MonsoonOS

The MonsoonOS Guide

Complete edition: Rain Pay Terminals Only

November 2026

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

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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: Terminals Only

The reading path for a Rain Pay Terminals Only business, from the welcome email to card sales at every terminal.

Terminals Only

> For Rain Pay Terminals Only businesses.

Rain Pay Terminals Only puts card payments on your wash points and gives you the admin to price, watch and report on them. You sign in with one admin login. There is no customer app, no Wash Club and no team roles on this plan.

Read these in order. Each one takes a few minutes.

1. Get signed in

1. What your MonsoonOS team sets up for you: what is ready before you sign in.
2. Sign in for the first time: the welcome email and your new password.
3. A tour of the admin home: where everything is.

2. Work through the Setup Guide

The Setup Guide, step by step checks your business details, then walks you through machines, Stormboxes and pricing.

3. Set up your terminals

Start with Experience terminal or MDB card reader to see which kind you have, then follow the articles for yours:

- **Experience terminals:** Pair an Experience terminal, Bay terminals and shared kiosks and What customers see on the kiosk.
- **MDB card readers:** Register an MDB card reader, Connect DejaUP and How MDB sales show up.

4. Lock it down

- Your admin login on Terminals Only
- The kiosk service PIN
- Security checklist

5. Go live

Go-live checklist: Terminals Only is the last look before customers start paying.

> **Note**
>
> The Terminals Only Quick Start PDF on the guide home holds these same articles, ready to print.

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.

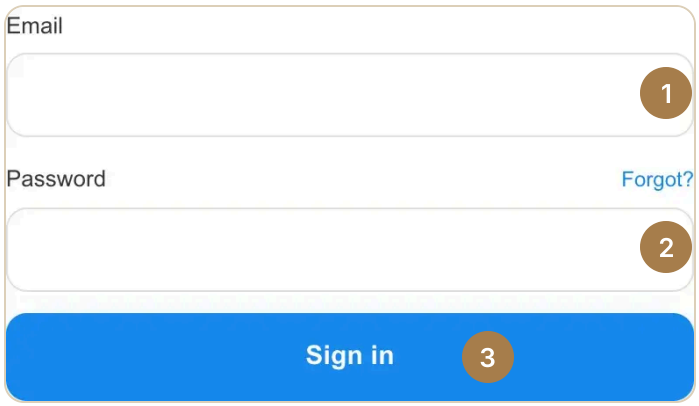
When your account is ready, you get an email titled **Your MonsoonOS account is ready**, followed by your business name. It holds your sign-in email, a temporary password and a **Log In Now** button.

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

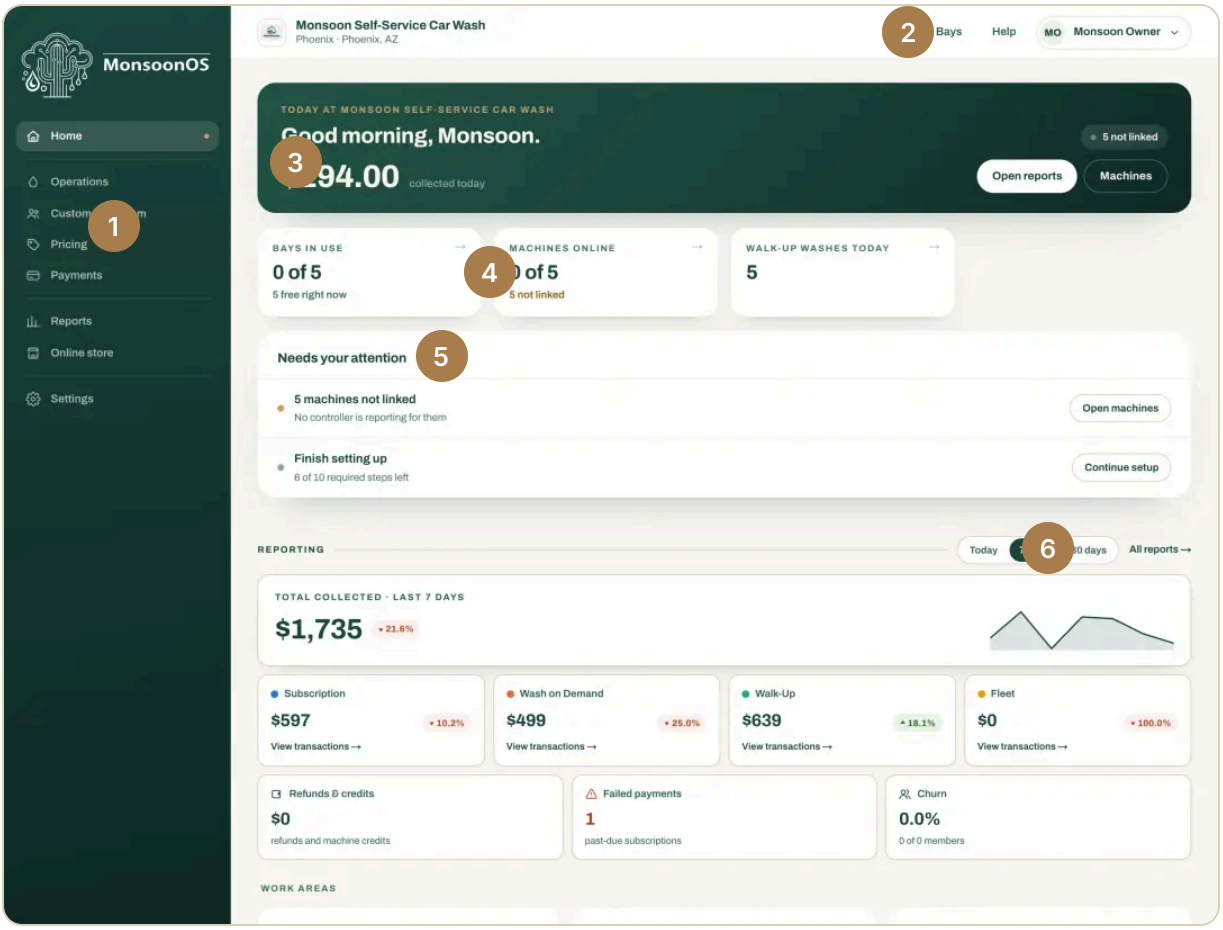
A tour of the admin home

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:

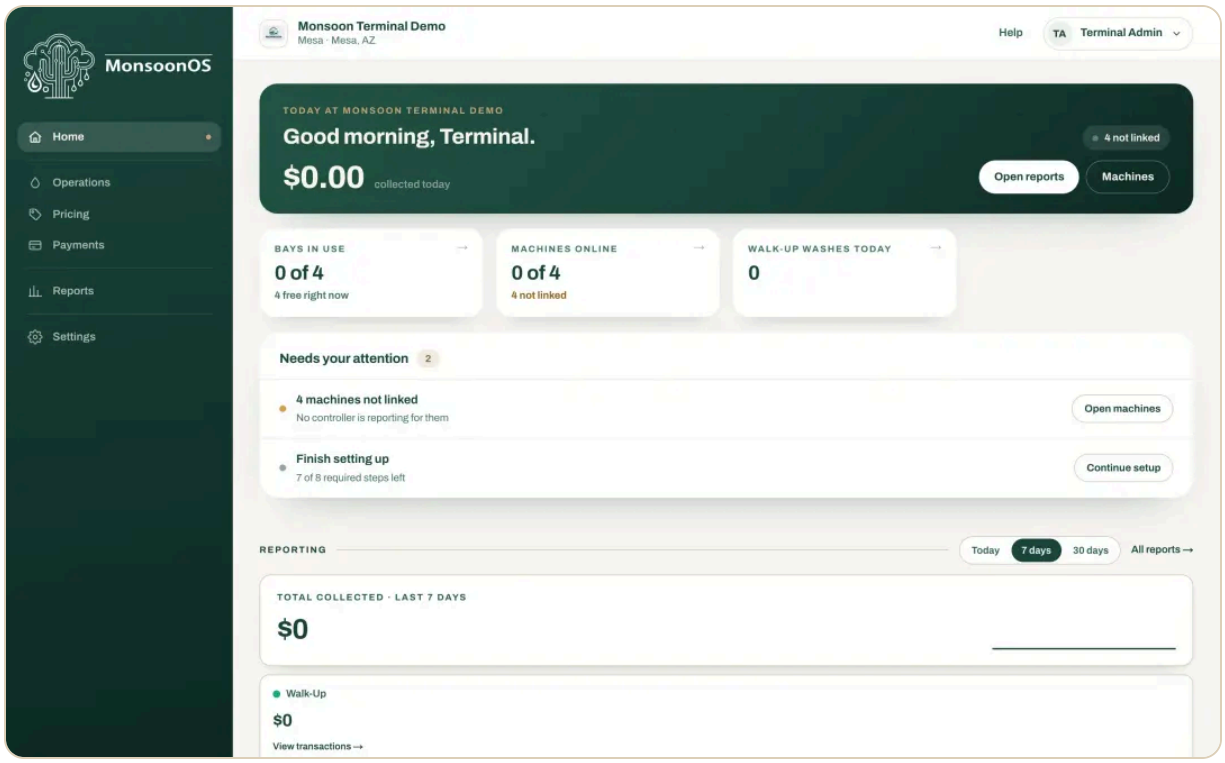
- **The green band** shows what came in today, with **Open reports** and **Machines**.
- **The tiles** show bays in use, machines online and walk-up washes today. Select a tile to open its page.
- **Needs your attention** lists what to look at next, such as machines that are not reporting or setup steps 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

