows nothing:

1. Open the row.
2. Select **Not charged: release**.

The wash stays unpaid, and the hold on the customer's card drops off on its own.

## Kiosk refunds owed

An in-bay automatic wash paid at a Rain Pay Experience terminal where the wash never started and the automatic refund did not go through. Each row shows the bay and location, when the customer paid, their card, the **RRN** and the amount. The open row says why the refund failed.

1. Search the **RRN** in your Rain Pay portal first.
2. If the portal already shows a void or a refund, select **Refunded in the portal**. Nothing more is sent.
3. If it does not, select **Try the refund again**. The amount goes back to the customer's card.

> **If It was charged: confirm stays greyed out**
>
> Both the **RRN** and the **Transaction ID** are needed. Check that you copied the RRN from the merchant receipt, not the number at the top of the transaction.

**If you cannot find the reference in the Rain Pay portal**

Check that you searched the whole **Rain Pay reference**, then search again a few minutes later. If the portal still shows nothing, the customer was not charged: release the payment.

**If Try the refund again is missing**

Your role does not include **Issue refunds and credits**. Ask your owner, or check the portal and select **Refunded in the portal** if it shows the refund.

On Rain Pay Terminals Only, your admin login can settle every held payment.

# Card deposits

See the card deposits paid into your bank account, the batches and card sales behind each one, chargebacks and monthly statements on the MonsoonOS Card Deposits page, once your card deposit account is set up.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "See card deposits" (Owner and Manager by default). On Terminals Only, your admin login.

**Card Deposits** shows the money your card processor paid into your bank account: each day's deposit, the batches and card sales behind it, chargebacks, money held in reserve and your monthly statements.

## When you have this page

The **Card Deposits** tab under **Payments** appears only when your business has a card deposit account that your MonsoonOS team has set up for you. It works the same on the Full Wash Platform and on Rain Pay Terminals Only. If you think you should have it, ask your MonsoonOS team.

Until the account is live, the page says card deposits will show once the merchant account is live.

## Open Card Deposits

1. Go to **Payments › Card Deposits**.
2. If your business has more than one card account, choose it under **Merchant account**.
3. Set **From** and **To**, then select **Show**.

## The totals

Five figures sum up the dates you chose:

| Figure | What it is |
|---|---|
| **Deposited** | What reached your bank account |
| **Card sales batched** | The card sales sent for payment |
| **Fees** | Processing fees taken out |
| **Chargebacks** | Money taken back for disputed sales |
| **Adjustments** | Other changes the processor made |

## Deposits

**Deposits** lists each day's deposit and amount.

1. Select a day to see what made it up: card sales, fees, chargebacks, reserve, adjustments and the amount deposited, with the last digits of the bank account it went to.
2. Under **Batches**, each batch shows its number of sales and its amount. Select a batch to list its card sales: the card type, the last four digits and the amount. Credits, such as refunds, show as negative amounts.

## Chargebacks

**Chargebacks** lists each dispute with its reason, case number, the date of the sale, the card's last four digits and the amount. If there are none to show, it says **No chargebacks.**

Once a day, if new chargebacks came in, everyone whose role includes **See card deposits** gets an email with a link to this page.

## Reserve

**Reserve** appears when the processor holds back part of your sales for a time. Each line shows the date and either the amount held or the amount released.

# Monthly statements

**Monthly statements** has a button for each month. Select one to open that month's statement in a new tab, where you can save or print it.

**If Card Deposits is missing from your admin**

Either your card deposit account is not set up yet, or your role does not include **See card deposits**. Ask your owner, or your MonsoonOS team.

**If a yellow note appears above the totals**

Part of the information could not be loaded. Select **Show** again in a few minutes.

To match card deposits to your sales in your accounting, see QuickBooks sync.

# QuickBooks sync

What the QuickBooks Online sync add-on does for a MonsoonOS wash business, how to open its page and connect your QuickBooks company, and where to find the full setup guide.

Every plan | QuickBooks add-on

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You need the QuickBooks sync add-on.

**Who can do this:** On Full Wash, anyone whose role includes "Manage QuickBooks sync" (Owner by default). On Terminals Only, your admin login.

QuickBooks sync is an add-on that sends your MonsoonOS sales to your own QuickBooks Online company. Each morning around 4 AM, the day before goes to QuickBooks as one journal entry per location, so your books keep up without typing anything in.

The full walk-through, with the accounts to choose and how to match card deposits in your bank feed, is in the QuickBooks sync setup guide (PDF). This page covers the basics.

## Before you start

- The QuickBooks sync add-on on your account. Without it, the **QuickBooks** row does not appear. You can add it in the **Cactus Wash Shop** (see The Cactus Wash Shop) or ask your MonsoonOS team.
- A QuickBooks Online company you can sign in to.
- The last day your books already cover, so nothing is entered twice.

## Connect QuickBooks

1. Go to **Settings › QuickBooks**. After buying the add-on in the shop, **Set up QuickBooks** takes you there too.
2. Select **Connect to QuickBooks**.
3. Sign in to QuickBooks and choose your company. You come back to MonsoonOS when it is done.

4. The **QuickBooks Online** card now shows **Connected**, with your **Company** and the date it was **Connected**.

## Set the start date

1. Under **Start date**, pick the day after the last day your books already cover. Nothing from before this date is sent. It can reach back up to 45 days.
2. Select **Save start date**.

## Choose the accounts and watch the entries

- **Accounts** sets where each kind of sale lands in your QuickBooks. Several kinds can share one account. The setup guide lists what to pick.
- **Daily entries** lists each day sent, with its status, such as **In QuickBooks**, **Waiting to send** or **Needs an account**. **Send now** sends what is waiting without waiting for the morning.

If a day changes in the following week, its entry is corrected. After that, a change goes in as an adjustment.

## Disconnect

1. Select **Disconnect QuickBooks**.
2. Select **Yes, disconnect**.

Nothing more is sent to QuickBooks, and what is already there stays.

**If the card says Connect again**

QuickBooks access ran out or was removed. Select **Connect to QuickBooks** again to keep your books up to date.

**If the card says Paused**

Your QuickBooks sync plan has ended, so nothing is sent. Your settings are kept: add the plan again in the **Cactus Wash Shop** to pick up where you left off.

**If the page says Ask an owner to connect QuickBooks**

Your role includes **See QuickBooks sync** but not **Manage QuickBooks sync**. Ask your owner.

Questions about QuickBooks sync? Email support@cactuswashsystems.com.

FLEET

# Turn on Fleet

Fleet company accounts are included on the MonsoonOS Full Wash Platform and are an add-on for Rain Pay Terminals Only; this shows where Fleet appears once it is on.

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).

**Who can do this:** On Full Wash, anyone whose role includes "See fleet accounts" (Owner, Manager and Staff by default). On Terminals Only, your admin login.

Fleet gives a company one account at your wash. Its drivers wash without paying at the bay, and the company gets one invoice a month for all of their washes.

## Does your plan include it?

- **Full Wash Platform:** Fleet is included. There is nothing to turn on.
- **Rain Pay Terminals Only:** Fleet is an add-on. Ask your MonsoonOS team to add it, and they switch it on for your business. It can take a few minutes to appear after that.

Terminals Only has no customer app, so on that plan fleet drivers wash at your Rain Pay Experience terminals only. On Full Wash they can also start a wash in the MonsoonOS app. See Washing with Fleet Wash.

## Where Fleet appears

Once Fleet is on:

- **Operations › Fleet Management** is where you add companies, their people and their billing. It is in the menu whether you have one location or several.
- The wash list on each Rain Pay Experience terminal shows a **Fleet Wash** button next to the other options. See What customers see on the kiosk.

- The Setup Guide shows an optional **Fleet programs** step that opens Fleet Management.
- **Email Settings** lists the emails fleet members and companies receive, so you can change their wording. See Customer emails.

> **Note**
>
> Dog washes see **Pack Management**, **Pack Wash** and **Pack programs** instead.

Team members on Full Wash see **Fleet Management** only if their role includes **See fleet accounts**. Adding and editing companies needs **Manage fleet accounts**, and billing actions need **Bill fleet accounts**. See Built-in roles.

> **If Fleet Management is missing on Full Wash**
>
> Your role does not include **See fleet accounts**. Ask your owner to add it to your role.

> **If Fleet Management is missing on Terminals Only**
>
> The Fleet add-on is not on for your business yet. Ask your MonsoonOS team, or email support@cactuswashsystems.com.

## Next

Add a fleet company.

FLEET

# Add a fleet company

Create a company account in MonsoonOS Fleet Management with its Fleet Admin, choose emailed invoices or an automatic card charge, set a discount and see when billing starts.

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).

**Who can do this:** On Full Wash, anyone whose role includes "Manage fleet accounts" (Owner, Manager and Staff by default). On Terminals Only, your admin login.

A fleet company is one account for a business whose people wash at your site. When you add it, you also add its Fleet Admin: the person at that company who manages its drivers and its bill.

## Before you start

- The company's name, and its address and tax ID if you want them on file.
- The Fleet Admin's first and last name, email and phone number.
- How the company will pay: an emailed invoice each month, or an automatic charge to a card they save.

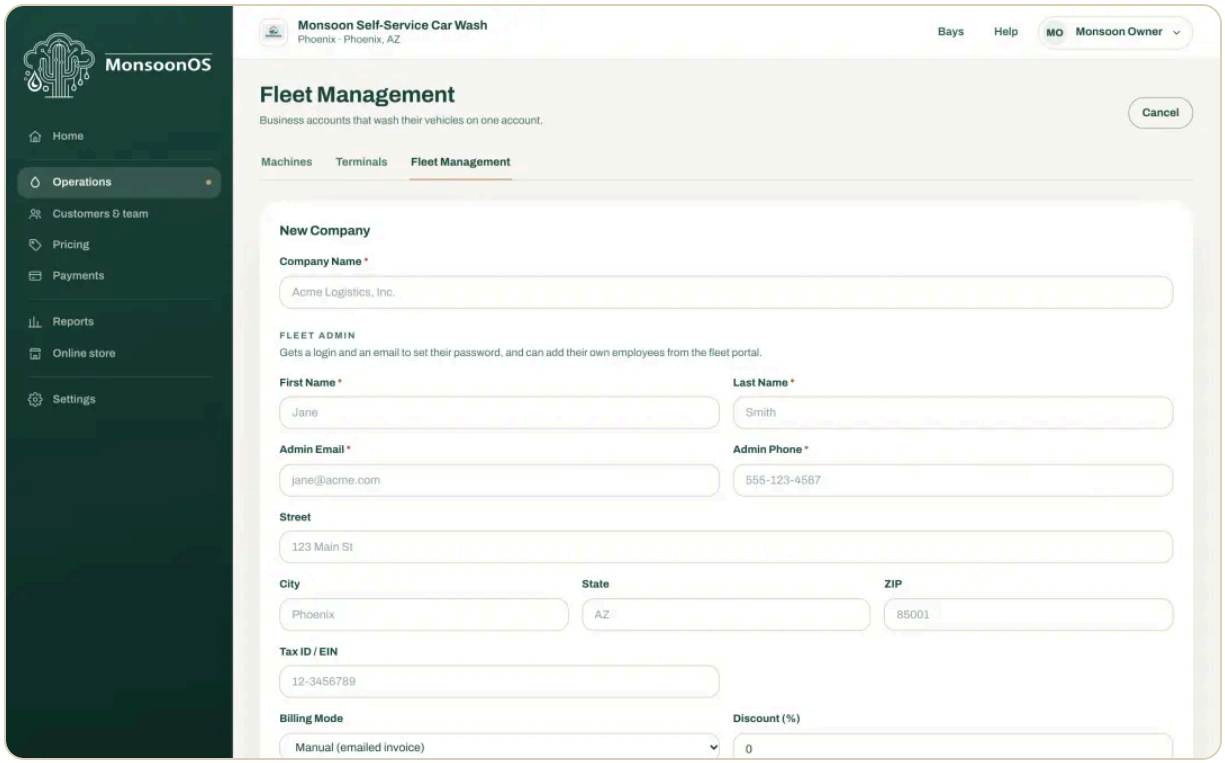
## Add the company

1. Open **Operations › Fleet Management**.
2. Select **+ Add Company**. The **New Company** form opens.
3. Enter the **Company Name**.
4. Under **Fleet Admin**, enter their **First Name**, **Last Name**, **Admin Email** and **Admin Phone**. All four are required.
5. Optionally add the company's **Street**, **City**, **State**, **ZIP** and **Tax ID / EIN**.
6. Choose the **Billing Mode**:

- **Manual (emailed invoice)**: each month the company is emailed an invoice to pay.
- **Automatic (charge card on file)**: each month the invoice is charged to the card the company saves.

7. To give the company a lower price, enter a **Discount (%)**.
8. Optionally add **Notes**. They are for your team and never shown to the company.
9. Select **Add Company**.

A green message confirms the company was added and that a set-password email went to the Fleet Admin. The company now shows in the **Companies** list as **Active**.




# What happens next

- The Fleet Admin gets two emails: one with a link to set their password, and one with their own wash PIN and QR code, so they can wash too. See Your Wash Pass and PIN.
- The Fleet Admin's name, email and phone become the company's contact and **Billing Email**. You can change them on the company's page.
- On **Automatic** billing, the company is also emailed a link to save a card. See Fleet invoices and account status.

- The Fleet Admin can add the company's employees from their own portal, or you can add them for the company. See Add fleet members.

## When billing starts

The first invoice is made 30 days after you add the company, then every month on that same day. Open the company to see its **Next Billing Date** under **Billing**. A month with no washes gets no invoice.

The discount is taken off each invoice's total, not off each wash.

## Change a company's details

1. In **Fleet Management**, select the company's name in the **Companies** list. Search by name, contact, email or phone if the list is long.
2. Change any field, including **Contact Name**, **Billing Email**, **Company Phone** and **Contact Phone**.
3. Select **Save Changes**.

Switching an account to **Automatic (charge card on file)** emails the company a link to save a card if it has none on file.

The company's status is not one of these fields. To turn a company off or back on, use **Deactivate account** or **Reactivate account**. See Fleet invoices and account status.

**If Billing Mode and Discount are greyed out**

Your role does not include **Bill fleet accounts**. You can still add the company on **Manual (emailed invoice)** with no discount, and someone whose role includes it can change those later.

**If you see "A company with this name already exists."**

Each company name can be used once. Open the existing company from the **Companies** list, or add the new one with a name that tells them apart.

**If you see "A user with this admin email already exists."**

Someone at your wash already signs in with that email, for example as a customer or a team member. Enter a different email for the Fleet Admin.

**If automatic billing is not available**

The message says to use manual invoicing. Card charges for fleet accounts need card processing set up for your business. Add the company on **Manual (emailed invoice)** and email support@cactuswashsystems.com.

**Note**

Dog washes see **Pack Management** and **Pack Admin**.

## Next

Add fleet members.

FLEET

# Add fleet members

Add a fleet company's drivers and admins in MonsoonOS one at a time or from a spreadsheet, and see what each new member receives and who a spreadsheet skips.

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).

**Who can do this:** On Full Wash, anyone whose role includes "Manage fleet accounts" (Owner, Manager and Staff by default). On Terminals Only, your admin login.

Members are the people on a fleet company's account. Each one gets their own login, wash PIN and QR code, and every wash they take is billed to the company.

There are two member roles:

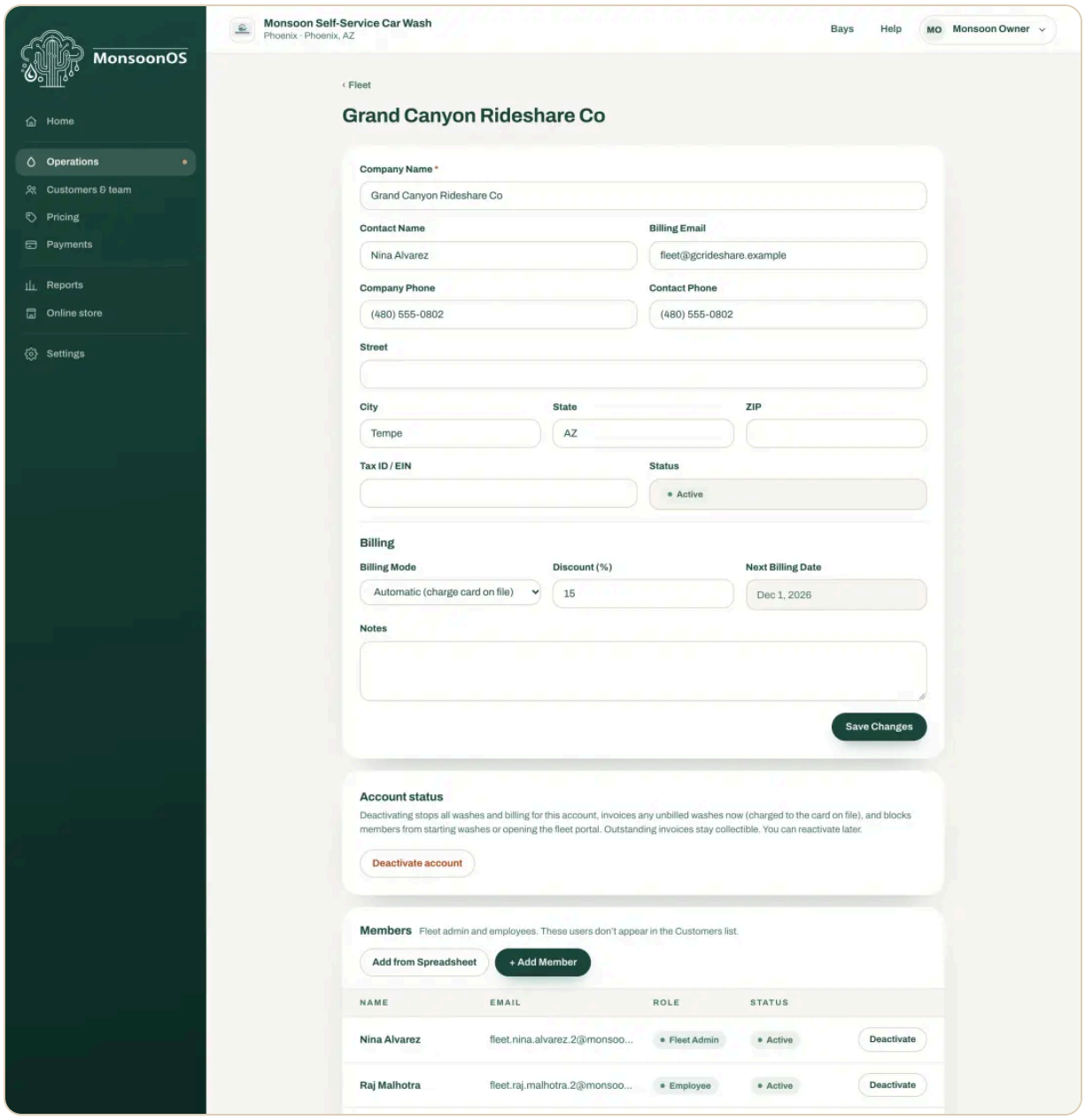
- **Employee**: washes on the company's account.
- **Fleet Admin**: washes too, and manages the company's employees and card on file from the fleet portal. See The fleet portal.

Members do not appear in your **Customers** list.

## Add one member

1. Open **Operations › Fleet Management** and select the company.
2. Under **Members**, select **+ Add Member**.
3. Enter their **First Name**, **Last Name** and **Email**. **Phone** is optional.
4. Choose the **Role**: **Employee** or **Fleet Admin**.
5. Select **Add Member**.

A green message confirms the member was added and that a set-password email was sent.




# Add many members from a spreadsheet

The **Add from a Spreadsheet** panel takes an Excel file (.xlsx) or a CSV with one person on each row. Your own list works, such as a payroll export, because you match its columns before anything is added. Up to 500 people go in one upload.

1. Open the company and select **Add from Spreadsheet**.

2. To start from our layout, select **Download the template**. Its **Start here** tab explains each column; put your people on its **Employees** tab.
3. Under **Your file**, choose your spreadsheet. If the file has more than one tab, pick the right one under **Sheet**.
4. Check the columns. If MonsoonOS found them, it lists each one under "We matched your columns" with the column letter it came from. Select **Change** to correct one.
5. If you need to match them yourself, pick the **Row with the column headings**, then the column for each item, or **Not in my file**. You need an **Email** column, and either **First name** and **Last name** columns or one **Full name** column. **Phone** is optional. **Role** takes Admin or Employee, and an empty cell is Employee.
6. Select **Continue**.
7. Review the list. It shows how many will be added, how many are already on the team and how many can't be added, with the reason for each.
8. Select the **Add** button, which shows the number of people, for example **Add 12 people**.
9. Keep the page open while the progress bar runs. To pause, select **Stop after this group**.
10. When it says **Finished**, select **Done**.

