



PRICE ENTERPRISES
INC

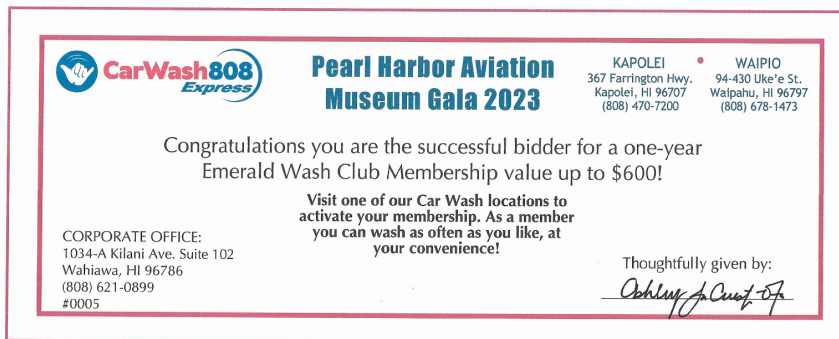
SOP 40-24CW
January 15, 2024

Emerald Wash Club Membership Certificate Redemption Procedures

Purpose: To ensure all employees understand how to properly assist customers with an Emerald Wash Club Membership (EWCM) Certificate and set-up customer’s account and subscription accordingly. These EWCM Certificates are given as donations from CarWash808 Express to various charitable organizations.

Procedures:

1. Greeter will obtain the customer’s EWCM Certificate and inform a Manager on duty.
2. Manager will review Certificate ensuring it is a valid Certificate by ensuring a wet signature by Senior Leadership.



3. Manager will set-up customer’s Washify CWA account, if customer does not already have one: (Photo 1a)
 - a. [Select] Manage Customers
 - b. [Select] Add Customer
 - c. Enter the following information:
 - i. Location
 - ii. First Name & Last Name
 - iii. Email
 - iv. Phone Number
 - v. Note: “01/11/2024: Customer came into Corporate Office to redeem his PHAM Gala 2023 - 1 Yr. EWCM. Cert. #0005. – ALO”
 - d. [Select] Save
4. Enter customer’s vehicle information: (Photo 1b)
 - a. Year, Make, Model, License Plate/ RFID

*Delete vehicle from old account if customer’s License Plate already exists.

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- b. [Select] Save And Assign:
 - i. [Select] Unlimited Prepaid
 - ii. [Select] Additional Fleet Vehicles
 - iii. [Select] Save
 - c. Revise Next Payment Date:
 - i. [Select] Action
 - ii. [Select] Edit
 - iii. Change Next Payment/ Expiration Date to: Correct date based on Certificate.
5. Print Customer's receipt and staple to EWCM Certificate. Place paperwork into Admin Folder.

Photo 1a:

Photo 1b:

| Unlimited plan | Service |
|---------------------|---|
| * Unlimited Prepaid | * Additional Fleet Vehicles |
| Price | Next Payment/Expiration Date |
| 0.00 | Next Payment/Expiration... * 1/11/2025 |

Ashley La Cuesta-Ota
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