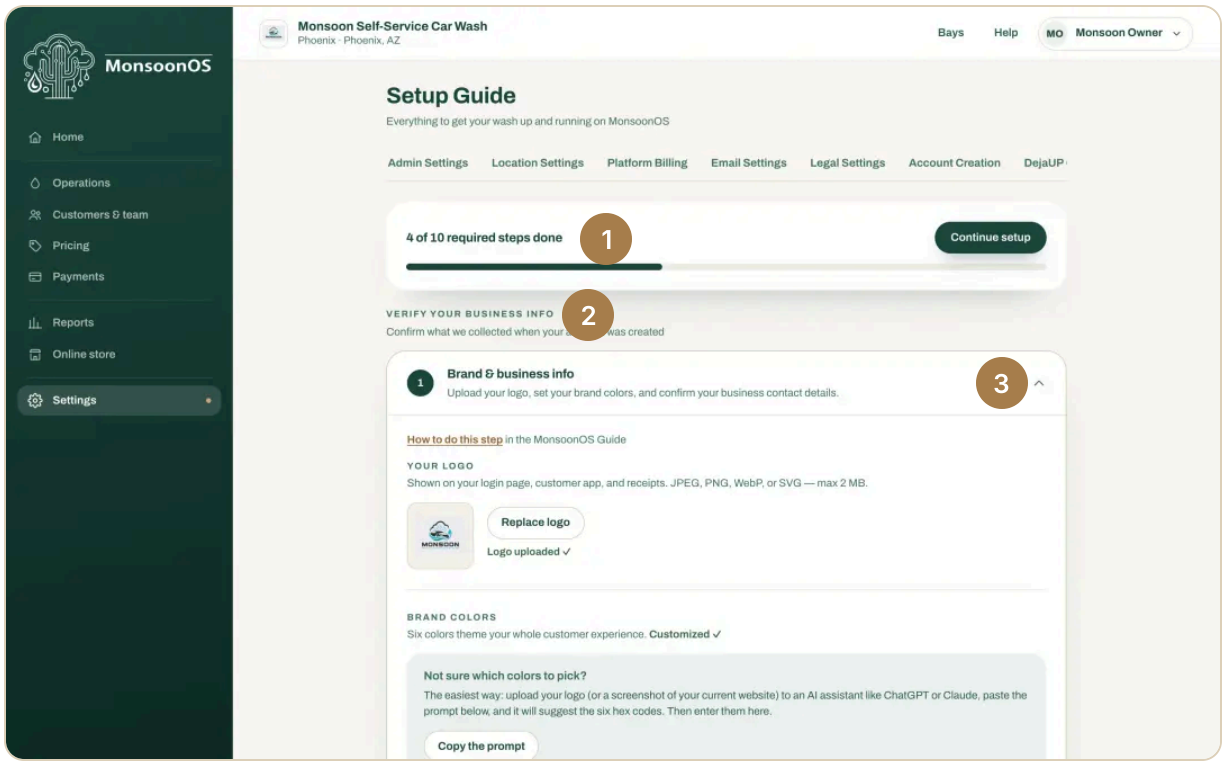
Available on every MonsoonOS plan: Full Wash Platform and Rain Pay Terminals Only.

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: Terminals Only

The last checks before customers start paying at your Rain Pay terminals on the Terminals Only plan.

Terminals Only

> For Rain Pay Terminals Only businesses.

Work down this list at the site, with your phone or a laptop signed in to the admin. 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. (The Setup Guide)
- ☐ Your logo, business contact details and each location's address are correct.

Machines and prices

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

Terminals

- ☐ Every Experience terminal shows **ACTIVE** on the **Terminals** page and is assigned to the right bay, or is set up as a shared kiosk. (Pair an Experience terminal)
- ☐ Every Experience terminal's **Screen lock** shows **Locked**. (Screen lock)
- ☐ Every MDB card reader is registered on the right pay station or token machine, and **DejaUP Connection** shows the webhook as **Configured**. (Connect DejaUP)

Test sale

- [ ] Run one real card sale on each terminal. Check that the machine starts and that the sale appears in **Reports**.
- [ ] Refund the test sales in **Refunds & Credits** if you do not want to keep them.

Security

- [ ] You changed the kiosk service PIN from the default. (Kiosk service PIN)
- [ ] Your admin password is one you do not use anywhere else. (Your admin login on Terminals Only)
- [ ] 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.

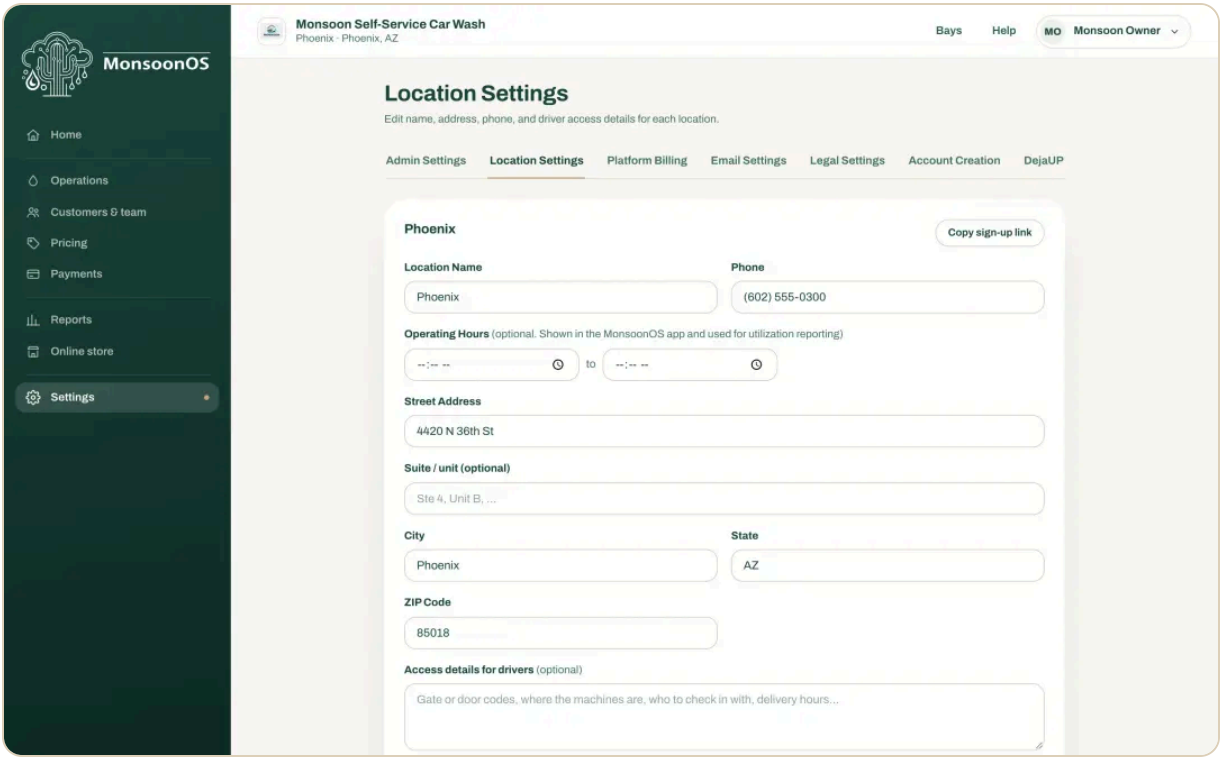
Who can do this: On Full Wash, anyone whose role includes "Add and edit locations" (Owner by default). On Terminals Only, your admin login.

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

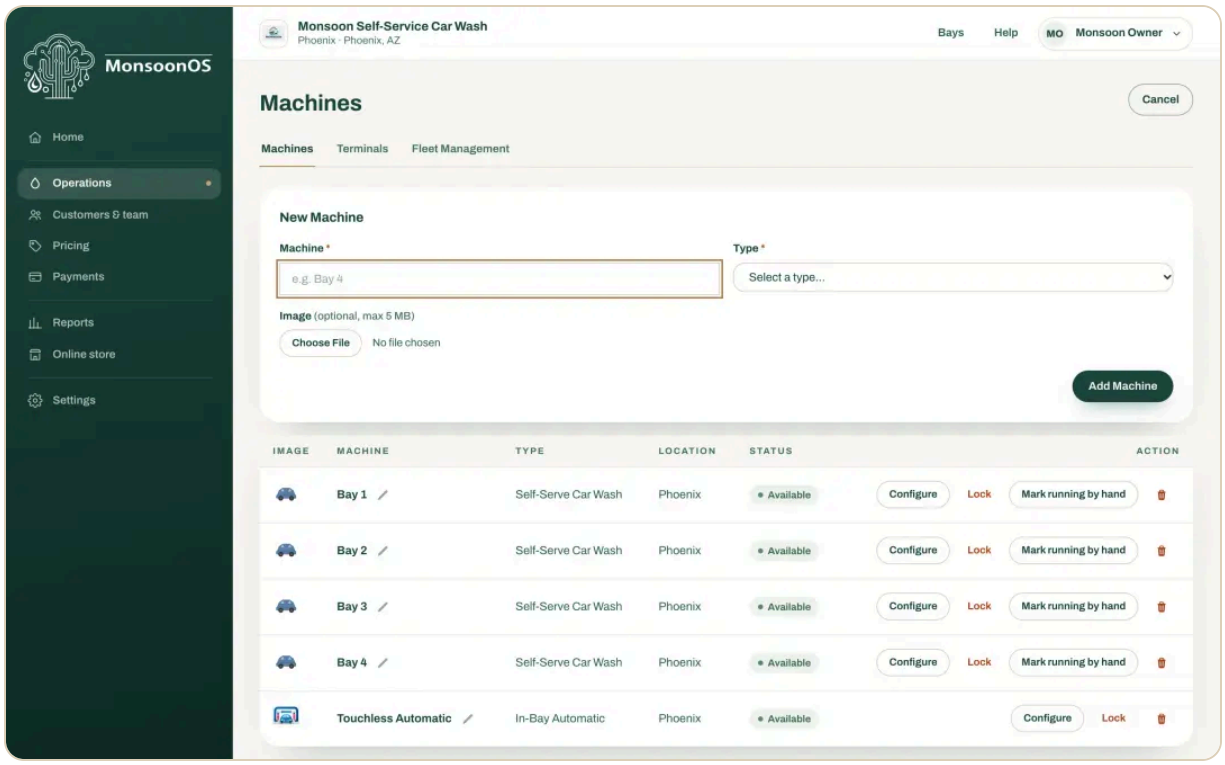
- A name for each machine that customers will recognize, such as "Bay 4" or "Vacuum 2". Number your machines the way the signs at your site do.

