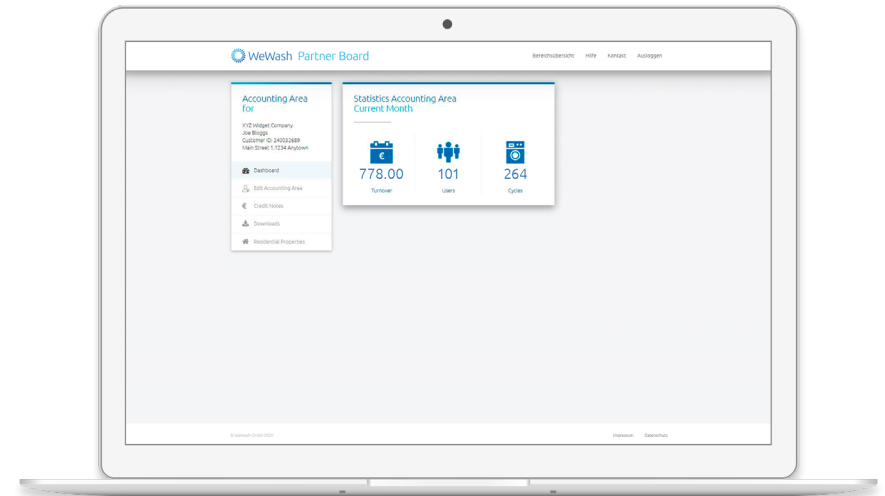




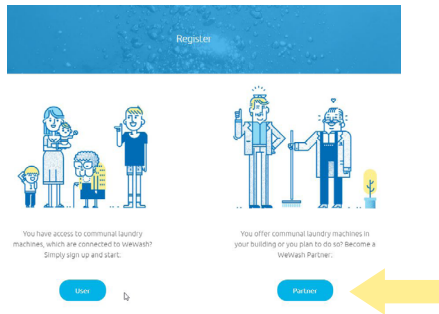
Partner Board Instructions



Overview

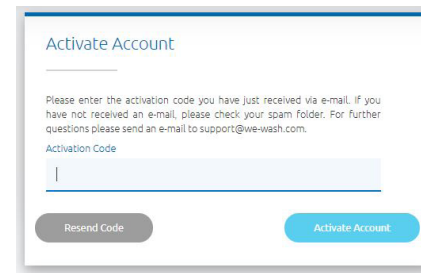
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1. Registration



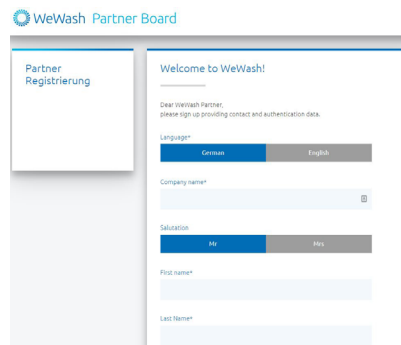
Step 1

Go to www.we-wash.com/en
Click on "Register now" and then select "Partner".



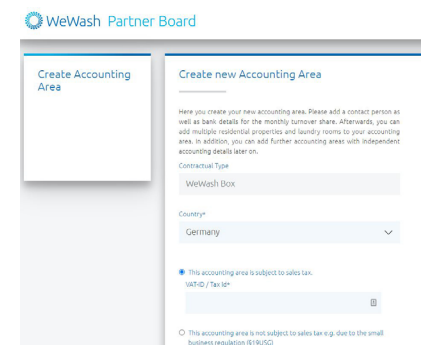
Step 3

Activate the account.
The activation code will be sent to the given e-mail address.



Step 2

Enter the contact information for the account holder.

