POS

Portal Manual · https://spyderwash.info/help/pos/

My Passcode

The "My Passcode" page allows Operators to change the four-digit code they use to sign in to the SpyderWash POS System. This passcode provides access to restricted reports and administrative functions within the POS system. Do not share this passcode with attendants or unauthorized users.

View Your Current Passcode

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **My Passcode**
3. The four-digit number in blue is your Passcode

Edit Your Current Passcode

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **My Passcode**
3. Enter the new passcode in the **Passcode** field
4. Click **SAVE/UPDATE** to apply and save the changes

Create an Attendant Passcode

1. Sign in to the SpyderWash Operator Portal
2. Click the **MANAGE** tab and select **Manage Attendants**
3. Click the edit ( ) icon next to the applicable attendant or user
4. Check the **POS Machine** box
5. Enter the four-digit **POS Passcode**
6. Click **UPDATE** to save your changes

POS Transactions

All POS transactions, including sales, Wash-Dry-Fold (WDF), and Pickup & Delivery (PUD), can be found on the **POS Transactions** page.

Search for a Transaction

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **POS Transactions**
3. Enter the desired search criteria
4. Click **SEARCH** to display the results

Search results can be exported in PDF, Excel, or CSV format

Located at the bottom of the page are visual representations of revenue for the selected timeframe, including a bar graph and pie chart. The bar graph and pie chart reflect the currently selected filters and date range. Operators can use these visual summaries to compare transaction volume or revenue distribution for the selected reporting period.

Manage POS System

The SpyderWash POS System can be configured from the "Manage POS System" page. Several options can be enabled or disabled based on location preferences or operational needs. Operators can also manage the Workflow Tablet Passcode and Credit Card Fee percentage.

Configure Credit Card Fee (%)

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage POS System**

3. Click the edit icon ( ) to open the settings panel
4. Enter the fee percentage in the **CC Fees (%)** field
5. Click **UPDATE** to save your changes

Edit Workflow Tablet Passcode

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage POS System**
3. Click the edit icon ( ) to open the settings panel
4. Enter the four-digit number in the **Workflow Tab Passcode** field
5. Click **UPDATE** to save your changes

Enable Text Alerts, Signature Check, Weight Check

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage POS System**
3. Click the edit icon ( ) to open the settings panel
4. Enable or disable applicable features
5. Click **UPDATE** to save your changes

Enable Text Alert: Indicates whether text message alerts are enabled for PUD orders on the POS system.

Enable Weight Check: Requires the order weight to be verified before the order can be marked as picked up.

Enable Signature: Requires a signature to be captured before the order can be marked as picked up.

Manage POS Discount

The "Manage POS Discount" page is used to create and manage discounts available within the SpyderWash POS System. From this page, Operators can configure discount details such as the discount percentage and applicable subcategory.

Please note that LC Subcategories are preconfigured as "Special," "Elite," and "Commercial," and cannot be changed.

Create a New Discount

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage POS Discount**
3. Select the applicable **Location Name** and **LC Subcategory**
4. Enter the **Discount Off (%)** amount
5. Click **+ ADD NEW DISCOUNT TYPE** to save the new discount

Edit an Existing Discount

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage POS Discount**
3. Click **Edit** next to the discount you want to modify
4. Adjust the **Discount (%)** or **LC Subcategory** as needed
5. Click **“UPDATE”** to save your changes

Delete a Discount

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage POS Discount**
3. Click the delete icon () next to the discount you want to delete
4. Click **OK** to confirm the deletion

Manage Surcharge

The "Manage Surcharge" page is used to create and manage surcharge rules that apply to Wash-Dry-Fold (WDF) and Pickup & Delivery (PUD) orders. Surcharge settings should be reviewed carefully before use, as they may affect the total amount charged to the customer during checkout.

Create a New Surcharge

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Surcharge**
3. Select the applicable **Location Name** and **Surcharge Type**
4. Enter the **Surcharge (%)** and **Surcharge Name**
    - *Optional:* Include any relevant information in the **Notes** field
5. Click **SAVE** to save the new surcharge

Edit an Existing Surcharge

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Surcharge**
3. Locate the surcharge you want to modify
4. Click **Edit** next to the surcharge
5. Adjust the surcharge percentage and details as needed
6. Click **UPDATE** to save your changes

Delete a Surcharge

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Surcharge**
3. Click the delete icon () next to the surcharge you want to delete
4. Click **OK** to confirm the deletion

Manage Category

The "Manage Category" page is used to create and manage item categories within the SpyderWash POS System. Categories allow Operators to organize inventory and service-related items into logical groups, making them easier for attendants to locate during checkout.