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

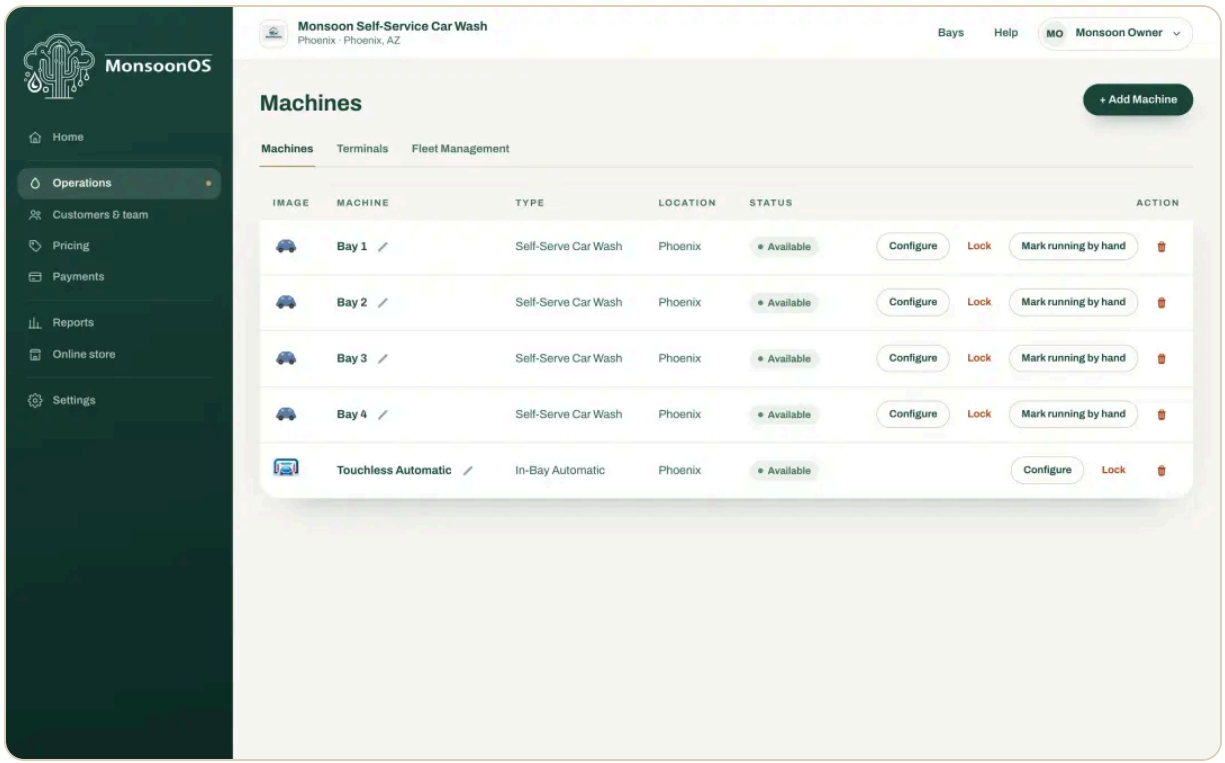
A locked machine cannot be started. Rain Pay terminals show it as unavailable, and so does the MonsoonOS app on the Full Wash Platform. Locking does not stop a wash that is already running.

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.

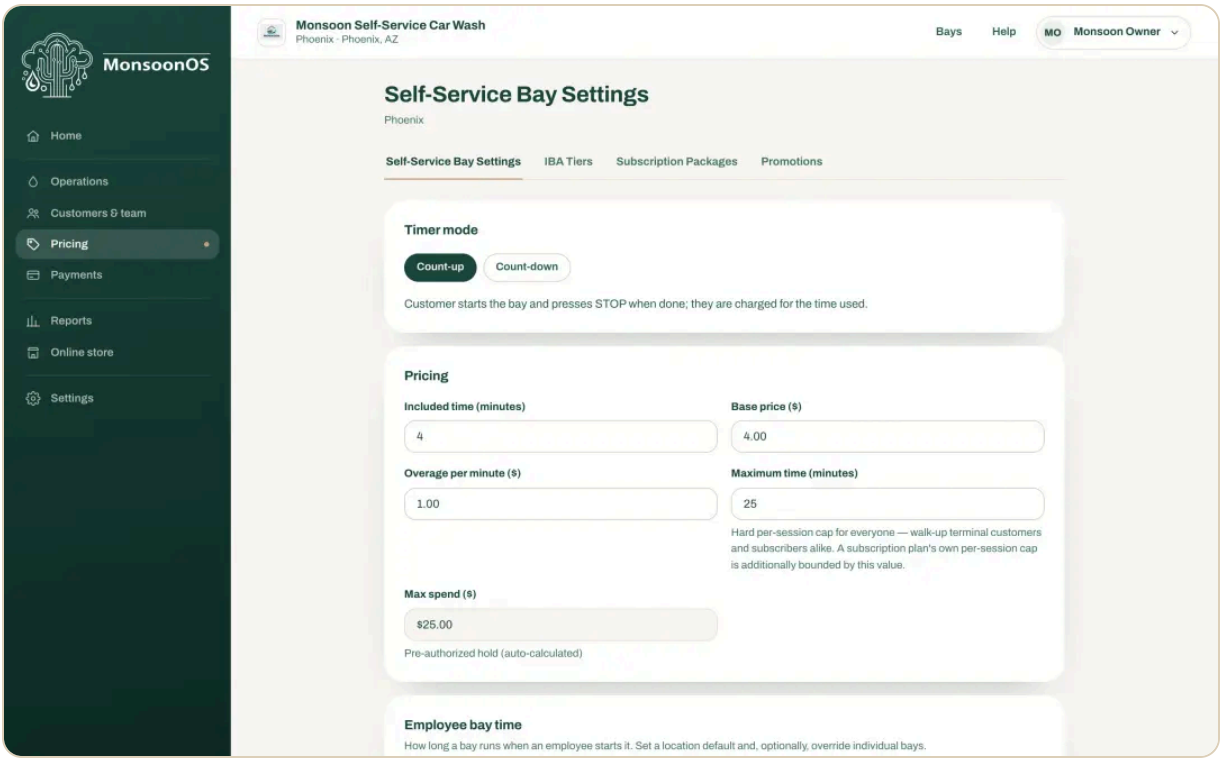
For example, with 5 included minutes, a $2.00 base price, $0.25 a minute after that and a 30-minute maximum, **Max spend ($)** is $8.25: $2.00 plus 25 more minutes at $0.25.

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**.

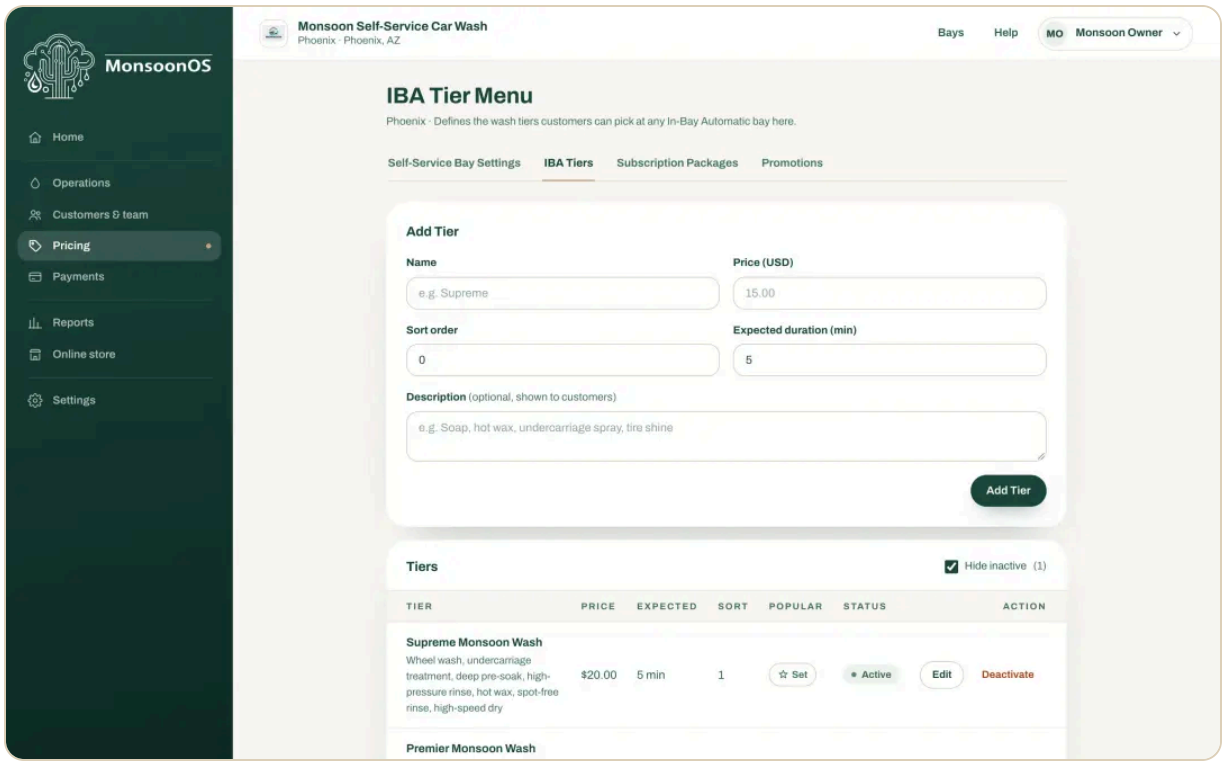
The page is called **IBA Tier Menu**. With one location, its name shows under the title.

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

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.