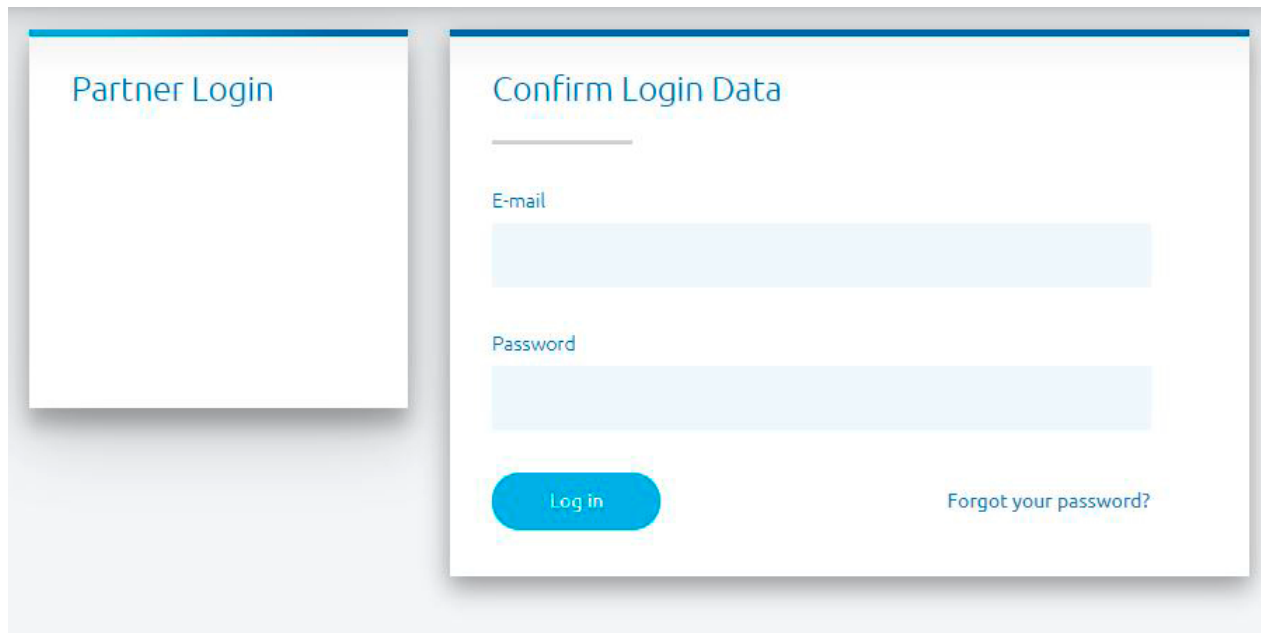


Step 4

Enter the accounting address for the credit notes as well as the bank details for your accounting area.

2. Login

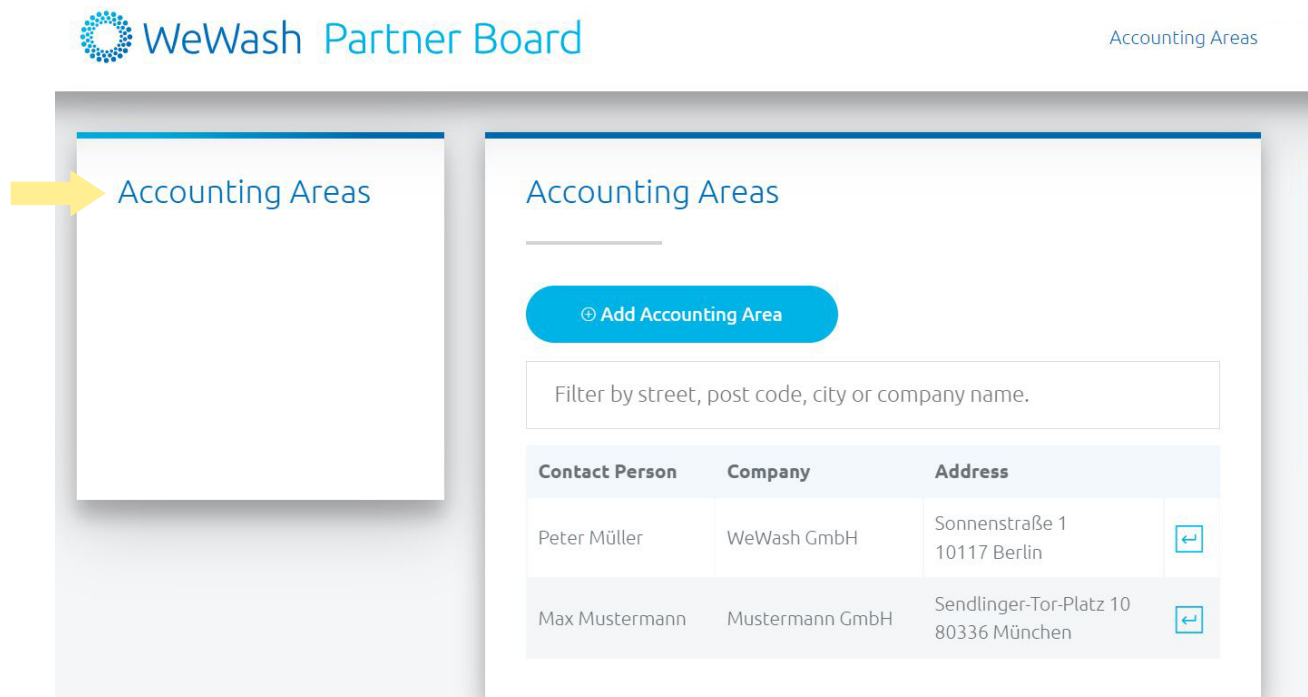
Go to partner.we-wash.com and log in to your account



The image shows a screenshot of a web application's login interface. On the left, there is a white box with the text "Partner Login". To its right is a larger white box titled "Confirm Login Data". This box contains two input fields: "E-mail" and "Password", both with light blue backgrounds. Below the "E-mail" field is a horizontal line. At the bottom left of the "Confirm Login Data" box is a blue rounded button with the text "Log in". At the bottom right is a link that says "Forgot your password?".