Create a New Category

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Category**
3. Click **+ NEW CATEGORY**
4. Select any applicable **POS Locations**
5. Enter the **Category Name**
   - *Optional:* Add any relevant details in the **Notes** field
   - *Optional:* Enable **Inventory Not Required** if inventory tracking should not apply. This is typically used for service-related categories.
6. Click **SAVE CHANGES** to create the category

Edit an Existing Category

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Category**
3. Select a location from the **POS Locations** list
4. Locate the category you want to modify
5. Click **Edit** next to the category
6. Make the necessary changes
7. Click **SAVE CHANGES** to save your changes

Delete a Category

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Category**
3. Select a location from the **POS Locations** list
4. Click the delete icon () next to the category you want to delete
5. Click **OK** to confirm the deletion

Manage Item

The "Manage Item" page is used to create and manage individual items available for sale within the SpyderWash POS System. Items are assigned to categories and may include Wash-Dry-Fold (WDF) services, retail products, laundry supplies, and other sale items.

Create a New Item

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Item**
3. Click **+ NEW ITEM**
4. Enter the **Item Name**
5. Select any applicable location(s) from the **Location** list
6. Select the appropriate **Category**
7. Enter the **Tax** rate
8. Enter the **Retail Price**
    - *Optional:* Configure any additional options, such as Barcode Number, Button Color, discount eligibility, or surcharge settings
9. Click **SAVE CHANGES** to create the item

Edit an Existing Item

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Item**
3. Select a location from the **POS Locations** list
4. Select a category from the **Category** list
5. Locate the item you want to modify
6. Click **Edit** next to the item
7. Make the necessary changes
8. Click **SAVE CHANGES** to save your changes

Delete an Item

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Item**
3. Select a location from the **POS Locations** list
4. Select a category from the **Category** list
5. Click the delete icon () next to the item
6. Click **OK** to confirm the deletion

Manage Inventory

The "Manage Inventory" page is used to track and adjust inventory quantities for items configured within the SpyderWash POS System. Operators may adjust stock levels and maintain accurate records for products and other inventory-based items.

Edit/Add Inventory

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Inventory**
3. Select a location from the **POS Locations** list
4. Select a category from the **Category** list
5. Click **Edit** or **Add Inventory** next to the item you want to update
6. Enter the quantity being added or deducted
    - *Optional:* Enter any relevant details in the **Notes** field
7. Click **SAVE CHANGES** to apply the inventory update

View Inventory History

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Inventory**
3. Select a location from the **POS Locations** list

4. Select a category from the **Category** list
5. Click the eye icon () next to the item you want to review
    - *Optional:* Enter the desired **From** and **To** date range
6. Click **SEARCH** to show the results

Issue Workflow Card

Workflow Cards are issued during initial provisioning and do not require any additional configuration. These cards may be used to start machines assigned to a WDF order. Operators can compare machine activity with card activity to determine whether a machine was started without an assigned order. For increased accountability, when enabled, the "Workflow Verification" setting requires attendants to select a Workflow Card when assigning an order to a washer or dryer.

Manage Workflow Card

The "Manage Workflow Card" page is used to manage Workflow Cards within the SpyderWash POS System. From this page, Operators can assign Workflow Cards to attendants and enable or disable the "Workflow Verification" setting.

Search for a Workflow Card

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Workflow Card**
3. Select a location from the **Base Location** list
4. Enter the **Loyalty Card #**
    - *Optional:* Select a date range using the **Card Issued Between** and **And** fields

- *Optional:* Select the desired **Status**

5. Click **SEARCH** to display the results

Assign a Workflow Card

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Workflow Card**
3. Select a location from the **Base Location** list
4. Enter the **Loyalty Card #**
5. Click **SEARCH** to display the results
6. Click the plus icon () to choose an attendant
7. Select the attendant from the **Attendant Name** list and click **SAVE**

Workflow Verification Setting

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Workflow Card**
3. Select a location from the **Base Location** list
4. Click **SEARCH** to display the setting for the selected location
5. Select or clear the checkbox to enable or disable **Workflow Verification**

WDF Position

Before an order can be assigned to a machine, WDF Position numbers must be configured on the "WDF Position" page. Each washer or dryer that will be used for WDF order assignment must have a WDF Position assigned. The "WDF Position" number is separate from the machine "Position #," although both numbers may be the same.