If you stopped early or the connection dropped, select **Add the rest** to carry on. Adding the same list again never adds anyone twice.

A **Full name** column is split for you: "Smith, Jane" is read as last name, then first name; otherwise the last word is the last name. The review step shows the split, so you can fix a name in your file before adding.

## Who a spreadsheet skips, and why

| On the review list | Why | What to do |
|---|---|---|
| **Already on the team** | That email is already a member of this company, active or inactive. | Nothing. This is what lets you fix a row and upload the same file again. |
| **Same email as row** with a row number | The email appears twice in your file. The first row counts. | Remove or correct the second row. |

| On the review list | Why | What to do |
|---|---|---|
| **Someone here already has an account with this email.** | Someone already signs in to your wash with that email, for example a customer or a team member. | Add them with a different email address. |
| **Role must be Admin or Employee.** | The Role cell holds something else. | Change it to Admin or Employee, or leave it empty for Employee. |
| A missing name or **Please enter a valid email address.** | The row fails the same checks as adding one person by hand. | Fix the row in your file. |

Rows with nothing in your matched columns, such as a total line at the bottom, are left out.

## What each new member receives

Every member, added either way, gets two emails:

1. A link to set their password. The link works for 7 days.
2. Their 4-digit wash PIN and their personal QR code, with buttons to add the QR code to Apple Wallet or Google Wallet when your wash offers them.

The PIN is only in that email. Nobody at your wash can look it up later; the member sets a new one themselves. See Your Wash Pass and PIN.

## Deactivate or reactivate a member

On the member's row, select **Deactivate**. A deactivated member can no longer start washes and shows as **Inactive**. Select **Reactivate** to let them wash again. Washes they already took stay on the company's bill.

**If the finished panel lists "Added, but an email didn't go out"**

Those people are on the team. They can use **Forgot?** on your sign-in page to set a password, then set a new wash PIN after signing in.

**If adding one member says "A user with this email already exists."**

Someone at your wash already signs in with that email. Add the member with a different email address.

**Note**

Dog washes see **Pack Admin** in place of Fleet Admin.

## Next

Fleet invoices and account status.

FLEET

# Fleet invoices and account status

How MonsoonOS bills a fleet company each month, how to bill now, collect a card on file, handle a failed or unpaid invoice, and deactivate or reactivate a company.

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).

**Who can do this:** On Full Wash, anyone whose role includes "Bill fleet accounts" (Owner, Manager and Staff by default). On Terminals Only, your admin login.

Each fleet company gets one invoice a month for all of its members' washes. You see and manage those invoices on the company's page, in the **Invoices** section.

## How a month is billed

On the company's billing date, MonsoonOS adds up the washes since the last invoice, takes off the company's discount, and makes an invoice. A month with no washes gets no invoice.

- **Manual billing:** the invoice is emailed to the company's **Billing Email** with a PDF copy and, where it can be made, a **Pay now** link. It is due 15 days later.
- **Automatic billing:** the invoice is charged to the card on file, and the company is emailed a paid receipt.

The **Next Billing Date** on the company's page shows when the next invoice is made. See Add a fleet company for how billing starts.

# Read an invoice

Each invoice in the list shows its number, its status, the dates it covers, the number of washes, any discount and the total. It also shows **Due** with a date, or **Paid** with the date it was paid.

| Status | Meaning |
|---|---|
| **Open** | Sent and waiting to be paid. |
| **Paid** | Paid by card, by its pay link, or marked paid by you. |
| **Payment failed** | An automatic charge was declined. |
| **Uncollectible** | Automatic retries ran out without a payment. The company's portal shows this as **Past due**. |
| **Void** | Cancelled. Its washes move to the next invoice. |

Select **PDF** on any invoice to open its itemized copy.

# Bill a company now

To invoice everything not yet billed without waiting for the billing date, select **Bill now** at the top of **Invoices** and confirm. On Automatic billing the card on file is charged; on Manual billing the invoice is emailed. If nothing is waiting, you see "No unbilled washes to invoice."

# Act on an invoice

| Button | What it does |
|---|---|
| **Resend** | Emails the invoice again. |
| **Copy pay link** | Copies a link to a page where the company can pay the invoice online. Paste it into your own email or text. |
| **Mark paid** | Records a payment made another way, such as a check. |
| **Void** | Cancels the invoice. Its washes roll into the next invoice. |
| **Retry charge** | On Automatic billing, charges the card again after a failed payment. |

| Button | What it does |
| --- | --- |
| **Stop auto-retries** | Stops the automatic retries for one failed invoice. |

## The card on file

The bar at the top of **Invoices** shows the company's card, for example "Card on file: VISA" with the last four digits, or "No card on file."

To ask the company for a card, select **Send card-setup link**, or **Send update-card link** if one is on file. It emails the company's **Billing Email** a secure page where they enter the card themselves. Nobody at your wash sees or types the card number. The Fleet Admin can also add or update the card from the fleet portal. See The fleet portal.

A card on file is charged only on **Automatic** billing. If the company has a card but is on Manual billing, the bar reminds you to switch billing to Automatic on the company's page.

## When an automatic payment fails

The invoice shows **Payment failed** with the reason the card gave, and the company is emailed the amount due. When the Fleet Admin opens the fleet portal, a banner says a recent payment didn't go through and asks for an up-to-date card.

Under the reason, the invoice shows how many attempts were made and either the date of the next automatic retry or **Auto-retries stopped**. An invoice whose retries have run out shows **Uncollectible**.

To collect it yourself:

- Ask for a new card with **Send update-card link**, then select **Retry charge**.
- Send the company a way to pay with **Copy pay link**.
- Record a payment made another way with **Mark paid**.

An unpaid or failed invoice does not stop the company's washes on its own. To stop them, deactivate the account.

**If a message says the charge result is unclear**

MonsoonOS could not confirm whether the card was charged, so it will not charge again. Check the payment in the Rain Pay portal, then select **Mark paid** if it went through or **Void** if it did not.

## Deactivate or reactivate a company

Deactivating needs **Manage fleet accounts**.

1. Open the company. In **Account status**, select **Deactivate account**.
2. Read the message and confirm.

Deactivating does three things at once:

- Invoices any washes not yet billed: charged to the card on file on Automatic billing, emailed on Manual billing.
- Stops all washes and billing for the company. Its members can no longer start a wash or open the fleet portal.
- Leaves unpaid invoices collectible in **Invoices**.

To undo it, select **Reactivate account**. Washes and billing resume.

In the MonsoonOS app, the company's page has the same **Account status** section with **Deactivate account** and **Reactivate account**, and they do the same thing, final invoice included. The company's status changes only there, never by editing its details.

## All companies at once

For billing and aging across every fleet company, open **Reports** and the **Fleet / B2B** tab. See Report tabs.

## Next

Fleet wash activity.

FLEET

# Fleet wash activity

See every wash a fleet company's members took in MonsoonOS, month by month, with the bay, the minutes, the recorded amount and whether the member's PIN was used.

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).

**Who can do this:** On Full Wash, anyone whose role includes "See fleet accounts" (Owner, Manager and Staff by default). On Terminals Only, your admin login.

Every fleet wash is recorded to the member's company. **Wash Activity** lists those washes so you can answer a company's questions about its bill.

## Open a company's wash activity

1. Open **Operations › Fleet Management** and select the company.
2. Scroll to **Wash Activity**, below **Invoices**.
3. Choose a **Month**. You can go back 12 months.

At the top, three totals cover the month: **Washes**, **Minutes** and **Recorded total**.

## What each row shows

| Column | What it shows |
|---|---|
| **Date** | The day and time the wash started. |
| **Member** | Who washed. |
| **Bay** | The machine they used. |
| **Duration** | How long the wash ran, in minutes. |

| Column | What it shows |
|---|---|
| **Amount** | What the wash would have cost at that bay. The company's discount comes off the invoice, not off each wash. |
| **PIN** | A check mark means the wash was started with the member's wash PIN. |

A row that shows **Void** in place of an amount was ended with an emergency stop. It stays on the list so the company sees it, but it costs nothing.

Washes not yet invoiced go on the company's next invoice. See Fleet invoices and account status.

## Who else sees wash activity

- The company's Fleet Admin sees the same list for their whole team in the fleet portal. See The fleet portal.
- Each member sees their own washes. See Your Wash Pass and PIN.
- For every fleet company at once, open **Reports** and the **Fleet / B2B** tab. See Report tabs.

**If a company disputes a wash**

Find the row by its **Date** and **Member**. Check **PIN**: a check mark means the member's own PIN started it. If the member should not have been washing, deactivate them under **Members**. See Add fleet members.

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**.

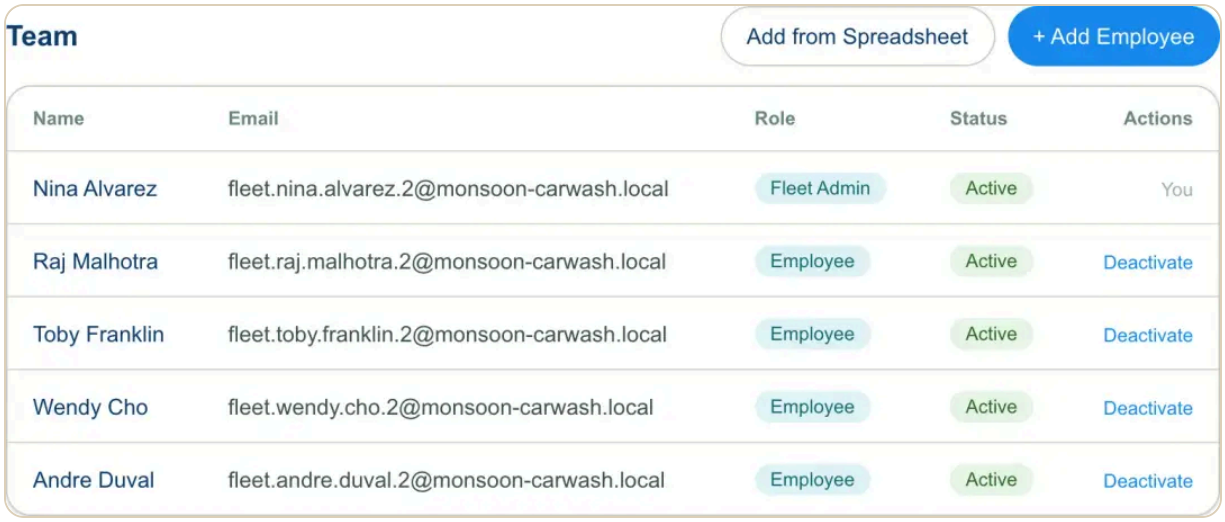
The portal starts with three sections about you, because you can wash on the account too: **Your Wash Pass**, **Wash PIN** and **My Wash Activity**. See Your Wash Pass and PIN. Below them are three sections only Fleet Admins see: **Team**, **Billing** and **Wash Activity**.

## 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

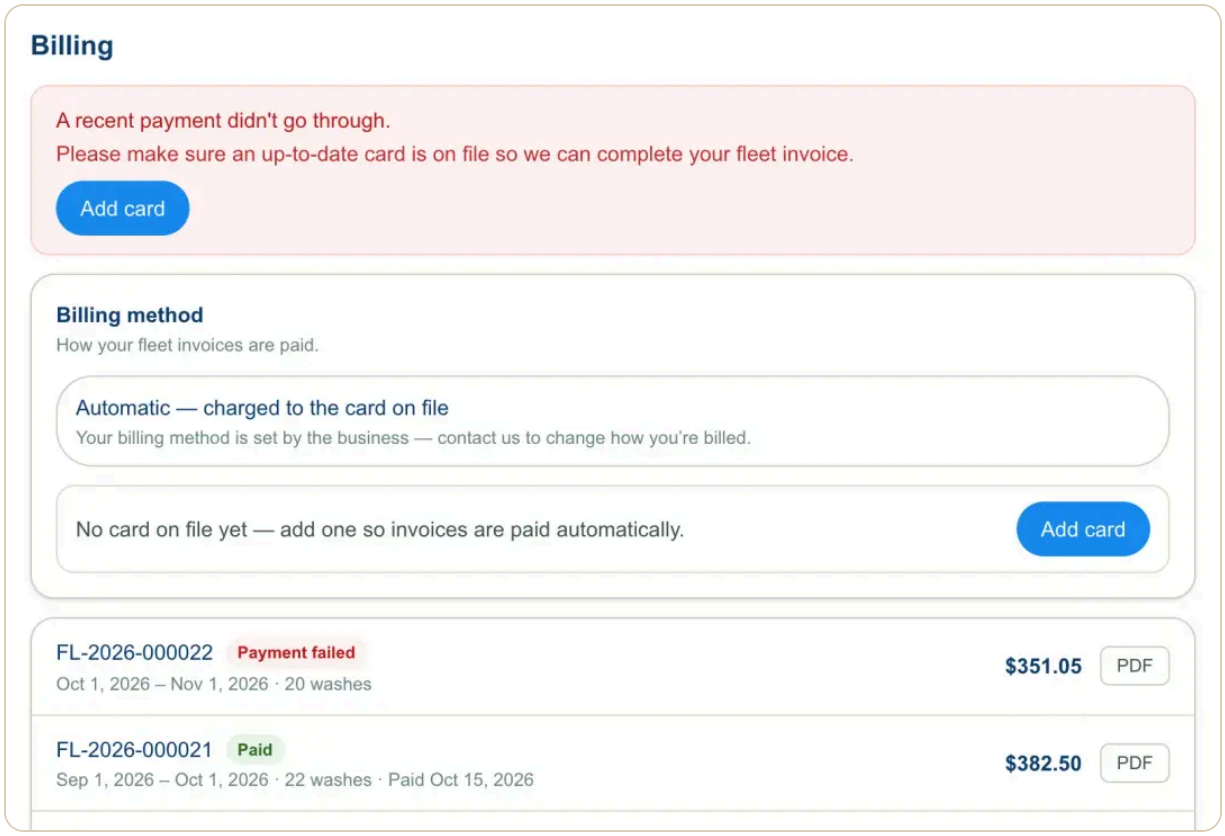
On the employee's row under **Team**, select **Deactivate**. They can no longer start washes on your account. Select **Reactivate** to let them wash again.

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.

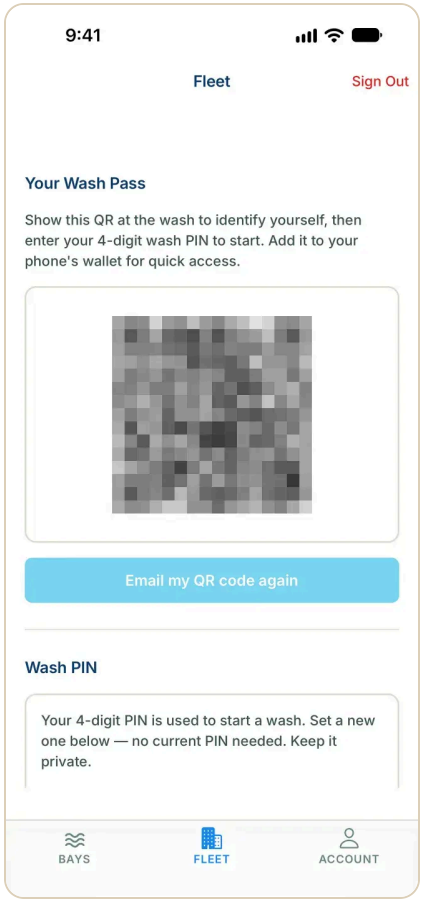
## Find your Wash Pass

**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

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.

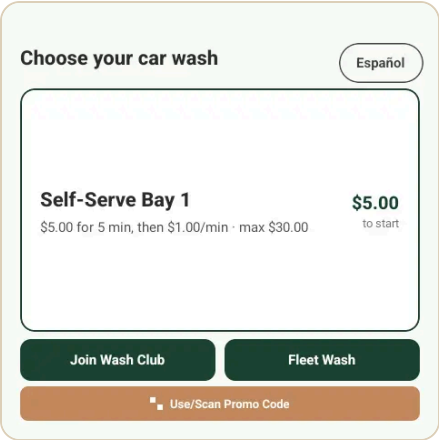
A fleet wash is billed to your company. Nothing is charged to a card and you never pay at the bay. You need your Wash Pass QR code and your 4-digit wash PIN. If you do not have them yet, see Your Wash Pass and PIN.

## 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".

FLEET

# Fleet driver quick card

One sheet for fleet drivers: set up your Wash Pass and wash PIN, start a wash at the kiosk or in the MonsoonOS app, and what to do when the kiosk says no.

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 pays for your washes at the car wash. You never pay at the bay. You need two things: your **Wash Pass** QR code and your 4-digit **wash PIN**.

## Get set up

1. Open the email from the car wash that asks you to set a password, and choose one. The link works for 7 days.
2. A second email shows your wash PIN and has your Wash Pass QR code attached. Keep it, or add the pass to Apple Wallet or Google Wallet from its buttons.
3. To choose your own PIN, sign in on the car wash's website or in the MonsoonOS app, open **Fleet**, and use **Wash PIN**.

## Wash at the kiosk

1. Tap **Tap to Start**, then **Fleet Wash**.
2. Hold your Wash Pass QR code up to the camera.
3. Enter your wash PIN.
4. At a self-serve bay, tap **Start wash**, and tap **STOP** when you are done. At an in-bay automatic, tap **Continue** and choose your wash.

The last screen says **Wash recorded to** and your company's name. That is your receipt.

# Wash from the app

At a car wash on the Full Wash Platform, you can also sign in to the MonsoonOS app, open **Bays**, start your bay and enter your wash PIN when asked.

# If the kiosk says no

| You see | What to do |
|---|---|
| **That isn’t a fleet QR code.** | Show your Wash Pass, not a promo code. |
| The PIN is incorrect | Enter it again. If you forgot it, set a new one under **Wash PIN**. |
| **Too many attempts. Please try again in a few minutes.** | Wait a few minutes, then try again. |
| **That fleet code isn’t recognized.**, **This fleet account isn’t active. Ask your Fleet Admin.** or **Account inactive** | Ask your company's Fleet Admin. |

At a dog wash, the button is **Pack Wash** and your QR code is your **Pack Pass**.

The full steps are in Your Wash Pass and PIN and Washing with Fleet Wash.

FULL WASH PLATFORM

# Create a Wash Club plan

Create the Wash Club membership plans your customers subscribe to in the MonsoonOS app, on the Full Wash Platform.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.
>
> **Who can do this:** On Full Wash, anyone whose role includes "Edit membership plans" (Owner by default).

Wash Club is your membership program. Each plan you create in **Subscription Packages** is a plan customers can subscribe to in the MonsoonOS app, billed monthly or yearly to their saved card. Rain Pay Terminals Only does not include Wash Club: see Which plan do I have?.

## Before you start

- Your machines added, so a plan can cover the kinds of machines you have. See Add a machine.
- If a plan will include in-bay automatic washes, your wash menu set up in **IBA Tiers**. See In-bay automatic wash menu.

## Create a plan

1. Open **Pricing › Subscription Packages**. The page is called **Package Management**.
2. Select **+ New Package**, or **Create First Package** if you have none yet.
3. Enter a **Package Name**, such as "Monthly Unlimited". Customers see this name.
4. Optionally enter a **SKU**, a short code of your own such as MONTHLY-UNL. Each plan needs a different one.
5. Optionally add a **Description**. Customers see it under the plan name.
6. Leave **Type** on **Subscription** and choose the **Billing Interval**: **Monthly** or **Yearly**. These two cannot be changed once the plan is created.
7. Enter the **Price** in dollars, such as 29.99. Members renew at this price, and once the plan has members its price is locked, so choose it with care. See Change a plan's price or move its members.

8. Choose what the plan includes, as described below.
9. Optionally set a **Sort Order**. Plans with lower numbers are listed first.
10. Select **Create Package**.

The plan appears under **Active Packages** with its price and **0 active subscribers**. Customers can subscribe as soon as you save.

# Choose what the plan includes

## Car washes

A car wash plan is built from rows, one for each kind of machine it covers. Select **+ Add row** for each one. The list only offers the kinds of machines you have.

