Registration

Guides · https://spyderwash.info/help/register/

Getting Started

If you have not registered yet, you can do so by completing our online Registration Form. Please use your billing address when completing the registration form, and provide us with the address of your laundromat when submitting the merchant forms.

Merchant Forms

Once registration is complete, you will need to fill out and email the following merchant forms to activations@setomaticsystems.com. You will also receive a welcome email with these merchant forms attached.

EFT Authorization and Substitute W-9 Cert

Embedded media: https://spyderwash.info/wp-content/uploads/EFT-Authorization-and-Substitute-W-9-Cert.pdf

Download

ePort Connect Laundry Service Agreement

Embedded media: https://spyderwash.info/wp-content/uploads/ePort-Connect-Laundry-Service-Agreement-for-Laundromat-2024.pdf

Download

Configuration Chart

To add the SpyderWash equipment to your account, the Machine Configuration Chart must be completed and sent to support@setomaticsystems.com. The template below includes examples of the information we require.

Machine Configuration Chart with Examples (PDF)

Embedded media: https://spyderwash.info/wp-content/uploads/SpyderWash-Machine-Configuration-Chart-with-Examples-PDF.pdf

Download

Machine Configuration Chart with Examples (Excel)

Download

Operator Portal



You can manage your SpyderWash account from the Operator Portal.

From here, you can also edit location details, view reports, adjust pricing, and much more.

Our online manual provides an in-depth walkthrough of the features and functionality of your SpyderWash portal.

View Portal Manual

Explanation of Fees

Setomatic Systems—SpyderWash Fees

A monthly service fee of $59.95 per location and $19.95 per Platinum Kiosk (only applicable if a Kiosk is on-site) will be billed by Setomatic Systems on the first of each month. This is for web-hosting, reporting, machine availability, phone support, loyalty card management, and all future web-based software upgrades.

If you transfer ownership of your SpyderWash account and/or equipment, a one-time, non-refundable fee will apply. Once that fee is paid, the new owner will have access to the SpyderWash Operator Portal and our products and services. This fee covers administrative costs incurred by Setomatic Systems.

Cantaloupe *(formerly USA Tech)* Fees

Our processing partner, Cantaloupe, handles the credit card processing fees and deposits. Their rate is 2.99% + $0.15 per batch. Any fees charged by the processor will be deducted before your payment deposit, so there is no monthly invoice to remember to pay. Cantaloupe offers a blended rate fee for its services. When you process a payment, you will generally pay 2.99% of the transaction amount plus $0.15 per "customer batch." This blended fee ensures that small and large transactions are covered efficiently.

Schedule A—Fees

BLENDED RATE CARD PROCESING FEES	US Blended Rate Fee	Canada Blended Rate Fee	Average Card Purchase Amount *Customer Selection*
Average Card Purchase Amount – $8.00 - $13.00	2.99% + $0.15	2.99% + $0.15	X_____ Initial Here

1. If the semi-annual Card Associations Interchange or Processor fee increases are in excess of the stated processing fees above, with a 30-day written notice CTLP has the right to increase rates and pass through to Customer
2. The transaction processing rates are predicated upon the indicated average card purchase amount and upon 30-days of initial transaction processing, the average card purchase price and rate will be reviewed.
3. Customer agrees that if the average card purchase amount is above or below the customer selected average purchase amount, then CTLP may adjust the rate according to the schedule provided upon written notice.
4. The card processing and service fees will be in effect for the calendar year 2024. CTLP reserves the right to adjust the card processing and service fees at the beginning of each calendar year, with thirty-day (30) written notice to Customer.
5.

Chargeback Fees	US Dollars	Canadian Dollars
Consumer Chargeback Fee per item + Actual Transaction Amount	$10.00	$10.00

Annual Network Service Fees (per Laundry Store)	US Dollars	Canadian Dollars	INITIAL *Your Monthly Service Option*
Annual License & Service Fees per Laundromat Store	$75.00	$75.00	X_____ Initial Here

- **Blended Rate Fee (combines two components)**
  - **Percentage Rate:** Cantaloupe charges a percentage of the transaction volume. Specifically, the rate is 2.99%
  - **Fixed Transaction Fee:** In addition to the percentage, there is a fixed transaction fee of $0.15 per customer batch, not individual transaction

The fixed transaction fee of $0.15 is applied per batch, not per individual swipe. In small-ticket industries like laundry, there's a maximum dollar amount that must be reached before another batch is required, usually $15.00. This means that if a customer spends more than $15.00, it results in two charges of $0.15.

SeedLive Reports

Cantaloupe provides customers with a SeedLive report Monday through Friday that includes details for all card transactions. Saturday and Sunday will be included in Monday's SeedLive Report. Their system will always email a Payment Detail Report against each payment. The deposit reports are only accessible from seedlive.com, and Setomatic Systems–SpyderWash does not have access to them. Cantaloupe provides three daily reports and an optional fourth report for Payment Reconciliation.

- **Sales Activity by Batch Report:** All the gross credit sales from the prior day
- **Payment Detail for EFT Report:** After payment, the summary with the fees showing
- **Transactions Included in EFT Report:** After payment, the gross transactions being paid
- **Payment Reconciliation Report:** All payments made, including a column for Gross transactions and Processing fees charged

To manually run this report in SeedLive:

1. Log in to SeedLive and go to Reports > Saved Reports > Daily Operations
2. Look for the Payment Reconciliation report, but do NOT click the link; click the CSV icon to the right of the file name
3. The next page will ask you for a date range. The report will include any payments made between the two dates you enter, regardless of the dates of the transactions
4. Click the Run Report button
5. You will see a Pick Up Later button come up; you can click that and go to the Reports > Recent Reports tab to watch for the report to complete
6. Once you see the Status change to 'New Report', click on that to open the report in Excel