Swipe N Clean 1.0
Web Utilities Manual
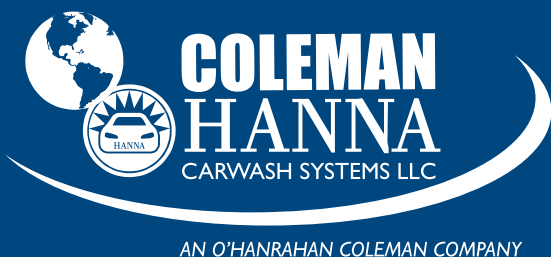
1. GETTING STARTED WITH SWIPE N CLEAN INCOME MONITORING

Welcome to Jim Coleman Company Swipe N Clean Income Monitoring, an income monitoring and management tool. This system will provide an insight to the self-service car wash, utilizing the Swipe N Clean, cash, and credit income. It also has the tools needed to manage some of the day-to-day operations of the self-service car wash.

Its interface is user-friendly using either Microsoft Internet Explorer 4+ or Netscape 4+. This allows the user the familiar look (much like a web site) to navigate through the pages and use the data as required.
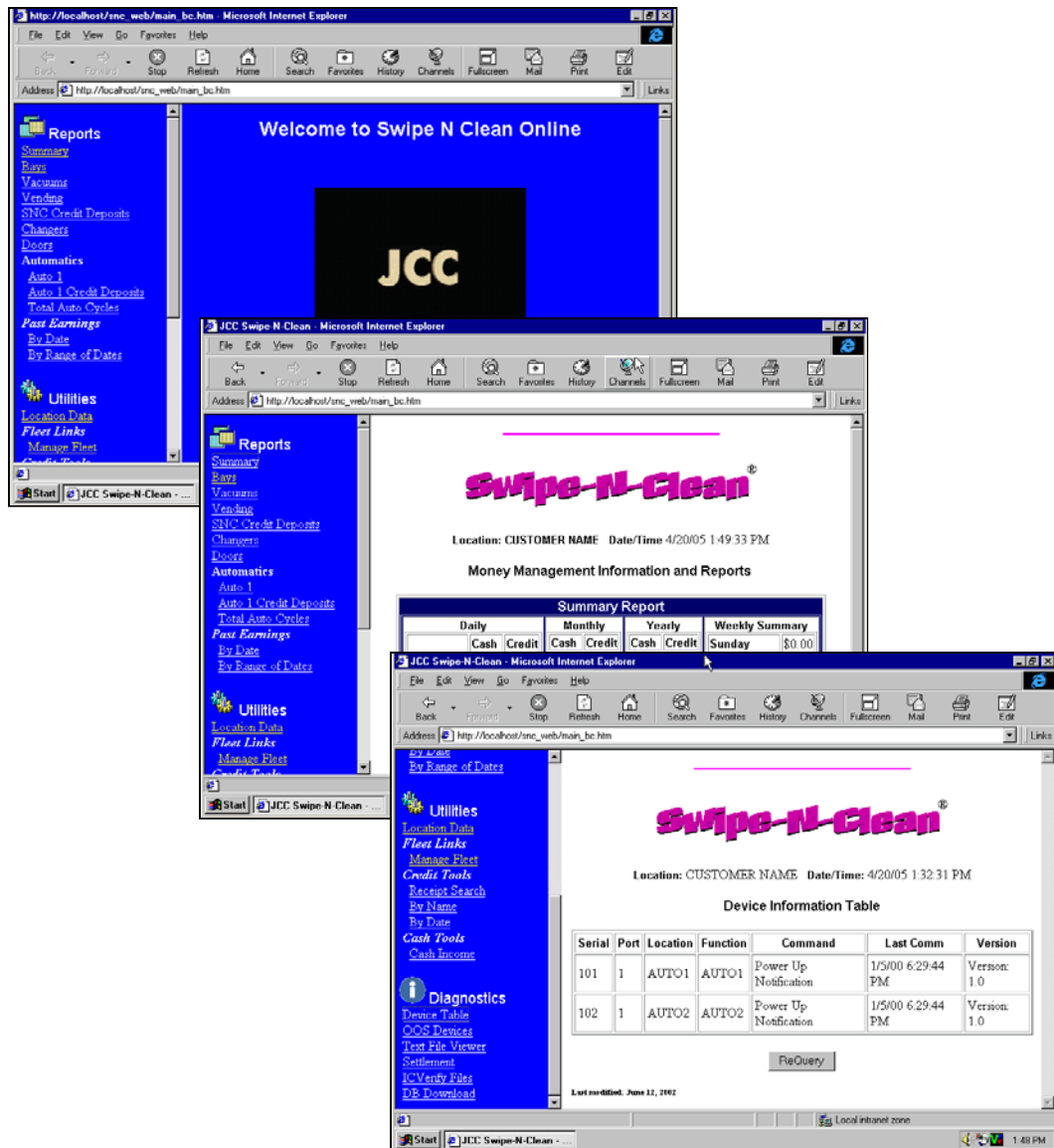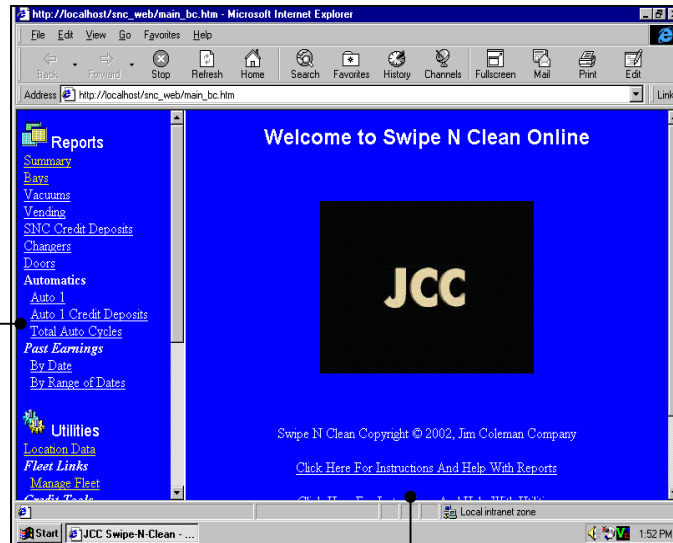
INFO CENTER

Displays the **Reports**, **Utilities**, and **Diagnostics** options relevant to the Swipe N Clean.

Reports contains report information about the Car Wash.

Utilities helps you setup your car wash and manage the various options.

Diagnostics allows you to troubleshoot problems before calling Technical Support.

MAIN SCREEN

This window gives you a large view of the options selected in the **Info Center** and instructions for each (located on the main screen).

1.1 Getting Connected

Your PC **must** meet the following requirements:

- **Windows 95 or higher operating system**
- **Modem (installed with dial-up capability)**
- **One of the following Browsers installed:**
  - **Netscape Navigator, version 4x or above.**
  - **Microsoft Internet Explorer, version 4x or above.**
- **TCP/IP communications software installed (included with Windows 95 or higher.**

After connection has been established, open your browser (Microsoft Internet Explorer (ver.4.00 or higher) or Netscape Navigator, (ver 3.00 or higher). Located at the top of the browser you will notice the address window that looks similar to **Figure 1.A.**

Figure 1.A

**Please read through the following explanation concerning the IP address and how you type it.**

The address window is where you type your specific IP address. This will connect you to the Swipe N Clean through the network. Your web address is:

<div align="center">

10.137.133.1/snc_web/main_bc.htm

</div>

Type this address in the address window and click [⬅Go] to connect to your Swipe N Clean Web Utility.

2. SWIPE N CLEAN INCOME MONITORING MENUS

The welcome screen will be the first screen viewed by the user. This screen will offer the user their elected path to receiving data. Once a menu function has been chosen the welcome screen will go away and not be seen again until the user logs in the next time.
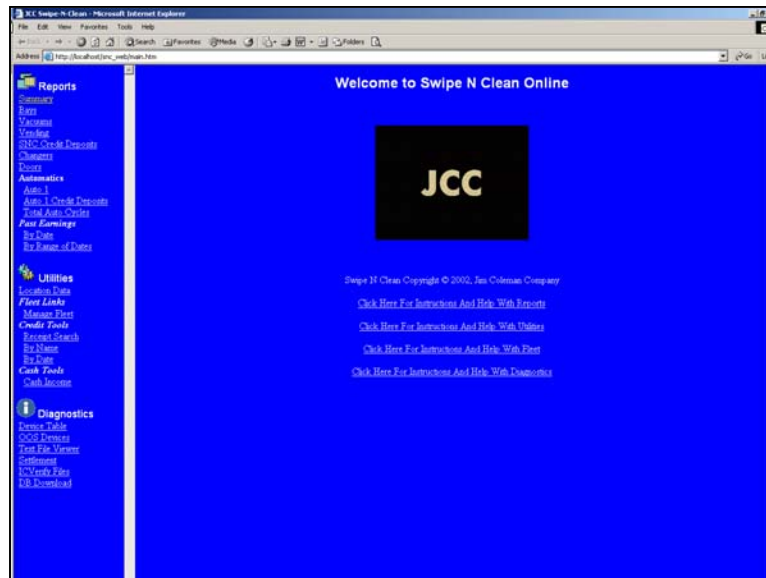
Three sections control or manage all functions of the system. These sections are as follows:

- Reports
- Utilities
- Diagnostics

Each section will be discussed more thoroughly in the pages that follow. Read and re-read through each one. This will give you a better understanding of how to access the information and do specific searches.

Reports
Summary
Bays
Vacuums
Vending
SNC Credit Deposits
Changers
Doors
Automatics
Auto 1
Auto 1 Credit Deposits
Total Auto Cycles
Past Earnings
By Date
By Range of Dates

Reports   The **REPORTS** option is just that…reports. Any data that is recoverable is displayed on the screens as that report is selected. This report is then viewable "as is" and/or may be printed using the default printer on your windows system.

Utilities
Location Data
Fleet Links
Manage Fleet
Credit Tools
Receipt Search
By Name
By Date
Cash Tools
Cash Income

Utilities   The **UTILITIES** option is used to set-up the system, control functions, manage fleet information. Like the Reports, the Utilities options are viewable "as is" and/or may be printed using the default printer on your windows system.

Diagnostics
Device Table
OOS Devices
Text File Viewer
Settlement
ICVerify Files
DB Download

Diagnostics   The **DIAGNOSTICS** option is used to properly troubleshoot and diagnose problems related to the Swipe N Clean online.

Let's take each of the three and explain how each one works and offer suggestions on how to properly use them.

2.1 REPORTS

The are twelve reports available to view. Starting with the first and working our way down we will discuss each one.

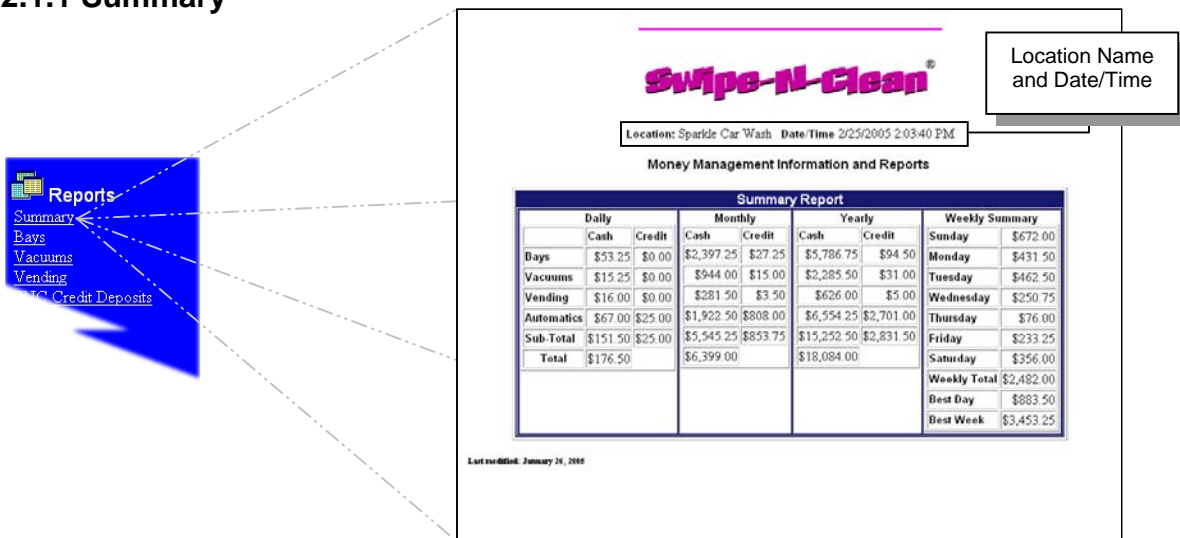The following explanations apply to each of the reports when these are present:

- **Location**
  Location refers to the specific location of the referenced machine for which the report is generated.