For a self-service bay, vacuum or dog wash station, choose how much the member gets:

| Choice | What the member gets |
|---|---|
| **Washes / month with per-wash cap** | A number of washes each month, each up to the minutes you set. |
| **Minutes / month (pool)** | A number of minutes each month, spread over as many visits as they like. |
| **Unlimited washes, daily minute cap** | As many visits as they like, up to a number of minutes each day. The day resets at local midnight. You can also cap each visit. |
| **Unlimited** | As many visits as they like. Leave the per-visit cap blank to use the bay's own maximum time. |

For an **In-Bay Automatic** row, choose which wash tier it covers, then choose **Washes** with a number, or **Unlimited**:

- **Any tier (no delta)** covers every tier on your menu.
- Choosing one tier covers that tier and any cheaper tier. In the app, the member sees pricier tiers as **Upgrade for** the difference, charged to their card.

When you have in-bay automatics, the form shows your **IBA wash menu** beside it, with each tier's price, so you can price the plan without leaving the page.

To take a row out, select **Remove** on it.

### Dog washes

A dog wash plan has two fields:

- **Washes Per Period**: how many washes a member gets each billing period. Use 999 for unlimited.
- **Per Wash Duration (minutes)**: how long each wash lasts.

To build the plan from rows instead, the way car washes do, tick **Use entitlements (mix machine types in one plan)**.

**If the page says No machines are configured yet**

Add your machines first, then come back. See Add a machine.

**If saving says Price must be at least $0.50**

Type the price in dollars, such as 29.99. The lowest price is $0.50.

**If saving says to enter dollars and cents**

Type the price with a period for cents and at most two decimals, such as 29.99.

**If saving says the SKU already exists**

Another plan uses that code. Enter a different **SKU**, or leave it blank.

## What customers see

Customers choose a plan when they sign up in the app, or later from their Wallet. They see the plan name, price, description and a list of what it includes. See Wash Club and Wash On Demand for customers.

## Next

To change a plan, move members between plans or retire one, see Change a plan's price or move its members. To charge a different price at one of your locations, see Set a different plan price at one location.

# Change a plan's price or move its members

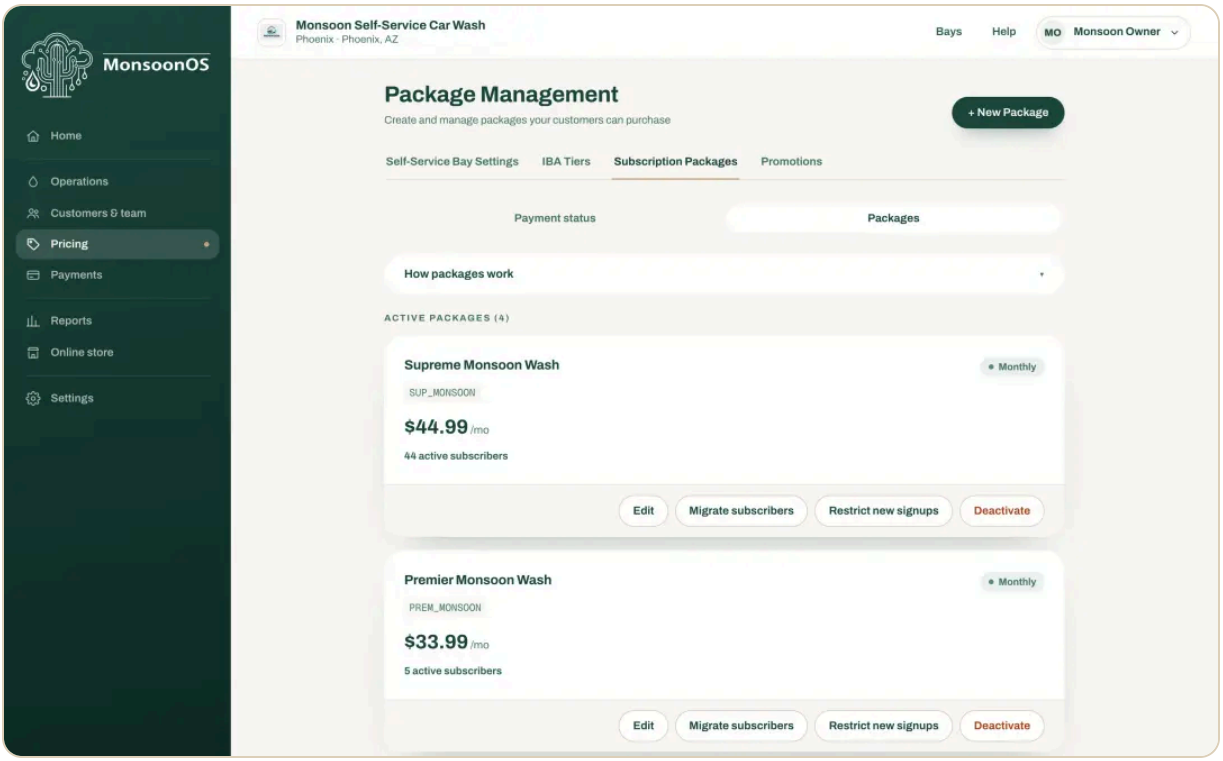
Edit a Wash Club plan, give its members a new price by moving them to another plan, stop new sign-ups and retire a plan in MonsoonOS Subscription Packages, on the Full Wash Platform.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Edit membership plans" (Owner by default).

Every Wash Club plan has a card in **Pricing › Subscription Packages**. The card shows the price, how many active subscribers the plan has, and the buttons this article uses: **Edit**, **Migrate subscribers**, **Restrict new signups** and **Deactivate**.



# Edit a plan

1. On the plan's card, select **Edit**.
2. Make your changes.
3. Select **Update Package**.

What you can change depends on whether the plan has members, meaning the card shows at least one active subscriber:

| On the form | No members yet | Has members |
|---|---|---|
| **Package Name**, **SKU**, **Description**, **Sort Order** | Can change | Can change |
| **Price** | Can change | Locked |
| The rows of what the plan includes (car wash plans, and dog wash plans with **Use entitlements** ticked) | Can change | Locked |
| **Use entitlements (mix machine types in one plan)** | Can change | Locked |
| **Washes Per Period** and **Per Wash Duration** (dog wash plans) | Can change | Can change, and current members get the change too |
| **Type** and **Billing Interval** | Cannot change | Cannot change |

Members renew at the plan's price, so once a plan has members its price is locked. The form shows locked fields greyed out. To give members a new price or new terms, move them to a new plan, as described next.

A change to **Washes Per Period** or **Per Wash Duration** reaches the members already on the plan, so tell them before you make it.

**If saving says the price cannot change while the plan has members**

The plan has members, or members scheduled to move to it. Create a new plan at the new price and move them to it, as described below.

## Give current members a new price or new terms

Create a plan with the new price or terms, then move the members onto it. Each member moves at the end of their current billing period, nothing is charged that day, and each one gets an email telling them the new plan, price and date.

1. Create the new plan. See Create a Wash Club plan.
2. On the old plan's card, select **Migrate subscribers**.
3. A box lists your other active subscription plans that take new sign-ups, each with a number. Type the number of the plan to move members to, then select **OK**.
4. Read the confirmation and select **OK**.

A message at the top shows how many members were scheduled, for example "Scheduled 12 subscribers for migration." Members who had already scheduled a plan change of their own are skipped, and the message says how many.

In the app, each moved member sees **Plan change scheduled** in their Wallet with the new plan, its price and the date. They can still cancel their membership before then.

When the old plan has no members left, you can retire it, as described below.

**If the page says there is no other plan to move members to**

Create the new plan first, then select **Migrate subscribers** again. A plan with new sign-ups restricted is not offered, because members cannot be moved into it.

## Stop new sign-ups for a plan

Use this when you want to phase a plan out but keep the members already on it.

1. On the plan's card, select **Restrict new signups**.

2. Select **OK**.

The card shows **New signups restricted**. Members on the plan keep billing and washing as before. New customers, and members changing plans, no longer see it, and you cannot move members into it. To show it again, select **Allow new signups**.

## Retire a plan

When no active members are left on a plan, select **Deactivate**. The plan moves to **Inactive Packages** and customers can no longer choose it.

Members who canceled but are still inside their paid period count as active until that period ends. Members you moved with **Migrate subscribers** stay on the old plan until their move date.

To bring a plan back, select **Reactivate** on it under **Inactive Packages**, then **OK**. A plan that had new sign-ups restricted stays restricted until you select **Allow new signups**.

> **If Deactivate says the plan still has active subscribers**
>
> Move them with **Migrate subscribers**, or wait until their memberships end, then try again.

## Related

- To charge a different price at one location, see Set a different plan price at one location.
- To cancel one customer's membership, see Block a customer or cancel a membership.

FULL WASH PLATFORM

# Set a different plan price at one location

Give a Wash Club plan its own price at one of your locations on the Location Prices page, for Full Wash Platform businesses with more than one location.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.
>
> **Who can do this:** On Full Wash, anyone whose role includes "Edit membership plans" (Owner by default).

Your Wash Club plans are shared by all your locations. The **Location Prices** page lets one location charge its own price for a plan. Everything else about the plan (its name, what it includes, whether it takes new sign-ups) stays in **Subscription Packages**, for every location at once. See Create a Wash Club plan.

**Location Prices** is a tab under **Pricing** for businesses with more than one location.

## Who pays the location price

A price set here applies to:

- members enrolled at this location, from their next renewal;
- new members who choose their plan from this location's sign-up link.

Copy the link with **Copy sign-up link** on the location's card in **Location Settings**: see Edit your location details.

Members with no location, and plans with no price set here, pay the standard price. Members who join in the MonsoonOS app have no location.

## Set a location price

1. Go to **Pricing › Location Prices**, and choose the location from **Location** at the top of the page.
2. Find the plan in the list. **Standard price** is the price set on the plan itself.

3. Under **Price here**, type the location's price in dollars, such as 34.99.
4. Select **Save**.

The row now shows **Override** with the location's price.

## Lower a price, never raise it on members

You can lower a location's price at any time. Enrolled members pay the lower price from their next renewal.

While members pay a location's price, it cannot go up. Members renew at that price and are not emailed when it changes, so MonsoonOS blocks any change that would charge them more:

- a higher price;
- a first location price above the standard price;
- **Remove**, when the location's price is below the standard price.

The row says how many members pay the price there, for example "12 members pay this price here. It can go down, not up." To charge them more, move them to another plan with **Migrate subscribers** on **Subscription Packages**, which emails each member the new plan, price and date first. See Change a plan's price or move its members.

With no members at the location, you can set any price.

## Go back to the standard price

On the plan's row, select **Remove**. Members enrolled at this location pay the standard price again from their next renewal. When the location's price is below the standard price and members pay it, **Remove** is greyed out, because they would pay more.

Plans marked **Inactive** or **Signups restricted** still appear in the list, so you can keep their location prices for the members already on them.

**If the price will not save**

The page says what to fix: a price from $0.50 to $999,999, typed in dollars with a period for cents and at most two decimals, such as 34.99.

**If the page says the price cannot go up while members pay it**

Members at this location pay the current price. Save a lower price, or move them to another plan with **Migrate subscribers**.

**If the page lists no plans**

Create your plans in **Pricing › Subscription Packages** first.

FULL WASH PLATFORM

# Find and manage customers

Search your customer accounts in MonsoonOS, read their status, add a customer, reset a password and send a card-update link, on the Full Wash Platform.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Look up customers" (Owner, Manager and Staff by default).

**Customers** lists everyone with an account at your wash: Wash Club members, Wash On Demand customers, and people who signed up but never finished. Rain Pay Terminals Only does not include customer accounts.

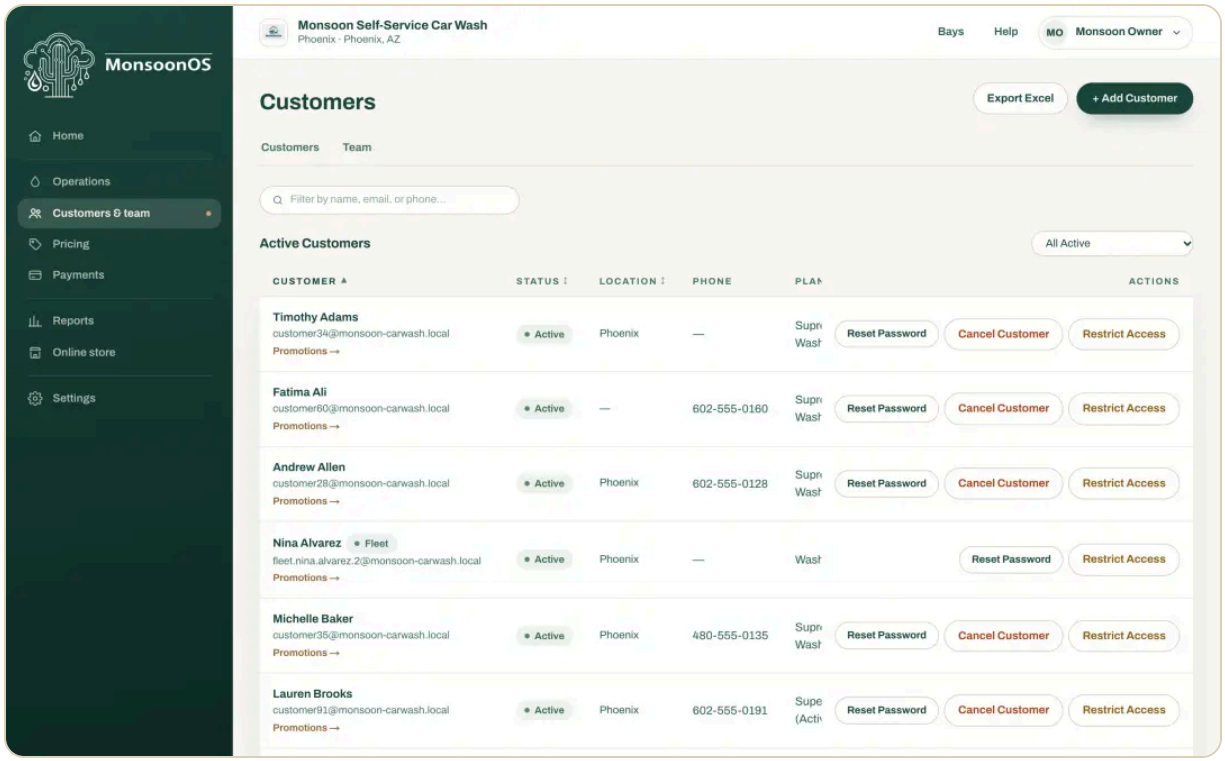
## Find a customer

1. Open **Customers & team › Customers**.
2. Type a name, email or phone number in the search box.

Customers are split into three lists, each with a filter at its top right:

- **Active Customers**
- **Under Review**: customers who are blocked or whose card failed.
- **Inactive Customers**

Each row shows the customer's location, phone, plan, status and dates. Select a column heading such as **Customer**, **Plan** or **Status** to sort by it. A customer who also belongs to a company fleet has a **Fleet** badge.




## What each status means

| Status | List | Meaning |
|---|---|---|
| **Active** | Active Customers | A Wash Club member in good standing, or a Wash On Demand customer with a card saved. |
| **Pending Cancel** | Active Customers | The membership is canceled. Access continues until the date shown. |
| **Pending WOD Conversion** | Active Customers | The membership ends on the date shown, then the customer pays per wash with their saved card. |
| **Restricted** | Under Review | Blocked from starting machines. See Block a customer or cancel a membership. |
| **Payment Method Hold** | Under Review | A membership payment failed and the grace period ran out, so access is paused until the card is updated. |

| Status | List | Meaning |
|---|---|---|
| **Incomplete Signup** | Inactive Customers | Created an account but never finished choosing a plan or saving a card, and never washed. |
| **Inactive** | Inactive Customers | No active plan and no saved card. |

## Add a customer

Your role needs **Edit customers**.

1. Select **+ Add Customer**.
2. Fill in **First Name**, **Last Name**, **Email** and **Confirm Email**.
3. Choose a **Password**: at least 8 characters, with one uppercase letter and one number or special character.
4. Optionally add **Phone**, **Street**, **City**, **State** and **ZIP**.
5. Select **Add Customer**.

Give the customer their password in person or by phone. When they first sign in to the app, it asks them to choose Wash Club or Wash On Demand.

## Reset a customer's password

Your role needs **Edit customers**.

1. Find the customer under **Active Customers** or **Under Review**.
2. On their row, select **Reset Password**.

MonsoonOS emails the customer a link to choose a new password, and a box at the top of the page shows the same link with a **Copy** button. The link works once and expires in 1 hour. If the box says the email failed, copy the link and send it to the customer yourself, for example by text.

## Ask a customer to update their card

When a customer shows **Payment Method Hold**, select **Send Payment Update** on their row under **Under Review**. MonsoonOS emails them a link to put in a new card. Updating their card restores their access.

## What you cannot change here

Customers keep their own name, phone number and address up to date in the app, under **Account**. The admin does not edit those details.

## Related

- Give a customer a free wash or account credit
- Block a customer or cancel a membership
- Export the customer list

# Give a customer a free wash or account credit

Give one customer free washes or a dollar account credit from their Promotions page in MonsoonOS, for service recovery or a thank-you, on the Full Wash Platform.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Edit customers" (Owner and Manager by default).

A free wash or an account credit is a gift to one customer, for example after a bay stopped early. Customers use them in the MonsoonOS app. To offer a discount to many customers at once, create a promotion instead: see Create a promotion.

## Open the customer's Promotions page

1. Open **Customers & team › Customers** and find the customer. See Find and manage customers.
2. Under the customer's email, select **Promotions**. On a phone, tap the customer's card to open it first.

The page shows the customer's name and three sections: **Issue**, **Current incentives** and **Ledger**.

## Give free washes

1. Select **Issue free wash**.
2. Type how many free washes to give, then select **OK**.
3. Type how long each free wash lasts, in minutes, or leave it blank for the bay's normal time. Select **OK**. At an in-bay automatic the wash runs its normal cycle whatever you type.
4. Optionally type a note for your team, such as "Bay 3 stopped early", then select **OK**.

A message confirms it, for example "Issued 1 free wash."

## Give an account credit

1. Select **Issue account credit**.
2. Type the amount in dollars, such as 5 for $5.00, then select **OK**.
3. Optionally type a note for your team, then select **OK**.

An account credit pays toward washes the customer pays for in the app as they go (Wash On Demand). It does not reduce a Wash Club bill. To credit a membership bill, use **Refunds & Credits**: see Refund a charge.

## See and take back what you gave

**Current incentives** lists each free wash and credit with what is left, any expiry date, your note and a status: **ACTIVE**, **USED**, **EXPIRED** or **REVOKED**.

To take one back, select **Revoke** on it, type the reason and select **OK**. Only active ones can be revoked.

**Ledger** keeps a line for every gift, use, expiry and revoke, with the date.

## What the customer sees

In the app, the customer's **Wallet** tab shows the gift under **Rewards and Credits**: for example "1 free wash" marked **Available at start**, or "$5.00 account credit" marked **Applies automatically**.

- A Wash Club member who starts a bay with a free wash available is asked whether to use it. They choose **Use free wash** or **Use monthly wash**. When their plan washes for the period are used up, only **Use free wash** is offered.
- A Wash On Demand customer has the free wash or credit taken off their next wash in the app.

See Your Wallet: membership, card, credits and history.

**If the Issue buttons are greyed out**

You can see the page, but your role does not include **Edit customers**. The page says so under the buttons. Ask your owner to add it to your role.

# Block a customer or cancel a membership

Stop a customer from starting your machines, or cancel their Wash Club membership with or without switching them to pay per wash, from Customers in MonsoonOS on the Full Wash Platform.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Block a customer" (Owner by default).

Blocking and canceling are separate. Blocking stops a customer from starting machines but leaves their billing alone. Canceling ends their Wash Club membership at the end of the period they have paid for. Both start in **Customers & team › Customers**.

## Block a customer

Your role needs **Block a customer**.

1. Find the customer under **Active Customers**. See Find and manage customers.
2. On their row, select **Restrict Access**.
3. Select **Confirm Restrict**.

The customer moves to **Under Review** with the status **Restricted**. What changes for them:

- When they try to start a machine in the app, they see "Your access has been restricted. Please contact your wash location for assistance."
- Their app shows that their machine access is restricted and asks them to contact the wash.
- They can still sign in, see their account and update their card.
- A membership keeps billing as normal. To stop the billing too, cancel the membership as well.

To unblock them, find them under **Under Review** and select **Remove Restriction**.

# Cancel a membership

Your role needs **Edit customers**.

1. Find the member under **Active Customers**, or under **Under Review** if they are blocked or their card failed.
2. On their row, select **Cancel Customer**.
3. Choose one:
   - **Convert to WOD**: the membership ends and the customer then pays per wash with the card already saved.
   - **Cancel Fully**: the membership ends with nothing to replace it.
   - **Keep**: changes nothing.

