

Costco Wash Card Transfer Procedures

Purpose: To ensure all employees understand how to properly assist customers who are redeeming an invalid Costco wash card and can properly complete the wash card transfer process accordingly. The Costco wash card transfer process has been developed for efficient business accounting purposes.

Invalid Costco Wash Card: A Costco wash card that has an “expiration date” assigned in the Washify System. This does not mean it is not redeemable. The wash card transfer process must be completed.

Photos for Reference:

Costco Wash Card



CW808 Wash Card



Procedures:

1. Customer visits CarWash808 Express to redeem a Costco Wash Card.
2. Enter/ Scan Costco wash card at the KIOSK accordingly.
**Once entered or scanned, if Costco wash card does not redeem wash or allow entrance, the wash card is considered “Invalid”.*
3. Inform customer you will be issuing them a new CW808 wash card with their remaining balance.
4. Take Costco wash card into Office.
5. Check & confirm Costco wash card expiration date on Washify CWA.
6. If passed the expiration date: Check & confirm balance of Costco wash card.
7. Add a new CW808 wash card with correct remaining balance into Washify using Washify POS or Tablet
8. Enter/ Scan new CW808 wash card at KIOSK for customer.

9. Issue new CW808 wash card & receipt to customer after processing.
10. Place old Costco wash card into Admin Folder for Corporate Office.

Important Reminders:

1. Take care of Costco customer.
2. Never turn away a Costco customer.
3. If any issues occur: Take down customer contact information (name, phone number, email address) & Costco Wash Card barcode #.
4. Any issues immediately contact Director of Operations or CEO.

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