



HOW WIZ-TEC HELPED A TRUCK AND CAR WASH COMBINE COMMERCIAL AND REGULAR CONSUMER NEEDS WITH A SINGLE PAYMENT SYSTEM.

WIZ-TEC'S SYSTEM COMBINED THE SITE'S CONSUMER AND COMMERCIAL OPERATIONS INTO ONE, ALLOWING REGULAR CONSUMERS TO PAY WITH THEIR PREFERRED PAYMENT AND COMMERCIAL CUSTOMERS TO USE CHARGE CODES WITH OPTIONAL PASSCODES DIRECTLY IN THE BAYS.

TRUCK AND CAR WASH IN ALBERTA

At the request of the subject of this study, their location and name will remain undisclosed.

- 1 Convenience store
- 1 Automatic heavy duty wash
- 1 Detail station
- 1 Heavy duty truck self-serve bay
- 10 Oversized self-serve bays

Issues

- Lack of detailed sales reports through old Exacta system
- No debit acceptance in-bay
- No tap payments in-bay
- Inefficient charge account management

Wiz-Tec's payment solutions are designed to allow car wash operations to handle regular consumer needs seamlessly alongside commercial consumer needs. This is why this Alberta truck and car wash installed Wiz-Tec's advanced car wash payment technologies and has been using them since September 2019. The ONICS Tap tellers with iPOS integration were installed in the self-serve bays and are debit, credit, and code entry enabled with touchscreen inputs for easy charge account code entry and streamlined customer experiences. The site is a very high-volume operation with both corporate and regular customers so they required a solution that combined the needs of both demographics into one system.

Solutions

- ONICS Tap Tellers
- iPOS Point of Sale Systems

- ✓ **Faster** transaction times in-store
- ✓ **Improved** charge account and sales reporting
- ✓ **Combined** consumer & commercial payment points
- ✓ **Efficient** commercial account management tools



Contact our sales team at wiz-tec.ca/contact or at **1-866-361-7846** to learn more.



THE ABILITY TO TAKE TAP AND DEBIT PAYMENTS IN THE SELF-SERVE BAYS ALLOWED CUSTOMERS TO USE THE SITE DURING THE COVID-19 PANDEMIC WITH MORE CONFIDENCE SINCE THEY WERE NO LONGER RESTRICTED TO CREDIT CARD USE ALONE

A Truck & Car Wash in the 21st Century

This site's customer base is mainly composed of regular consumers looking for a car wash with oversized bays for larger vehicles such as RVs and trailers and commercial clients. While the Exacta system in use before was capable of handling in-bay transactions (credit only) for regular customers, it fell short on being able to easily and simply manage charge accounts and pre-paid cards. The old system had difficulty with accurate reporting and efficient management of charge account usage; it was also only capable of printing physical reports which had to be manually inputted into the site's accounting software. The main reason behind this site's switch to Wiz-Tec's system was the ability to get comprehensive reports and manage these charge accounts directly from the in-store point of sale rather than aggregating the data from separate reports manually. After the initial September 2019 installation of iPOS, the wash added ONICS Tap tellers to their consumer and truck bays so they could offer tap payments for both debit and credit cards as well as in-bay code inputs for charge account usage. Wiz-Tec's system combined the site's consumer and commercial operations into one, allowing regular consumers to pay with their preferred payment and commercial customers to use charge codes with optional passcodes directly in the bays. These payment options are able to run in parallel on the same payment station and can be controlled and monitored by the attendant in real-time from the in-store point of sale.

The Results

The ability to take tap and debit payments in the self-serve bays allowed customers to use the site during the COVID-19 pandemic with more confidence since they were no longer restricted to credit card use alone. Another benefit found through the use of Wiz-Tec's point of sale system was the improved reconciliation and management of corporate charge accounts. The system in place before had to be reconciled into their accounting software manually from printed sales reports. They are now able to import the invoices right into their accounting software directly from iPOS without the need for manual data entry.

The commercial aspect of the system allows for **clients under a charge account to use a personal code and passcode at the bays**, allowing the site to record and manage usage by each employee under the account. This means that commercial customers can specify the limits each of their employees have when setting up accounts and the system will allow usage of services according to these pre-set limits. iPOS also has various **customer verification capabilities through parameter questions** that can be recorded during an in-store transaction. These can include names, license plates, mileage, and many other details a corporate client may want to know. This helps decrease the time needed per transaction in-store and reduce line ups when recording information. However, **the reports provided through iPOS are the most used feature for this site since they are easily transferable between applications, detailed, and simple to understand.**

The installation at this high-volume truck and car wash was the first one after the initial launch of Wiz-Tec's car wash technologies at the Calgary pilot site (**Go Detail**). Since the systems were still being developed to work in perfect cohesion with car wash operations, and this wash was very large in size and scale, there were some issues along the way. However, with attention from the service team at Wiz-Tec, these issues were resolved to match the wash's needs. Wiz-Tec's service team worked until the issues were resolved and came up with custom solutions to issues, implementing them as they needed.

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