The membership ends at the end of the period the customer has paid for, and they keep their plan until then. Their status becomes **Pending Cancel**, or **Pending WOD Conversion** if you converted them, with the end date. The customer gets the **Subscription Cancellation** email.

If the membership is past due (its last payment failed), it is canceled the same day instead. Anything it still owes is cleared, so the customer is not charged for the missed payments, and they get the **Subscription Cancellation (past due)** email.

Customers can also cancel their own membership in the app. See Your Wallet: membership, card, credits and history.

**If Cancel Customer is not on the row**

The customer has no active membership to cancel, or it is already canceled and shows **Pending Cancel**.

**If the customer wants their account deleted**

Blocking and canceling do not delete an account. Customers delete their own account. See How customers delete their account.

# Export the customer list

Download your MonsoonOS customer list as an Excel file, see what it contains, and keep it private, on the Full Wash Platform.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Export the customer list" (Owner and Manager by default).

The customer export is an Excel file of the customers on your **Customers** page, with their contact details and plan. Because it holds personal information, the button only shows for people whose role includes **Export the customer list**, which the role editor marks as Sensitive.

## Download the file

1. Open **Customers & team › Customers**. To export one location's customers, open that location's **Customers** page instead.
2. Select **Export Excel**, next to the search box.

Your browser downloads a file named with today's date, such as customers-2026-11-12.xlsx.

From a location's **Customers** page, the file holds that location's customers, the same people that page lists. If your role is limited to some locations, you can export only those locations.

## What is in the file

One row per customer, sorted by last name, with these columns:

| Column | What it holds |
|---|---|
| Name, Email, Phone | Contact details |
| Street, City, State, Zip | The address the customer gave |

| Column | What it holds |
|---|---|
| Fleet, Fleet Company | Yes for a fleet member, with the company they belong to |
| Plan Type, Plan Name | The kind of plan the customer chose, and the name of their Wash Club plan |
| Customer Status | The same status the **Customers** page shows, such as Active, Pending Cancel, Restricted or Payment Method Hold |
| Membership Status | The state of their membership |
| Active, Payment on File | Yes or No |
| Last Wash, Last Wash Location | The date and location of their latest wash |
| Created Date | When the account was made |
| Dogs | The pets the customer added, at a dog wash |

Fleet members are in the file, as they are on the **Customers** page. Their companies are in **Fleet Management**.

## Keep the file private

- Save it somewhere only you and the people who need it can open.
- Do not send it to personal email accounts or post it in shared chats.
- Delete it when you are done with it.

Customers trust you with these details. See Your data and the Security checklist.

**If you do not see Export Excel**

Your role does not include **Export the customer list**. Ask your owner to add it to your role, or to send you the file. See Build a custom role.

# Choose who can create a customer account

Set customer sign-up to Open, Invite Only or Closed on the MonsoonOS Account Creation page, and send invitations when sign-up is by invitation, on the Full Wash Platform.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Sign-up settings" (Owner by default).

**Account Creation** decides whether new customers can make their own account in the MonsoonOS app and on your sign-up page. Customers who already have an account can always sign in.

## Before you start

**Account Creation** is its own page. Your role needs **Sign-up settings** to open it. Open **Settings › Account Creation**.

## The three sign-up modes

| Mode | What new customers can do |
|---|---|
| Open | Anyone can create an account. This is the usual setting. |
| Invite Only | Only people you invite can create an account. |
| Closed | Nobody can create an account. |

## Change the sign-up mode

1. Open **Account Creation**.
2. Choose a **Sign-up Mode**.

3. For Invite Only or Closed, optionally type a **Custom Message**. Visitors see it on the sign-up page. Leave it blank for the standard message.
4. Select **Save**.

## What customers see

When sign-up is not Open:

- In the app, the sign-in screen has no **Create Account** button. It shows your message, or "Account creation is currently unavailable."
- The sign-up screen in the app shows **Invite Only** or **Sign-ups Unavailable** with your message and a **Go to Sign In** button.
- Your sign-up page on the web shows the same heading and message, with a link to sign in.
- A new customer who tries to sign in with Apple or Google is turned away with your message.

## Invite a customer

With **Invite Only** chosen, a **Customer Invitations** box appears under the sign-up mode. Sending invitations needs **Edit customers** in your role. Without it, the box says so and offers no buttons. Each invitation expires after 72 hours and can be used for one account.

To email an invitation:

1. Under **Send invite to email**, type the customer's email address.
2. Select **Send Invite**.

The customer gets the invitation email with a link to create their account. You can change its wording in Email Settings: see Customer emails.

To share a link yourself, for example by text:

1. Under **Generate shareable link**, select **Generate Link**.
2. Select **Copy** and send the link to the customer.

Each link works for one customer. Generate a new one for each person.

**If you cannot see Account Creation**

Your role does not include **Sign-up settings**, or you are on Rain Pay Terminals Only, which has no customer accounts. Ask your owner.

**If the Customer Invitations box has no Send Invite button**

Your role does not include **Edit customers**. Ask your owner to add it to your role.

**If Send Invite fails**

Check the email address, then try again.

FULL WASH PLATFORM

# Fill in your legal settings

Enter the business details MonsoonOS places in your public Terms & Conditions and Privacy Policy, on the Legal Settings page of the Full Wash Platform.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.
>
> **Who can do this:** On Full Wash, anyone whose role includes "Legal pages" (Owner by default).

Your customers agree to your Terms & Conditions and Privacy Policy in the MonsoonOS app. MonsoonOS writes both documents for you. **Legal Settings** holds the few details that are yours, and MonsoonOS places them in both documents. Rain Pay Terminals Only does not include Legal Settings, because it has no customer accounts.

This is also a step in the Setup Guide: see The Setup Guide, step by step.

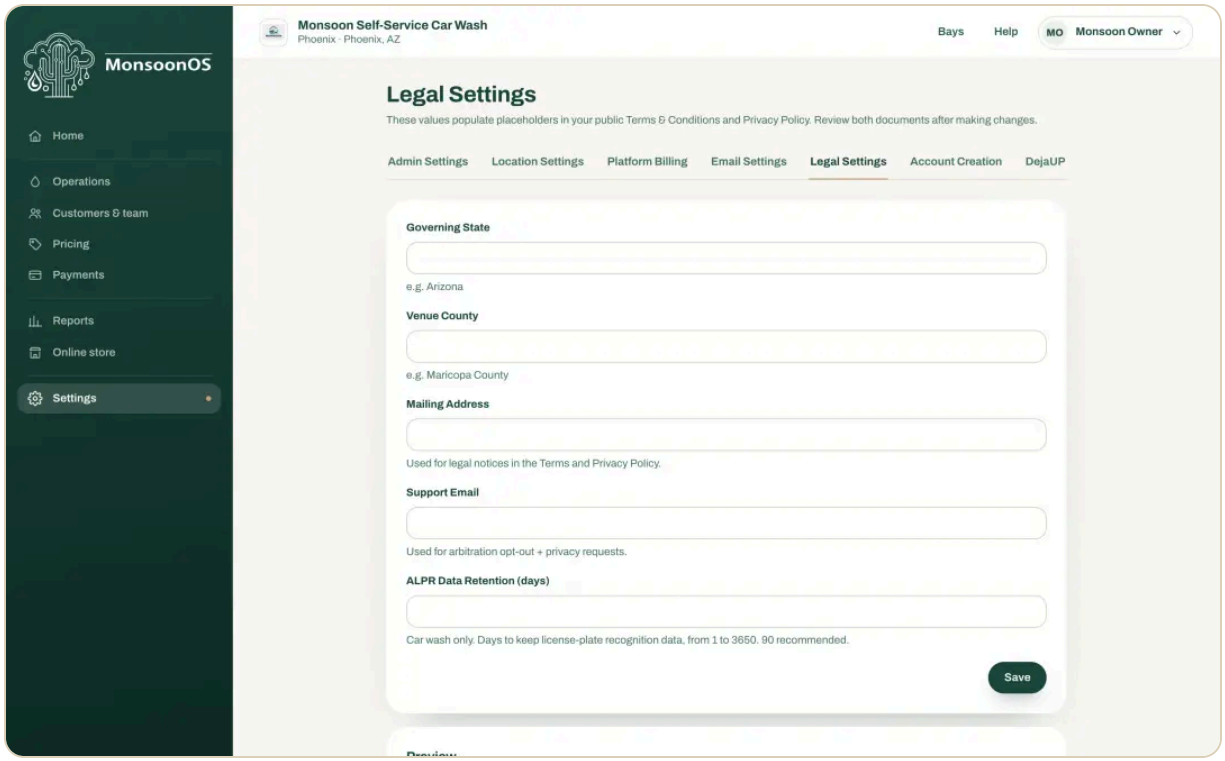
## The fields

| Field | What to enter |
|---|---|
| **Governing State** | The state whose law governs the terms, such as Arizona. |
| **Venue County** | The county where disputes would be heard, such as Maricopa County. |
| **Mailing Address** | The address for legal notices. It appears in both documents. |
| **Support Email** | The address customers write to for privacy requests and to opt out of arbitration. |
| **ALPR Data Retention (days)** | Car washes only: how many days you keep license plate recognition data, from 1 to 3650. The page suggests 90. |

## Fill them in

1. Open **Settings › Legal Settings**.

2. Fill in each field.
3. Select **Save**. The page shows "Legal settings saved."




# Check the documents

Under **Preview**, open the two links to your Terms & Conditions and your Privacy Policy. Each opens in a new tab with your details filled in. Read both after every change.

If you are not sure what to enter, ask your own lawyer.

**If the page will not save**

The message names the field to fix. **Support Email** must be a full email address, and **ALPR Data Retention (days)** a whole number from 1 to 3650, such as 90, or blank. Each field holds up to 500 characters.

FULL WASH PLATFORM

# Run your online store

Turn on your MonsoonOS online store, offer shipping or pickup, set up your boxes, add products and handle orders from paid to shipped, picked up or refunded, on the Full Wash Platform.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Store and shipping settings" (Owner by default).

Your online store sells products such as shampoo, towels or air fresheners. Customers shop on your store page and in the MonsoonOS app, pay by card, and you ship the order or they pick it up. Rain Pay Terminals Only does not include the online store.

Everything is under **Online store** in the menu on the left: the **Orders**, **Inventory**, **Suppliers**, **Store Settings** and **Shippo Settings** tabs.

## Who can use each page

| Page | Permission in the role |
|---|---|
| **Orders** | **Handle store orders** |
| Refunds on an order | **Refund store orders** |
| **Inventory** and **Suppliers** | **Manage store products** |
| **Import from QuickBooks** on Suppliers | **Manage store products** and **See QuickBooks sync** |
| **Store Settings** and **Shippo Settings** | **Store and shipping settings** |

## Before you start

To ship orders:

- A Shippo account. Checkout gets its shipping rates from your Shippo connection, and labels are bought through it.
- Your business address filled in under **Business Contact** in **Admin Settings**. Orders ship from this address.

To offer pickup only, you need neither: turn on **Offer in-person pickup** (step 3).

## 1. Connect Shippo

1. Open **Online store › Shippo Settings**.
2. Select **Connect Shippo**. You are taken to Shippo to sign in and allow the connection. If you cancel there, nothing changes and you can select **Connect Shippo** again.
3. Back in MonsoonOS, the page says "Shippo account connected successfully!" and the status reads **Connected**.
4. Under **Default Shipper**, choose the team member who packs orders. New orders are assigned to them, and they get an email for each one.

## 2. Turn the store on

1. Open **Online store › Store Settings**.
2. Turn on **Enable Online Store**. Sales tax is worked out at checkout from the customer's shipping address, with nothing to set up.
3. Under **Store Appearance**, pick a **Layout Style**, a **Font Style** and how round the corners are. Select **Save Appearance**.
4. Under **Share Your Store**, select **Copy** beside **Store URL** to share your store page. **Embed Button** gives you a "Shop Now" button to paste into your website.

While the store is on, customers who are signed in to the app see a **Store** tab.

## 3. Choose how buyers get their orders

On **Store Settings**, under **How buyers get their orders**:

- **Offer in-person pickup.** Buyers pick up their order at your location and pay no shipping. Choose the **Pickup location** and, if you like, **What to tell the buyer**. Sales tax on a pickup order uses that location's address.

- **Free shipping over an amount.** Type the **Order amount ($)**. Orders at or above it ship free with the lowest-cost service, and your store pays for the label. Buyers can still pick a faster service and pay for it.

Select **Save**. The box at the top says whether your store is open and how orders reach buyers.

Your store is open to shoppers when orders can be shipped (Shippo connected and a full business address) or picked up. If neither is true, the store page tells shoppers it is closed, and the admin home and **Store Settings** list the steps to open it. The people who can change **Store Settings** also get one email when this happens.

## 4. Add your boxes

Shipping rates pack each order into your own boxes, so a customer pays for the boxes you really use.

1. On **Store Settings**, under **Boxes**, type a **Box name**, the **Outside length**, **Outside width** and **Outside height** in inches, and the **Empty box weight**. The inside sizes, a **Weight limit** and **Cut-down depths** are optional.
2. Select **Add box**. Add each box size you ship in. The first box is the default; **Make default** picks another.
3. Under **Box fit**, type how many of each product, alone, fit in each box. Leave a cell blank to let MonsoonOS work it out from the product's size. Select **Save Box fit**.

Until you add a box, rates pack each product by its own size, as before.

## 5. Add products

1. Open **Online store › Inventory** and select **+ Add Product**.
2. Under **Basic Info**, enter the **SKU**, **Product Name** and an optional **Description**.
3. Under **Pricing**, enter **Cost ($)** and **Retail price ($)** in dollars and cents, like 12.99, and an optional **Discount %**. Customers pay the retail price less the discount.
4. Under **Inventory**, enter the **Quantity on Hand**.
5. Under **Shipping**, enter the packed **Weight (oz)**, **Length (in)**, **Width (in)** and **Height (in)**. **Ships in** is **Best fit** unless this product always goes in one of your boxes. Tick **Installed inside another item** for a part that ships inside another product: it adds its weight but takes no room in the box.

6. Optionally pick the **Supplier** from your list (or select **+ New** to add one) and enter the **Supplier SKU**, for your own reordering.
7. Select **Create Product**.

Open a product from the list to add up to five photos with **+ Add Image** and choose which one shows first. Change stock under **Stock Adjustment**: type a **Change** such as 10 or -3, an optional **Note**, and select **Apply**. **Change History** lists every edit and who made it.

In the list, a quantity of 5 or less shows in red. To take a product off the store, open it and select **Deactivate**. Inactive products are listed separately, and **Reactivate** puts one back.

### Your supplier list

**Online store › Suppliers** keeps one list of the companies you buy from, so each one is spelled one way. Products pick their supplier from it.

- Select **Add supplier** to add one with a contact, email, phone and your account number with them.
- Typing a name that is already on the list, such as "SYSCO, Inc." when "Sysco" is there, picks the existing supplier instead of adding a second one.
- Two spellings the list did not catch, such as "Sysco" and "Sysco Foods", can be joined with **Merge**. The products move to the supplier you keep.
- **Archive** hides a supplier you no longer buy from, and **Restore** brings it back.
- With QuickBooks connected, **Import from QuickBooks** lists your QuickBooks vendors. Tick the ones you buy stock from (leave out the likes of your landlord and utilities). Each becomes a supplier, or joins the one already on your list, and stays linked to its QuickBooks vendor.

## 6. Handle orders

**Online store › Orders** has four tabs: **Active**, **Processed**, **Problem** and **Cancelled**. Open an order with **View** to see the items, the customer's shipping address and the payment.

1. On an active order, check the **Assigned Shipper**, or choose someone. They get an email.
2. Select **Purchase Label & Ship** to buy the label for the shipping the customer chose. The page shows the tracking number, the order moves to **Processed** and the customer gets a shipped email.
3. Select **Print Shipping Label**, pack the order and send it.

An order that needs more than one box gets a label for every box, listed under **Shipments** with **Print label** on each. To buy a label yourself, select **Get shipping rates**, choose the **Shipping service** and select **Buy label**. **Void label** gets the postage back if the carrier has not scanned the package yet. **Mark lost** records a package lost in transit and moves the order to **Problem**, so you can refund the buyer or send a replacement.

If you ship another way, select **Mark Complete** instead. On the **Processed** tab you can follow each order's tracking. Once every package is delivered, the order completes by itself.

For a pickup order, select **Ready for pickup** when it is packed (the buyer gets an email), then **Picked up** when they collect it.

If something goes wrong, select **Flag Problem** to move the order to **Problem**. Select **Resolve** when it is sorted out.

## Refund or cancel an order

1. Open the order and select **Refund**.
2. Choose the full refund, or **Partial refund** and type the **Amount ($)**. Tick **This includes the shipping** when the amount gives back the shipping too.
3. Leave **Put the items back in stock** ticked when the items are still on your shelf. It starts unticked once the package has shipped, was picked up or was lost.
4. Select **Confirm Refund**.

The refunded amount shows on the order and in the order list, and the buyer gets an email. A full refund also voids any label not yet used. To cancel a paid order, refund it in full.

**If the page says Shipping is disabled**

Shippo stopped accepting your connection, and customers cannot check out with shipping until you fix it. Open **Shippo Settings** and select **Reconnect Shippo**. With pickup on, buyers can still pick up.

**If your store says it is closed to shoppers**

Nothing can be shipped or picked up. Do the steps listed on **Store Settings**: connect Shippo and fill in your business address, or turn on **Offer in-person pickup**.

**If customers see "Store return address is not configured"**

Fill in your street, city, state and ZIP under **Business Contact** in **Admin Settings**.

**If Purchase Label & Ship is missing**

The order has no shipping rate saved, so MonsoonOS cannot buy its label. Ship it your own way, then select **Mark Complete**.

WHAT YOUR CUSTOMERS SEE

# Get started in the MonsoonOS app

How customers find their wash in the MonsoonOS app, create an account with email, Apple or Google, and switch to a different wash later.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

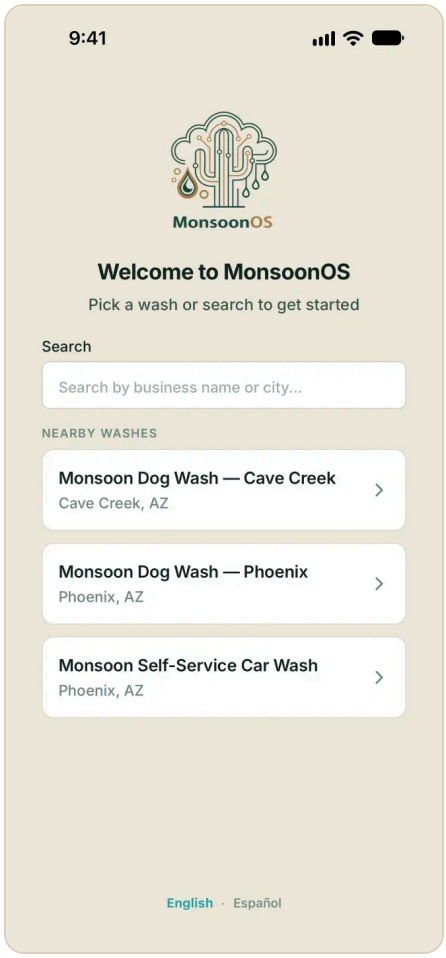
Describes what your customers see, so you can answer their questions.

The MonsoonOS app is how you join a wash's Wash Club, pay per wash and start a bay from your phone. You get it from the App Store or Google Play. Some washes have their own app with their name on it instead; it works the same way, without the step of picking a wash.

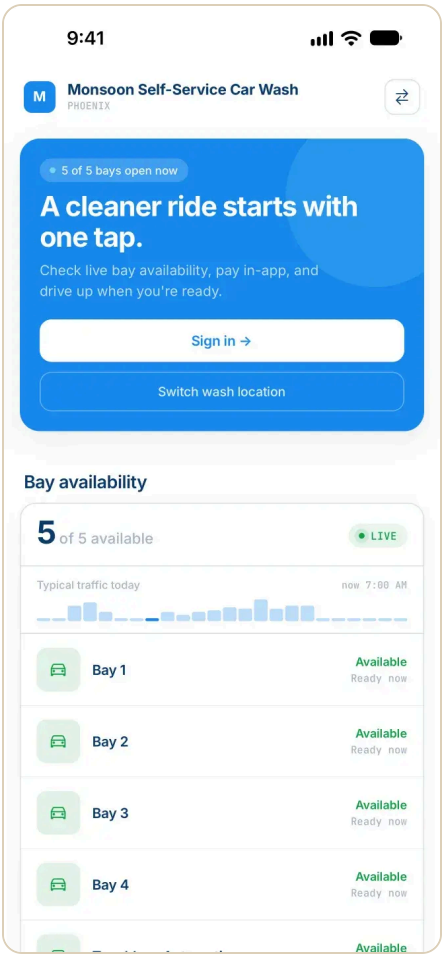
## Find your wash

1. Open the MonsoonOS app. It shows **Welcome to MonsoonOS** and "Pick a wash or search to get started."
2. If the app asks to use your location, allow it to see the closest washes first under **Nearby Washes**, with how far away each one is. You can also skip it.
3. To look for a wash by name or town, type in the **Search** box.
4. Tap your wash.