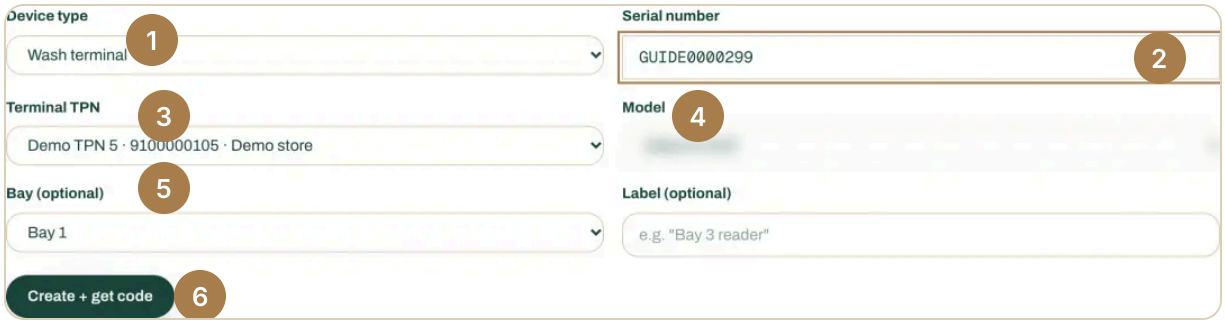
Before you start

- 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.

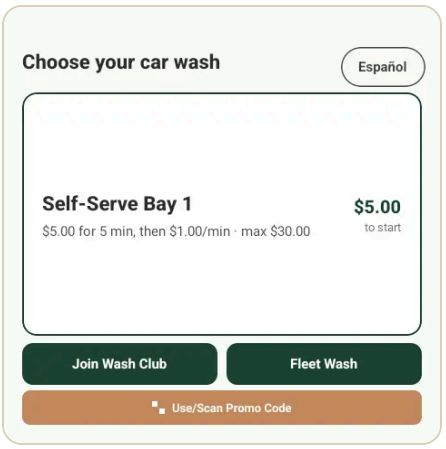
A Rain Pay Experience terminal walks the customer through a few screens. The wording below is what they see.

A normal wash

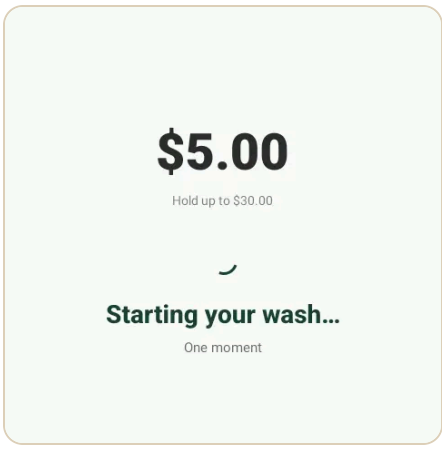
1. **Start screen.** The whole screen reads **Tap to Start**. On a Full Wash site it can also show **Join Wash Club**, which opens a QR code for the customer app.
2. **Choose a wash.** The heading reads **Choose your car wash** (or **Choose your dog wash**). Each option shows its price; one may carry 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.



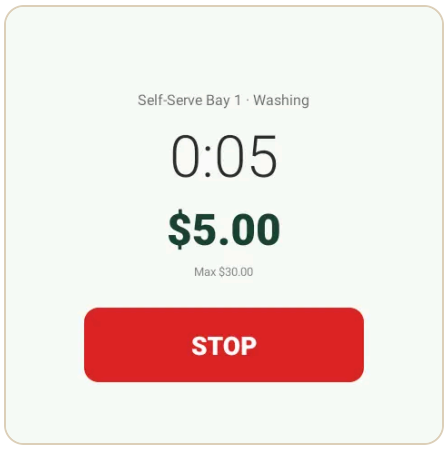
The start screen



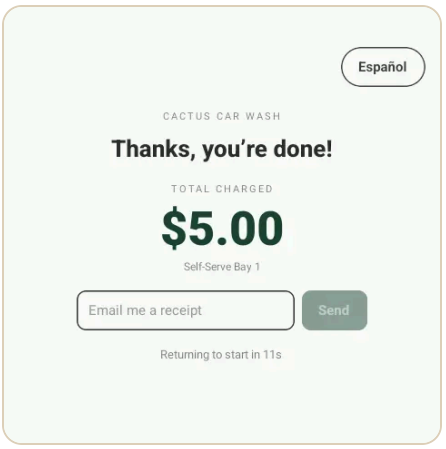
Choosing a wash



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

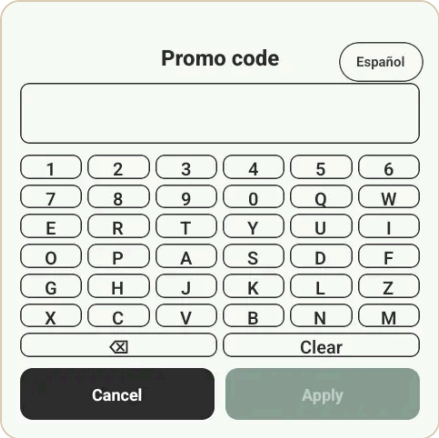
On a wash billed by the minute, the wash card says the card is pre-authorized for the maximum and only the final amount is charged. The running screen shows **Max** and the amount; when the maximum is reached the wash stops on its own.

Promo codes

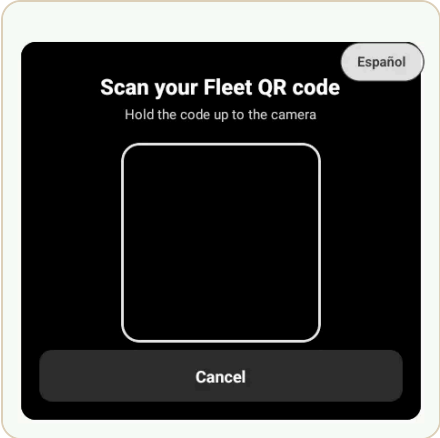
On the wash list, **Use/Scan Promo Code** opens the camera for a promo QR code, with **Enter promo code** to type it instead. An applied promo shows as a badge with the discount and **tap to remove**.

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).

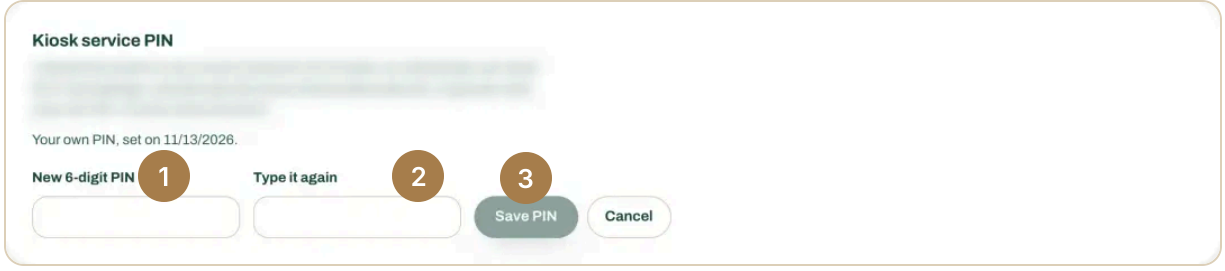
Who can do this: On Full Wash, anyone whose role includes "Pair card terminals and kiosks" (Owner by default). On Terminals Only, your admin login.

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.

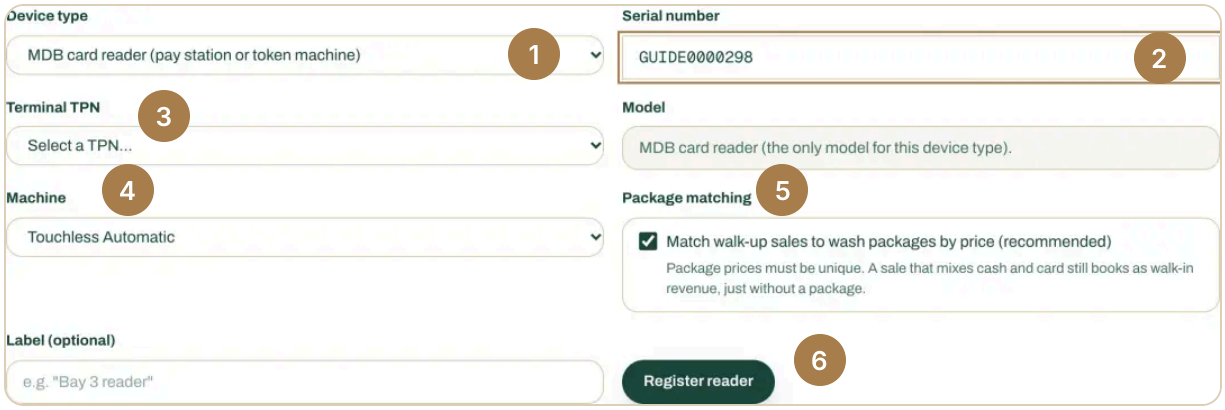
Before you start

- 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.

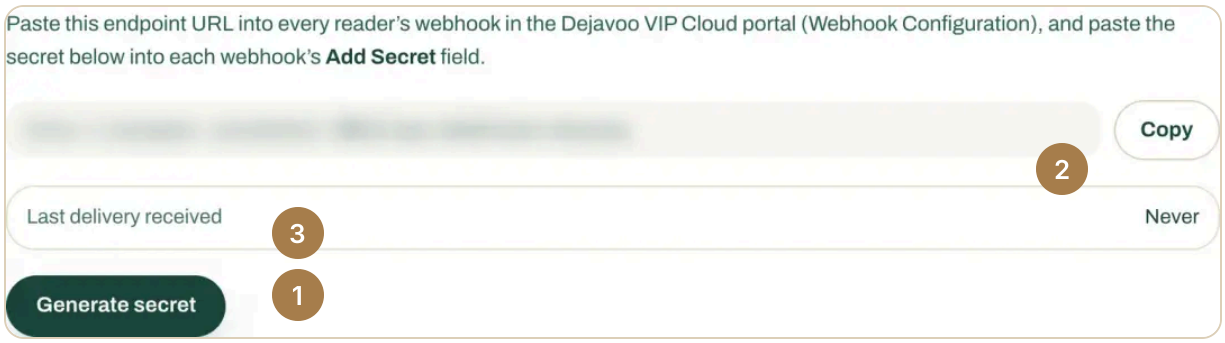
Open the page

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.