3. Accounting Area Overview

One account for all Accounting Areas



Accounting Area Overview

The **Accounting Area Overview** shows all your accounting areas.

If required, you can manage several accounting areas simultaneously with one WeWash Partner Board account.

Accounting Area

One or more residential properties and laundry rooms with **identical contact person and accounting information** can be managed under one accounting area.

If any of this data differs between your residential properties, then you are required to set up a **new accounting area**.

3. Accounting Area Overview

One account for all Accounting Areas



Accounting Areas

You can always return to the Accounting Area Overview using the higher-level menu.

Adding a new Accounting Area

You can add new accounting areas by clicking on "Add Accounting Area" in the Accounting Area Overview.

Accessing an Accounting Area

In order to edit an accounting area and view the statistics, click on the arrow button in the line for the selected accounting area.

Contact Person	Company	Address	
Peter Müller	WeWash GmbH	Sonnenstraße 1 10117 Berlin	↩
Max Mustermann	Mustermann GmbH	Sendlinger-Tor-Platz 10 80336 München	↩

4. Accounting Area

4.1 Statistics – Overview of an Accounting Area

The screenshot displays a user interface for an accounting area. On the left is a navigation menu with the following items: 'Accounting Area for' (with company details: Mustermann GmbH, Max Mustermann, Customer ID: 250032536, Sendlinger-Tor-Platz 10, München), 'Dashboard' (highlighted with a yellow arrow), 'Edit Accounting Area', 'Credit Notes', 'Usage Data', 'Downloads', and 'Residential Properties'. The main content area is titled 'Statistics Accounting Area Current Month' and features three data cards: 'Turnover' (906.80 €), 'Users' (149), and 'Cycles' (335). A 'View more details' link is located at the bottom right of the statistics area.

Category	Value
Turnover	906.80
Users	149
Cycles	335

Everything at a glance

Your statistics are displayed in the selected accounting area under the menu item “Dashboard”. This gives you an overview of the monthly usage in the selected accounting area.

Turnover

Turnover of all washing and drying cycles in the current month.

Users

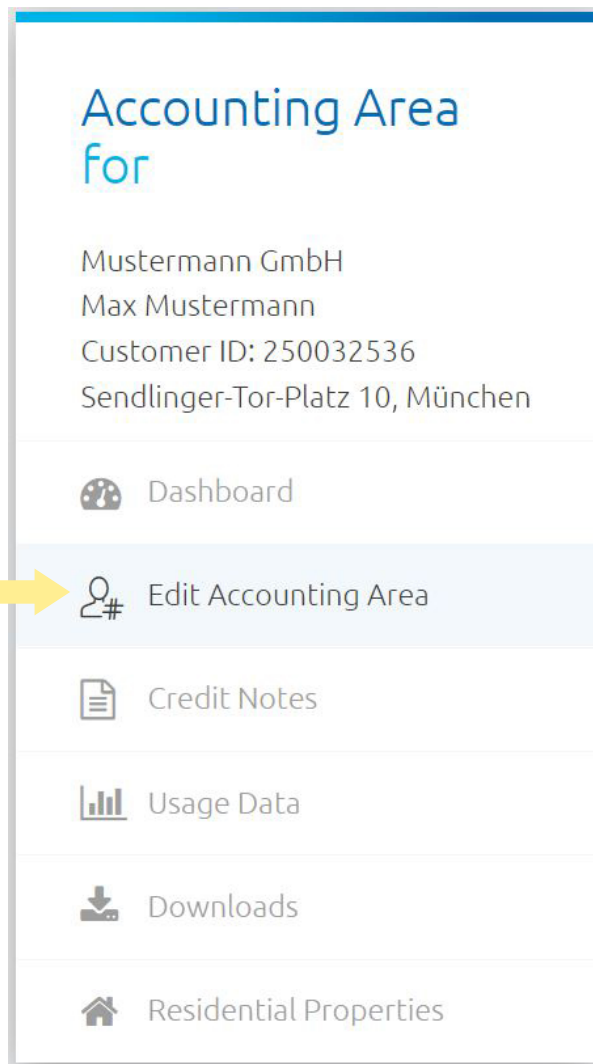
Number of users who have booked at least one washing or drying cycle in this month.