The app opens your wash's own page, with its bays, plans and address. Under the wash's name you see its town and, when the wash has listed them, its opening hours. It remembers your wash, so next time it opens straight to it.




The welcome screen




Your wash's page

## Create your account

1. On your wash's page, tap **Create account**.
2. Either:
   - tap **Sign in with Apple** (on iPhone) or **Sign in with Google**, where they are offered, or
   - fill in **First Name**, **Last Name**, **Email**, **Password** and **Confirm Password**, then tap **Create Account**. The password needs at least 8 characters, with one uppercase letter and one number or special character.
3. Choose how you want to wash: Wash Club or Wash On Demand. See Wash Club and Wash On Demand.

Already have an account? Tap sign in on your wash's page and use the same email, Apple or Google sign-in you used before.

## Find your way around

At the bottom of the app:

- **Bays**: see which bays are free and start one. See Start and stop a bay in the app.
- **Store**: shown when your wash has an online store.
- **Wallet**: your membership, card, rewards and receipts. See Your Wallet.
- **Account**: your name, phone number, address, password and sign-in options.

The app is in English and Spanish. Tap **Español** or **English** at the bottom of the welcome or sign-in screen to switch.

## Switch to a different wash

1. Sign out: tap **Sign Out** at the top right of the app.
2. On your wash's page, tap **Switch wash location** (on a tablet, **Switch location**).
3. Pick the other wash, then sign in or create an account there.

**If there is no Create account button**

The wash is not taking new sign-ups right now, or only by invitation. The sign-in screen shows the wash's message. Ask the wash for an invitation, or try again later.

**If you cannot find your wash**

Search by its name or its town. If it still does not show, ask the wash whether they use their own app.

**If you forgot your password**

On the sign-in screen, tap **Forgot password?** and enter your email. Open the email on your phone and tap the link. The link expires after 1 hour.

# Wash Club and Wash On Demand

The two ways customers pay in the MonsoonOS app, Wash Club memberships and Wash On Demand pay-per-wash, and how to choose, pay for and switch between them.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

Describes what your customers see, so you can answer their questions.

After you create your account, the app asks how you want to pay. There are two ways:

| | Wash Club | Wash On Demand |
|---|---|---|
| What it is | A membership, billed monthly or yearly | Pay per wash, no commitment |
| When your card is charged | The day you join, then at each renewal | Only when you start a wash |
| What you get | The washes, minutes or unlimited use your plan includes | Any available bay, paying for each wash |
| Cancel | Any time, from your Wallet | Nothing to cancel |

The plans, prices and what each plan includes are set by your wash.

## Choose how you pay

On **Select Plan Type**, tap **Wash Club** or **Wash On Demand**, then tap **Continue**. You can change this later.

### Join the Wash Club

1. On **Choose Your Plan**, tap the plan you want. Each plan shows its price and what it includes.
2. Tick the box to agree to the Terms & Conditions and Privacy Policy.
3. Tap **Subscribe**.

4. Enter your card in the secure payment form.

When it is done, the app shows **You're All Set!** Your card is charged that day, and your plan renews on the same card at the end of each period.

### Set up Wash On Demand

1. On **Save a Card**, read how it works, then tap **Set Up Payment**.
2. Enter your card in the secure payment form.

The app shows **You're All Set!** and "Your card has been saved. You'll only be charged when you start a wash."

## Switch later

All of these are in the **Wallet** tab, under your membership. See Your Wallet.

- **From Wash On Demand to the Wash Club:** tap **Join Wash Club**, choose a plan, tick the box to agree and tap **Subscribe**. Your card is charged that day and the app shows **Welcome to the Wash Club**.
- **To a different Wash Club plan:** tap **Change Plan**, tap the new plan, then **Review & Confirm** and **Confirm change**. The new plan starts at your next billing date and you pay its price then. Nothing is charged that day.
- **From the Wash Club to Wash On Demand:** tap **Cancel Membership**, then **Switch to Pay Per Wash**. Your plan stays until the end of the period you paid for, then the card on file is used for each wash.
- **Stop the membership:** tap **Cancel Membership**, then **Cancel completely**. You keep your plan until the end of the period you paid for and are not charged again.

Changed your mind after canceling? Tap **Resume Membership** before the end date.

**If the app says We're confirming your payment**

Do not pay again. The payment is being checked. If it went through, it shows in your account. If it did not, you get an email saying you were not charged.

**If the app says Taking Longer Than Expected**

Your payment may still be processing. Wait a minute, then tap **Check Again**.

**If Change Plan is not shown**

A plan change or a cancellation is already scheduled. To undo a plan change you made, tap **Cancel pending change**. To undo a cancellation, tap **Resume Membership**. A move your wash scheduled for you cannot be undone from the app: ask the wash.

WHAT YOUR CUSTOMERS SEE

# Start and stop a bay in the app

How customers start a bay, vacuum or in-bay automatic from the Bays tab of the MonsoonOS app and stop it when done.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

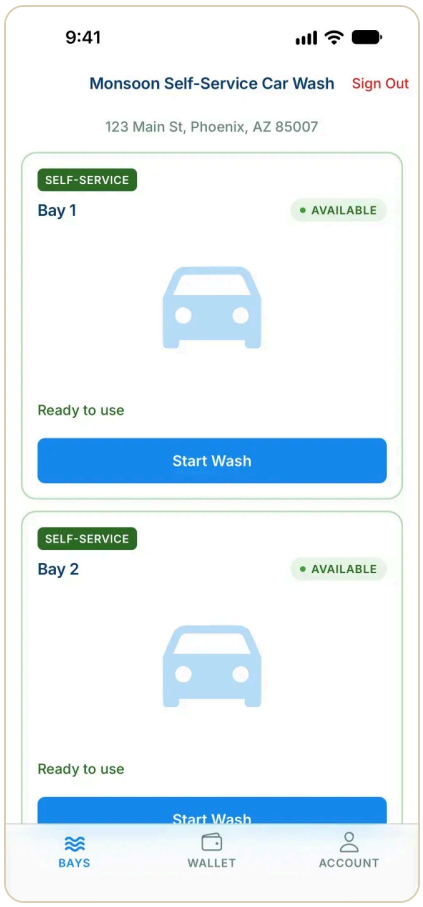
Describes what your customers see, so you can answer their questions.

The **Bays** tab lists every machine at your wash with its status, so you can see what is free before you drive in and start it from your phone. You need a Wash Club plan or a card saved for Wash On Demand. See Wash Club and Wash On Demand.

## Read the Bays tab

Each machine has a card with its type (such as **Self-Service**, **Automatic**, **Vacuum** or **Dog Wash**), its name and its status:

- **Available**: free. The card says **Ready to use**.
- **In Use**: someone is using it. Your own wash shows its timer.
- **Unavailable**: closed for now.




If your wash has more than one location, the top of the tab shows where you are washing. Tap **Change Location** to pick another.

Wash Club members also see how much of their plan is left, for example "3 of 4 washes remaining this period." with the date it resets.

## Start a bay

1. Go to the bay or machine.
2. Tap **Start Wash** on its card, or **Start Vacuum** for a vacuum.
3. Answer any question the app asks (see below).

The card shows **Starting Wash...**, then your timer.

You may be asked:

- **Use your free wash?** Wash Club members with a free wash from the wash choose **Use free wash** or **Use monthly wash**. On Wash On Demand, a free wash is used without asking.

- **Start another wash?** If you just finished or just started a wash, the app checks before starting a separate one.
- **Confirm you're at the bay.** Some bays ask the app to check that your phone is next to them. Allow Location (and Nearby devices on Android) when asked, then tap **Start Wash** again.

### At an in-bay automatic

Tapping **Start Wash** opens **Choose a wash**, the wash menu. Each wash shows **Included** if your plan covers it, **Upgrade for** and the difference if it costs more than your plan covers, or **Purchase for** and its price. Anything you pay for is charged to your card on file. The wash may then offer **Add extras?**: pick any you want, or tap **Skip**.

## While it runs

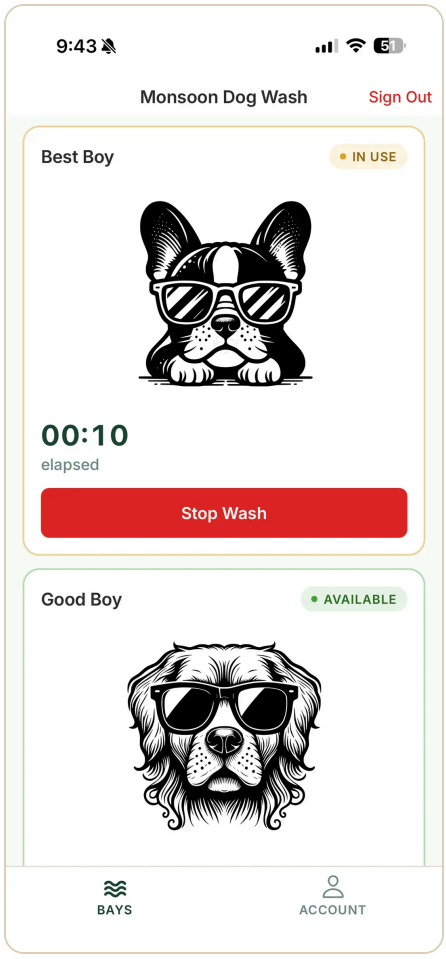
Your card shows a timer:

- Counting down, with "your wash", when the bay runs for a set time. Some bays let you buy more time with buttons such as **+5 min**.
- Counting up, with "elapsed" or "minutes used", when you pay or count by the minute.

## Stop your wash

Tap **Stop Wash** (or **Stop Vacuum**). If you pay by the minute, a **Wash Summary** shows the time and the **Total** charged. If your plan counts minutes, **Wash Complete** shows the minutes used and how many you have left.

Some washes have no Stop button: an in-bay automatic runs its full cycle, and a bay with a set amount of prepaid time stops when the time runs out.




A running wash with **Stop Wash**

**If Start Wash is greyed out or says No Washes Remaining**

You have used the washes your plan includes for this period. Pay at the machine, or wait until your plan resets on the date shown.

**If the app says your access has been restricted**

The wash has paused your access. Contact the wash.

WHAT YOUR CUSTOMERS SEE

# Your Wallet: membership, card, credits and history

What customers find in the Wallet tab of the MonsoonOS app, their membership, saved card, rewards and credits, and billing history, and how to manage each one.

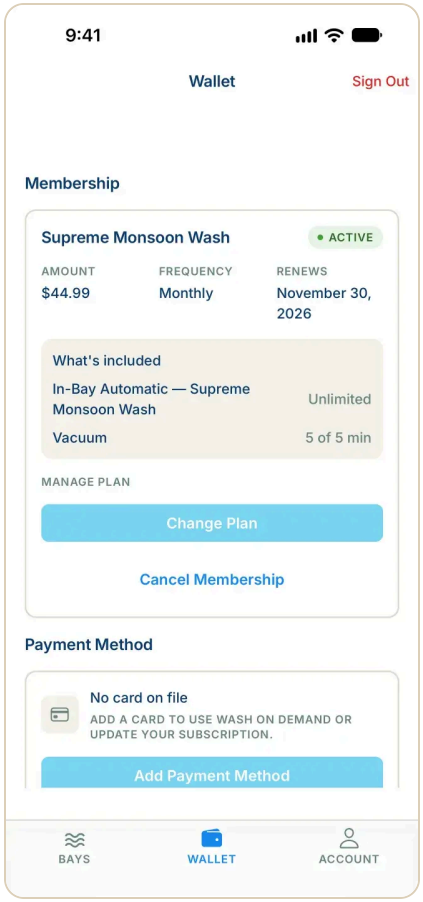
Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

Describes what your customers see, so you can answer their questions.

The **Wallet** tab holds everything about paying at your wash. It has four parts, from top to bottom: **Membership**, **Payment Method**, **Rewards and Credits** and **Billing History**. Pull down on the screen to refresh it.

If your account belongs to a company fleet, you see a **Fleet** tab (**Pack** at a dog wash) instead of **Wallet**.




# Membership

As a Wash Club member, you see your plan name and status, with:

- **Amount**, **Frequency** and **Renews**: what you pay, how often, and your next billing date.
- **What's included**: what your plan covers and how much is left this period, for example "3 of 4 remaining this period."

Under **Manage plan**:

- **Change Plan** switches you to another plan from your next billing date. See Wash Club and Wash On Demand.
- **Cancel Membership** asks you to choose:
  - **Switch to Pay Per Wash**: your plan stays until the end of the period you paid for, then the card on file pays for each wash.

- **Cancel completely**: your plan stays until the end of the period you paid for, and you are not charged again.
- **Keep**: changes nothing.

After you cancel, the Wallet shows the date your access ends and a **Resume Membership** button, in case you change your mind.

If your last payment failed, canceling ends the membership that day and clears the missed payments, so you are not charged for them.

On Wash On Demand, the section shows **Wash on Demand** and **Active**, with a **Join Wash Club** button. With no plan at all, it shows **No active membership** and **Choose a Plan**.

## Payment Method

Shows the card on file, such as "Visa •••• 4242" and when it expires.

To change it, tap **Update Payment Method** (or **Add Payment Method** if you have none) and enter the new card in the secure payment form. The app shows **Payment Updated** when it is saved. The new card is used for your membership and for Wash On Demand washes.

## Rewards and Credits

Free washes and credits from your wash appear here:

- **Free washes**, such as "2 free washes", marked **Available at start**. Wash Club members are asked whether to use one when they start a bay. On Wash On Demand, the next wash uses it.
- **Account credit**, such as "$5.00 account credit", marked **Applies automatically**. It comes off washes you pay for in the app.
- Promo codes you have added, with what they take off.

Each one shows when it expires, or **No expiry**. Got a code from your wash? Type it in the **Have a code?** box and tap **Apply**.

If nothing is here yet, the section says "No rewards yet. Codes from your operator will land here."

# Billing History

Lists your membership bills (**Subscription**) and pay-per-wash charges (**Wash on Demand**), newest first, with the date and amount. Tap one to open its receipt. Tap **Load more** to see older charges.

**If the Wallet says your machine access is restricted**

The wash has paused your access to its machines. You can still update your card and see your history. Contact the wash.

**If a code does not work**

The app says "That code didn't work." Check the spelling with your wash, then try again.

**If a receipt will not open**

The app says the receipt is not available yet. Try again in a few minutes.

WHAT YOUR CUSTOMERS SEE

# Customer emails

Which emails MonsoonOS sends to your customers and team on each plan, and how to change their wording, add your email logo and send yourself a test in Email Settings.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Customer emails" (Owner by default). On Terminals Only, your admin login.

MonsoonOS sends emails for you: receipts, membership notices, store orders and alerts. **Email Settings** lists the ones your business sends and lets you change their wording. MonsoonOS fills in the facts, such as amounts, dates and bay names, so those stay correct whatever you write. The sender address is set by MonsoonOS and cannot be changed here.

## Which emails you have

The list only shows emails your business actually sends, based on your plan and what you have added to it.

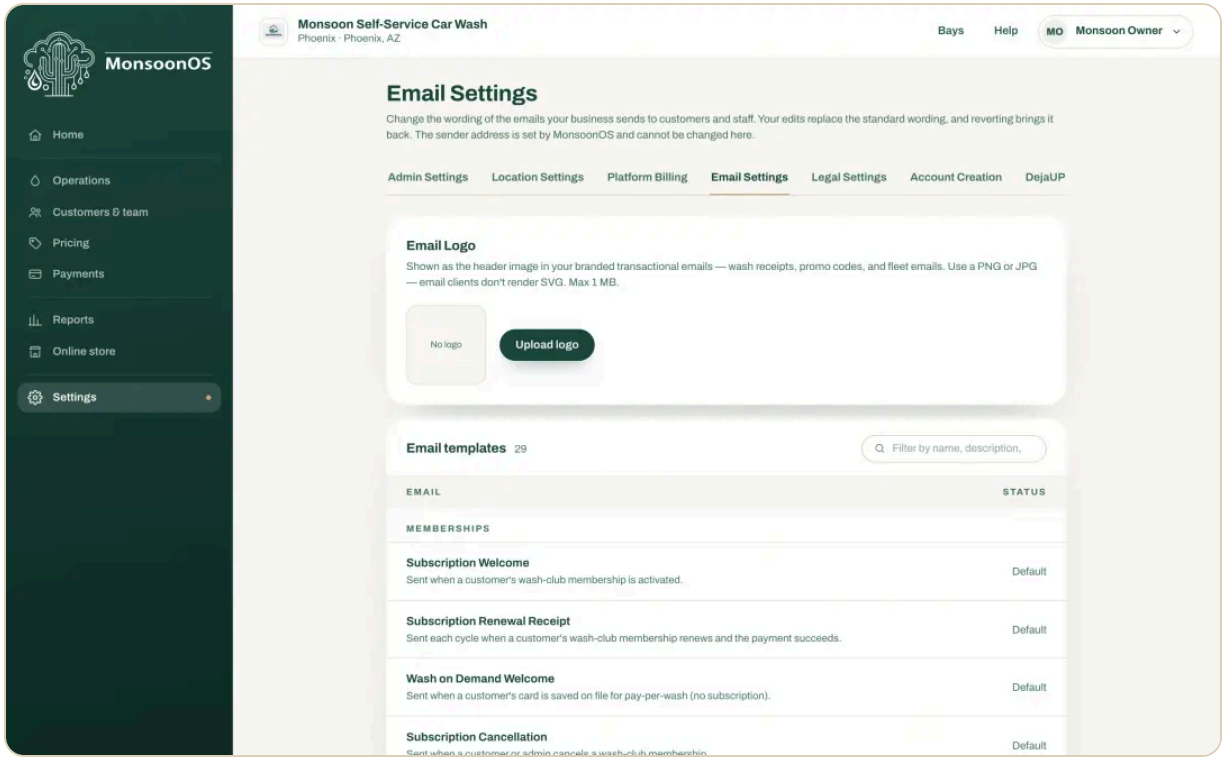
**Rain Pay Terminals Only:**

- **Terminal Wash Receipt**: sent when a customer asks for a receipt at the terminal.
- **Promotion QR Code**: used when you email a promotion's QR code.
- **Device Offline Alert** and **Device Recovery Alert**: sent to your team when bays stop or start reporting in.
- The six Fleet emails, when you have Fleet.
- **Tip Box Receipt**, when you also have Tip Box.

**Full Wash Platform:** all of the above (the Fleet emails are always included), plus these groups:

| Group | Examples |
|---|---|
| **Memberships** | **Subscription Welcome**, **Subscription Renewal Receipt**, **Wash on Demand Welcome**, **Plan Change Scheduled**, **Subscription Cancellation**, and the notices when a membership payment fails, access is paused and payment recovers |
| **Store Orders** | **Customer Order Confirmation**, **Order Shipped / Completed**, **Order Ready for Pickup**, **Order Refunded**, and the new-order email to your shipper |
| **Customer Account** | **Payment Update Request**, **Account Deletion Confirmation**, **Terms & Conditions Change Notice**, and the email telling a customer a held payment did not go through |
| **Operations** | **Employee / Customer Invite**, **Shippo Connection Expired**, **Store Closed: Shipping Not Set Up** |

Some alerts to your team always use the standard wording, such as the email when someone's team access changes and the email when a payment needs a check. They are not in the list, because there is nothing to change.



# Add your email logo

The email logo is the picture at the top of your receipts, promo code and fleet emails.

1. Open **Settings › Email Settings**.
2. Under **Email Logo**, select **Upload logo** and choose a PNG or JPG file of 1 MB or less.

To change it, select **Replace logo**. To take it off, select **Remove**.

# Change an email

1. In **Email Settings**, find the email. Type in the filter box to narrow the list.
2. Select the email to open it.
3. Edit the parts it offers, such as the subject, intro and closing. To add a detail such as the customer's name, place your cursor and choose it from **Insert variable...**.
4. Check the preview on the right. It uses sample data.
5. Select **Save changes**.