- **Daily**
  Daily is a 24-hour period of time. The default time would begin at 12:00 AM and end at 11:59 PM. However, in location data the user has the option of setting their ending time for reconciliation purposes as they wish, which will be covered later under location data. All daily data is reset* at the default time or the user set time whichever is applicable. Any time that this report is viewed or printed the amount shown reflects the data gathered from the last reset time.

- **Monthly**

  Monthly is a 28,29,30, or 31-day period depending on which month it applies. At the end of the monthly period data is reset*.

- **Yearly**

  Yearly is from January 1 – December 31. At the end of the yearly period data is reset*.

- **Weekly Summary**

  Weekly Summary is the recorded and summed data for the past 7 days. This is referred to as a rolling 7-day sum. At the end of each day, the day total income for that day (cash and credit) is written into the cell of that day. Example: Today is Monday. When the user looks into the cell for Monday it has $431.50 in it. This amount reflects the amount of income from last Monday. At the end of today the amount of income that was recorded will be put into the cell for Monday. Also at this time the total will change showing the new amount for the previous 7 days.

  *Reset Data
  Although data is reset, it is never cleared or lost. It will continue to allow the user data access across any time period.

2.1.1 Summary

Location Name and Date/Time

Swipe-N-Clean®

Location: Sparkle Car Wash Date/Time 2/25/2005 2:03:40 PM

Money Management Information and Reports

Summary Report
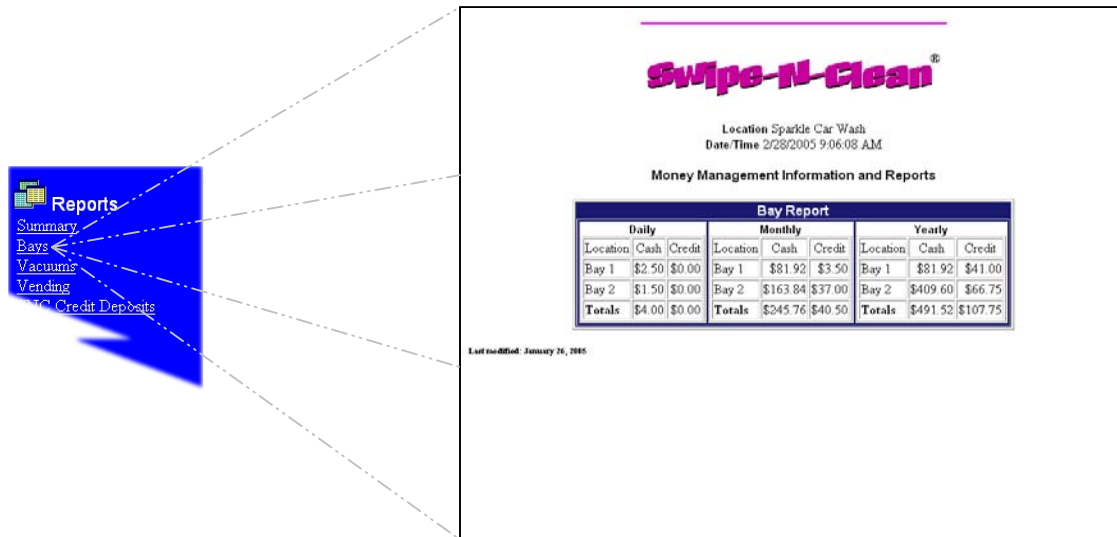
	Daily		Monthly		Yearly		Weekly Summary	
	Cash	Credit	Cash	Credit	Cash	Credit		
Bays	$53.25	$0.00	$2,397.25	$27.25	$5,786.75	$94.50	Sunday	$672.00
Vacuums	$15.25	$0.00	$944.00	$15.00	$2,285.50	$31.00	Monday	$431.50
Vending	$16.00	$0.00	$281.50	$3.50	$626.00	$5.00	Tuesday	$462.50
Automatics	$67.00	$25.00	$1,922.50	$808.00	$6,554.25	$2,701.00	Wednesday	$250.75
Sub-Total	$151.50	$25.00	$5,545.25	$853.75	$15,252.50	$2,831.50	Thursday	$76.00
Total	$176.50		$6,399.00		$18,084.00		Friday	$233.25
							Saturday	$356.00
							Weekly Total	$2,482.00
							Best Day	$883.50
							Best Week	$3,453.25

Last modified: January 26, 2005

- **Summary Report**

  The Summary Report is a quick snapshot of the income at your site from both cash and credit card for today, this month, and this year. The "Weekly Summary" column is a by day summation of all cash and credit transactions from all devices. The report is a "rolling

seven" report for the last seven day period. The report also includes a "Best Day" and "Best Week" to allow you to compare the income you have accumulated so far today, and this week.
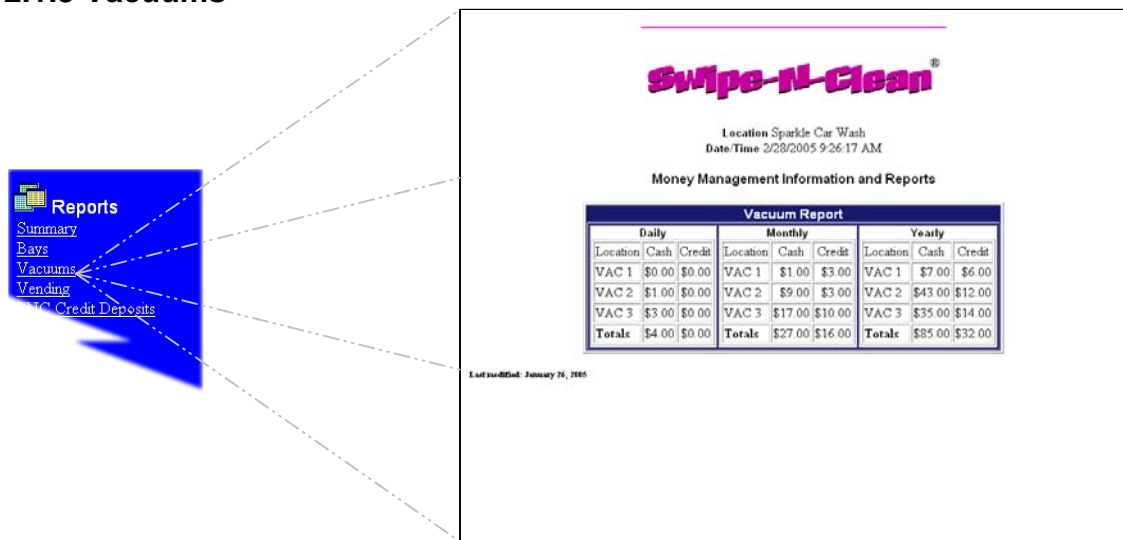
2.1.2 Bays

- **Bays**
  The Bays Report is specific to just the "Self Service Bays". It is a breakdown of activity on a daily, monthly and yearly basis. The reports separates cash and credit. If there is a bay that is not reporting income for the day, please utilize the main screen for troubleshooting procedures.
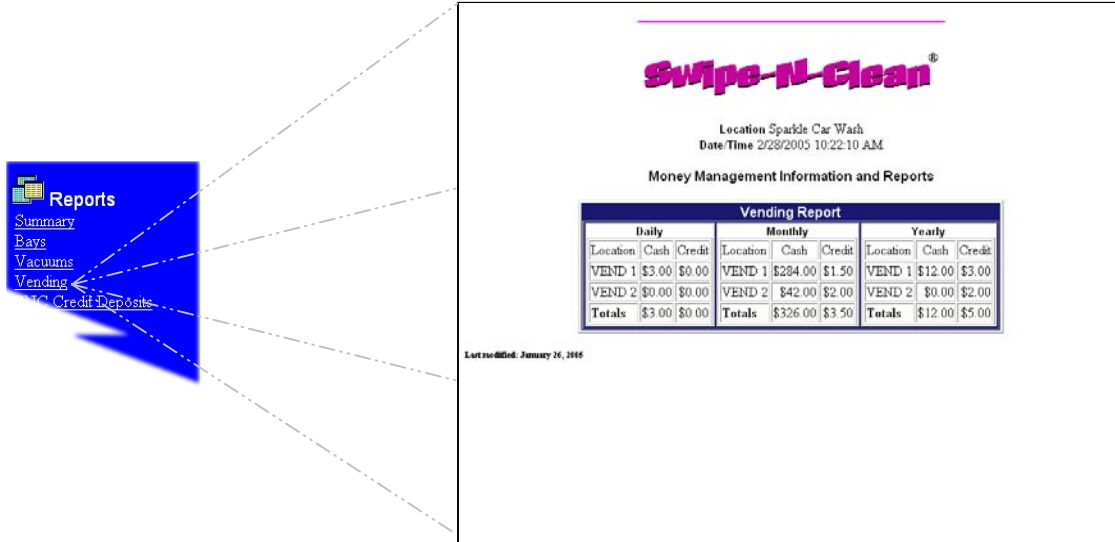
2.1.3 Vacuums

- **Vacuum Report**
  The Vacuum Report is a breakdown of activity on a daily, monthly and yearly basis. The reports separates cash, and credit. If there is a vacuum that is not reporting income for the day, please utilize the main screen for troubleshooting procedures.

2.1.4 Vending

- **Vending Report**
  The Vending Report is a breakdown of activity on a daily, monthly and yearly basis. The reports separates cash, and credit. If there is a vendor that is not reporting income for today, please utilize the main screen for troubleshooting procedures.

2.1.5 SNC Credit Deposits

- **SNC Credit Deposits**

  The Credit Deposits Report shows credit card deposits that were sent to ICVerify**TM** for processing. **This does not mean that the transactions were actually processed by the bank !!!** The processing of credit transactions is complicated, and the Swipe-N-Clean application does not know whether the processing actually took place. A text file report called ICVAnswer.txt (located in the "Settlement" link under Diagnostics) can be viewed, and a determination can be made as to the status of the credit transactions. You should check this file on a regular basis to make certain that your processor is sending a message that looks similar to the following:

  "7/4/04 11:41:16 PM","Batch = YCOMPLETE"
  "7/4/04 11:41:34 PM","Settlement = YCH RELEASED "