Cycles

Total of the completed washing and drying cycles in the current month.


4. Accounting Area

4.2 Accounting Area Data – Edit contact data and accounting details



Editing an Accounting Area

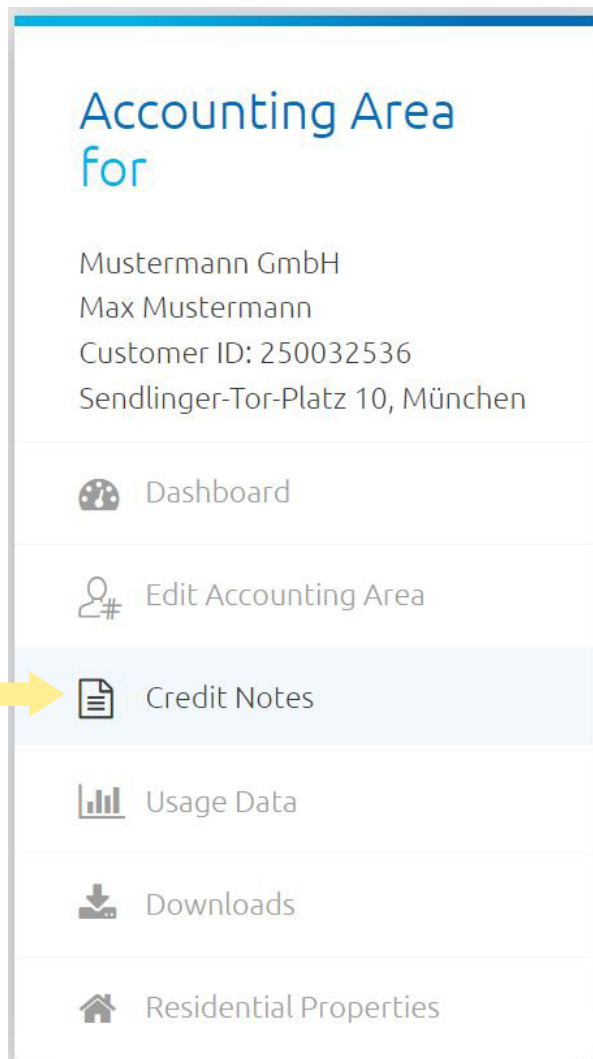
Under “Edit Accounting Area” you can always keep the contact details as well as the accounting address used for credit notes and the bank details up to date.

Clicking on  [Edit](#) opens the editing mode and the data can be modified.

We need your billing data in order to regularly transfer your revenue share to you.

4. Accounting Area

4.3 Credit Notes – Download the monthly Credit Notes



Overview of all Credit Notes

At the beginning of the month, you will receive your credit note via e-mail to the e-mail address indicated for this accounting area.

You can also find all credit notes under "Credit Notes" in the accounting area and can download them as a PDF-file if needed.

4. Accounting Area

4.4 Usage Data

Accounting Area for

Mustermann GmbH
 Max Mustermann
 Customer ID: 250032536
 Sendlinger-Tor-Platz 10, München

- Dashboard
- Edit Accounting Area
- Credit Notes
- Usage Data**
- Downloads
- Residential Properties

Usage Data

2022

Month	Cycles	Turnover
9	335	€906.80
8	1900	€5,150.20

Usage Data

The monthly number of cycles and total revenue of your laundry rooms are displayed in graphs and tables under "Usage Data".

Click the year and the arrow button beside each month to open the detailed monthly overview of the cycles in your laundry rooms. You have the option of downloading the overview as a CSV file with the "Download as CSV" button here.