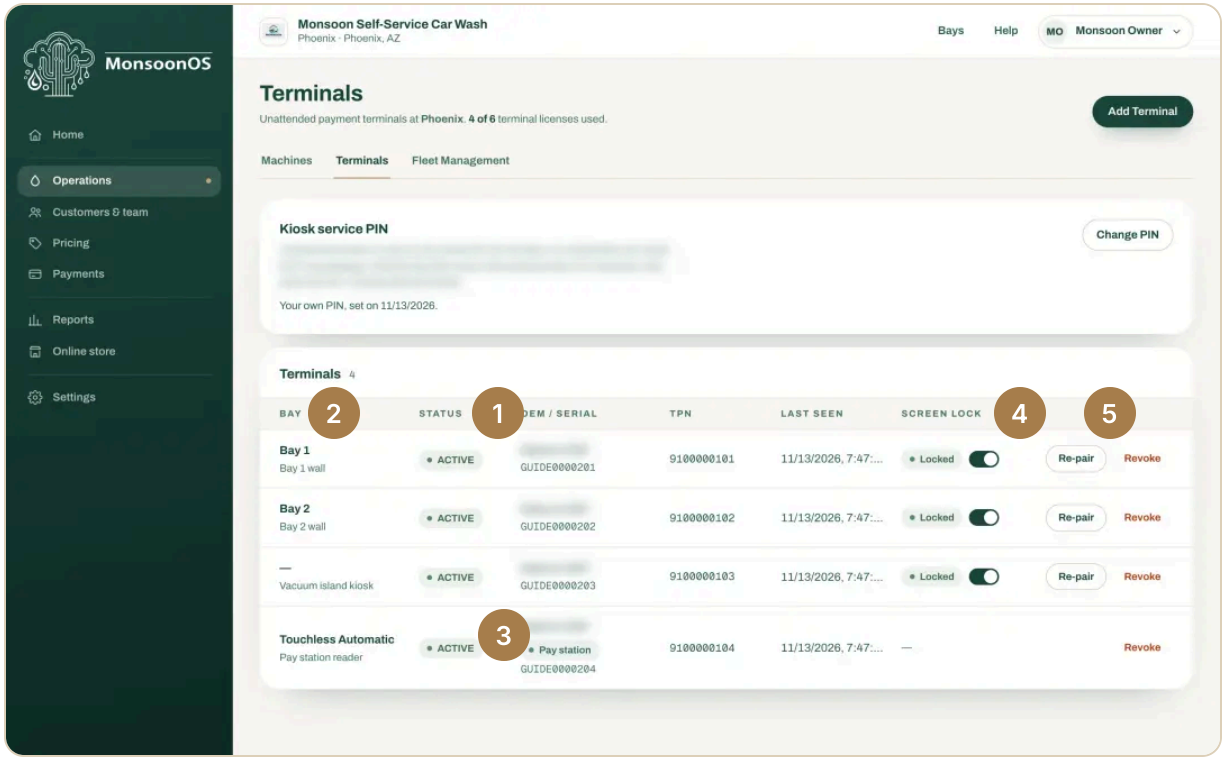
Terminal status reference

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.

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.

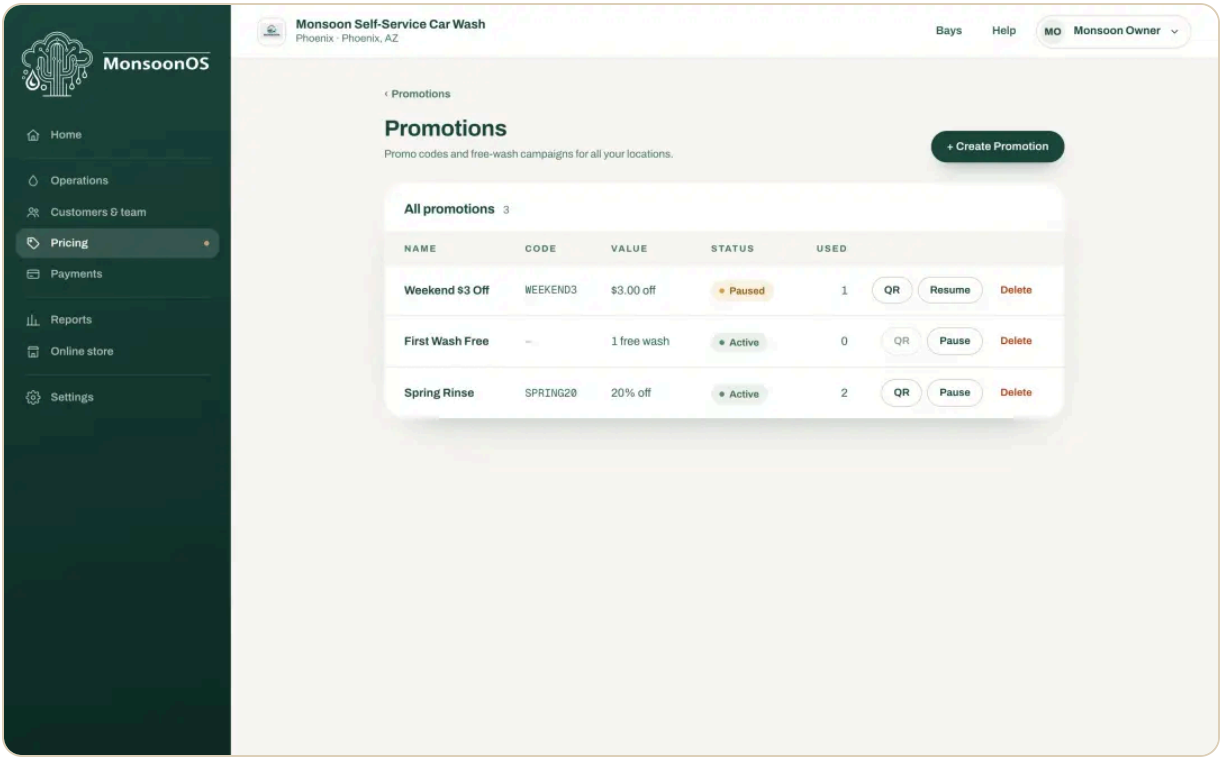
Before you start

- 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.

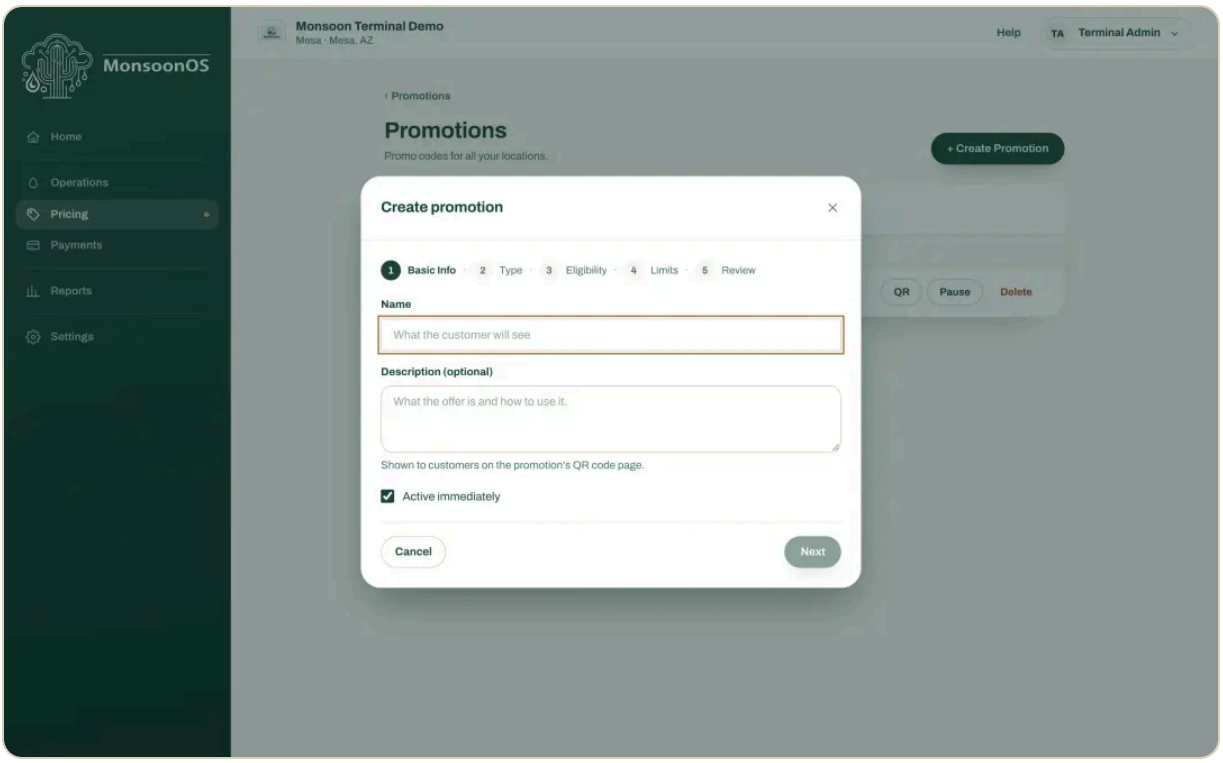
Open the wizard

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**.