  Remember, each processor is different, and the message may appear different for your processor; however, nearly all processors respond with a YOK or Y and something, meaning the transactions processed correctly. If you see something containing an N and a number, please contact technical support for help.
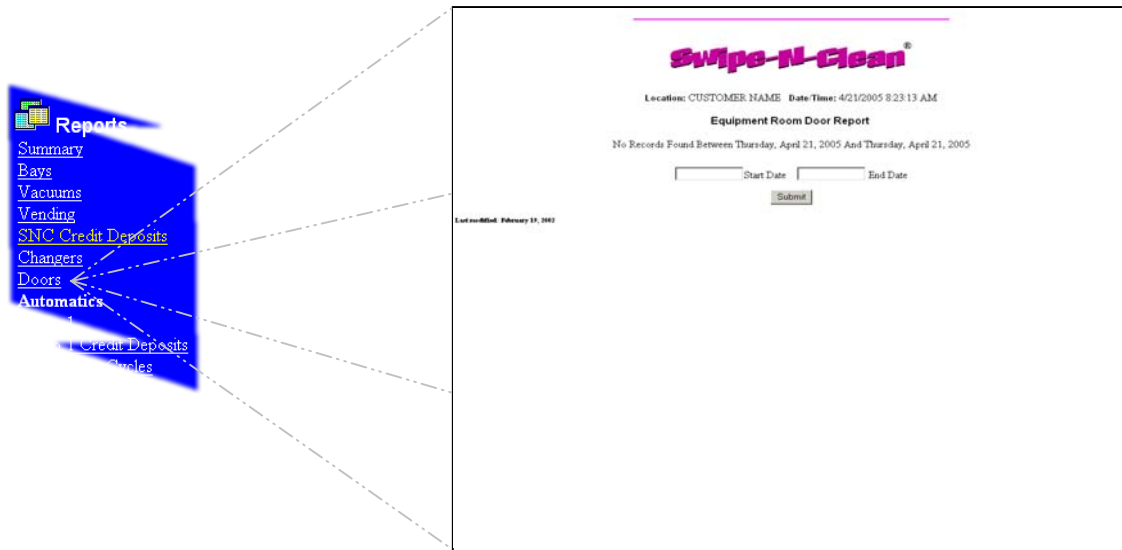
2.1.6 Changers
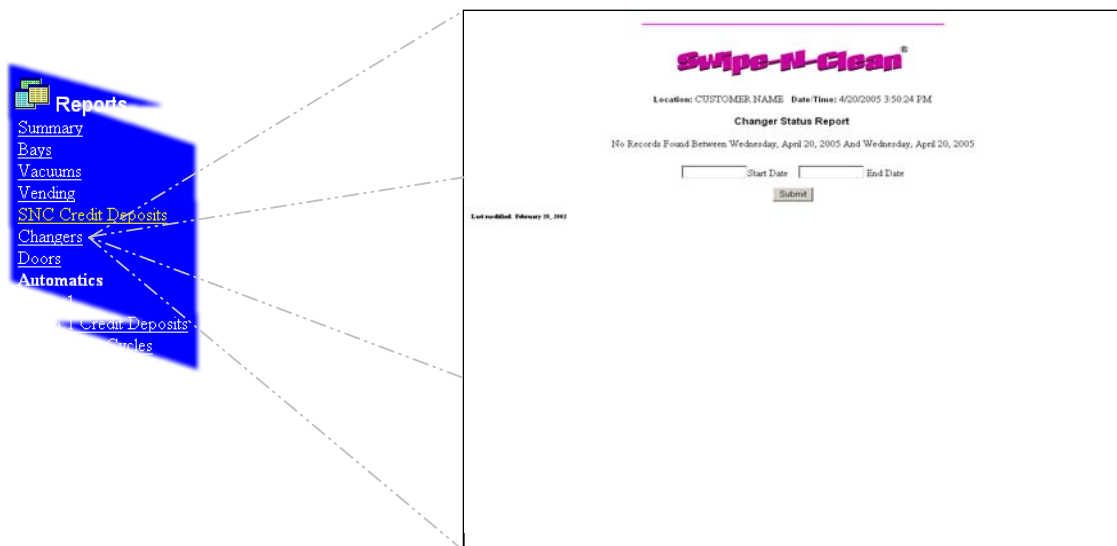
- **Changers**
  The Changers Report is only availabe if you have purchased a special interface device called a Monitor Device. This device will monitor the status of your doors and changers, indicating the last time your changer reported both and "in-service' time and an "out-of-service" time. This is shown in the report as a status of "UP" and "DOWN", along with the date and time that he status change took place.
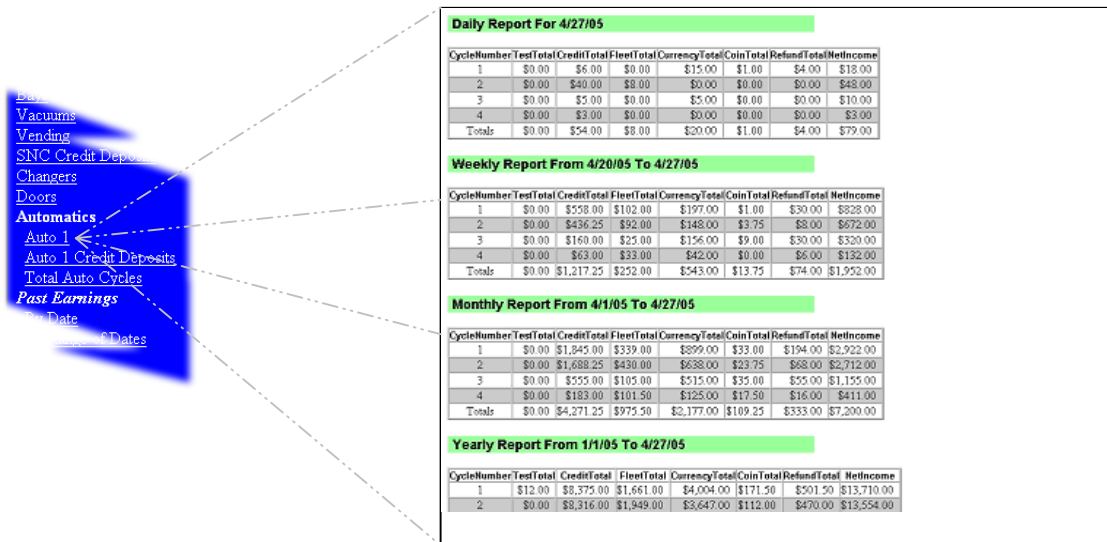
2.1.7 Doors

- **Doors**
  The Doors Report is only available if you have purchased as special interface device called a Monitor Device. This device will monitor the status of your equipment room door, indicating the date and time the door was opened and closed. The report can be queried on any given day, or range of days, as to what time of day the door was opened and closed.

2.1.8 Automatics

The Automatics Report works in one of two ways:
  1) If you have a Jim Coleman Company Entry Wizard, the browser is "redirected" to the Entry Wizard where a complete breakdown of all income is reported.
  2) If you have a Unitech WashSelect II or Hamilton ACW, the report is less informative, and contains income (cash and credit combined) by cycle for the day, month and year.

- **Auto 1**

Daily Report For 4/27/05

CycleNumber	TestTotal	CreditTotal	FleetTotal	CurrencyTotal	CoinTotal	RefundTotal	NetIncome
1	$0.00	$6.00	$0.00	$15.00	$1.00	$4.00	$18.00
2	$0.00	$40.00	$8.00	$0.00	$0.00	$0.00	$48.00
3	$0.00	$5.00	$0.00	$5.00	$0.00	$0.00	$10.00
4	$0.00	$3.00	$0.00	$0.00	$0.00	$0.00	$3.00
Totals	$0.00	$54.00	$8.00	$20.00	$1.00	$4.00	$79.00

Weekly Report From 4/20/05 To 4/27/05

CycleNumber	TestTotal	CreditTotal	FleetTotal	CurrencyTotal	CoinTotal	RefundTotal	NetIncome
1	$0.00	$558.00	$102.00	$197.00	$1.00	$30.00	$828.00
2	$0.00	$436.25	$92.00	$148.00	$3.75	$8.00	$672.00
3	$0.00	$160.00	$25.00	$156.00	$9.00	$30.00	$320.00
4	$0.00	$63.00	$33.00	$42.00	$0.00	$6.00	$132.00
Totals	$0.00	$1,217.25	$252.00	$543.00	$13.75	$74.00	$1,952.00

Monthly Report From 4/1/05 To 4/27/05
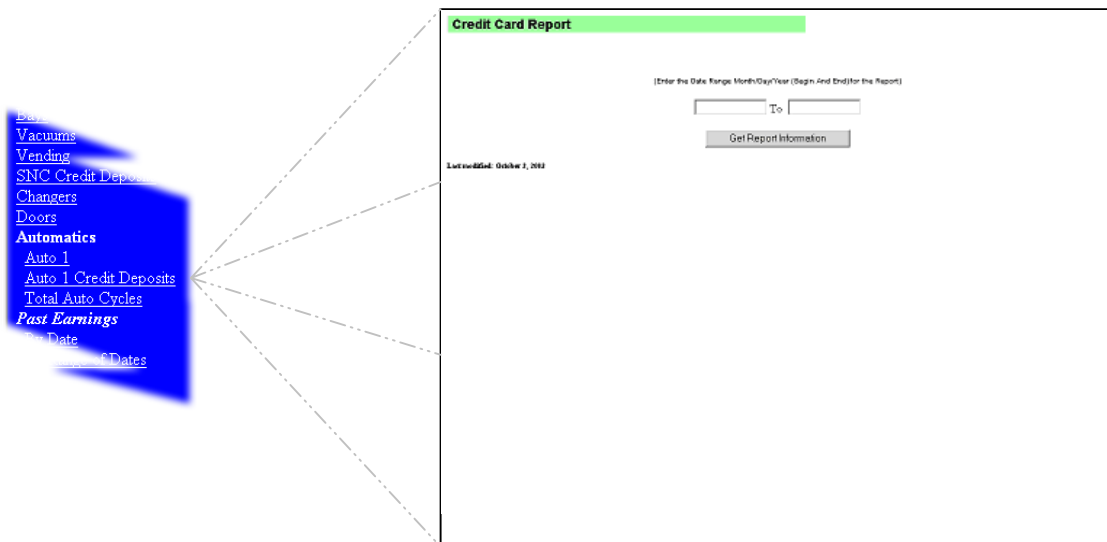
CycleNumber	TestTotal	CreditTotal	FleetTotal	CurrencyTotal	CoinTotal	RefundTotal	NetIncome
1	$0.00	$1,845.00	$339.00	$899.00	$33.00	$194.00	$2,922.00
2	$0.00	$1,688.25	$430.00	$638.00	$23.75	$68.00	$2,712.00
3	$0.00	$555.00	$105.00	$515.00	$35.00	$55.00	$1,155.00
4	$0.00	$183.00	$101.50	$125.00	$17.50	$16.00	$411.00
Totals	$0.00	$4,271.25	$975.50	$2,177.00	$109.25	$333.00	$7,200.00

Yearly Report From 1/1/05 To 4/27/05

CycleNumber	TestTotal	CreditTotal	FleetTotal	CurrencyTotal	CoinTotal	RefundTotal	NetIncome
1	$12.00	$8,375.00	$1,661.00	$4,004.00	$171.50	$501.50	$13,710.00
2	$0.00	$8,316.00	$1,949.00	$3,647.00	$112.00	$470.00	$13,554.00

This screen allows you to view the daily, weekly, monthly, and yearly reports. These reports include totals for Cycle Number, Test, Credit, Fleet, Currency, Coin, and Refund. It also includes Net Income.

- **Auto 1 Credit Deposits**
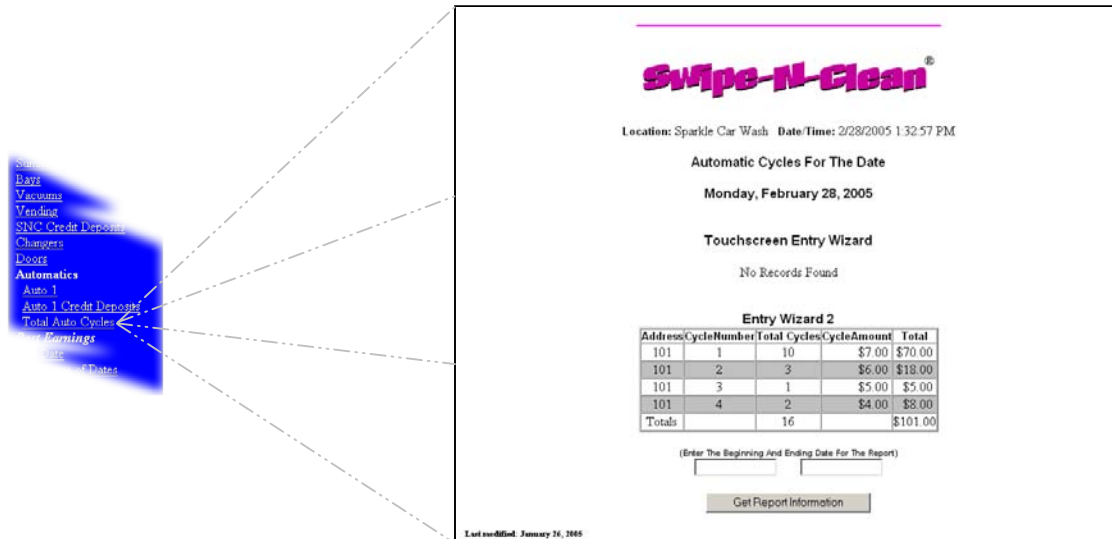
This screen allows you to view the Credit Card deposits according to beginning and ending dates you insert into the boxes.