The email now shows **Customized** in the list. Emails you have not changed show **Default**.

# Send yourself a test

On an email's page, select **Send test to me**. MonsoonOS saves your changes first, then sends the email to your own address with sample data and your logo. Its subject starts with [TEST].

# Go back to the standard wording

On the email's page, select **Reset to default**, then **OK**. Your changes to that email are removed.

**If the logo will not upload**

Use a PNG or JPG of 1 MB or less. Email apps do not show SVG files.

**If the test does not arrive**

Check your spam folder. The test goes to your own email address, not the customer's.

WHAT YOUR CUSTOMERS SEE

# How customers delete their account

How your customers delete their own MonsoonOS account in the app or on the web, what happens to a membership they still have, and what stays in your records afterwards, on the Full Wash Platform.

Full Wash

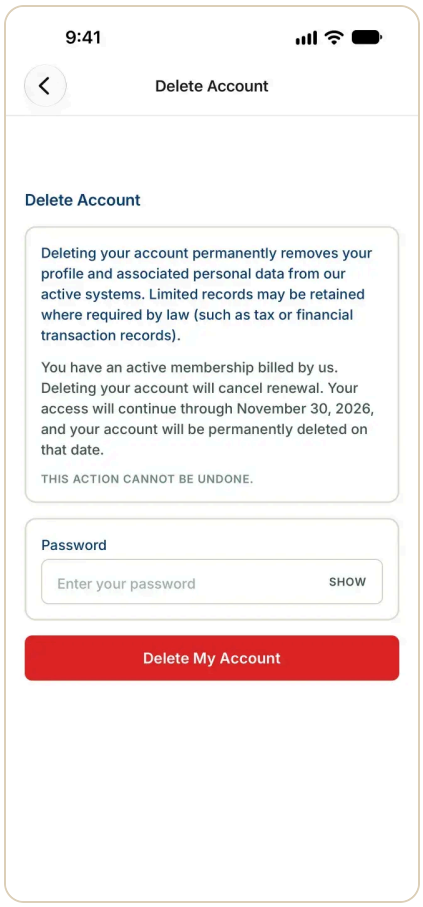
Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

Customers delete their own accounts. There is no button in the admin to delete one for them. If a customer asks you to delete their account, point them to the steps below. If you only want to stop them using your machines, block them instead: see Block a customer or cancel a membership.

## How the customer does it

**In the app:**

1. Open the **Account** tab and scroll to the bottom.
2. Tap **Delete Account**.
3. Read what will happen, then confirm who they are: type their **Password**, or their **Email** if they sign in with Apple or Google only.
4. Tap **Delete My Account**.




**On the web:** the account deletion page on your MonsoonOS address (/delete-account) explains the same steps and has a **Log in to Delete Your Account** button. After signing in, the customer opens **My Account**, goes to **Delete Account** and selects **Delete My Account**.

Either way, the customer gets an email confirming the request.

## When the account is deleted

| The customer has | What happens |
|---|---|
| No active membership | The account is deleted straight away. |
| An active Wash Club membership | The membership stops renewing. They keep their plan and can use the app until the end of the period they paid for, then the account is deleted on that date. |
| A membership with a failed payment | The missed payments are cleared, so they owe nothing more. |

While a deletion is waiting for its date, the customer shows in **Customers** as **Pending Cancel**, with that date. The app shows them **Deletion Requested** and the date.

## What stays in your records

When the account is deleted, the customer's login and profile are removed, along with any free washes and account credits they had left. Your business records stay, without their name or contact details:

- their past washes and payments, so your reports and totals do not change;
- their membership bills;
- promotions they redeemed.

Some records the law requires, such as financial transaction records, are kept too. The customer sees this explained on the delete screen.

A deleted customer no longer appears in **Customers** or in the customer export. If they come back, they create a new account.

**If a team member wants to delete their account**

Team members cannot delete their account this way: the app tells them to ask your business. Remove them from your team instead. See Invite and remove team members.

# Security overview

What MonsoonOS protects for you, and the security settings that are yours to choose, on both MonsoonOS plans.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Security in MonsoonOS is shared. Some protections are built in and always on. Others are choices only you can make, such as who gets access and what your kiosk PIN is.

## What MonsoonOS does for you

### Card data

- MonsoonOS does not store card numbers. Terminals read cards in the card reader's own payment app, and the payment page sends card details to Rain Pay. MonsoonOS keeps only a reference to the card and its last digits.
- A payment that gets no answer in time is held, never charged twice. See Payment security.

### Sign-in

- Passwords must meet a minimum strength.
- The web admin signs people out after a period without activity, and after a set time even when they are active.
- Changing a password or sign-in email signs that account out everywhere, and **Sign out everywhere** in Admin Settings does the same on request.
- Repeated failed sign-ins are slowed down automatically.

### Terminals

- Each Rain Pay terminal is paired to your account with its own key. A revoked terminal stops working at once, wherever it is.
- Experience terminals are locked to the kiosk app so customers cannot reach the terminal's settings.

### Access

- On the Full Wash Platform, every action needs a permission, and nobody can give anyone more access than they have.
- Changes to roles and people's access are written to **Customers & team › Team › Activity**.

### Our support team

- When our support team signs in to help, it is for a limited time, with a banner on the screen and a line in your activity log. Some things support can never do. See When our support team signs in to help.

### Your data

- Your data is backed up several times a day, and backups are kept for more than a year.

## What you control

| Area | Your job | Article |
|---|---|---|
| Who has access | Give each person their own login with the smallest role that fits. Remove people the day they leave. | Invite and remove team members |
| What they can do | Use the built-in roles or build your own. Keep Sensitive switches to the few who need them. | Built-in roles |
| Where they can do it | Limit people to the locations they work at. | Limit someone to certain locations |
| Your own login | Use a password you use nowhere else, and never share the admin login. | Sign-in and passwords |
| Your terminals | Change the kiosk service PIN from the default and keep the screen lock on. Revoke a missing terminal at once. | Kiosk and terminal security |
| Your money | Settle held payments and review refunds. | Payment security |

The Security checklist puts all of this on one page, with how often to check each item.

# Invite and remove team members

Give each person on your team their own MonsoonOS login with a role and locations, change their access, and remove it the day they leave.

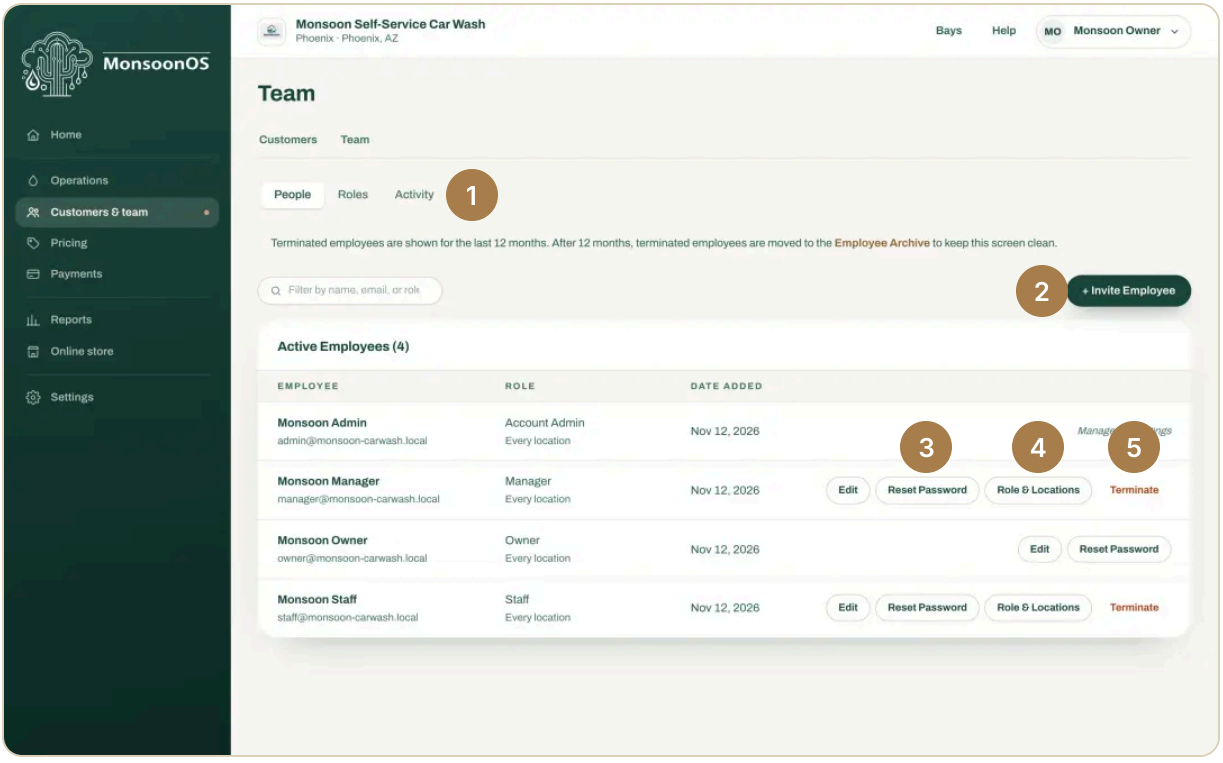
Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.
>
> **Who can do this:** On Full Wash, anyone whose role includes "Manage team members" (Owner and Manager by default).

Every person who works in MonsoonOS should have their own login. Shared logins hide who did what in your activity log and make it impossible to remove one person's access.

## Open the Team page

Go to **Customers & team › Team**. It has three tabs: **People**, **Roles** and **Activity**.




1. The **People**, **Roles** and **Activity** tabs.

2. **+ Invite Employee**.
3. **Reset Password**.
4. **Role & Locations**.
5. **Terminate**.

## Invite someone

1. On **People**, select **+ Invite Employee**.
2. Enter their **First name** and **Last name**, their **Email** and, if you like, their phone and address.
3. Choose their **Role**. See Built-in roles for what each one can do.
4. Under **Locations**, choose **Every location** or **Only some locations**. Owners always work at every location.
5. Select **Send Invite**.

They get an email invitation and choose their own password when they accept. You never see or send their password.

> **If MonsoonOS says the email belongs to a customer**
>
> That person already has a customer account at your wash. Select **Yes, Promote** to turn the same account into a team member. They keep their customer history and sign in with the same email.

## Change someone's role or locations

1. On **People**, find the person and select **Role & Locations**.
2. Choose the new role or locations.
3. Select **Save changes**. The message **Role and locations saved.** confirms it.

The change is written to **Activity**. In the phone app it takes effect the next time their session refreshes.

## Reset someone's password

On their row, select **Reset Password**. They get an email with a link to choose a new one. **Password reset email sent.** confirms it went out.

## Remove someone

1. On their row, select **Terminate**.
2. Confirm at **Terminate?**

Their access ends at once, including any session they have open. Their history stays, and they move to the **Employee Archive**. To bring them back later, open the archive and select **Reactivate**.

## Rules MonsoonOS enforces

- You cannot give anyone more access than you have. A row marked **Has more access than you** is one you cannot change.
- You cannot change your own role.
- The last owner cannot be removed or demoted.
- Only an owner can make someone an owner.
- The account admin login that we set up for you is shown as **Managed in Settings** and is changed in **Admin Settings**, not here.

# Built-in roles

What the Owner, Manager and Staff roles can do when your Full Wash Platform account starts, and how to adjust or reset them.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Manage roles" (Owner by default).

A role is a named set of permission switches. Your account starts with three built-in roles you can use straight away. The exact switches each one starts with are listed in the Permissions reference.

## The roles

| Role | Label on the Roles tab | In short |
|---|---|---|
| **Owner** | **Locked** | Everything your plan includes, at every location. Owners are the only people who can change roles, prices, machine setup, terminals, settings and your subscription. |
| **Manager** | **Built in** | Runs the day: the team, customers, promotions, reports, refunds, held payments, card deposits, the online store, fleet accounts and the Cactus Wash Shop. Cannot change prices, machine setup, terminals or settings. |
| **Staff** | **Built in** | Works the site: sees locations and promotions, looks up customers, runs machines as an employee, and manages and bills fleet accounts. |

Your account admin login, the one we created for you, has every permission your plan includes and cannot be changed by anyone on your team.

# Change a built-in role

You can switch permissions on or off in Manager and Staff to fit how your business works.

1. Go to **Customers & team › Team** and open **Roles**.
2. Select the role, then **Edit**.
3. Turn switches on or off. See Build a custom role for how the editor works.
4. Select **Save role**.

An edited built-in role is labeled **Built in, changed**. To go back to how it started, open the role and select **Reset role**.

> **Note**
>
> Staff starts with **Bill fleet accounts**, which is marked Sensitive. If your staff should not bill fleet accounts, turn it off in Staff.

# A suggested role

The first time anyone opens **Roles**, MonsoonOS adds a **Suggested** role called **Attendant**. Nobody is given it. Use it, change it or delete it.

# Which role to give

Give each person the smallest role that lets them do their job. You can always give more later. If no role fits, build a custom role.

# Build a custom role

Create your own MonsoonOS role from individual permission switches when Owner, Manager and Staff do not fit, and what Sensitive switches mean.

Full Wash

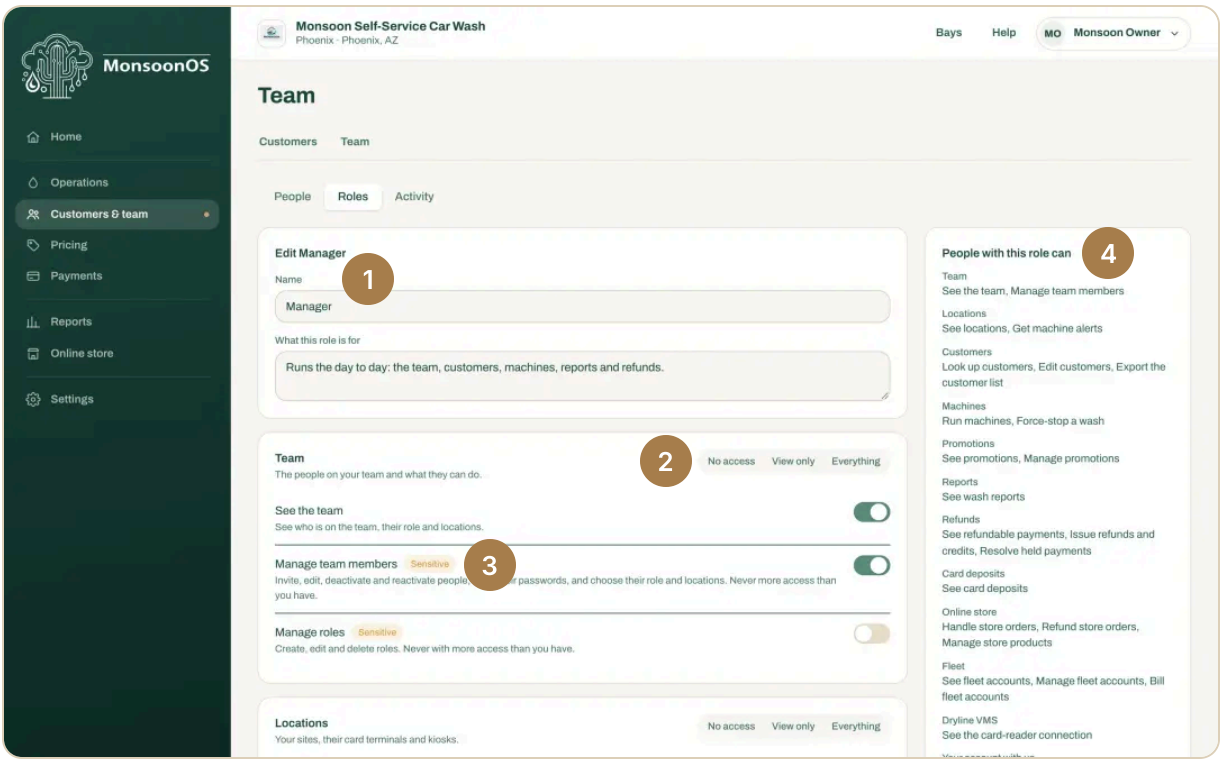
Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Manage roles" (Owner by default).

A custom role is a set of permission switches you choose and name yourself, such as "Bookkeeper" or "Shift lead". You can have up to 25 roles.

## Create the role

1. Go to **Customers & team › Team** and open **Roles**.
2. Under **New role**, pick a starting point:
   - **Start from scratch**: every switch off.
   - **Start from a template**: a ready-made role such as Attendant.
   - **Copy a role**: an existing role's switches. The copy gets " copy" added to its name.
3. Enter the **Name** and **What this role is for**.
4. For each area, choose **No access**, **View only** or **Everything**, or open the area and flip single switches.
5. Check the summary beside the editor: **People with this role can** and **They can't use**.
6. Select **Save role**.




1. **Name** and **What this role is for**.
2. Set a whole area to **No access**, **View only** or **Everything**.
3. A **Sensitive** switch.
4. **People with this role can**: the summary updates as you switch.

## Sensitive switches

Switches that touch money, people, sign-in details, private data or deleting things carry a **Sensitive** tag. When you save a role with a Sensitive switch newly on, MonsoonOS asks **Give these sensitive permissions?** and tells you **The owners get an email about it.** Select **Yes, save** to go ahead.

## Compare and tidy up

- **Compare roles** shows every role side by side, switch by switch.
- **Edit** opens a role; **View** opens a role you cannot change.
- **Delete role** removes a role nobody holds. If people hold it, **Move and delete** asks which role they move to first.

## Rules

- You can only switch on what your own role has.
- Areas your plan does not include are not shown.
- Turning on a switch that needs another (managing needs seeing, for example) turns that one on too.

Give the role to people on the **People** tab. See Invite and remove team members.

YOUR TEAM AND SECURITY

# Limit someone to certain locations

Limit a team member to the MonsoonOS locations they work at, and what a limited person can and cannot see.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Manage team members" (Owner and Manager by default).

If you have more than one location, you can limit a person to the sites they work at. Their role decides what they can do; their locations decide where.

## Limit someone

1. Go to **Customers & team › Team**, **People** tab.
2. On their row, select **Role & Locations**.
3. Under **Locations**, choose **Only some locations**, then tick their sites.
4. Select **Save changes**.

Owners always work at every location, so the choice does not appear for them.

## What changes for them

**Limited to their locations:** machines, wash sessions, terminals, sales and reports, machine alerts and refunds at their sites. Records at other locations are hidden from them completely.

**The same for everyone:** some things belong to the whole business, so the person's role alone decides whether they see them. These include customers, pricing, settings, your subscription and the team list.

**Needs every location:** creating things the whole business shares, and business-wide reports such as memberships, plans, fleet and forecasts.

**If a limited person says a page is empty**

Check their locations include the site they are looking at. If the page is a business-wide one, it needs every location.

# Team activity

The Activity tab on the MonsoonOS Team page records every change to roles and people's access, including support sessions, so you can check who changed what.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "See the team" (Owner and Manager by default).

**Customers & team › Team › Activity** is your record of access changes. Each line is one plain sentence with who did it and when.

## What it records

- A role made, changed or deleted.
- A person invited, given a new role, limited to locations, removed or brought back.
- Our support team signing in to help, with the reason they gave, and the session ending.

Before anything has changed, it says **No changes yet. When someone changes a role or a person's access, it shows here.**

## Open it

Go to **Customers & team › Team** and open **Activity**.

## Other histories in MonsoonOS

| To see | Go to |
|---|---|
| Every promotion applied to a customer | **Promotions › Redemptions** |

| To see | Go to |
|---|---|
| Every payment | **Reports › Transactions** |
| Machine credits sent | **Refunds & Credits** |
| Recent wash sessions, to close a stuck one | **Admin Settings › Recent Sessions** |

## A habit worth keeping

Read the Activity tab once a month. Look for roles you did not expect to change and people you did not expect to see.

YOUR TEAM AND SECURITY

# Sign-in and passwords

How signing in to MonsoonOS works for you and your team, the password rules, why you get signed out, and how to reset a forgotten password.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

You and your team sign in on your business's own MonsoonOS address, the one in your welcome email. Customers sign in on the same page.

## Password rules

A password needs at least 8 characters, one uppercase letter, and one number or special character. A longer password made of a few unrelated words is easier to remember and harder to guess.

## Why you get signed out

For your security, the web admin ends a session:

- after 30 minutes without activity, with the message **You have been signed out due to inactivity.**;
- after a set number of hours even if you are active, with **Your session has ended. Please sign in again.**;
- on every device, when the account's password or sign-in email changes;
- at once, when an owner removes the person from the team.