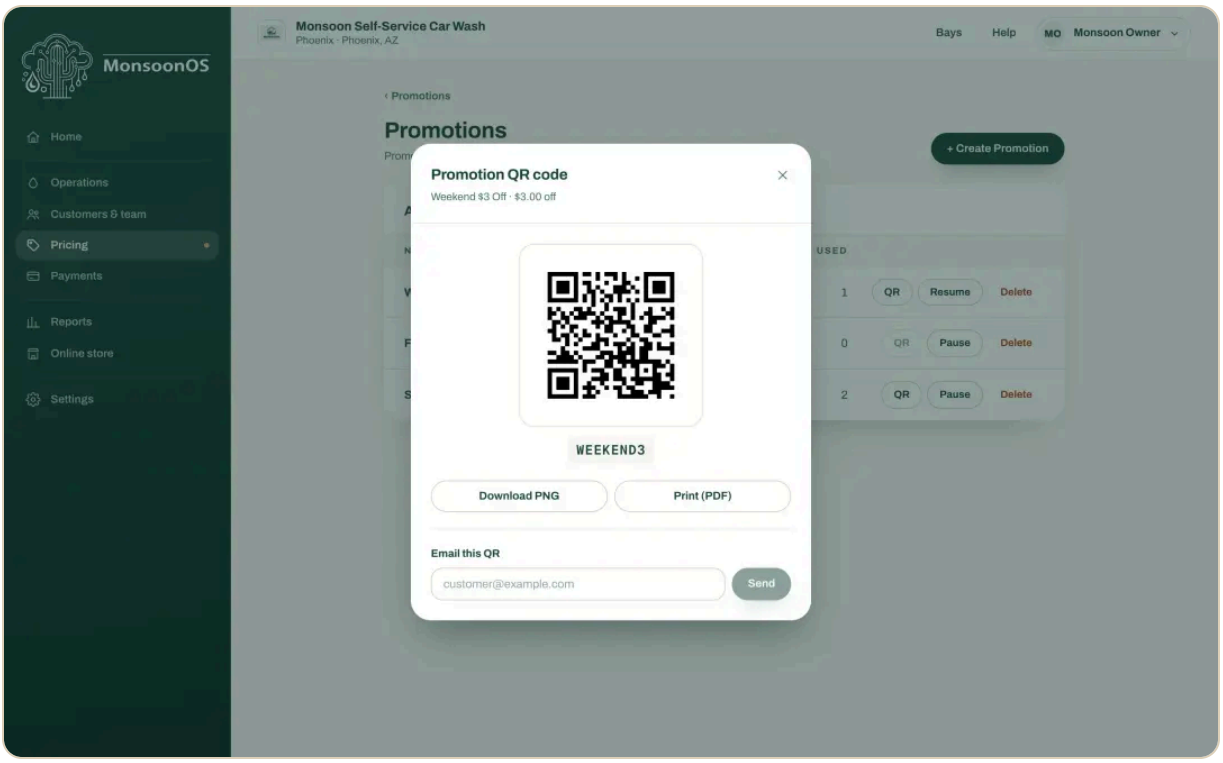
The app says **Promo applied**, and the reward is listed under **Rewards and Credits**. A free wash shows **Available at start** and is used when they start a wash. An account credit shows **Applies automatically**. A code they already added says **Already added**. See Wallet, credits and billing history.

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.

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.

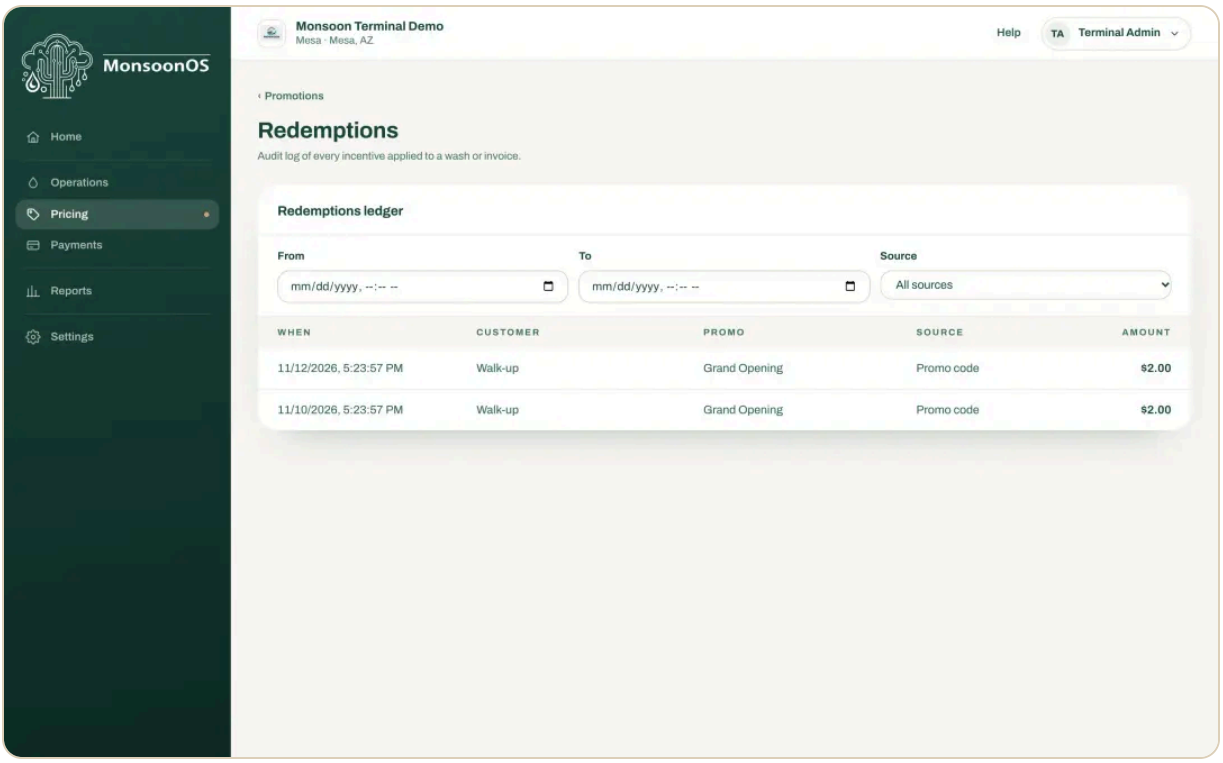
On Rain Pay Terminals Only, every use comes from a code at the terminal, so every row shows **Walk-up**.

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

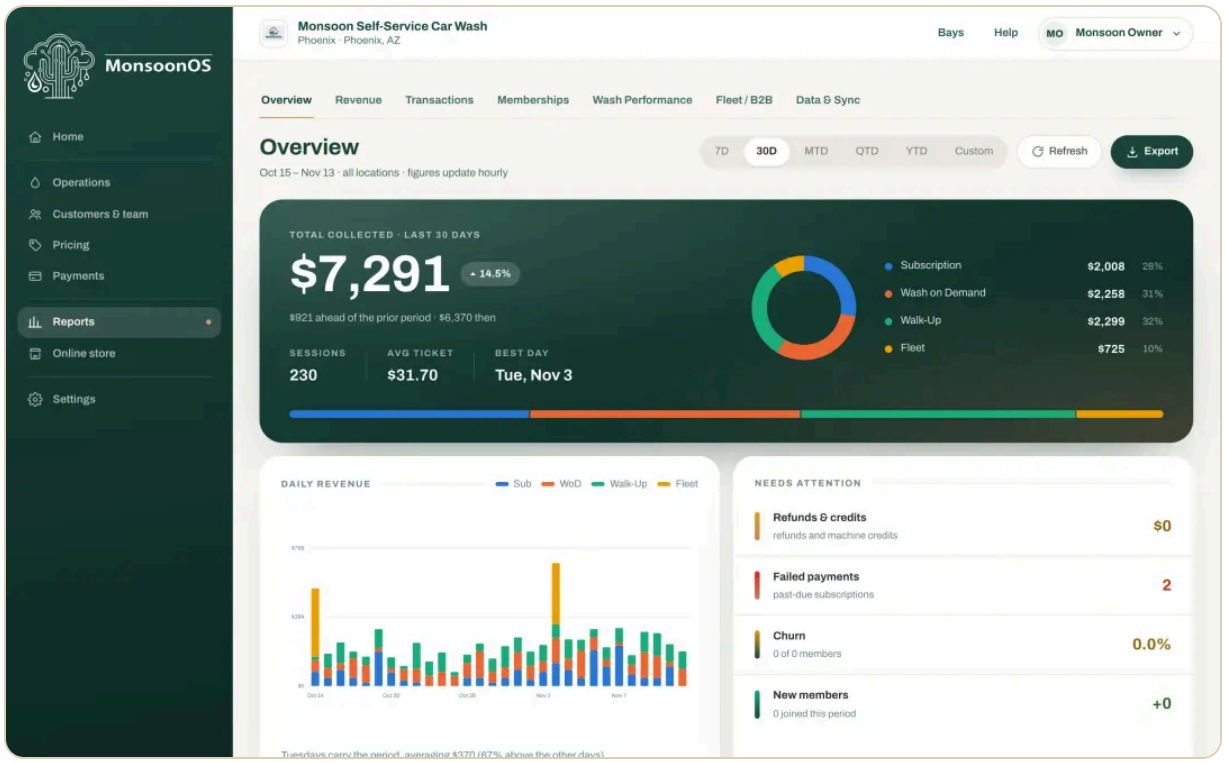
Go to **Reports**. The **Overview** tab opens first, for the last 30 days.

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.

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.

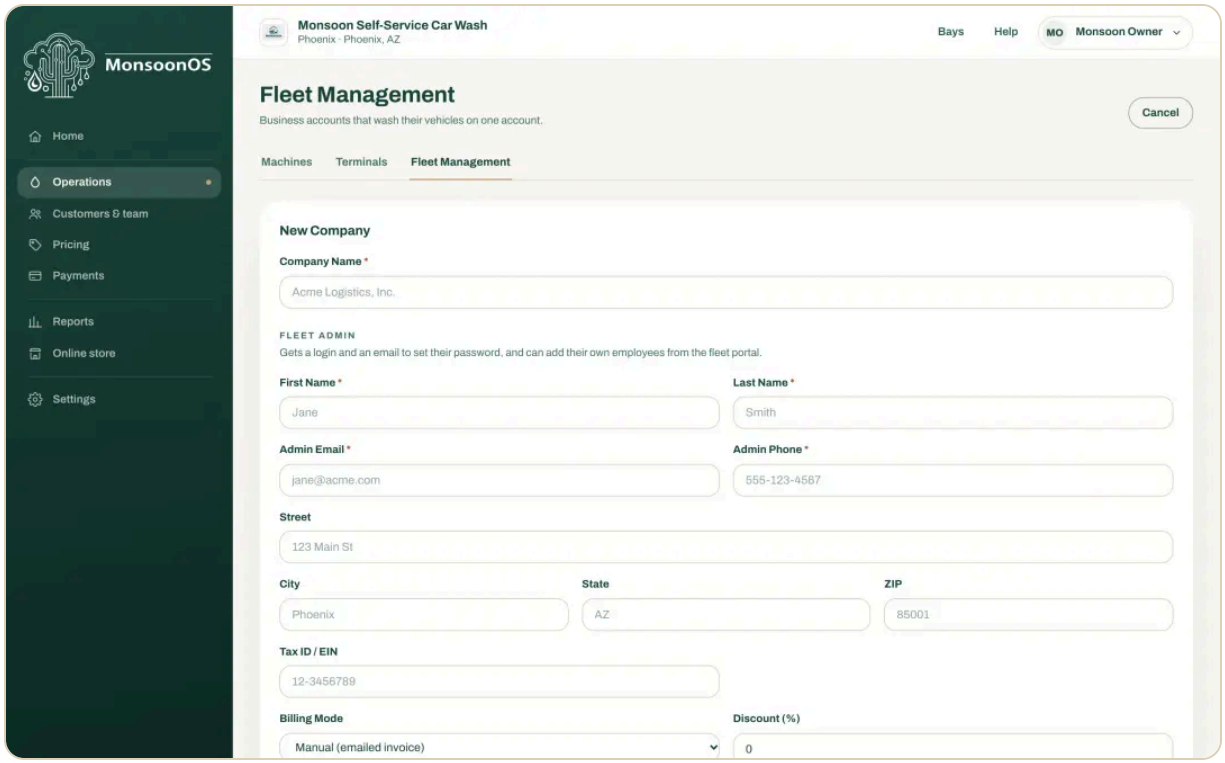
Add the company

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:

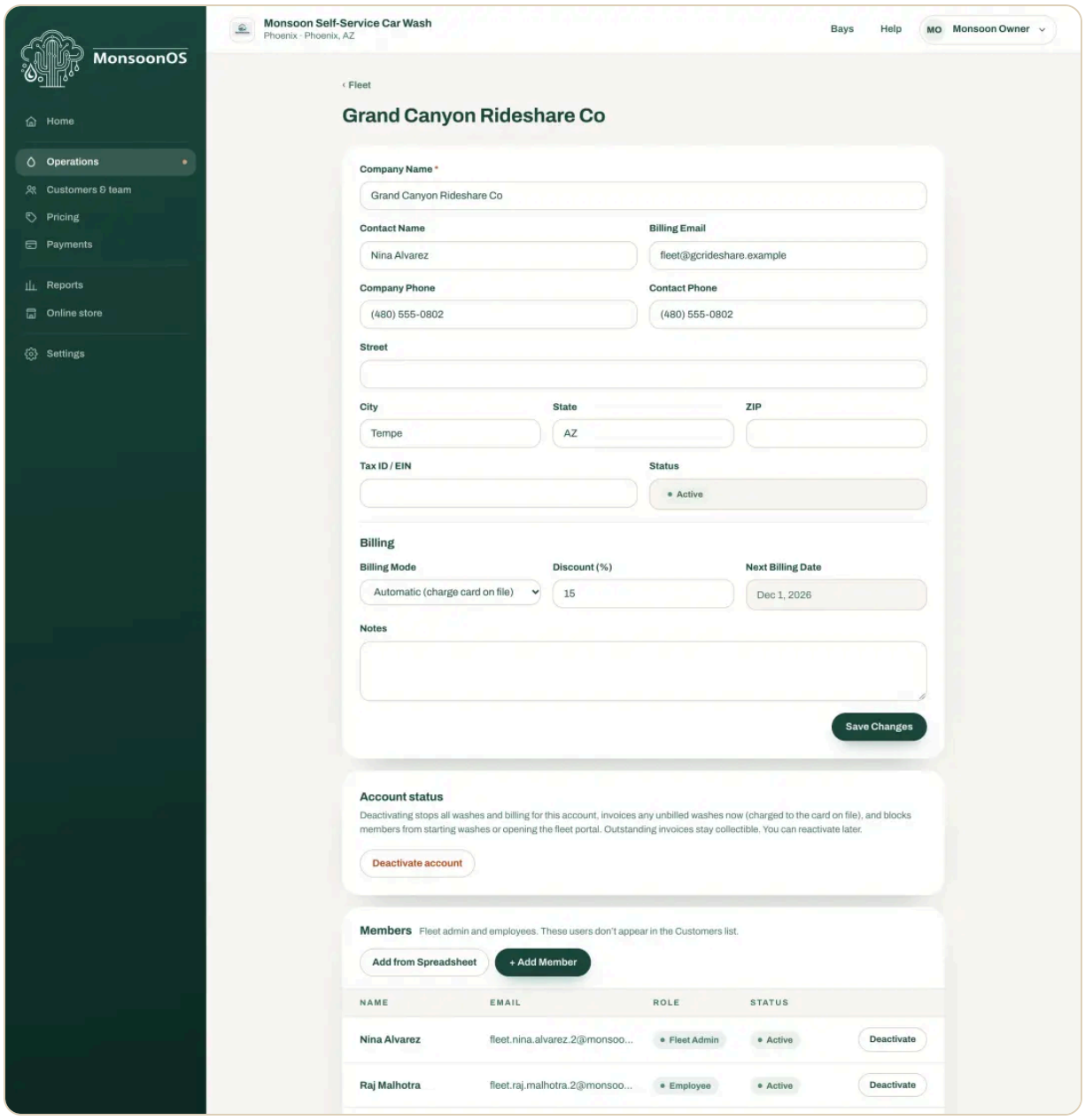
- **Employee**: washes on the company's account.
- **Fleet Admin**: washes too, and manages the company's employees and card on file from the fleet portal. See The fleet portal.

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**.

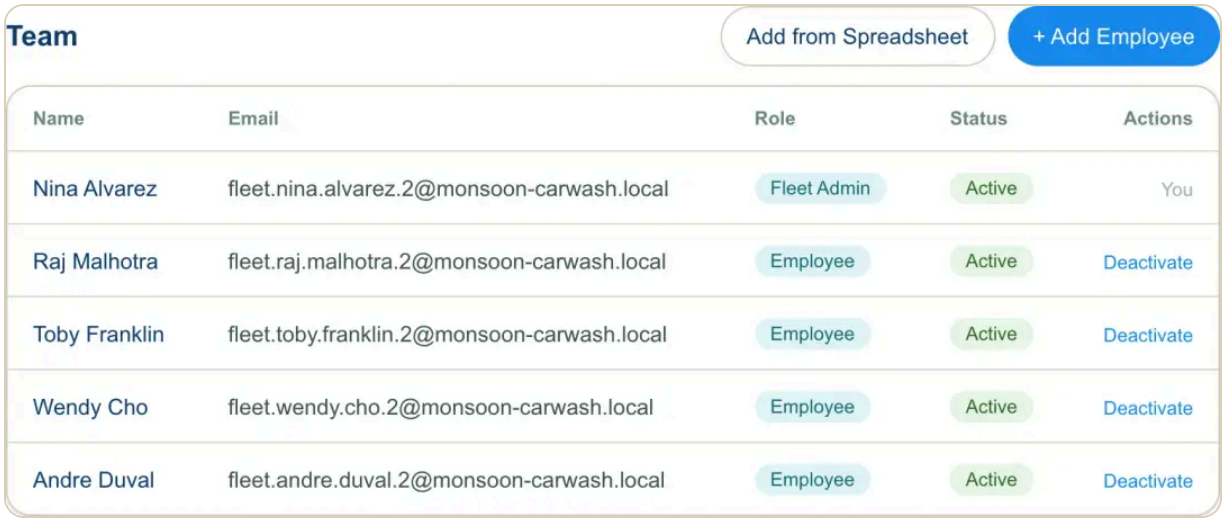
The portal starts with three sections about you, because you can wash on the account too: **Your Wash Pass**, **Wash PIN** and **My Wash Activity**. See Your Wash Pass and PIN. Below them are three sections only Fleet Admins see: **Team**, **Billing** and **Wash Activity**.

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

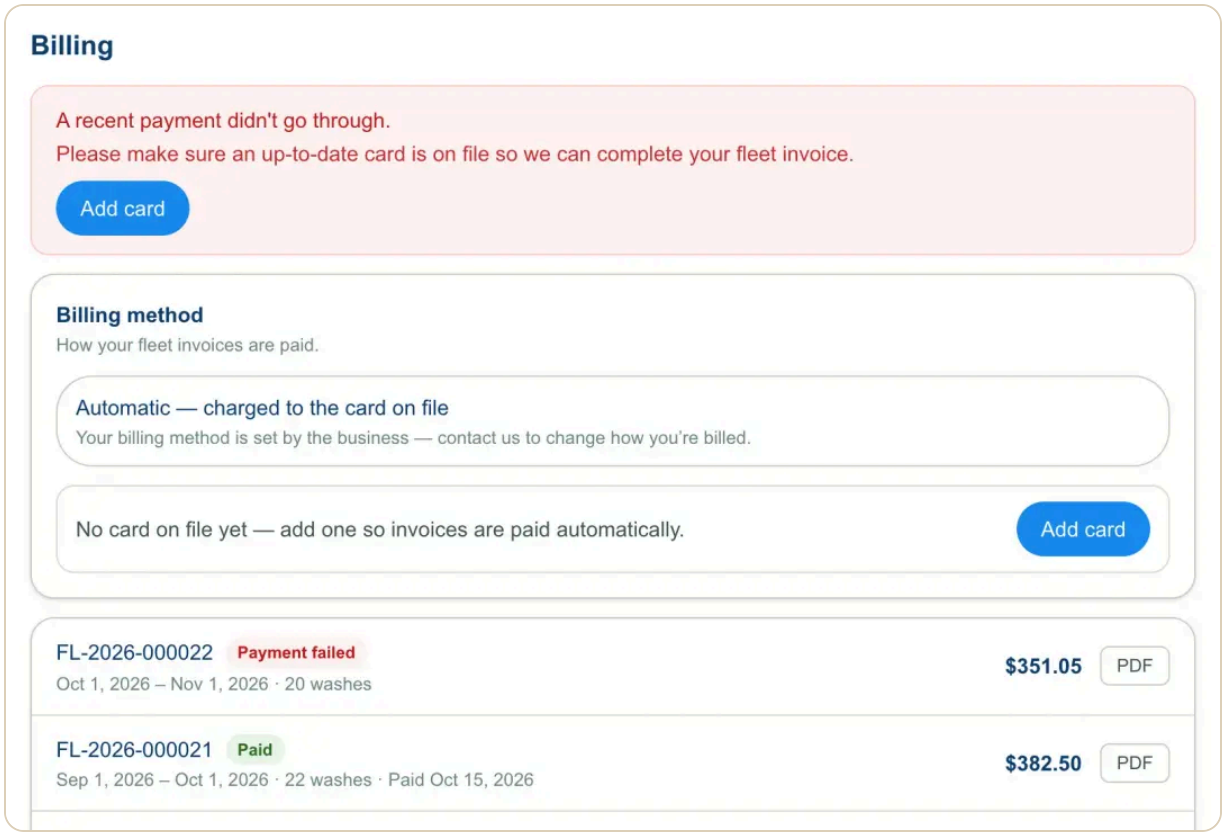
On the employee's row under **Team**, select **Deactivate**. They can no longer start washes on your account. Select **Reactivate** to let them wash again.