- **Total Auto Cycles**
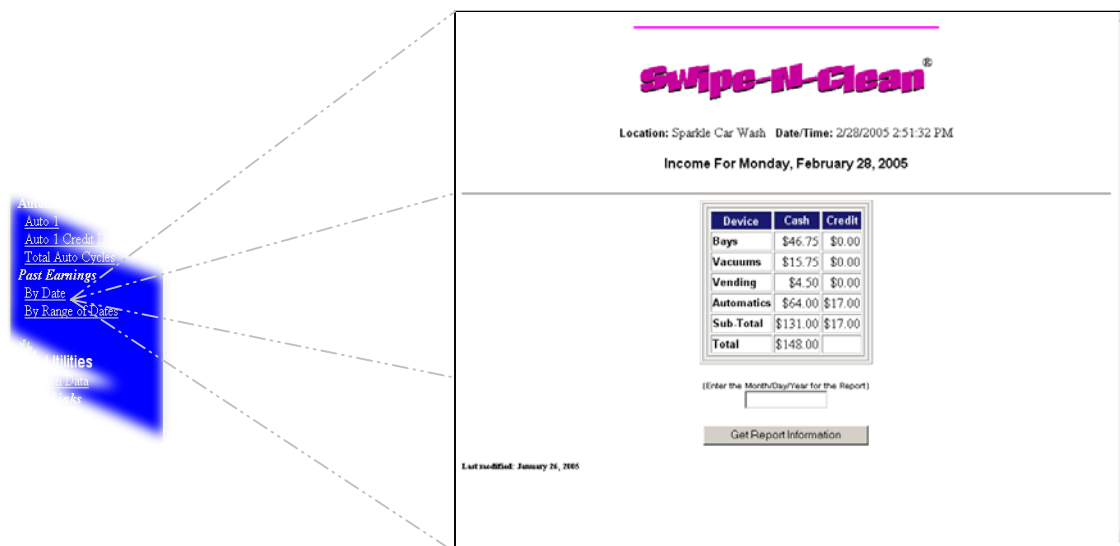
There are five columns of information included in this report:
- ✔ *Address*: Location of the Entry Wizard
- ✔ *Cycle Number*: One of four cycles
- ✔ *Total Cycles*: Number each cycle is used
- ✔ *Cycle Amount*: Dollar amount of each cycle
- ✔ *Total*: Total amount of each cycle
- ✔ *Totals*: Total cycles and dollar amount of all machines

2.1.10 Past Earnings By Date
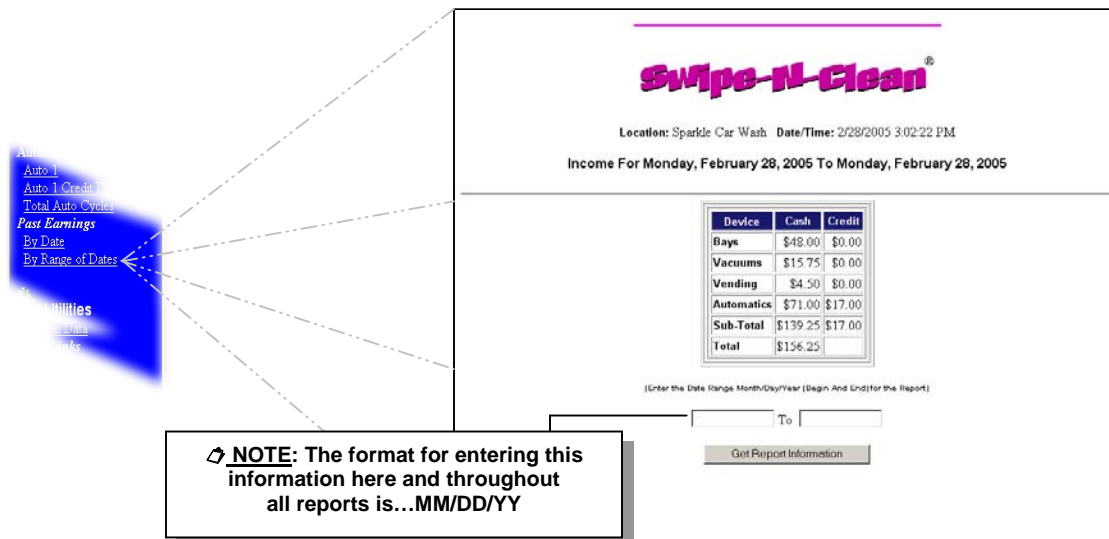
- **By Date**
  This screen shows three columns of information:
  - ✓ *Device*: Includes Bays, Vacuums, Vending, Automatics, Sub-Total, and Total.
  - ✓ *Cash*: Gives a total cash amount used for that particular machine along with the Sub-Total and Total of all machines.
  - ✓ *Credit:* Gives the amount of purchases when a credit was used on each machine along with the Sub-Total.

2.1.11 Past Earnings By Range Of Dates

> ✍ **NOTE**: The format for entering this information here and throughout all reports is…MM/DD/YY

- **By Range Of Dates**

  Enter the start and end dates you want to search. The result of your entered information will appear on the screen.

2.2 UTILITIES
   This option allows you access to the following:

- ✓ *Location Data*
- ✓ *Fleet Links*
  - ▪ Manage Fleet
- ✓ *Credit Tools*
  - ▪ Credit Deposits
  - ▪ Receipt Search
  - ▪ By Name
  - ▪ By Date
- ✓ *Cash Tools*
  - ▪ Cash Income

2.2.1 Location Data

Location Data is the section of utilities that store all of the site data necessary to operate the site, reconcile the reports, and properly record the data. Each section will be covered describing the data required. The sections included are as follows:

✔ *Address Information*
✔ *Site Utilities*
✔ *Credit Card Settings*
✔ *Site Information*
✔ *Credit Price Setup*
✔ *Prepay Buttons*
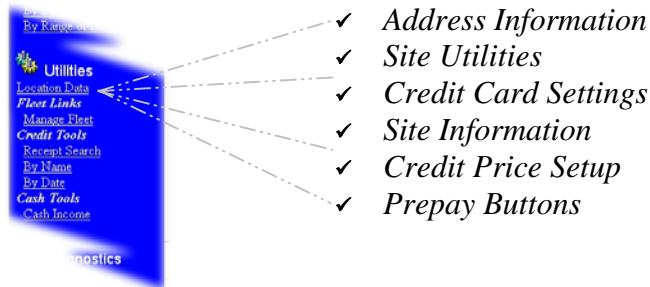
⟲ **NOTE: Each of the six sections listed are located under** *Utilities (Location Data)***. They are broken down for explanation purposes.**

- **Address Information**

Car Wash Site Setup

– ADDRESS INFORMATION –

Car Wash Site Name:	Sparkle Car Wash
Car Wash Address:	5842 W 34th Street
Car Wash City:	Houston
Car Wash State:	TX
Car Wash Country:	USA
Car Wash Area Code:	713
Car Wash Phone:	683-9878

Enter your personal information in each of the Address Information boxes.

⟲ **NOTE:** *Car Wash Site Name* **is used to header each report and print on receipts.**

- **Site Utilities**

– SITE UTILITIES –

Printer Report PAN:	12345
Wash Down PAN:	12345
Wash Down Position:	0

The Site Utilities includes information about three areas:
- ✔ *Printer Report PAN*: This is the Personal Access Number you need to print a report. It can be any five-digit number.
- ✔ *Wash Down PAN*: This is the Personal Access Number you need for use of the bay to wash down the walls and bay floor. It can be any five-digit number.
- ✔ *Wash Down Position*: This position is the location of the key that starts the Wash Down after the code is entered. Default is 0 (*High Pressure Rinse* key).

- • **Credit Card Settings**

Credit Card Settings includes the following:
- ✔ *Authorization Amount:* The amount you authorize for credit cards to be charged.
- ✔ *Credit Limit Amount:* The maximum dollar amount allowed for each credit card use.
- ✔ *Settlement Time:* The time each day all credit card transactions are completed. Allow 30 minutes between each machine. For example, the Entry Wizard may be set at 10:00 pm; the Swipe N Clean may be set at 10:30 pm; etc.
- ✔ *Demo Mode:* This option should be checked ONLY when you are testing the machine. **If it is checked during normal operational hours you will not get paid for any service accessed with a credit card.**
- ✔ *Credit Cards Accepted:* There are four types of credit cards that may be used (*Visa, MasterCard, Discover,* and *American Express*). Using the mouse or space bar, check all that you will allow to be used at your car wash.

- • **Site Information**

Site information includes six options:
- ✔ *Number Of Automatics:* The number of automatic washes you have.
- ✔ *Number Of Bays:* The number of drive-through bays you have.
- ✔ *Number Of Vac/Shampoo:* The number of Vac/Shampoo machines you have.
- ✔ *Number Of Vac/Frangrance:* The number of Vac/Frangrance machines you have.
- ✔ *Number Of Vacuum Only:* The number of regular vacuums you have.
- ✔ *Number Of Vendors:* The number of vendor islands you have. The islands may have up to ten machines on them and still be one vendor island.

- • **Credit Price Setup**

– CREDIT PRICE SETUP –				
Automatics:	Cycle 1:	Cycle 2:	Cycle 3:	Cycle 4:
	$7.00	$6.00	$5.00	$4.00
Bay Price:	Start:	$1.25	Stop:	$10.00
Vacuum Price:	Start:	$1.00	Stop:	$1.00
Shampoo Price:	Start:	$3.00	Stop:	$3.00
Fragrance Price:	Start:	$1.00	Stop:	$1.00

Credit Price Setup includes prices for:
- ✔ *Automatics*: You set the prices for each of the four cycles used in the automatic.

> ✎ **NOTE: For the next four items you will set a minimum *start* price that the customer has to insert before the machine starts. The *stop* price is the maximum amount the customer can insert before having to start over with a new session. The Bay price is the only one that will fluctuate. All others are one set price that has to be inserted for the service.**

- ✔ *Bays*
- ✔ *Vacuums*
- ✔ *Shampoo*
- ✔ *Fragrance*

- **Prepay Buttons**

Prepay Buttons allows you to name and set each price on the prepay options. They include:
  - ✓ *Active*: Checking this box beside each option activates that prepay option. When it is not checked it is not active.
  - ✓ *Menu/Description*: The larger box is the main menu the customer will see. The smaller box is a descriptive sentence about the option.
  - ✓ *Worth*: The amount the service is actually worth.
  - ✓ *Price*: The price the customer has to be pay to get the service. (For example, if a customer chooses the last one in our illustration they will pay $95 and get $120 worth of service.)

- **Submit and Done Buttons**

When you have entered all information you want included, press the Submit button. When you have submitted the information you may press the Done button and return to the main screen.

2.2.2 Fleet Links

- **Manage Fleet**
    This section includes the following:

    - ✓ **Fleet Utilities**
        Add Fleet User
        Add Fleet Account
        View/Edit Fleet Account
        View/Edit Fleet PAN User

✓ ***Fleet Report*s**
    View PAN Totals
    View Account Totals By Account
    View Account Totals By Range
    View Users With Transactions
    Fleet Billing Report

✓ ***Code Generators***
    Fleet Random Generator
    Random Promotion Generator
    PrePay Random Generator

✓ ***Income Reports***
    Prepay Income
    POS4000 Income

Each one of the categories will be explained in the following pages.