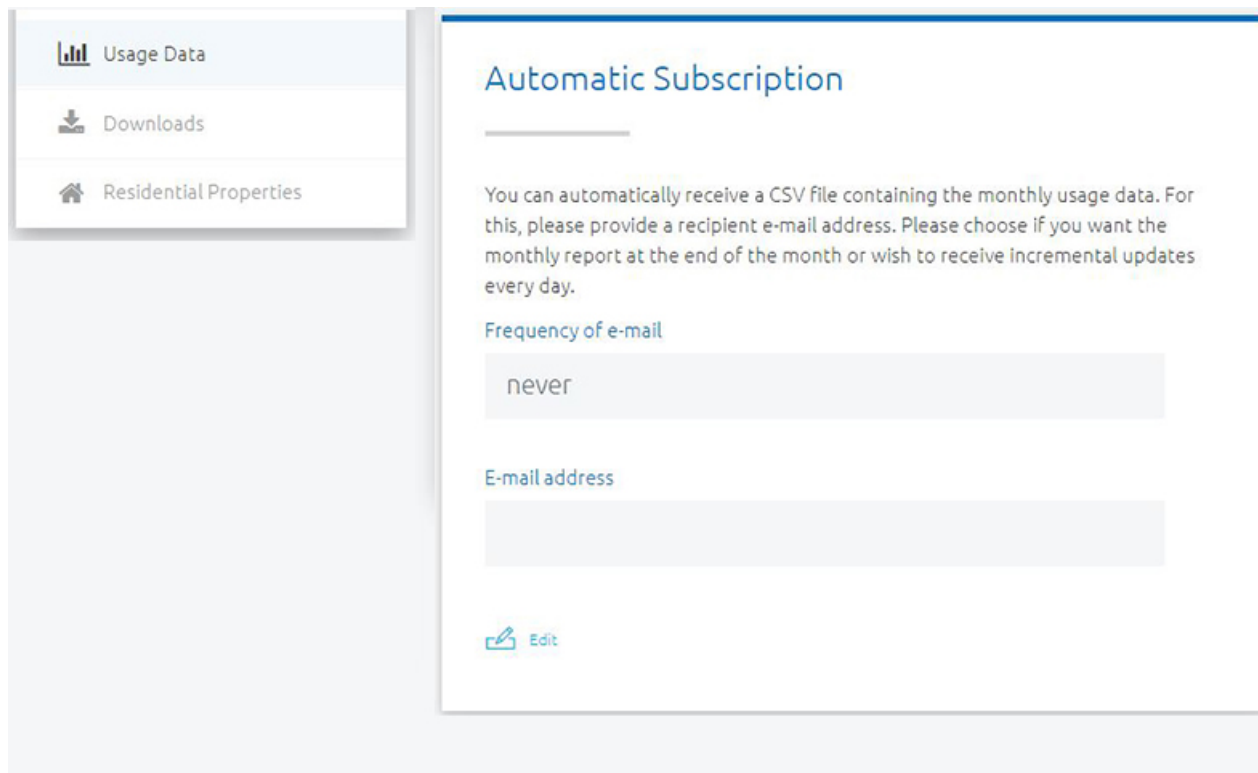
Usage Data August 2022

Download as CSV

When	Appliance	Laundry Room	Price
31.8.2022, 23:06:38	W2	Waschraum B Müllerstraße 25...	€2.00
31.8.2022, 21:08:18	T1	Waschraum Sonnenstraße 1...	€1.50
31.8.2022, 19:38:42	W1	Waschraum Sonnenstraße 189...	€2.00

4. Accounting Area

4.4 Usage Data – Automatic Subscription



The screenshot shows a web interface with a sidebar on the left containing three menu items: 'Usage Data' (with a bar chart icon), 'Downloads' (with a download icon), and 'Residential Properties' (with a house icon). The main content area is titled 'Automatic Subscription' and contains the following text: 'You can automatically receive a CSV file containing the monthly usage data. For this, please provide a recipient e-mail address. Please choose if you want the monthly report at the end of the month or wish to receive incremental updates every day.' Below this text are two form fields: 'Frequency of e-mail' with a dropdown menu currently set to 'never', and 'E-mail address' with a text input field. At the bottom left of the form is an 'Edit' button with a pencil icon.

Automatic Subscription

In the lower section of the “Usage Data” area you can set the receipt of usage data per month in the form of a CSV file. For this, please enter the e-mail address of the recipient and choose whether you would prefer a final report at month’s end or a daily update.

Importing a CVS file in Excel

Open the Excel table in which you want to save the file and click on “Data” on the top bar. Choose “Get data” > “From file” > “From text/CSV”. Choose the CSV file and click on “Load”.

4. Accounting Area

4.5 Downloads

The screenshot shows the Accounting Area interface. On the left is a navigation menu with the following items: Dashboard, Edit Accounting Area, Credit Notes, Usage Data, Downloads (highlighted with a yellow arrow), and Residential Properties. The main content area is divided into two sections:

Accounting Area for

Mustermann GmbH
Max Mustermann
Customer ID: 250032536
Sendlinger-Tor-Platz 10, München

User Information Material

Name	Language	
User Information	German	
User Information	English	

Laundry Room Information Material

Name	Language	
Price List Laundry Room	German/English	
Laundry Room Poster	German	

Information Material

Under “Downloads” you can find our current digital information material for your users and laundry rooms. We are happy to send you the printed version by post.

