



SOP 36-22CW September 26, 2022

CarWash808 Express Discount Procedures & Policy

Purpose: To ensure all employees are following proper procedures when issuing a discount and to eliminate any error during the transaction. Discounts are to be issued only by Supervisor/Managers or Senior Management and only for the reasons stated below. Proper documentation will be completed and submitted to the Admin Office for recordkeeping.

Discount: A deduction from the usual cost of something, typically given for prompt or advance payment or to a special category of buyers.

When is a discount issued?

- Scenario A: Customer purchased one (1) Diamond Wash, then that same visit request to purchase the Emerald Wash Club Membership.
- Scenario B: Customer purchased an Emerald Wash Club Membership, then decides to purchase the Emerald Wash Club Family Membership before next payment date.

Process of issuing a discount:

Scenario A:

- 1) Ask customer for receipt, review & confirm purchase.
- 2) Sign up customer for Emerald Wash Club Membership on the Washify POS ensuring all customer information & vehicle information is entered correctly.
- 3) Ticket screen of purchase will open.
- 4) Select [Discounts]
- 5) Select [Open Discounts]
- 6) Enter cost for Diamond Wash [\$20.94] or [\$20.00 if paid by Cash]
- 7) Select [Submit]
- 8) Proceed with credit card purchase with total equal to \$30.37 or \$31.31 if paid by Cash

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Scenario B:

- 1) Verify and confirm customers Emerald Wash Club Membership.
- 2) Sign up customer for Emerald Wash Club Membership on the Washify POS ensuring all customer information is updated & additional vehicle information is entered correctly.
- 3) Once all vehicles are updated with correct subscription (ex. Primary vehicle - Emerald Diamond Family Club, other two vehicles – Prepaid Additional Fleet)
- 4) Go to customers account on Washify CWA.
- 5) Verify account is all correct with new vehicles added.
- 6) Select Primary vehicle by selecting [Action]
- 7) Select [Edit]
- 8) Change date to yesterday's date. Select [Save]
- 9) On Washify POS update primary vehicles subscription to Primary vehicle - Emerald Diamond Family Club.
- 10) Ticket screen of purchase will open.
- 11) Select [Discounts]
- 12) Select [Open Discounts]
- 13) Enter cost for Emerald Wash Club Membership [\$51.31]
- 14) Select [Submit]
- 15) Proceed with credit card purchase with total equal to \$94.24

Recording & Documentation:

Any discounts must be properly documented on the Discount Form. This will be used to track discounts issued. It will be completed and sent to Admin Office for recordkeeping. Disciplinary action will be taken if procedures are not followed or if misuse of discounts are being issued.

Ashley La Cuesta-Ota

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