✓ **Fleet Utilities**

▪ *Add Fleet Account*
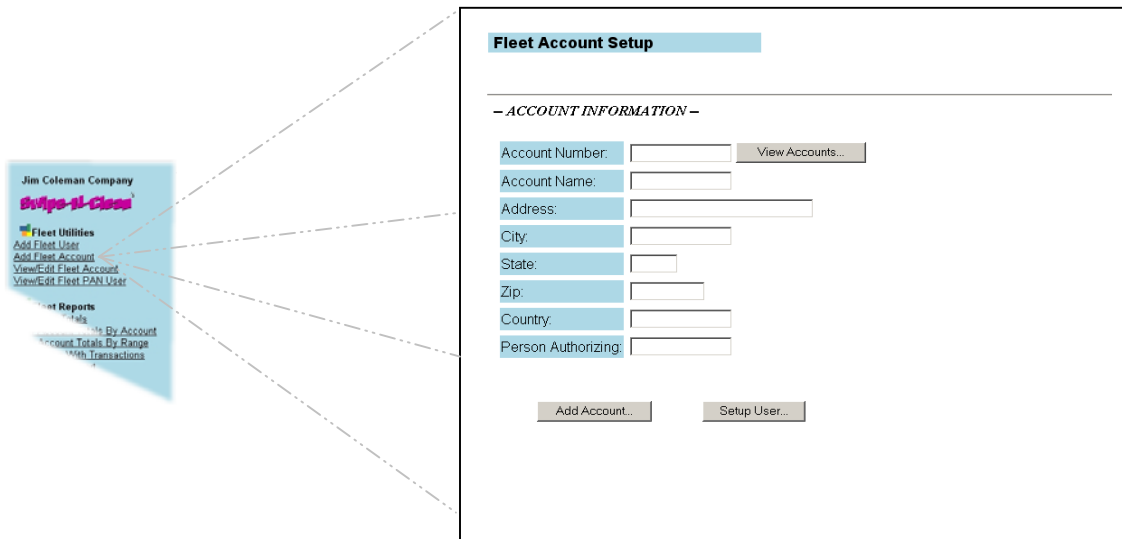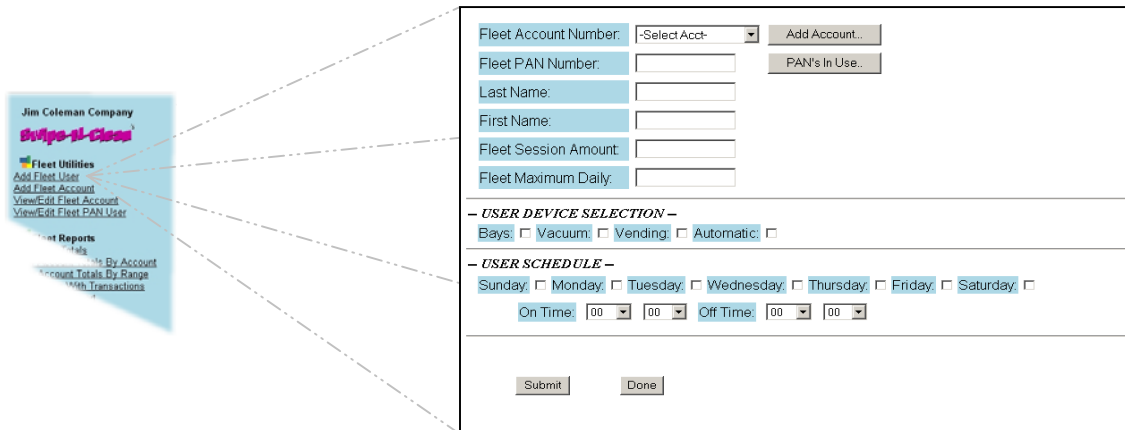
This screen allows you to enter information for a fleet account. You must add an account <u>before</u> you can add a user.

Make certain to fill out all of the information about the new account and the new user. The first time you set up an account,

you are filling out information about the account and the new user. You may add additional users to this account at a later date using the <u>Add Fleet User</u> utility under **Fleet Utilities.**

- *Add Fleet User*
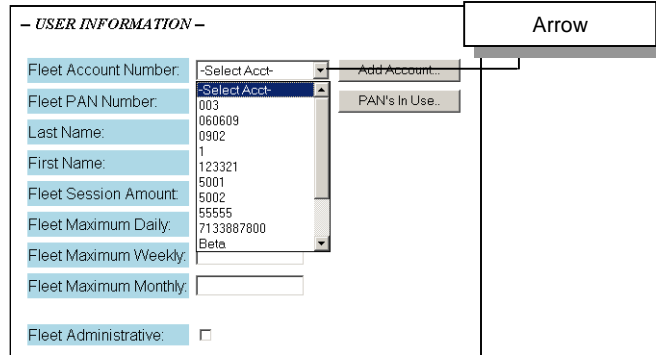
This screen allows you to enter information for a fleet user. You may add a name and select all options that apply to that user. It includes the following:

☞ **<u>NOTE</u>: When adding a Fleet User, it is important to remember that <u>all</u> fields must be filled out. If you fail to fill out one of the fields the server will send an error back when you attempt to save the page and the data will not be saved.**

✓ When adding a Fleet User you must first decide whether you will add a Fleet User to an existing account, or create a new one. A Fleet Account can contain many users, each having their own profile. If you choose to add a Fleet User to an existing account, follow the steps below.

▪ Click the arrow beside the Select Acct. window to bring up a list of all fleet accounts already setup.

- • Click the account and the following screen will appear with the number of the account in the window:

A brief explanation of each of the boxes in the User Information follows:

USER INFORMATION

✓ *Fleet PAN Number:* This number may be any six-digit number to identify this user. You may click the [PAN's In Use..] button to see any numbers already used.

> ✎ **NOTE: The first number in the PAN should
> <u>not</u> begin with a zero. Although the system will
> work if it begins with a zero, it will be confusing
> when viewing information about the user. For
> instance, a PAN like 012345 would show up as
> 12345 because of the way the data is stored
> and extracted from the database. The leading
> zeros are not saved and will be omitted when
> the data is retrieved on the user.**
>
> **Remember, you may edit a user at anytime by
> selecting the "*View/Edit Fleet PAN User*" from the
> "*Fleet Utilities*" list (located under UTILITIES:
> <u>Manage Fleet</u>), updating the information about
> them, and clicking the "*Submit*" button.**

- ✓ *Last Name:* The user's last name.
- ✓ *First Name:* The user's first name.
- ✓ *Fleet Session Amount:* The maximum amount the user is allowed to use each session.
- ✓ *Fleet Maximum Daily:* The maximum amount the user is allowed to use each day.
- ✓ *Fleet Maximum Weekly:* The maximum amount the user is allowed to use each week.
- ✓ *Fleet Maximum Monthly:* The maximum amount the user is allowed to use each month.
- ✓ *Fleet Administrative:* Check this box and the user will have administrative rights. This means that all amounts entered will be overridden and the user will have unlimited use.

> ✎ **<u>NOTE</u>: When adding a Fleet User, even if you give
> them administrative rights, it is important to remember
> that <u>all</u> fields must be filled out. If you fail to fill out one
> of the fields the server will send an error back when
> you attempt to save the page and the data will not be
> saved.**

USER DEVICE SELECTION
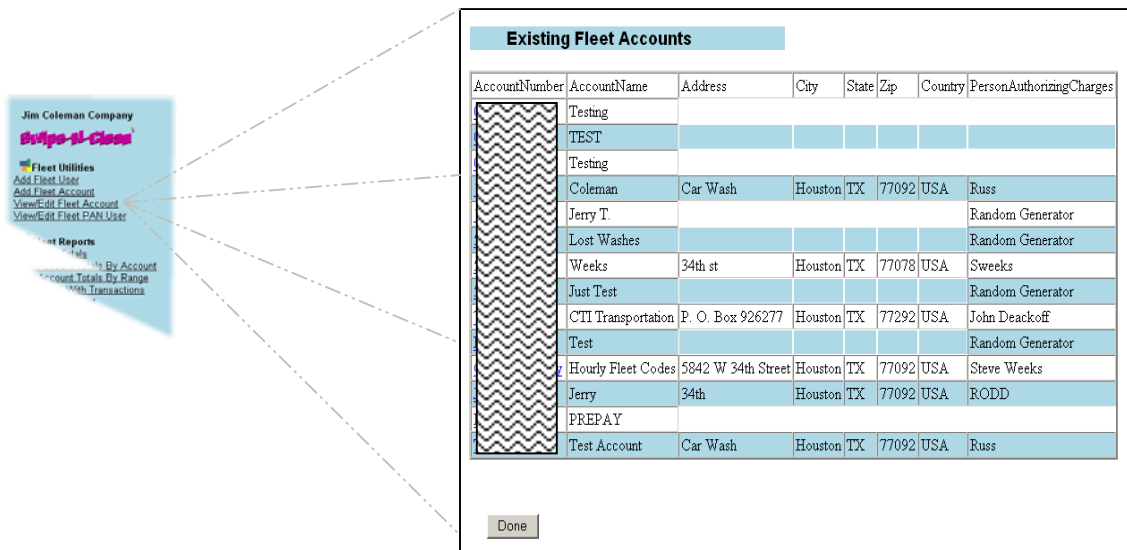
- ✓ *Bays:* Check this box if the user will have access to the drive-through bays with his code.
- ✓ *Vacuum:* Check this box if the user will have access to the vacuums on the property with his code.
- ✓ *Vending:* Check this box if the user will have access to the vending islands/machines with his code.
- ✓ *Automatic:* Check this box if the user will have access to the automatic wash with his code.

USER SCHEDULE

> ✏ **NOTE: All of the user information required is straight forward, with the exception of the "*On Time*" and "*Off Time*". These settings are based on MILITARY time (1-24) . If you leave these times set at 00 values, the user can use the system anytime, day or night. To change these times, select the time of day the user is allowed to use the system. This function is typically used when setting up a Fleet User that works for a car dealer, for instance. You may only want their code to be valid during normal business hours, not on weekends or after hours. Once all of the information is filled out about the user, click on the "Update User Information" command button. The data is now saved, and the user will appear in the "Select User" drop down list.**

- ✓ *Days of the week:* Check each box beside the day the user will be able to use his code with the boxes selected in the *User Device Selection*.
- ✓ *On Time:* Designate a time by hour and minute the user's account will be activated for use.
- ✓ *Off Time:* Designate a time by hour and minute the user's account will be de-activated for use.
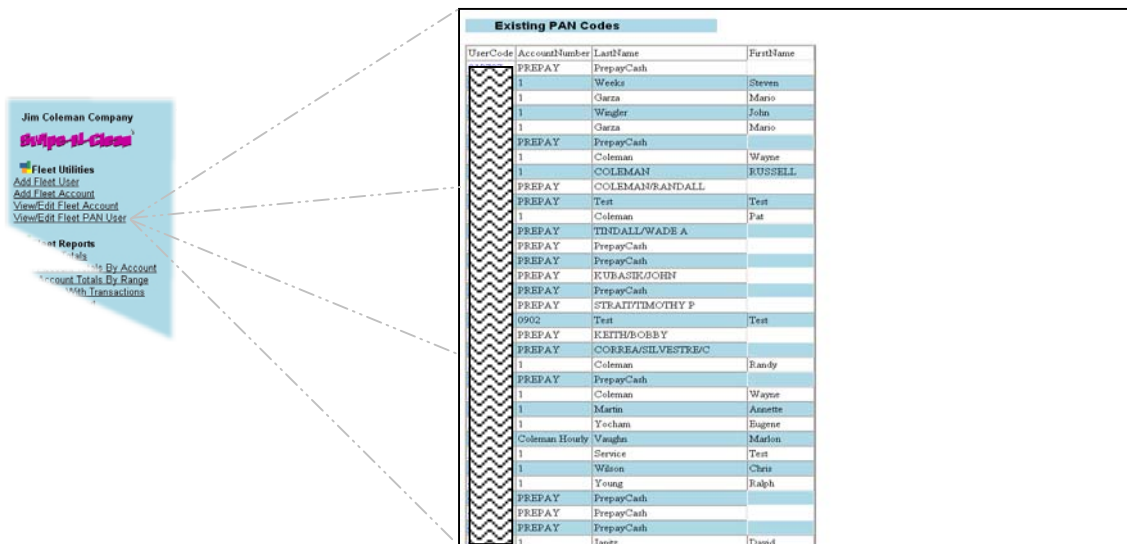
▪ *View/Edit Fleet Account*

This screen gives you a look at all accounts setup in the Fleet section of the Utilities. You can view the following:

▪ *View/Edit Fleet PAN User*

This screen allows you to see all PAN users with their PAN numbers. You may edit them by double-clicking the number.
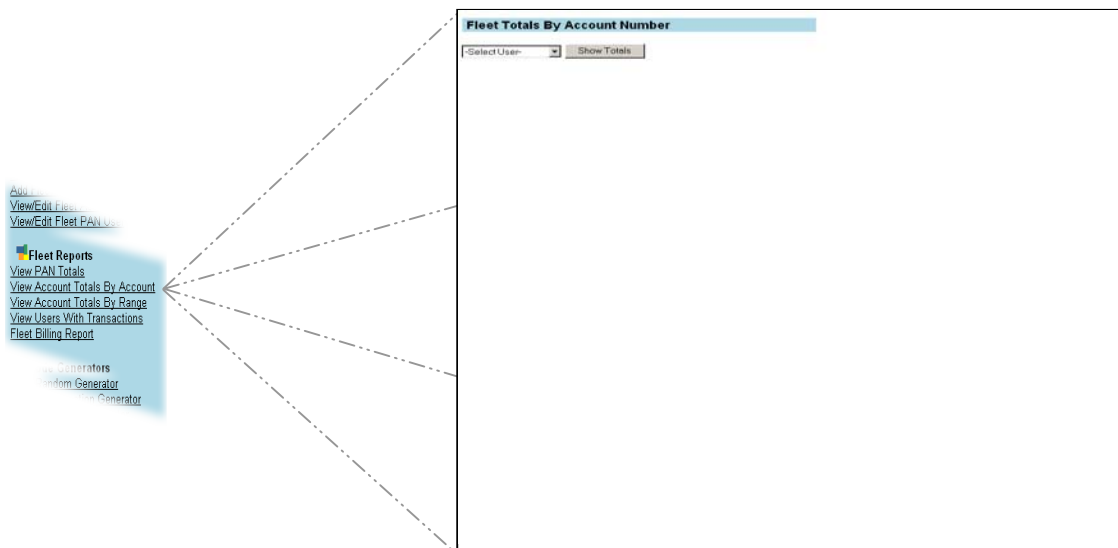
✓ Fleet Reports