Please contact installation@we-wash.com for this.

4. Accounting Area

4.6 Residential Properties – Setting up and managing

Overview of all Residential Properties

Under “Residential Properties” you see all residential properties set up for the selected accounting area displayed in a table with the following data:

- Current monthly turnover
- Number of monthly users
- Number of laundry rooms for this residential property

Managing a Residential Property

To edit the data or set up new laundry rooms for this residential property, click on the arrow button in the corresponding property address line.

Adding a Residential Property

Set up a new residential property by clicking on “Add Residential Property”. Then enter the data.

Accounting Area for

Mustermann GmbH
Max Mustermann
Customer ID: 250032536
Sendlinger-Tor-Platz 10, München

- Dashboard
- Edit Accounting Area
- Credit Notes
- Usage Data
- Downloads
- Residential Properties**

Residential Properties

Filter by street, post code or city name.

Residential Property	Turnover	Users	Laundry Rooms	
Sonnenstraße 1	500.00 €	101	2	↔
Sonnenstraße 189	1029.00 €	169	3	↔
Müllerstraße 25	945.00 €	164	2	↔
Herrmanstraße 13A	29.00 €	12	1	↔
Hamburgerstraße 25	500.00 €	87	1	↔

[Add Residential Property](#)

4. Accounting Area

4.6 Residential Properties – Setting up and managing

Residential Property Overview

For every property, the following data for the current month can be viewed:

- Turnover
- Number of users
- Number of washing and drying cycles

Overview of all Laundry Rooms

For the selected residential property, all laundry rooms can be managed and new laundry rooms can be added.

Editing a Residential Property

You can edit the residential property data here.

The screenshot displays the Accounting Area interface. On the left is a navigation sidebar with the following items: Dashboard, Edit Accounting Area, Credit Notes, Usage Data, Downloads, Residential Properties (highlighted), Müllerstraße 25 (selected), Washing room B, and Washing room C. The main content area is divided into two sections. The top section, titled 'Statistics Residential Property Current Month', shows three key metrics: Turnover (945.00 €), Users (164), and Cycles (378). The bottom section, titled 'Müllerstraße 25 Laundry Rooms', features an 'Edit Residential Property' button (indicated by a yellow arrow), a table of laundry rooms, and an 'Add Laundry Room' button. The table lists two laundry rooms, each with 5 appliances.

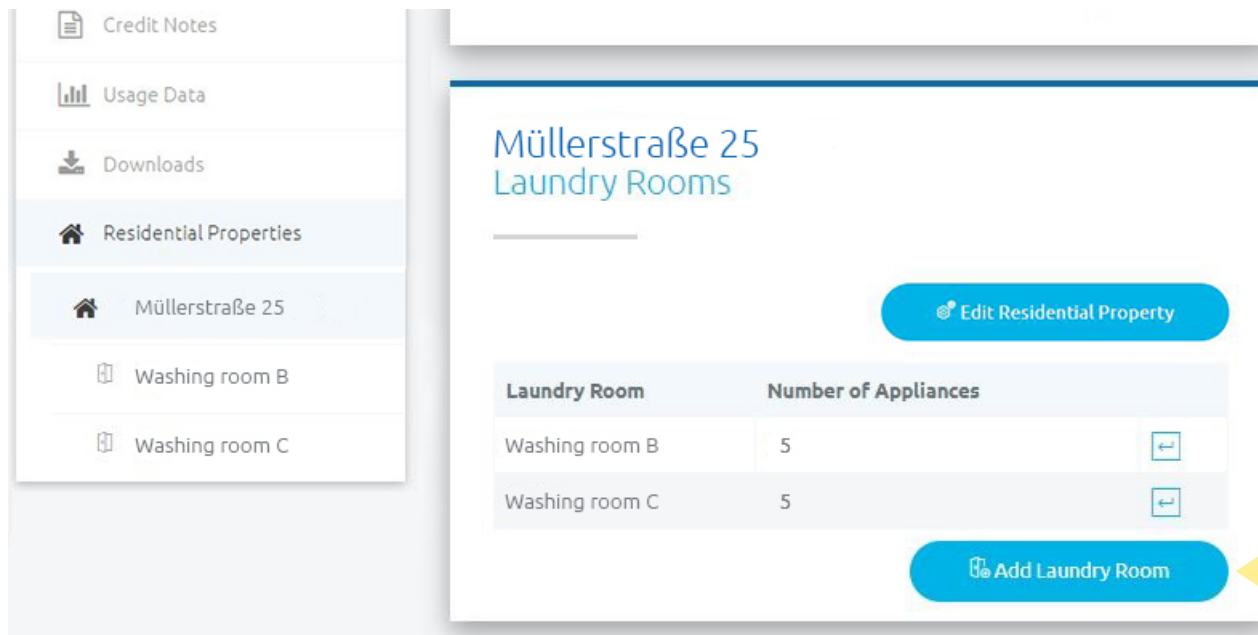
Laundry Room	Number of Appliances
Washing room B	5
Washing room C	5