Nothing you saved is lost; sign in again to carry on. The MonsoonOS phone app stays signed in much longer.

## Sign out everywhere

If you signed in on a shared computer or a phone you no longer have, end all of your sessions at once:

1. Open **Settings › Admin Settings**.

2. Find **Sign Out Everywhere** and select **Sign out everywhere**.
3. Confirm. MonsoonOS signs you out on every device and browser, including the one you are using, and opens the sign-in page.

This needs access to **Admin Settings**. If you cannot open it, ask an owner: removing you from the team ends your sessions at once, and they can bring you back from the **Employee Archive**.

## Forgot your password

1. On the sign-in page, select **Forgot?**
2. Enter your email.
3. Open the email and follow the link within one hour.
4. Choose a new password.

On the Full Wash Platform, an owner or manager can also send you a reset link from **Customers & team › Team › People › Reset Password**.

**If the page says "Too many attempts. Please wait a minute and try again."**

MonsoonOS slows down repeated failed sign-ins. Wait a minute, check the email address and password, and try again, or use **Forgot?**

**If the page says "Username or Password is incorrect"**

Check for a typo or a space at the end of the email. If you have more than one MonsoonOS account, make sure you are on the right business's sign-in page.

## Good habits

- One person, one login. Never share a login, including the admin login.
- Sign out on shared computers.
- Use a password manager.
- Remove people from the team the day they leave. See Invite and remove team members.

YOUR TEAM AND SECURITY

# One login for several places

If you work for more than one business on MonsoonOS, sign in once on the MonsoonOS sign-in page and choose where to go.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Each business on MonsoonOS has its own sign-in address. If you are on the team at more than one, you can also sign in once at **platform.cactuswashsystems.com** and pick where to go.

## Sign in and choose

1. Go to platform.cactuswashsystems.com.
2. Enter your email and password, then select **Sign in**.
3. If you belong to more than one place, you see **Choose where you'd like to sign in.** Each entry is tagged **Location** for a business you work at.
4. Select the business. MonsoonOS takes you to its admin, already signed in.

To sign in as someone else, select **Use a different account**.

**If the page says "Invalid credentials, or this account has no staff access."**

This page is for team members. Customers sign in on their wash's own address. Check your email and password, or use the business's own sign-in page.

The same password works on every business you belong to, because it is one account.

YOUR TEAM AND SECURITY

# When our support team signs in to help

How a MonsoonOS support session works, what you see while one is running, how to end it, and what our support team can never do.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

To fix a problem with you, someone on our support team may sign in to your MonsoonOS admin as one of your team members, usually your account admin. They see what that person sees, with that person's permissions, and nothing more.

## What you see

While a support session runs, a banner across the top of the admin reads **Support session.** It names the team member support is signed in as, your business, and the minutes left. Anyone on that screen can select **End session** to end it at once.

Every support session:

- starts with a written reason, which is recorded;
- lasts at most one hour, and ends sooner if it sits idle;
- works on the web admin only, not the phone apps;
- adds a line to **Customers & team › Team › Activity** when it starts, with the reason, and another when it ends (Full Wash).

## What support can never do in a support session

- Change the person's own sign-in or account details.
- Move money out of your business. The one exception is refunding a wash, and only if that person's role can issue refunds.
- Change your MonsoonOS subscription.

- Create logins or password reset links, or change keys, connections, webhooks or the kiosk service PIN.
- Agree to anything on your behalf.

If support needs one of these done, they ask you to do it.

**If you see a support banner you did not expect**

Select **End session**, then email support@cactuswashsystems.com. On Full Wash, the start line in **Customers & team › Team › Activity** shows the reason that was given.

YOUR TEAM AND SECURITY

# Kiosk and terminal security

The settings that keep your Rain Pay terminals safe from tampering, and what to do the moment one goes missing.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

Rain Pay terminals stand at your wash without anyone watching them. These settings keep them from being misused.

## Built in

- **Each terminal is paired to your account.** A terminal only works for your business after its one-time code is typed in, and it cannot be copied to another device.
- **Revoked means off.** A revoked terminal cannot take payments or start machines, wherever it ends up.
- **Card data stays in the card reader.** Customers' cards are read by the reader's own payment app, not by MonsoonOS.
- **Stop PINs on shared kiosks.** A customer who starts a wash from a shared kiosk sets a PIN, so nobody else can stop their wash.

## Yours to set

| Setting | Do this | Article |
|---|---|---|
| Kiosk service PIN | Change it from the default before you open. Share it only with people who service terminals. Change it when one of them leaves. | Kiosk service PIN |
| Screen lock | Keep it on. Turn it off only for a technician visit, then back on. | Screen lock |

| Setting | Do this | Article |
|---|---|---|
| Who can pair terminals | On Full Wash, keep **Pair card terminals and kiosks** to owners and the people who install terminals. | Built-in roles |

## Check regularly

- Once a month, open the **Terminals** page for each location. Every terminal should be **ACTIVE**, with a recent **Last seen**, and every Experience terminal should show **Locked**.
- Look for terminals you do not recognize. Revoke anything that should not be there.

## If a terminal goes missing

Revoke it at once, then tell us. See Lost or stolen terminal.

# Payment security

How MonsoonOS handles card payments safely, why a payment can be held, and who on your team can refund or settle payments.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Every card payment in MonsoonOS runs through Rain Pay. This page explains what MonsoonOS keeps, why a payment is sometimes held, and how to control who can move money.

## What MonsoonOS keeps

MonsoonOS does not store card numbers.

- **At a Rain Pay terminal**, the card is read in the card reader's own payment app. MonsoonOS sends the amount and gets back the result.
- **In the customer app and online**, the payment page sends card details to Rain Pay. A saved card is kept as a reference that only Rain Pay can use.
- Reports and receipts show only the last digits of a card.

## Held payments

Sometimes a card payment is approved but MonsoonOS does not hear back from the processor in time. Rather than guess, MonsoonOS holds the payment so the customer is never charged twice. Everyone whose role includes **Resolve held payments** gets an email when it happens.

Settle each one in **Payments › Held Payments**:

- **It was charged: confirm** when the Rain Pay portal shows the charge went through.
- **Not charged: release** when it did not.

# Who can move money

On the Full Wash Platform, these permissions control money. All are marked **Sensitive**, and the owners get an email when someone is given one:

| Permission | What it allows | Built-in roles that start with it |
|---|---|---|
| **Issue refunds and credits** | Refund, credit and void wash payments | Owner and Manager |
| **Resolve held payments** | Confirm or release held payments | Owner and Manager |
| **Send machine credits** | Send credit to a machine | Owner |
| **Bill fleet accounts** | Fleet invoices and charges | Owner, Manager and Staff |
| **Refund store orders** | Online store refunds | Owner and Manager |

Keep these to the people who need them. On Terminals Only, your admin login can do all of them.

# Good habits

- Settle held payments the same day.
- Review refunds in **Refunds & Credits** each week.
- Never take card numbers by phone or email and type them in yourself.

YOUR TEAM AND SECURITY

# Your data

How MonsoonOS keeps your business data safe, how to export it, and how customer and team account deletion works.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

## Backups

Your MonsoonOS data is backed up several times a day, and backups are kept for more than a year. We test restoring them regularly. There is nothing for you to set up.

## Exporting

| What | Where | Plans |
|---|---|---|
| Sales for a period | **Reports**, then **Export** and **Excel (this period)** | Both |
| Your customer list | **Customers**, then **Export Excel** | Full Wash |

Exporting the customer list needs the **Export the customer list** permission, which is marked Sensitive because the file holds every customer's contact details. Store exported files somewhere private and delete them when you are done.

## Customer accounts (Full Wash)

- **Customers delete their own accounts** from the account page in the app, or from the account deletion page on your MonsoonOS address. Their history in your reports stays, without their personal details.
- **You can block a customer** in **Customers** so they can no longer start machines.

## Team members (Full Wash)

When you remove someone from your team, their login stops working at once and their past actions stay in your records. A team member who wants their account deleted can ask from their account; the request goes to support and to your owners.

## If you leave MonsoonOS

Your data is kept after your subscription ends until it is deliberately removed. Email support@cactuswashsystems.com to ask for an export before you go, or to ask for your data to be removed.

# Security checklist

One page of the security settings to put in place before opening, and what to review each month and when someone leaves.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Print this page or keep the PDF from the guide home. Items marked (Full Wash) do not apply to Terminals Only.

## Before you open

- ☐ **Change the kiosk service PIN** from the default. (Kiosk service PIN)
- ☐ **Check every Experience terminal shows Locked** in the **Screen lock** column. (Screen lock)
- ☐ **Set a strong admin password** you use nowhere else, on a work email you will keep. (Sign-in and passwords)
- ☐ **Give everyone their own login** with the smallest role that fits. (Full Wash) (Invite and remove team members)
- ☐ **Limit people to their locations** if you have more than one site. (Full Wash) (Limit someone to certain locations)
- ☐ **Review the Staff role**, and turn off anything your staff should not do, such as **Bill fleet accounts**. (Full Wash) (Built-in roles)

## Every month

- ☐ Open the **Terminals** page for each location. Every terminal should be **ACTIVE** with a recent **Last seen**. Revoke any you do not recognize.
- ☐ Read **Customers & team › Team › Activity** for role and access changes you did not expect. (Full Wash) (Team activity)
- ☐ Check **Customers & team › Team › People** still matches who works for you. (Full Wash)

© Cactus Wash Systems LLC · www.cactuswashsystems.com/guide

- [ ] Check **Held Payments** is empty.

## When someone leaves

- [ ] **Terminate** them on **Customers & team › Team › People** the same day. (Full Wash)
- [ ] **Change the kiosk service PIN** if they knew it.
- [ ] **Change the admin password** if they knew it.

## When a phone or computer you sign in on is lost

- [ ] Open **Admin Settings** and select **Sign out everywhere**. (Sign-in and passwords)

## When a terminal goes missing

- [ ] **Revoke** it on the Terminals page.
- [ ] **Email support@cactuswashsystems.com** with its serial number.
- [ ] **Change the kiosk service PIN.**

(Lost or stolen terminal)

PHONE ADMIN APP

# Get the phone app

How owners and staff on the MonsoonOS Full Wash Platform install the MonsoonOS app, find their business, sign in and reach the Admin tab.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

The MonsoonOS app is the same app your customers use. When you sign in as a member of your team, it adds an **Admin** tab where you can run much of your wash from your phone. See The Admin tab for what it holds.

The phone app is part of the Full Wash Platform. A Rain Pay Terminals Only business is not listed in the app; use the MonsoonOS admin in a web browser.

## Before you start

- A phone with the App Store or Google Play.
- Your MonsoonOS email and password, the same ones you use for the web admin. If you have not set a password yet, see Sign in for the first time.

## Install and sign in

1. In the App Store or Google Play, search for **MonsoonOS** and install the app.
2. Open it. On **Welcome to MonsoonOS**, type your business name or city under **Search**, or pick your wash from **Nearby Washes**.
3. On your wash's page, tap **Sign in**.
4. Enter your **Email** and **Password**, then tap **Sign In**. If you sign in to MonsoonOS with Apple or Google, use that button instead.
5. Open the **Admin** tab at the bottom of the screen.

The app remembers your business, so next time it opens straight to it.

## If your business has its own app

Some businesses have their own branded app with their own name in the App Store and Google Play. It opens straight to that business with no search, and its **Admin** tab works the same way. Use whichever app your business tells your team to use.

## Work for more than one business

Sign out from the **Admin** tab. On your wash's page, tap **Switch wash location** and pick the other business, then sign in again. See One login for several places.

**If there is no Admin tab**

You signed in with an account that is not on your team, such as a customer account. Sign out and sign in with the email your owner invited. If you were just added, ask your owner to check you are on the **Team** list. See Invite and remove team members.

**If you can't find your business in the search**

Check you are on the Full Wash Platform. See Which plan do I have?. If you are, search by your business's name as customers see it, or email support@cactuswashsystems.com.

**If you forgot your password**

On the sign-in screen, tap **Forgot password?** and enter your email. The reset link expires after 1 hour.

## Next

The Admin tab.

PHONE ADMIN APP

# The Admin tab

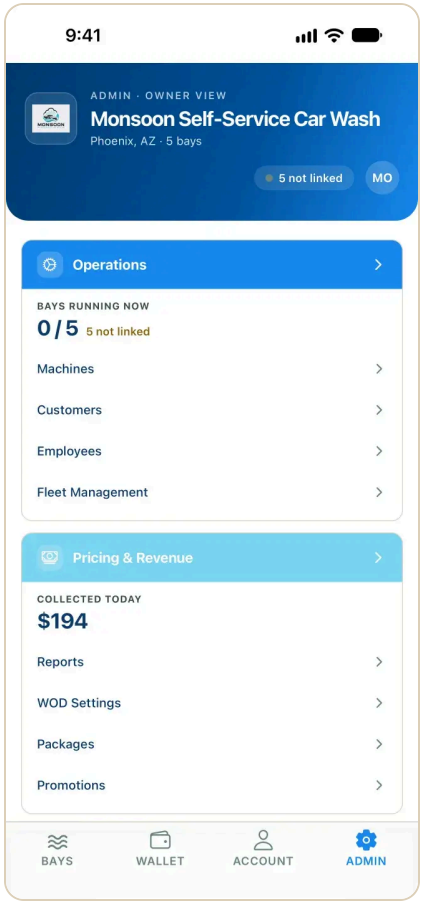
What the Admin tab of the MonsoonOS app offers on the Full Wash Platform, panel by panel, and why each person sees only the rows their role allows.

Full Wash

> Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

The **Admin** tab of the MonsoonOS app puts the admin pages you use most on your phone, grouped in panels. It uses the same permissions as the web admin, so a row appears only if your role includes what that page needs. The phone and the web share the same data: a change made on one shows on the other.

If you do not have the app yet, see Get the phone app.



# The top of the tab

The top shows your business name. With one location it also shows that location's city and number of bays, and rows such as **Machines** open that location directly.

With several locations, a **Locations** list comes first. Tap a location to open its own dashboard, with **Machines**, **Customers**, **Employees**, **WOD Settings** and **Reports** for that site. If your role includes **Add and edit locations**, the pencil beside a location edits its name, address and phone.

# Operations

The panel's headline is **Bays running now**, with a note such as **2 offline** or **5 not linked** when some machines are not reporting.

| Row | What you can do | Shows for roles with |
|---|---|---|
| **Machines** | **Add Machine**; **Edit** a machine's name and photo; **Lock** it, and tap the same button again to release it; **Configure** its Stormbox and relays; **Delete** it. | **See machine setup** |
| **Customers** | Look up customers by status; **Add Customer**; restrict a customer or cancel a membership. | **Look up customers** |
| **Employees** | **Add Employee** to invite someone; change their role, and their locations if you use your own roles; deactivate them; reset their password. | **See the team** |
| **Fleet Management** | Add a fleet company, edit its details and billing, **Deactivate account** or **Reactivate account** (with the same final invoice as on the web), add members one at a time, and work its invoices (**Resend**, **Retry charge**, **Mark paid**, **Void**, **Send card-setup link**). | **See fleet accounts** |

Dog washes see **Pack Management**.

Inside a page, each change needs the same permission it needs on the web, and its button shows only when your role includes it. For example, adding a machine needs **Set up machines**, inviting someone needs **Manage team members**, adding or deactivating a fleet company needs **Manage fleet accounts**, and fleet billing settings and invoice actions need **Bill fleet accounts**.

# Pricing & Revenue

The panel's headline is **Collected today**.

| Row | What you can do | Shows for roles with |
|---|---|---|
| **Reports** | Revenue for **7D**, **30D**, **MTD**, **QTD**, **YTD** or a **Custom** range: daily revenue, revenue mix, locations, top bays, recent transactions and failed payments. The download button exports the report as an Excel file to save or share. | **See wash reports** |
| **WOD Settings** | Set **Wash on Demand Pricing**: **Initial Time (minutes)**, **Max Time (minutes)**, **Initial Cost ($)** and **Overage Per Minute ($)**. | **Edit machine prices** |
| **Packages** | See your Wash Club packages and add one with **+ New Package**. | **Edit membership plans** |
| **Promotions** | **+ Create Promotion**, see redemptions, and find a customer to **Issue free wash** or **Issue credit**. | **See promotions** |

# Online Store

The panel's headline is **Open orders**.

| Row | What you can do | Shows for roles with |
|---|---|---|
| **Orders** | See and update store orders. | **Handle store orders** |
| **Inventory** | Add products with **+ New Product** and manage their photos. | **Manage store products** |
| **Shippo Shipping** | See whether your shipping connection is working. | **Store and shipping settings** |

# Configuration

| Row | What you can do | Shows for roles with |
|---|---|---|
| **Admin Settings** | Edit **Contact Info**, **Registration**, your own **Admin Account**, your **Logo** and **Brand Colors**, and see **Recent Sessions**. | **Business settings** |

If your business also runs Dryline vending machines, a **Dryline VMS** panel opens the vending screens.

# Below the panels

A short reporting summary sits under the panels when your role can see reports. **Sign Out** is at the very bottom.

**If the tab says "We couldn't load what your role can do."**

Pull down on the screen to try again. Until the app knows your role, it shows no rows.

**If a row you expect is missing**

Your role does not include its permission. Ask your owner. See Built-in roles.

**If the app says No Locations**

Add your locations from the web admin.

Some pages are not in the app at all, such as Terminals and Refunds & Credits. See What needs the web admin.

# What needs the web admin

The MonsoonOS pages and actions that are only in the web admin, not in the Admin tab of the MonsoonOS app, grouped like the panels of the app's Admin tab.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

The Admin tab of the MonsoonOS app covers the day-to-day work: machines, customers, your team, fleet accounts, reports, prices, promotions and your store. The pages below are only in the MonsoonOS admin in a web browser. Sign in there on a computer or tablet to use them.

For what the app does include, see The Admin tab.

## Operations

| Web only | See |
|---|---|
| **Terminals**: pairing, re-pairing, screen lock and revoking a terminal | Pair an Experience terminal |
| **Customers & team › Team › Roles**, where you build your own roles | Build a custom role |
| **Customers & team › Team › Activity**, the record of access changes | Team activity |
| **Export Excel** on the **Customers** page | Export the customer list |
| In **Fleet Management**: **Add from Spreadsheet**, **Bill now**, **Copy pay link**, **Stop auto-retries** and **Deactivate account** | Fleet invoices and account status |

In the app you can still invite team members and change their role and locations.

## Pricing & Revenue

| Web only | See |
|---|---|
| **Refunds & Credits**, including refunding a charge | Refund a charge |
| **Held Payments** | Held payments |
| **Card Deposits** | Card deposits |
| The pricing page for each kind of machine: **Self-Service Bay Settings**, **IBA Tiers**, **Vacuum Settings** and **Dog Wash Settings** | Self-service bay pricing |
| The report tabs: **Overview**, **Revenue**, **Transactions**, **Memberships**, **Wash Performance** and **Fleet / B2B** | Report tabs |

The app has its own one-screen **Reports**, with an Excel export, and **WOD Settings** for Wash On Demand pricing.

## Online Store

| Web only | See |
|---|---|
| **Store Settings** | Online store |

## Configuration

| Web only | See |
|---|---|
| **Location Settings** | Location settings |
| **Tax Settings** and **Sign Out Everywhere** in **Admin Settings** | Tax settings |
| **Platform Billing** | Platform Billing |
| **Email Settings** | Customer emails |
| **Legal Settings** | Legal settings |
| **DejaUP Connection** | Connect DejaUP |

| Web only | See |
| --- | --- |
| **QuickBooks** | QuickBooks sync |
| **Cactus Wash Shop** | Cactus Wash Shop |
| **Setup Guide** | The Setup Guide, step by step |

Your logo, brand colors, contact details, sign-up setting and machine photos can be changed in either place.

> **Note**
>
> Rain Pay Terminals Only does not use the phone app, so on that plan everything is in the web admin.

YOUR ACCOUNT WITH US

# Platform Billing

Use Platform Billing in the MonsoonOS admin to see your plan and add-ons, update the card on file and the billing contact, cancel an add-on or your subscription, and pay to restore a suspended account.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Manage our subscription" (Owner by default). On Terminals Only, your admin login.

**Platform Billing** is your account with us: the MonsoonOS plan and add-ons you pay for, the card we charge, your billing contact, and how to cancel.

## Open Platform Billing

Go to **Settings › Platform Billing**.

The page opens with your billing status and, under it, your plan and every add-on.

## Your status and card

The top box shows:

- **Billing status**, and **Next renewal** with the date of your next bill.
- Any account credit left, and what your next bill is after it.
- **Card on file ending** with the card's last four digits.
- **Update card**, which opens the secure payment page to change the card. MonsoonOS never asks you to type a card number into the admin itself.