▪ *View PAN Totals*
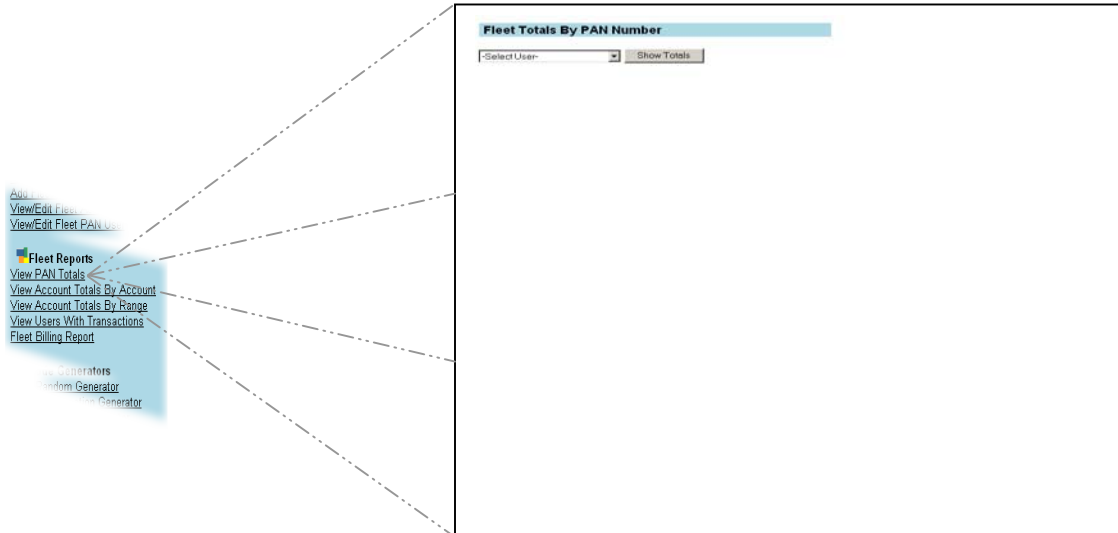
This screen allows you to view the PAN totals. In the drop down menu you select the number to show the totals by that individual PAN user (including name, account number, user code, transaction date, type, and amount.

▪ *View Account Totals By Account*

This option allows the same as viewing PAN totals with the exception of showing **account** totals instead of individual totals.

▪ *View Account Totals By Range*
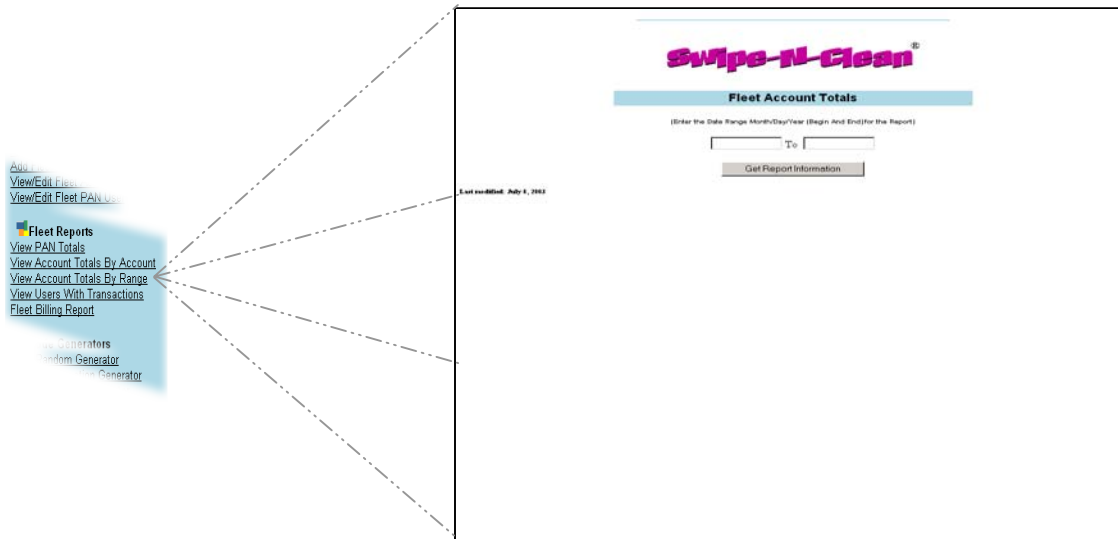
This screen allows you to view an account by using a date range. When you enter a start date and ending date you will see all transactions by users on that account for the time period entered.

▪ *View Users With Transactions*
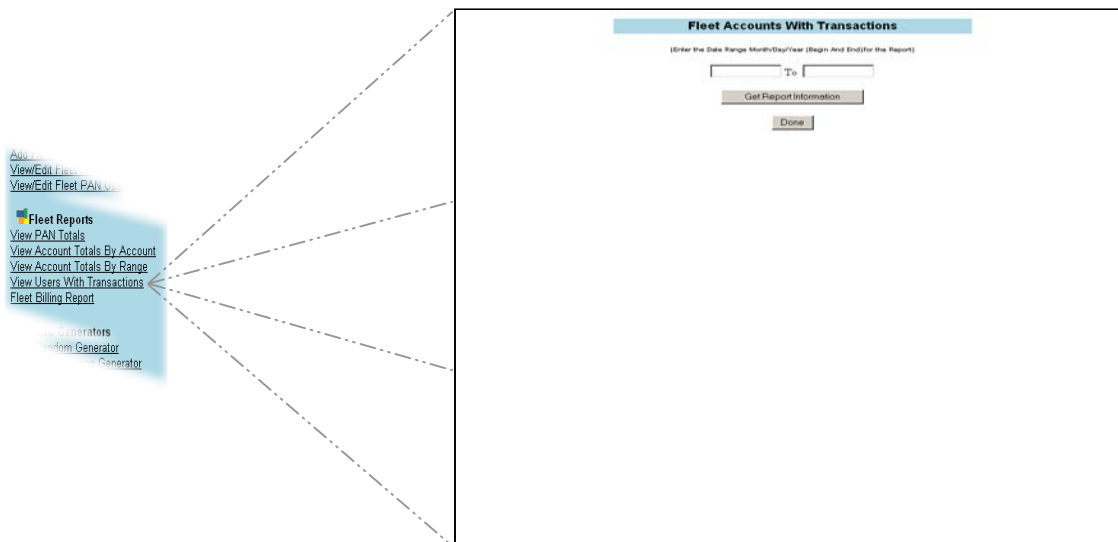
This option allows you to veiw users by using a date range. When you enter a start date and ending date you will see all transactions by that individual user for the time period entered.

- *Fleet Billing Report*
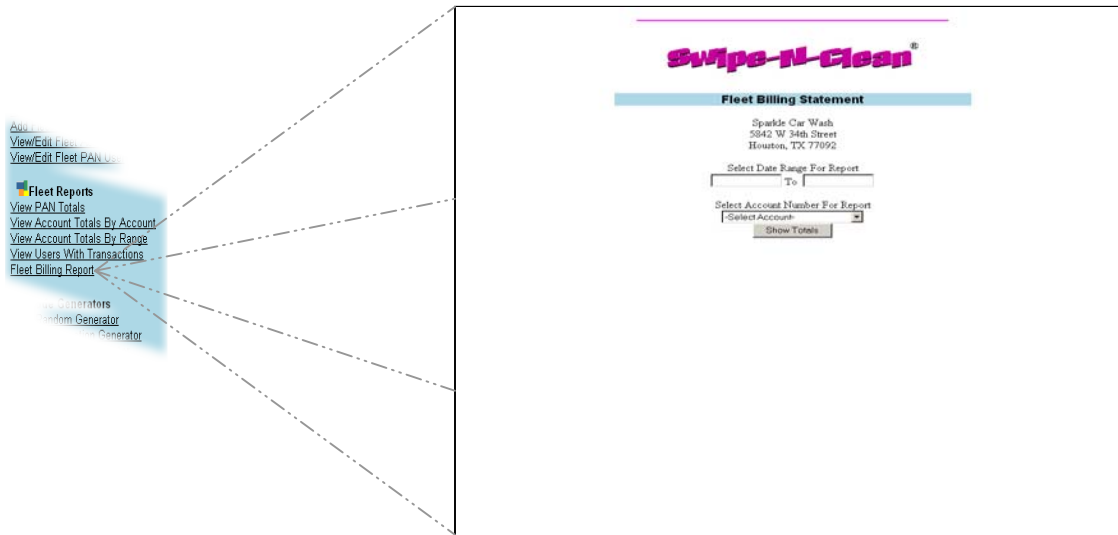
By inserting a date range and selecting a specific account you may view the billing report/s for the time period entered and the account selected.
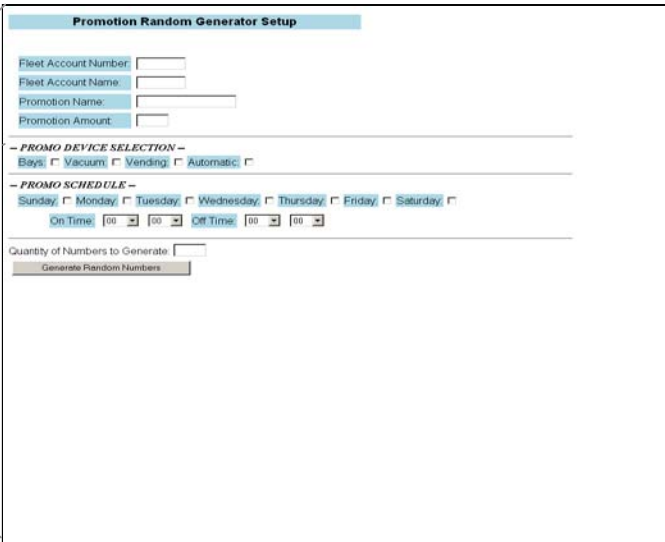
✓ Code Generators

- *Fleet Random Generator*
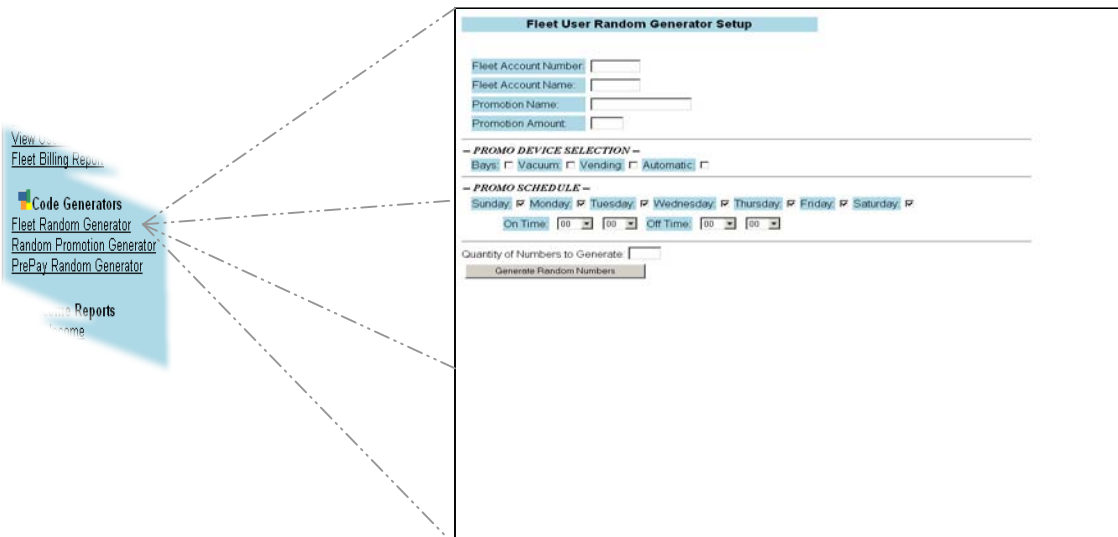
This utility may be used to generate fleet codes that last for one month. At the begninning of the next month the promotion amount resets.