4. Accounting Area

4.7 Laundry Rooms – Setting up and managing

Please note:

The successful creation of a laundry room also includes setting up the individual appliances (see the following item 4.8 “Appliances – Setting up and managing”). Once the appliances are completely set up, then the virtual laundry room appears in the WeWash App.



Müllerstraße 25
Laundry Rooms

Edit Residential Property

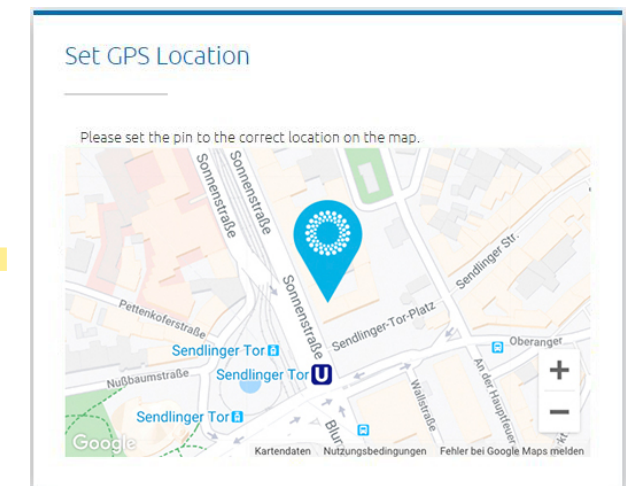
Laundry Room	Number of Appliances
Washing room B	5
Washing room C	5

Add Laundry Room

Adding a Laundry Room

To set up a new laundry room select “Add Laundry Room”.

Then enter the data for the specific laundry room, verify the location and specify the prices per cycle.



Set GPS Location

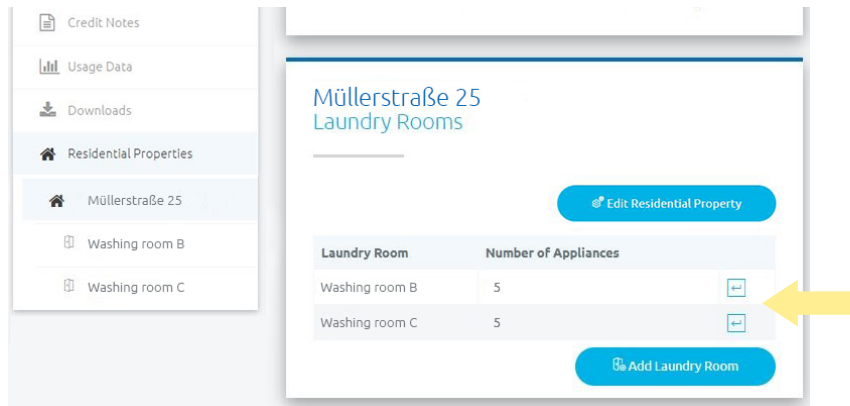
Please set the pin to the correct location on the map.

Google

Kartendaten Nutzungsbedingungen Fehler bei Google Maps melden

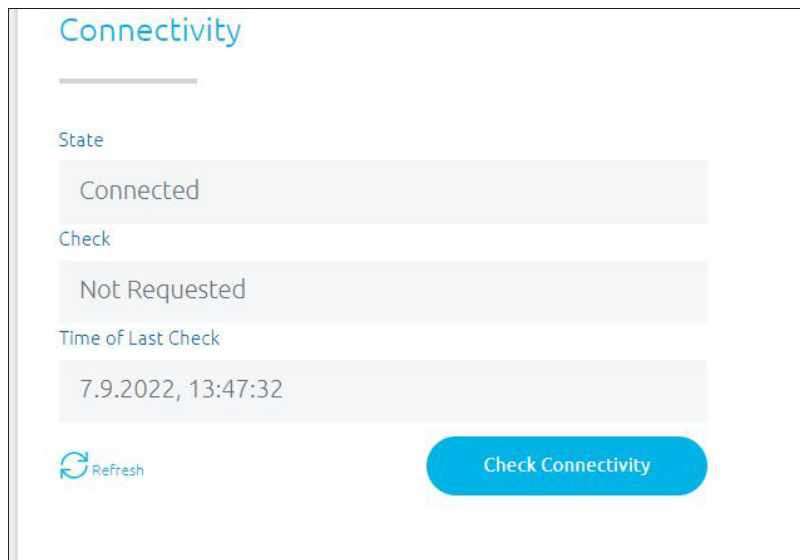
4. Accounting Area

4.7 Laundry Rooms – Setting up and managing



Managing a Laundry Room

To process the laundry room data click on the arrow button of the respective laundry room row.