Assign WDF Positions

1. Sign in to the SpyderWash Operator Portal

2. Click the **POS** tab and select **WDF Position**
3. Select the applicable location from the **POS Locations** list
4. Click **Edit** and scroll to the bottom of the page
5. Enter the four-digit **WDF Position** number
    - The WDF Position number is separate from the machine - assigned Position # and is used specifically for order tracking.
6. Enter the **Estimated Run Time** for the selected machine
    - When a machine is assigned to an order, the order status will change to red to indicate that the machine is currently in use. Once the runtime duration has elapsed, the order status will change to green.
7. Click **UPDATE** to assign the Position

Edit WDF Positions

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **WDF Position**
3. Select the location from the **POS Locations** list
4. Locate the machine you want to modify
5. Click **Edit** next to the machine
6. Enter the new four-digit **WDF Position** # or **Estimated Run Time**
7. Click **UPDATE** to save your changes

Manage PUD

The “Manage PUD” page is used to configure PUD settings for the SpyderWash POS system. These settings control how PUD orders are processed through the POS system and Mobile App. Operators can manage Wallet balance, PUD availability, driver instructions, base pricing, and minimum weight.

Configure Wallet Amount

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage PUD**
3. Click the plus icon () next to the **Configure Wallet Amount** section
4. Enter the **Recharge Amount ($)**
5. Click **RECHARGE** to proceed to payment
    - A transaction fee of 3.99% + $0.15 will apply for each recharge.
6. Enter the required payment details into the portal
7. Complete the payment process

Configure PUD Schedule, Driver Instructions, Base Price & Weight

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage PUD**
3. Click the plus icon () next to the **Configure PUD Schedule, Driver Instructions, Base Price & Weight** section
4. Review or update PUD settings
5. Click **SAVE** to confirm the changes

POS Location: The location for which the PUD settings are being configured.

Min Weight: The minimum billable weight required for an order.

DoorDash Additional Delivery Fee: The $ amount added to PUD orders in addition to the order total and applicable DoorDash fees.

Pick Up Instructions: Location-specific instructions provided to the DoorDash driver for the pickup portion of the order.

PUD Start Time: The earliest available time for PUD service at the selected location.

Base Price Per Pound: The standard per-pound rate charged for PUD orders at the selected location.

Location Phone Number: The phone number associated with the selected location.

Specific Days: The days of the week when PUD is available for the selected location.

Drop-Off Instructions: Location-specific instructions provided for the delivery or drop-off portion of the order, such as where the order should be left.

PUD Close Time: The latest available time for PUD service at the selected location.

Create Checklist Task

The "Create Checklist Task" page is used to create and manage tasks that can be assigned to attendants through the Attendant Checklist feature. Once tasks are created, they can be assigned to specific shifts, days, times, and locations from the "Manage Attendant Checklist" page.

Create a Checklist Task

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Create Checklist Task**
3. Enter the **Task Name**
4. Click **SAVE** to create the task

Edit a Checklist Task

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Create Checklist Task**
3. Locate the task you want to modify
4. Click the edit icon ( ) next to the task
5. Make any necessary changes
6. Click **UPDATE** to save your changes

Delete a Checklist Task

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Create Checklist Task**
3. Click the delete icon ( ) next to the task you want to delete
4. Click **OK** to confirm the deletion

Manage Attendant Checklist

The "Manage Attendant Checklist" page is used to configure which tasks are assigned to attendants. Operators can enable or disable the "Enable Attendant Checklist" feature, assign tasks to a location, define start and end times, and determine which days of the week tasks should apply. Checklist tasks must be created from the "Create Checklist Task" page before they can be assigned from the "Manage Attendant Checklist" page.

Create Attendant Checklist

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Attendant Checklist**
3. Click **ADD NEW TASK** to assign a new task
4. Configure the task details, such as **Shift Type** and **POS Location**
5. Click **SAVE** to save your changes

Edit Attendant Checklist

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Attendant Checklist**
3. Select a location from the **POS Location** list
    - *Optional:* Select the applicable **Shift Type**
4. Click **SEARCH** to display the checklist tasks
5. Click the edit icon ( ) next to the checklist task you want to modify
6. Make any necessary changes
7. Click **UPDATE** to apply the changes

Enable/Disable Attendant Checklist

When the "Enable Attendant Checklist" feature is enabled, attendants are required to complete the assigned tasks during their shift. If a task cannot be completed, the attendant must enter a

comment explaining why the task was not completed.

1. Sign in to the SpyderWash Operator Portal
2. Click the **POS** tab and select **Manage Attendant Checklist**
3. Select a location from the **POS Location** list
4. Select or clear the checkbox to enable or disable the **Attendant Checklist** feature