▪ *Random Promotion Generator*

By entering a new fleet account number, name, promotion name, amount, and selecting all options available you may generate a certain amount of codes to issue for promotions. These codes are used for one year. At the end of the year they automatically reset to the promotion amount.

▪ *PrePay Random Generator*
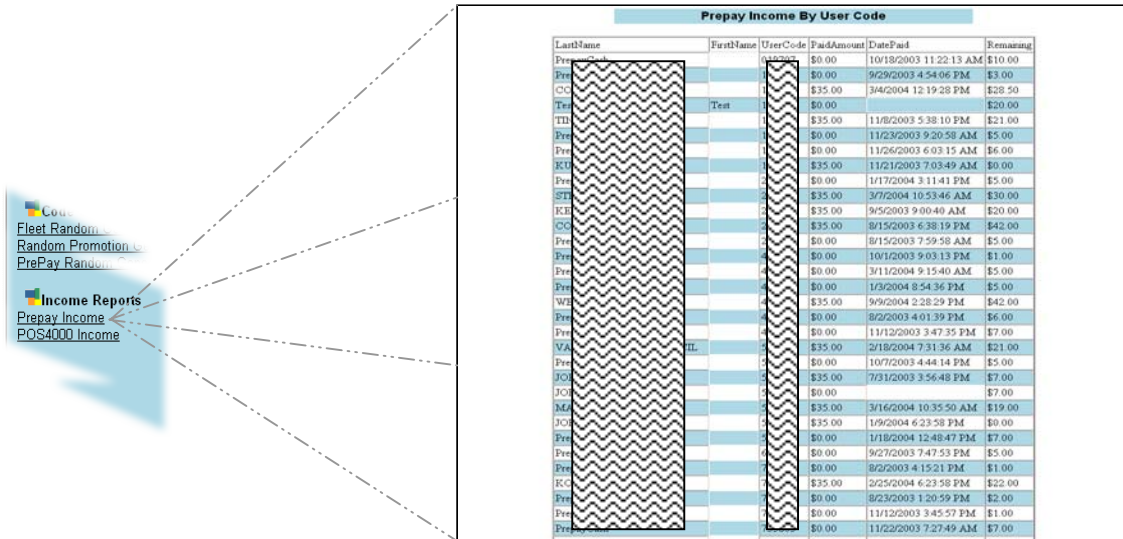
This option allows you to do the same as the previous option with the exception of this one applies to a pre-pay amount. Once the promotion amount is used up it is gone. It does not reset automatically. It is a "one-time" use utility.
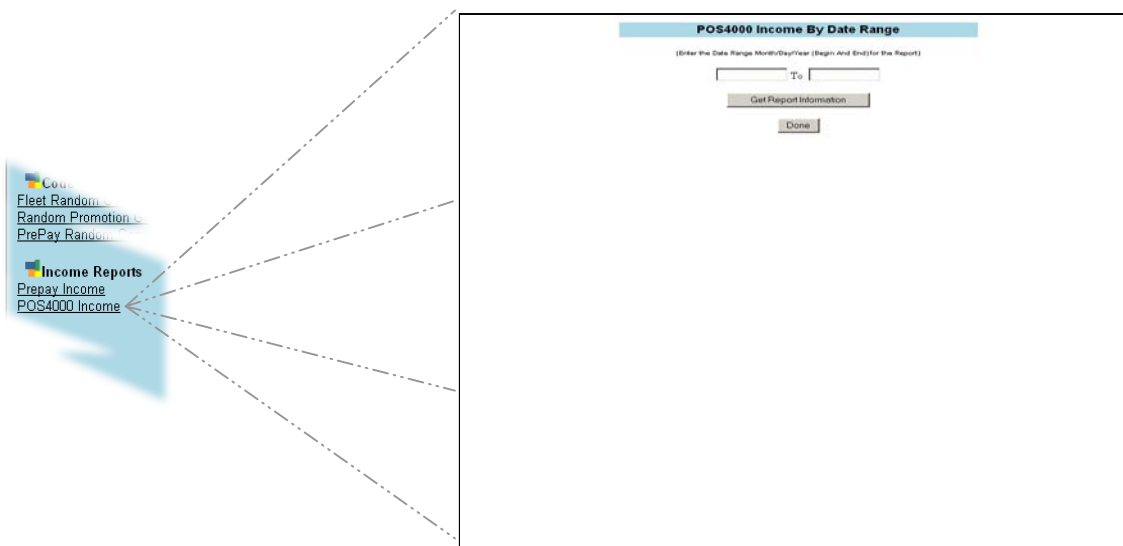
✓ Income Reports

▪ *Prepay Income*

By utilizing this option you may generate a report of the income from prepay users including last and first names, user code, paid amount, date paid, and amount remaining.
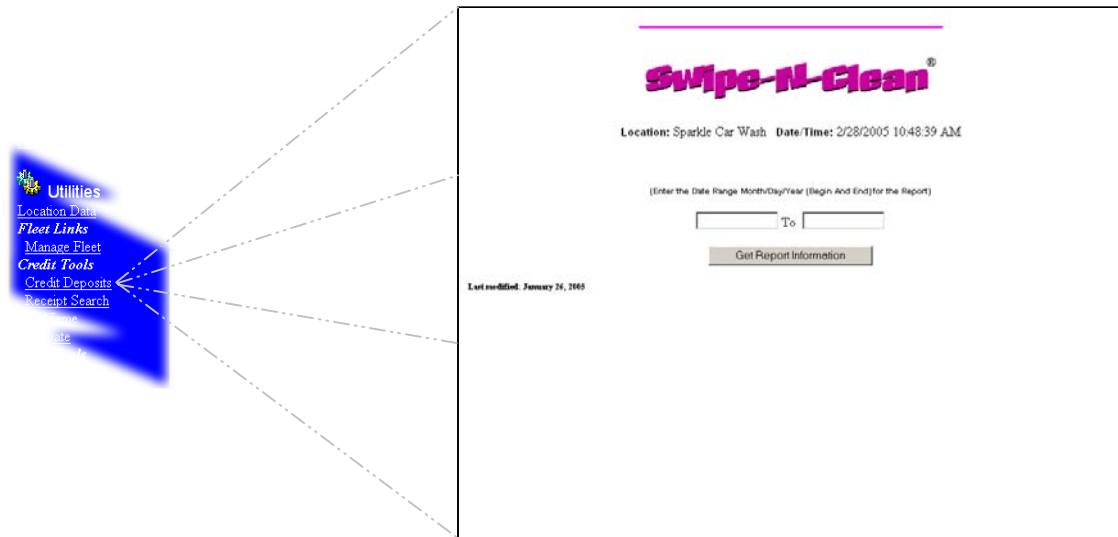
▪ *POS 4000 Income*

You may generate an income report by date range for all POS4000 usage.

2.2.3 Credit Tools

Credit Tools consists of four sections:

> ✓ *Credit Deposits*
> ✓ *Receipt Search*
> ✓ *By Name*
> ✓ *By Date*

- **Credit Deposits**

- **Credit Deposits Report**
  This option allows you to search the Credit Deposits within a begin date and end date. When you enter begin and end dates you will generate a report showing the following:

> ✓ *Customer Name*
> ✓ *Account Type*
> ✓ *Account Number*
> ✓ *Transaction Date*
> ✓ *Authorization Code*
> ✓ *Amount*

- **Receipt Search**

Receipt Search is used to look up previous use by a customer. In the event a customer does not receive a receipt, and wants to know how much they spent on any given day at the wash, you can enter the last four digits of their credit card and find all transactions they have made at your car wash.

- **By Name**

By Name is used to find transactions on a customer using their last name. The utility is useful if a customer does not have the last four digits of their credit card, or is reluctant to give it out. By inputting the last few letters of the customers name, the utility will look up all transactions associated with the information provided. If you enter A, it will look up all A's in the database. Entering Al will lookup all last names beginning with Al. Sometimes it is better to provide less information than more when looking up a customer's last name. Entering just three or four letters of the last name often returns better search results.
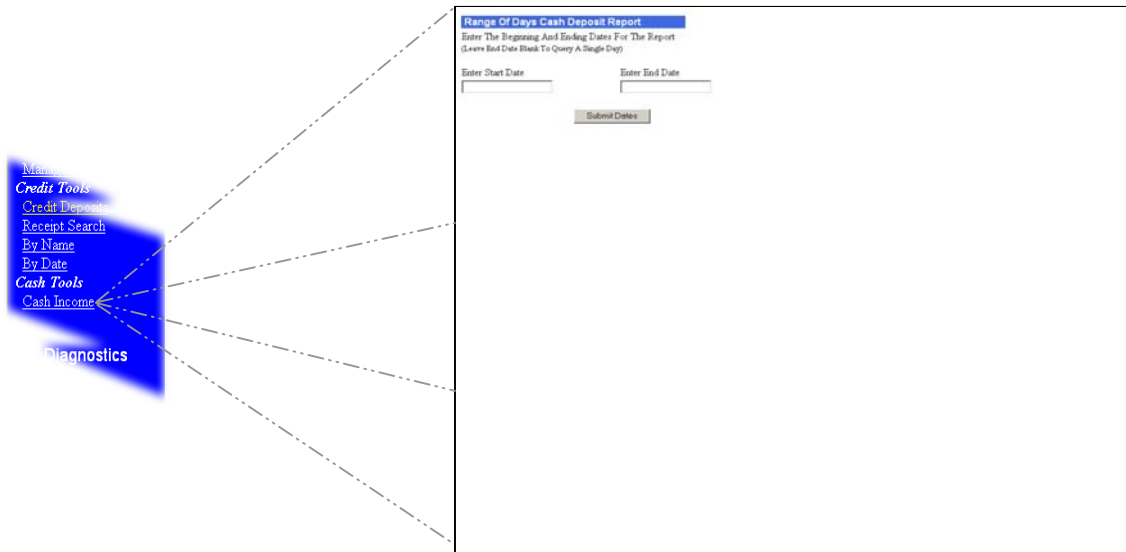
- **By Date**

By Date will list all users and their transactions that used the Swipe N Clean system on any given date. This is a helpful utility when finding information about a particular customer on a given day when the credit card does not contain a name on the card. This happens occasionally with some credit card companies.
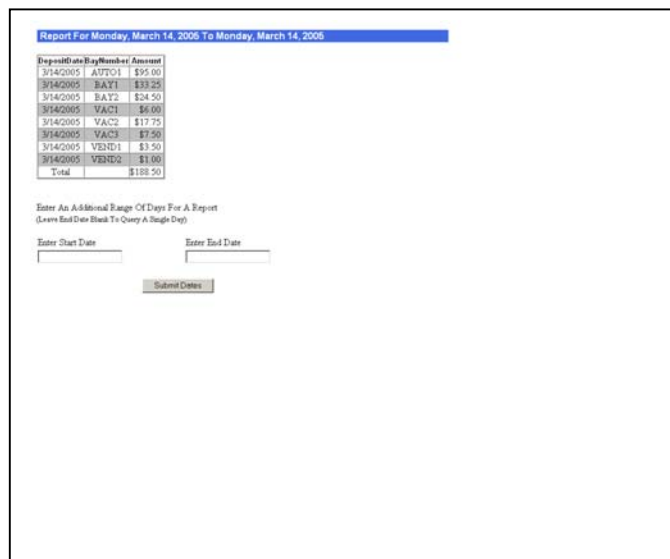
2.2.4 Cash Tools

- **Cash Income**

This utility provides cash deposited information by device, on a given day, or range of days. It gives a breakdown of each device on the car wash site, and totals the income for the time period requested. This utility is useful to determine the performance of one bay or vacuum over another for income.