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.

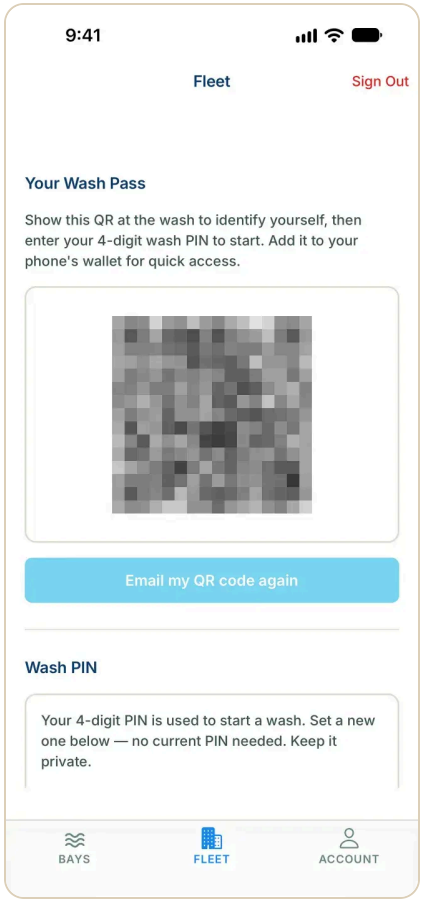
Find your Wash Pass

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.

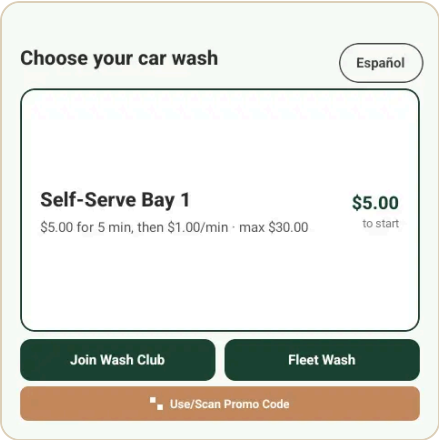
A fleet wash is billed to your company. Nothing is charged to a card and you never pay at the bay. You need your Wash Pass QR code and your 4-digit wash PIN. If you do not have them yet, see Your Wash Pass and PIN.

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.

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.

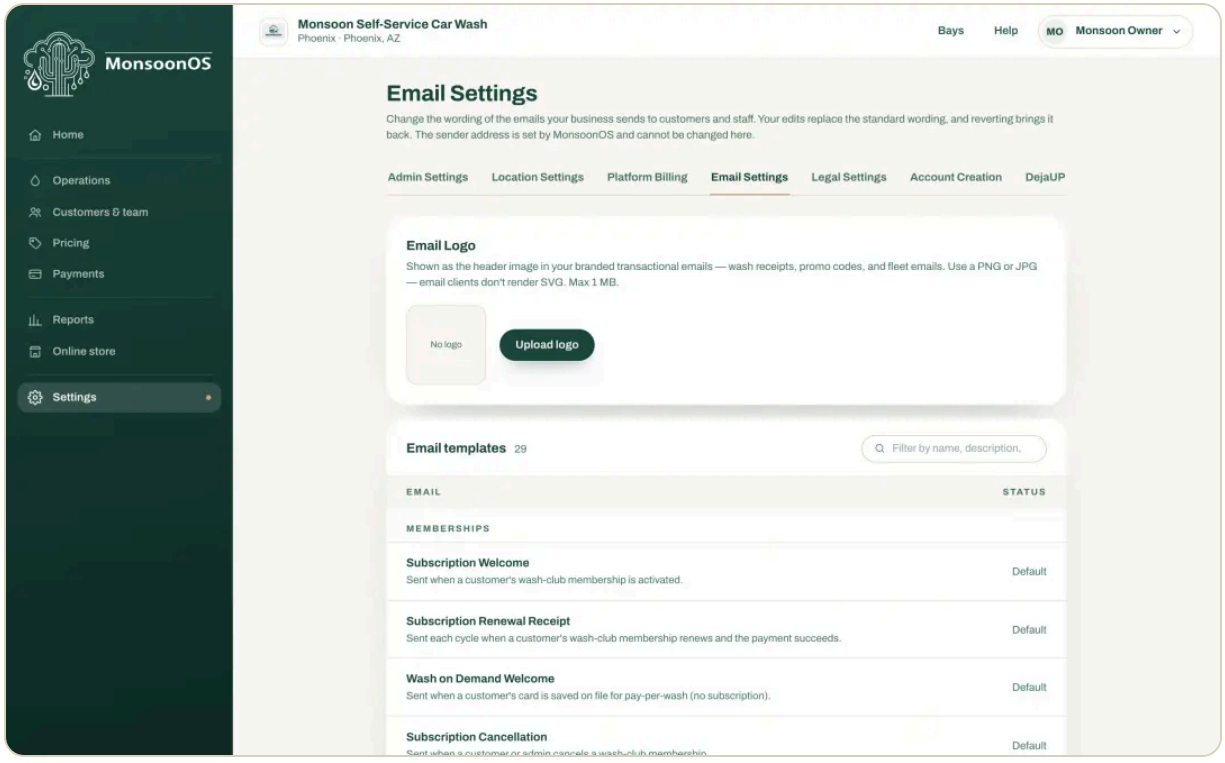
Rain Pay Terminals Only:

- **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.

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.

YOUR TEAM AND SECURITY

Your admin login on Terminals Only

Rain Pay Terminals Only has one admin login for the whole business; this explains how to keep it safe and change its email or password.

Terminals Only

For Rain Pay Terminals Only businesses.

Rain Pay Terminals Only comes with one admin login: the account we created for you and sent in the welcome email. It can do everything your plan includes. Terminals Only does not include team members or roles, so there are no other logins to manage.

Keep it safe

- Use a password you use nowhere else.
- Do not share the login. Anyone who has it can change prices, pair or revoke terminals and refund charges.
- If you think someone else knows the password, change it straight away.
- If you signed in on a shared or lost device, use **Sign out everywhere** in **Admin Settings**. See Sign-in and passwords.
- Use a work email that you will keep, so password resets always reach you.

Change the password

1. Open **Settings › Admin Settings**.
2. Find **Change Admin Password**.
3. Enter the current password and the new one. The new password needs at least 8 characters, one uppercase letter, and one number or special character.
4. Save. You are signed out of every session, on every device, and sign in again with the new password.

Change the sign-in email

1. Open **Admin Settings** as above and find **Admin Account**.
2. Enter the new email twice.
3. Enter your **Current Password** to confirm, then save.

From then on, you sign in with the new email.

If more people need their own access

Each person getting their own login, with a role that limits what they can do, is part of the Full Wash Platform. Ask your MonsoonOS team about moving to it.

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.

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)

- [ ] 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)

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

Upgrade to the Full Wash Platform

How a Rain Pay Terminals Only business moves to the MonsoonOS Full Wash Platform, what it gains, and why its machines, terminals and sales history stay exactly as they are.

Terminals Only

For Rain Pay Terminals Only businesses.

Rain Pay Terminals Only covers card payments at your wash points. The Full Wash Platform adds memberships, the customer app, customer accounts and a team with roles. Moving up changes what your account can do and leaves everything you have set up in place.

What you gain

Feature	What it gives you
Wash Club memberships	Monthly plans customers subscribe to, set up in **Subscription Packages**. See Wash Club packages.
The MonsoonOS app for customers	Wash On Demand, starting a bay from a phone and saved cards. See The MonsoonOS app.
Customer accounts	Look customers up, give free washes and account credits. See Find and edit customers.
Your team	Each person gets their own login and a role, limited to certain locations if you like. See Invite and remove team members.
Fleet	Company accounts on one monthly bill, included in the plan.
Online store	Your own store for products. See Online store.
More settings	Legal settings and account creation settings.
Full reports	Membership and app sales next to your terminal sales.

What stays the same

Only your plan changes. These stay exactly as they are:

- your locations, machines and Stormboxes;
- your Rain Pay terminals and MDB card readers, still paired and selling;
- your prices, promotions and email settings;
- your sales history and reports;
- your admin login, which stays the account admin for your business.

How to upgrade

There are two ways:

- Ask your MonsoonOS team: email support@cactuswashsystems.com and we move your account for you.
- Add a site on a MonsoonOS plan: in the **Cactus Wash Shop**, 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. A new site on the **Rain Pay Terminals Only** plan does not. See The Cactus Wash Shop.

Either way, the upgrade covers your whole business, not one location.

After you upgrade

1. Go to **Settings › Setup Guide**. It now shows the Full Wash steps, such as **Legal settings** and **Subscription packages**. See The Setup Guide, step by step.
2. Invite your team and give each person a role. See Built-in roles.
3. Check **Platform Billing** for your plan and add-ons. See Platform Billing.
4. Follow Start here: Full Wash, then run the go-live checklist for Full Wash before you tell customers about the app.

If the new pages do not appear right after the upgrade

Reload the page, or sign out and sign in again. If they are still missing, email support@cactuswashsystems.com.

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

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.