If you are on a term plan, the box also shows the length of the term and the date you are committed through.

## Your plan and add-ons

Each line shows its name, its price and how often it bills. Your MonsoonOS plan is marked **Plan**. Add-ons, such as cellular for a terminal, the Fleet add-on on Terminals Only or QuickBooks sync, are listed under it.

When you add hardware or a site in the Cactus Wash Shop, its monthly charges join this list.

## Update the billing contact

Under **Contact details**:

1. Update the **Name**, **Billing email** and **Phone**. The **Billing email** is where receipts and account notices are sent.
2. Update the **Street address**, **Suite / unit (optional)**, **City**, **State** and **ZIP**.
3. Select **Save contact details**.

## Cancel an add-on

Some add-ons have their own **Cancel** link: cellular service, the Fleet add-on and QuickBooks sync.

1. On the line, select **Cancel**.
2. Read what happens:
   - Cellular: the device loses its cellular service.
   - Fleet: Fleet turns off for every site on your account.
   - QuickBooks sync: it keeps sending until your next renewal.
3. Select **Yes, cancel**, or **Keep** to leave it.

Billing for the add-on stops at your next renewal. Past charges are not refunded.

Lines that say **Part of your plan** or **Contact us to remove it** cannot be canceled here: email support@cactuswashsystems.com.

## Cancel your subscription

1. At the bottom of the page, select **Cancel subscription**.

2. Read the notice:
    - On a month-to-month plan, canceling needs 30 days' notice past your next renewal. You are billed through that cycle, then service ends.
    - On a term plan, ending before the term is over may carry an early cancellation fee. If it does, MonsoonOS shows you the amount and asks you to confirm it.
3. Select **Yes, cancel** (or the button that names the fee), or **Keep subscription** to stop.

The page then says your subscription is scheduled to end and on what date, and a confirmation email is sent. To keep your account after all, contact our team before that date.

## Pay when your account is suspended

If a bill is not paid, the top of **Platform Billing** shows a red notice:

- **Your last payment didn't go through.** Update your card to avoid a suspension.
- **Your account is suspended for non-payment.** While it is suspended, everyone on your team who signs in to the admin is sent straight to **Platform Billing**.

To restore access:

1. Select **Pay now**.
2. Enter a card on the secure payment page and pay.
3. Go back to the admin. Access returns once the payment goes through, usually within a few minutes.

If access is not back a few minutes after you pay, email support@cactuswashsystems.com.

**If you see This account is paused**

Your role does not include **Manage our subscription**, so you cannot pay the bill. Ask an owner to update the billing details. You can use the admin again as soon as they do.

**If Platform Billing is missing from your admin**

Your role does not include **Manage our subscription**. Ask your owner.

To see what your plan includes, see Which plan do I have?.

YOUR ACCOUNT WITH US

# The Cactus Wash Shop

Order a new site, replacement terminals and parts, managed cellular for your terminals, or add-ons from the Cactus Wash Shop inside the MonsoonOS admin, charged to the card on file.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

**Who can do this:** On Full Wash, anyone whose role includes "Buy from the shop" (Owner and Manager by default). On Terminals Only, your admin login.

The **Cactus Wash Shop** is where you order more from us for your own account: a whole new site, replacement parts, managed cellular for your terminals, and add-ons. Prices take into account what you already have, and purchases are charged to the card on file. The shop is open on both the Full Wash Platform and Rain Pay Terminals Only.

This is not your own online store for customers. That is **Online store** in the menu on the Full Wash Platform: see Online store.

## Open the shop

Go to **Settings › Cactus Wash Shop**.

The top of the page, **Add to your account**, shows how many Rain Pay terminals are on your account and which card purchases are charged to.

## What you can order

| Section | What it is for |
|---|---|
| **Add a site** | A new location. Choose its plan and tell us what is there; terminals, plans and options are priced per wash point. Select **Build a site**. |

| Section | What it is for |
|---|---|
| **For your terminals** | **Managed cellular** for terminals that have none yet, so they work without your site's network. A SIM ships for each terminal you pick. Select **Choose terminals**. This section appears only while some terminals have no cellular. |
| **Replacement parts & extras** | Replacement hardware and extras, such as a terminal or a Stormbox, and add-ons such as QuickBooks sync when they are offered for your account. Select **Choose** on the item. |
| **Add Dryline VMS** | Card readers for vending machines. Your first reader turns on Dryline VMS for your account, and we email a short vending processing application after you order. |

Some items are quoted by our team instead of sold online. The bottom of the page names them: email us and we will help.

## Place an order

1. Select the section's button, set what you need, then select **Review purchase**.
2. On **Checkout**, answer the first step:
   - For a new site, **Where is the new site?** Enter its address. It becomes the new location, and its hardware ships there. Under **Card payments at this site**, choose **Deposit to my existing bank account**, or **Set up new payment processing** if the site needs its own; we then email a short processing application after you pay.
   - For hardware, **Where should it ship?** Choose one of your locations or **A different address**. A different address is for shipping only; it does not add a location.
   - For something with nothing to ship, **Which location is it for?**
3. Select **Continue**.
4. If something ships, choose a shipping option under **How should it ship?**, then select **Continue**.
5. Under **Review and pay**, check **Due today**, and what is **Then added to your monthly bill** or **Then added to your annual bill**.
6. If asked, tick **I agree to the MonsoonOS terms for this purchase.**
7. Under **How would you like to pay?**, choose your card on file, or **Use a different card** to enter one on the secure payment page. Your monthly bill stays on the card on file either way.
8. Select the button with the amount to pay, or **Continue to payment** if you chose a different card.

When the payment goes through, the page says you're all set, and a receipt goes to your billing email. New monthly charges are prorated to your current billing period, so you pay only for the days left until your next bill. They then appear in Platform Billing.

After you buy QuickBooks sync, select **Set up QuickBooks** to connect it. See QuickBooks sync.

## Adding a site on Terminals Only

On Rain Pay Terminals Only, a new site on the **Rain Pay Terminals Only** plan keeps your account as it is. A new site on a plan that includes MonsoonOS, such as **Full Wash Site**, **Dog Wash Site** or **In-Bay Automatic Only**, moves your whole account to the Full Wash Platform when you pay. See Upgrade to the Full Wash Platform.

**If there is no card on file**

You finish the purchase on the secure payment page. Your order ships once the payment clears.

**If checkout says the total changed**

Prices are worked out again at checkout. Review the order again, then pay.

**If Cactus Wash Shop is missing from your admin**

Your role does not include **Buy from the shop**. Ask your owner.

YOUR ACCOUNT WITH US

# Getting help

How to reach MonsoonOS support, what to put in your email so we can fix the problem quickly, and where to look in the MonsoonOS Guide first.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

When something does not work the way you expect, the MonsoonOS Guide may already have the answer. If not, email us.

## Look in the guide first

- On the guide home, search for the words on your screen, such as an error message or a button name.
- The troubleshooting index lists common problems and the article that fixes each one.
- Most articles end with short notes on what to do when something goes differently.

## Email support

Write to support@cactuswashsystems.com. Our Support page also lists our phone number.

Include:

- your business name and the location;
- the page you were on, and what you selected;
- what you expected to happen, and what happened instead, with any message word for word;
- a screenshot, if you can take one;
- the date and time it happened;
- for a terminal, its serial number, from the label on the back of the terminal;
- for a charge, its date, time, amount and the card's last four digits.

Never send a password or a full card number by email.

## When we sign in to help

To look at a problem with you, our support team may sign in to your admin for a short, recorded session. You see a banner while it runs and can end it at any time. See When our support team signs in to help.

## Questions about your account

- Your plan, add-ons and card: Platform Billing.
- Ordering hardware or a new site: The Cactus Wash Shop.
- What your plan includes: Which plan do I have?

REFERENCE

# Permissions reference

Every permission switch a Full Wash Platform business can put in a role, what it allows, and which built-in roles start with it.

Full Wash

Available on the Full Wash Platform only. Rain Pay Terminals Only does not include it.

**Who can do this:** On Full Wash, anyone whose role includes "Manage roles" (Owner by default).

These are the switches in the role editor (**Customers & team › Team › Roles**), grouped the way the editor groups them. The list comes from the same source the editor uses, so it always matches.

- **Sensitive** switches touch money, people, sign-in details, private data or deleting things. Owners get an email when someone is given one.
- **Built-in roles that start with it** shows which of Owner, Manager and Staff have the switch when your account starts. Your account admin login has every switch your plan includes.
- You only see areas your plan and add-ons include. For example, **QuickBooks** appears only with the QuickBooks sync add-on, and **Online store** only on the Full Wash Platform.

On Rain Pay Terminals Only there are no roles: your one admin login can do everything your plan includes.

## Team

The people on your team and what they can do.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See the team** | See who is on the team, their role and locations. | Owner and Manager |

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Manage team members** Sensitive | Invite, edit, deactivate and reactivate people, reset their passwords, and choose their role and locations. Never more access than you have. | Owner and Manager |
| **Manage roles** Sensitive | Create, edit and delete roles. Never with more access than you have. | Owner |

## Locations

Your sites, their card terminals and kiosks.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See locations** | See your locations and their details. | Owner, Manager and Staff |
| **Add and edit locations** Sensitive | Add locations and change their name, address, hours and setup. | Owner |
| **Pair card terminals and kiosks** Sensitive | Pair, re-issue and remove card terminals and Tip Box kiosks, turn their screen lock on or off, and set the kiosk service PIN. | Owner |
| **Get machine alerts** | Get an email when a machine goes offline or vends start failing. | Owner and Manager |

## Customers

Customer accounts and memberships.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Look up customers** | Find customers and see their membership, history and promotions, and send them a card-update link. | Owner, Manager and Staff |

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Edit customers** Sensitive | Add and edit customers, cancel memberships, reset passwords, give credits and free washes, and invite customers. | Owner and Manager |
| **Export the customer list** Sensitive | Download every customer's contact details. | Owner and Manager |
| **Block a customer** | Stop a customer from starting machines. | Owner |

## Machines

Wash machines, bays and their devices.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Run machines** | Start and stop machines as an employee (no charge) and use the emergency stop. | Owner, Manager and Staff |
| **See machine setup** | See machines, their devices, relays and token packages. | Owner |
| **Set up machines** Sensitive | Add, edit, lock and delete machines, pair their devices, test them, and edit token packages. | Owner |
| **Force-stop a wash** | End a running wash early. | Owner and Manager |
| **Send machine credits** Sensitive | Send credit to a machine and see the credits sent. | Owner |
| **Change Stormbox Wi-Fi** Sensitive | Set or change the Wi-Fi network a Stormbox joins, which restarts it. | Owner |
| **Fix wash sessions** | See the recent wash log and close stuck sessions. | Owner |

## Pricing

Membership plans and machine prices.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Edit membership plans** Sensitive | Create and change membership plans, set location prices, and move members between plans. | Owner |
| **Edit machine prices** Sensitive | Change machine prices, pay-per-wash prices, in-bay tiers and upsells, and whether sales tax is added to washes. | Owner |

## Promotions

Promotions, free washes and credits.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See promotions** | See promotions, how often they were used, and redemptions. | Owner, Manager and Staff |
| **Manage promotions** | Create, pause and delete promotions, and print or email their QR codes. | Owner and Manager |

## Reports

Wash sales and member reports.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See wash reports** | Sales, member, transaction and fleet reports, with exports and PDFs. | Owner and Manager |
| **Run forecasts** | Run forecasts and rebuild report history. | Owner |

## Refunds

Refunds and credits on wash payments.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See refundable payments** | See wash payments and credits that can be refunded. | Owner and Manager |
| **Issue refunds and credits** Sensitive | Refund, credit and void wash payments. | Owner and Manager |
| **Resolve held payments** Sensitive | Confirm or release a customer's card payment the processor didn't answer in time. | Owner and Manager |

## Card deposits

Deposits, chargebacks and statements from your card processor.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See card deposits** Sensitive | See card deposits, batches, chargebacks and monthly statements from the card processor, and get chargeback emails. | Owner and Manager |

## QuickBooks

The QuickBooks Online connection and what is posted to it.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See QuickBooks sync** | See whether QuickBooks is connected, the start date and what was posted, with every location’s daily totals. | Owner |
| **Manage QuickBooks sync** Sensitive | Connect or disconnect QuickBooks, set the start date, choose the accounts and post a day again. | Owner |

## Online store

Your online store: orders and products.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Handle store orders** | See orders, ship them and change their status. | Owner and Manager |
| **Refund store orders** Sensitive | Refund an online-store order. | Owner and Manager |
| **Manage store products** | Add and edit store products, photos and stock. | Owner and Manager |
| **Store and shipping settings** Sensitive | Change store settings and the shipping (Shippo) connection. | Owner |

## Fleet

Company (fleet) accounts and their bills.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **See fleet accounts** | See companies, their members, invoices and ledger. | Owner, Manager and Staff |
| **Manage fleet accounts** | Add and edit companies and their members. | Owner, Manager and Staff |
| **Bill fleet accounts** Sensitive | Bill a company now, send card-setup and pay links, mark bills paid or void them. | Owner, Manager and Staff |

## Settings

Your business settings, emails and legal pages.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Business settings** Sensitive | Branding, contact details, design and the account password. | Owner |
| **Setup checklist** | Work through the getting-started checklist. | Owner |
| **Customer emails** | Edit and test the emails customers get, and the email logo. | Owner |
| **Legal pages** Sensitive | Edit your terms and privacy pages. | Owner |
| **Sign-up settings** | Choose how customers sign up. | Owner |
| **Payment settings** Sensitive | See the payment provider status. | Owner |

## Your account with us

Your subscription, invoices and the shop.

| Switch | What it allows | Built-in roles that start with it |
|---|---|---|
| **Manage our subscription** Sensitive | Plan, invoices, the card on file, the billing contact, and canceling. | Owner |
| **Buy from the shop** Sensitive | Order hardware, parts and cellular from the shop (charges the card on file). | Owner and Manager |

See Built-in roles and Build a custom role for how to use them.

REFERENCE

# Glossary

The words MonsoonOS uses on screen and in this guide, from bay and Stormbox to TPN and Wash Club, with the dog wash versions where they differ.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

| Term | Meaning |
|---|---|
| **Account admin** | The login we create for your business and send in the welcome email. It has every permission your plan includes. |
| **Bay** | A place a customer washes: a self-service car wash bay, an in-bay automatic or a dog wash station. Car washes see **Car Wash Bays**, dog washes **Dog Wash Bays**. |
| **DejaUP** | The app that runs on a Rain Pay MDB terminal and sends its sales to MonsoonOS. Connected on the **DejaUP Connection** page. |
| **Enrollment code** | The one-time code that pairs a Rain Pay Experience terminal. Valid for 24 hours. |
| **Experience terminal** | The Rain Pay terminal that runs the MonsoonOS kiosk screen and starts the machine. Called a **Wash terminal** in the admin. |
| **Fleet** | Company accounts whose drivers wash on one monthly bill. Dog washes call it **Pack**. |
| **Fleet Wash** | The kiosk button a fleet driver uses to wash with their QR code and PIN. **Pack Wash** for dog washes. |
| **Full Wash Platform** | The MonsoonOS plan with memberships, the customer app, customer accounts and team roles. |
| **Held payment** | A card payment that was approved but not confirmed in time, held so the customer is never charged twice. Settled in **Held Payments**. |

| Term | Meaning |
| --- | --- |
| **IBA, in-bay automatic** | A wash where the car stays still and the equipment moves over it. Its wash menu is set in **IBA Tiers**. |
| **Kiosk service PIN** | The 6-digit PIN that unlocks an Experience terminal for maintenance. |
| **Location** | One of your sites. Each has its own machines, terminals and pricing pages. |
| **Machine** | Anything a customer pays to use: a bay, vacuum, in-bay automatic, dog wash station or token machine. |
| **MDB card reader** | The admin's name for a Rain Pay MDB terminal: a card reader inside a pay station or token machine. |
| **Pay station** | The machine at the entrance of an in-bay automatic with its own wash buttons. An MDB card reader can sit inside it. |
| **Permission** | One switch in a role, such as **Issue refunds and credits**. |
| **Rain Pay** | Card processing and payment terminals for MonsoonOS. |
| **Rain Pay Terminals Only** | The MonsoonOS plan for card terminals at your wash points, without the customer app, memberships or team roles. |
| **Role** | A named set of permissions given to a team member: Owner, Manager, Staff or one you build. |
| **Screen lock** | Keeps an Experience terminal on the kiosk app so customers cannot reach its settings. |
| **Shared kiosk** | One Experience terminal that serves several bays; the customer picks a bay first. |
| **Stormbox** | The device that connects a machine to MonsoonOS so payments, the app or staff can start and stop it. |
| **TPN** | The card processing number assigned to each Rain Pay terminal. Your MonsoonOS team sets these up. |
| **Wash Club** | Your membership program: customers subscribe to a plan in the app. Plans are set up in **Subscription Packages**. Full Wash only. |

| Term | Meaning |
| --- | --- |
| **Wash On Demand** | Paying per wash in the customer app, without a membership. Full Wash only. |
| **Wash Pass** | A fleet driver's QR code for washing. **Pack Pass** for dog washes. |

REFERENCE

# Troubleshooting index

A list of common MonsoonOS problems, each with the guide article that fixes it.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Find the problem in the left column, then open the article on the right. Each article has "If this happens" boxes with the fix.

## Signing in and access

| The problem | Where to look |
|---|---|
| You cannot sign in, or the page says the password is incorrect | Sign-in and passwords |
| You keep getting signed out | Sign-in and passwords |
| A page you need is missing from the admin | A tour of the admin home and Which plan do I have? |
| A team member limited to some locations sees an empty page | Limit someone to certain locations |
| Someone who left still has access | Invite and remove team members |
| A support banner appears that you did not expect | When our support team signs in to help |

## Setup

| The problem | Where to look |
|---|---|
| A Setup Guide step is locked or will not finish | The Setup Guide, step by step |
| You need a new location | What your MonsoonOS team sets up for you |

## Machines

| The problem | Where to look |
|---|---|
| A machine or Stormbox shows offline | If a machine or Stormbox is offline |
| A wash will not stop | Lock, unlock and force-stop |
| Nobody gets an email when a machine goes offline | Machine alert emails |

## Rain Pay terminals

| The problem | Where to look |
|---|---|
| The enrollment code expired or was lost | Re-pair or replace a terminal |
| **Create + get code** is greyed out | Pair an Experience terminal |
| The terminal says it is not authorized or not set up | Re-pair or replace a terminal |
| **Screen lock** shows Unlocked, refused or failed | Screen lock |
| **Last seen** is old | Terminal status reference |
| You forgot the kiosk service PIN | Kiosk service PIN |
| A terminal is lost or stolen | Lost or stolen terminal |
| Pay station or token machine sales are missing | Connect DejaUP |
| A pay station sale shows an amount but no wash name | How MDB sales show up |

## Payments and customers

| The problem | Where to look |
|---|---|
| A customer reports a message on the kiosk | What customers see on the kiosk |

| The problem | Where to look |
| --- | --- |
| A customer saw **Not charged yet**, or you got a held payment email | Held payments |
| A customer was charged but the wash did not start | Refund a charge |
| A promo code does not work | Promo codes and QR codes |
| A fleet driver cannot start a wash | Washing with Fleet Wash |
| People were skipped when you uploaded fleet members | Add fleet members |

If your problem is not here, email support@cactuswashsystems.com. See Getting help for what to include.

REFERENCE

# What's new in the guide

The changes to the MonsoonOS Guide, newest first, so you can see what was added or updated since you last read it.

Every plan

Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

Each article also shows the date it was last updated at the bottom of the page.

## November 2026

The MonsoonOS Guide is published. It covers both plans, the Full Wash Platform and Rain Pay Terminals Only:

- **Start here** and **Getting started**: which plan you have, signing in, the admin home, the Setup Guide and go-live checklists.
- **Locations, machines and Stormboxes** and **Pricing**.
- **Rain Pay terminals**: Experience terminals and MDB card readers, from pairing to screen lock and the service PIN.
- **Promotions** and **Money**: reports, refunds, held payments, card deposits and QuickBooks sync.
- **Fleet**: for your staff, for fleet company admins and for drivers.
- **Full Wash platform** and **What your customers see**: Wash Club, customers, the online store and the MonsoonOS app.
- **Your team and security**, the **Phone admin app** and **Your account with us**.
- PDF editions: Quick Starts for each plan, a Security Checklist, a Fleet Guide, a driver handout and complete editions.