Enter a start date and an end date for a *Cash Income* report. If you leave the end date empty you will generate a report on the start date only. For example, *03/14/05* was entered and submitted. The following screen appeared:
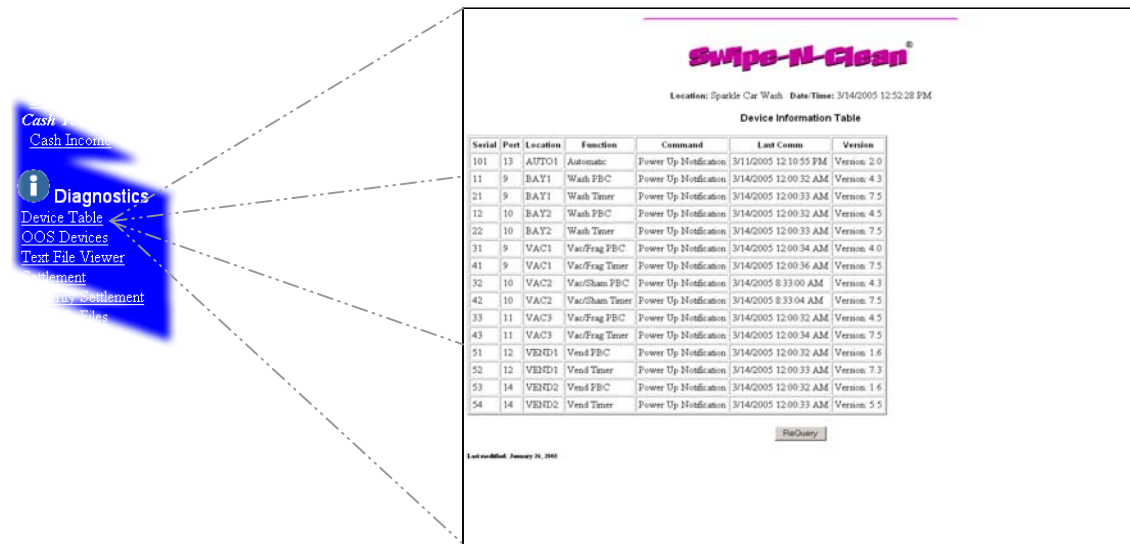
2.3 DIAGNOSTICS

Diagnostics is the last of three sections (*Reports* and *Utilities* have already been discussed). There are five different tools at your disposal:

- ✔ *Device Table*
- ✔ *OOS Devices*
- ✔ *Text File Viewer*
- ✔ *Settlement*
- ✔ *DB Download*

2.3.1 Device Table

The *Device Table* contains diagnostic information about the "Health" of the Swipe N Clean system. At midnight each night, and at application startup, the POS communicates with each device to verify proper operation of the system. The information that is sent back from each device is stored in this table. Each time a device powers up on the system, that transaction is written to this table.

2.3.2 OOS Devices
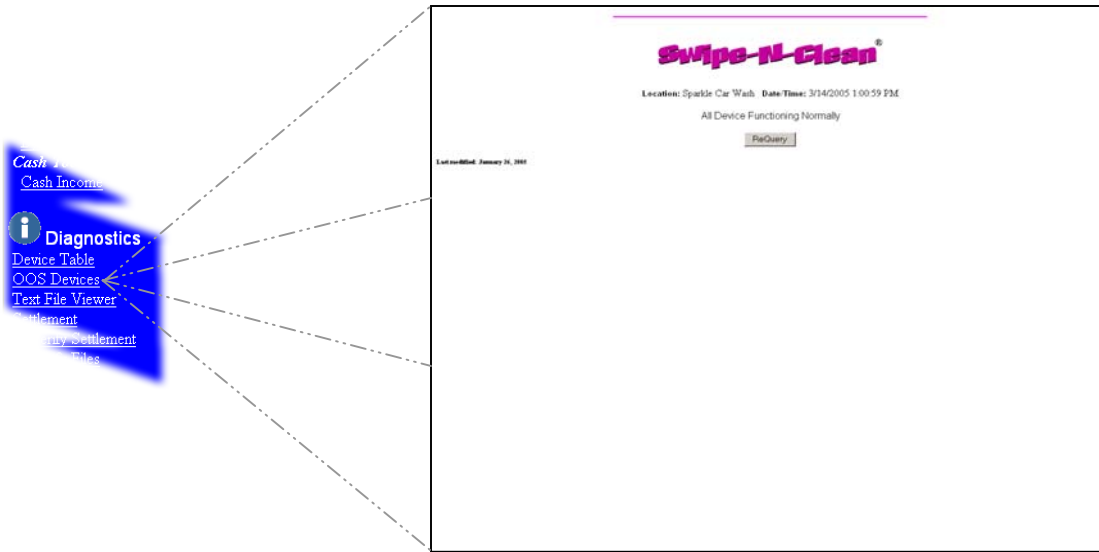
This table is used to keep track of any device(s) that failed to report to the POS in the last 24 hours. This tool will help troubleshoot devices that are not working properly. If a device is not reporting properly you should consult the troubleshooting section.

2.3.3 Text File Viewer

snc1.sparkle.ws - /Textfiles/

[To Parent Directory]
```
Saturday, October 02, 1999   4:07 PM        651 autos.txt
Saturday, October 02, 1999   4:07 PM        767 Bays.txt
        Monday, March 14, 2005   1:25 PM      31727 CardRead.txt
          Friday, July 09, 2004  12:10 PM       2169 ccards.txt
Saturday, October 02, 1999   4:07 PM        943 doors.txt
        Monday, March 14, 2005  10:32 AM       2517 ErrorLog.txt
Saturday, February 05, 2005   1:52 PM       1757 FBICreditMessage.txt
          Sunday, March 13, 2005   9:53 PM       5175 FleetDenial.txt
Saturday, October 02, 1999   4:07 PM        511 function.txt
         Tuesday, March 01, 2005  12:35 PM         43 InetSetup.txt
Thursday, February 17, 2005   5:00 PM        650 intro.txt
        Monday, March 14, 2005   1:25 PM      17931 ParseMsg.txt
          Friday, April 02, 2004  11:54 AM       2030 Popups.txt
        Tuesday, February 15, 2005   2:15 PM        324 receipt1.txt
        Monday, February 14, 2005   9:00 AM        324 receipt1old.txt
        Monday, February 14, 2005   8:51 AM        291 ReceiptPrepay.txt
        Monday, March 14, 2005   1:25 PM      88460 rxLog.txt
          Friday, July 09, 2004  12:35 PM       2355 summary.txt
Saturday, October 02, 1999   4:07 PM        800 vacs.txt
Saturday, October 02, 1999   4:07 PM       5087 vaclist.txt
      Wednesday, March 09, 2005  11:54 PM     108997 VBTerm.000
       Thursday, March 10, 2005  11:43 PM     148178 VBTerm.001
          Friday, March 11, 2005  11:43 PM     226458 VBTerm.002
       Saturday, March 12, 2005  11:42 PM     261047 VBTerm.003
         Sunday, March 13, 2005   9:53 PM     231418 VBTerm.004
         Sunday, February 27, 2005  11:48 PM     158937 VBTerm.005
        Monday, February 28, 2005  10:43 PM     102485 VBTerm.006
        Monday, March 14, 2005   1:20 PM      82693 Vbterm.txt
```
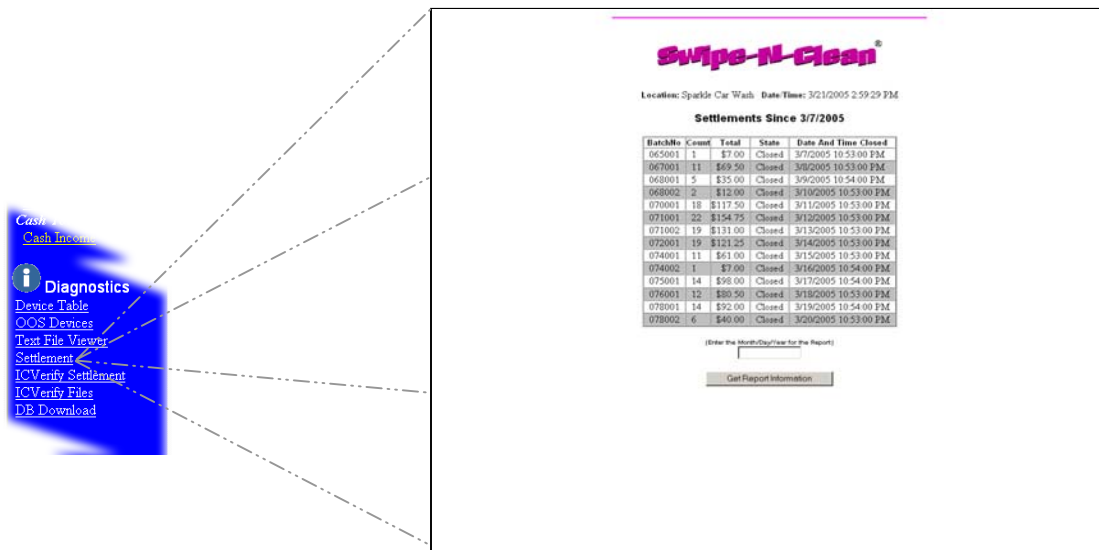
This utility is used exclusivley by maintenance personnel. Swipe N Clean logs all transactions to and from the database in a text file. These files are kept for diagnostic purposes, error tracking, and system perfomance. You will not hurt anything by viewing the files in this page, however, they will be of little use to you.

2.3.4 Settlement

Swipe-N-Clean®

Location: Sparkle Car Wash   Date/Time: 3/21/2005 2:59:29 PM

Settlements Since 3/7/2005

BatchNo	Count	Total	State	Date And Time Closed
065001	1	$7.00	Closed	3/7/2005 10:53:00 PM
067001	11	$69.50	Closed	3/8/2005 10:53:00 PM
068001	5	$35.00	Closed	3/9/2005 10:54:00 PM
068002	2	$12.00	Closed	3/10/2005 10:53:00 PM
070001	18	$117.50	Closed	3/11/2005 10:53:00 PM
071001	22	$154.75	Closed	3/12/2005 10:53:00 PM
071002	19	$131.00	Closed	3/13/2005 10:53:00 PM
072001	19	$121.25	Closed	3/14/2005 10:53:00 PM
074001	11	$61.00	Closed	3/15/2005 10:53:00 PM
074002	1	$7.00	Closed	3/16/2005 10:54:00 PM
075001	14	$98.00	Closed	3/17/2005 10:54:00 PM
076001	12	$80.50	Closed	3/18/2005 10:53:00 PM
078001	14	$92.00	Closed	3/19/2005 10:54:00 PM
078002	6	$40.00	Closed	3/20/2005 10:53:00 PM

(Enter the Month/Day/Year for the Report)

Get Report Information

2.3.5 DB Download
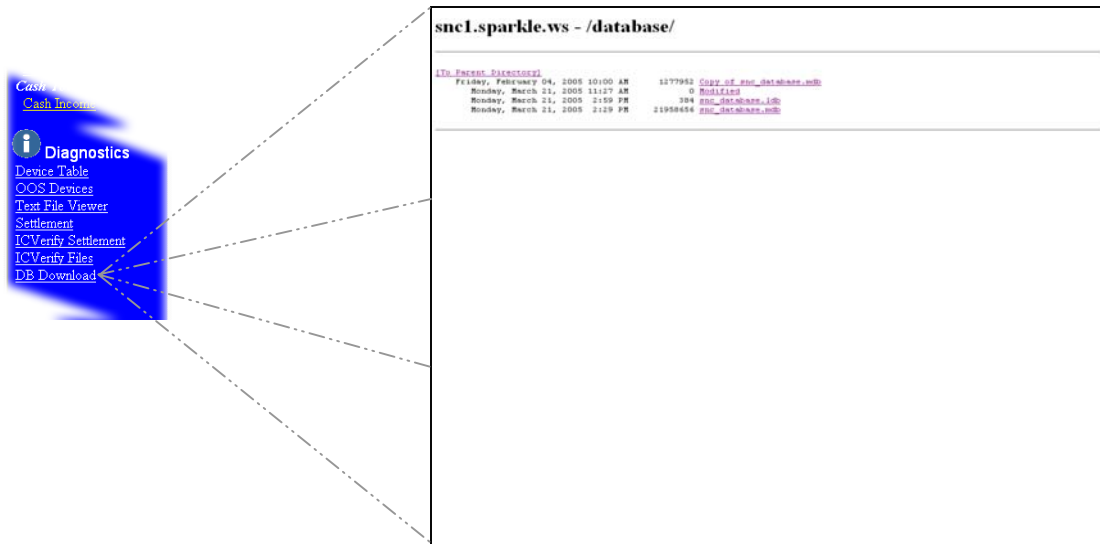
This utility is used for backing up your database to a remote location. It is recommended that you backup your database to your home or office on a regular basis. In the event of a corrupted database that can not be repaired, you will have a backup copy of the database to get your Swipe N Clean system up and running quickly.