Connectivity

You will find the “Connectivity” area in every virtual laundry room. Please check connectivity for new installations, particularly when the status is “Unverified”. To do this, please click on “Check connectivity” and then on “Update”.

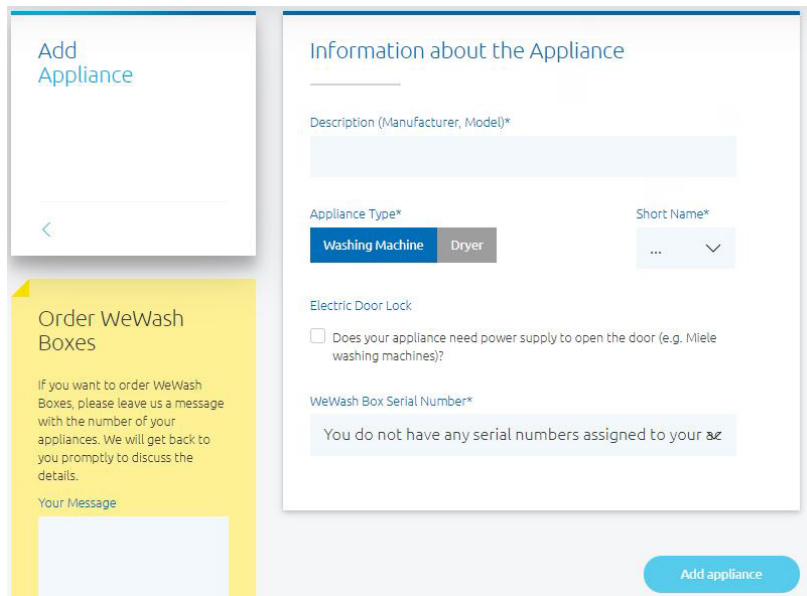
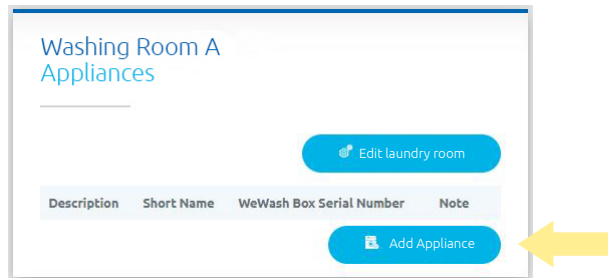
The prerequisite being that the hub is connected to power.

The status can be:

- Unverified: the connectivity was not yet checked.
- Connected: the hub, and therefore the laundry room, are online.
- Disconnected (< 15 Min.): the hub, and therefore the laundry room, have been offline for less than 15 minutes.
- Disconnected (< 60 Min.): the hub, and therefore the laundry room, have been offline for less than 60 minutes.
- Disconnected (> 60 Min.): the hub, and therefore the laundry room, have been offline since more than 60 minutes. In this case, please check whether the hub is still connected to the power and that the LED is lit blue constantly.

4. Accounting Area

4.8 Appliances – Setting up and managing



Adding Appliances

To set up an appliance, click on “Add Appliance” in the selected laundry room.

Information about the Appliances

Description

We recommend that you name the appliance with the manufacturer’s description (e.g., Bosch Home Professional WTY87641CH).

Appliance Type

Please select whether the appliance is a washing machine or a dryer.

Short Name

You will receive the short name (W1, T1, etc.) on a sticker in order to be able to identify the appliances in the laundry room. This way, the users can identify which appliance they have reserved. The stickers are included in the installation material when the **WeWash Boxes** are delivered.

Electric Door Lock

Does this appliance need power supply to open the door? If yes, then please tick the box. (e.g., Miele washing machines, exception: Miele Professionals that were connected via the payment device terminal).

WeWash Box Serial Number


To activate your **WeWash Box** serial number, send an e-mail to installation@we-wash.com and indicate your account e-mail address, the accounting area and the serial number for the **WeWash Boxes** so that we can assign them to you. Once they have been assigned, you can select them. You can find the serial number on every **WeWash Box** on the silver sticker on the right hand side of the box (e.g., W4XXXXXX).

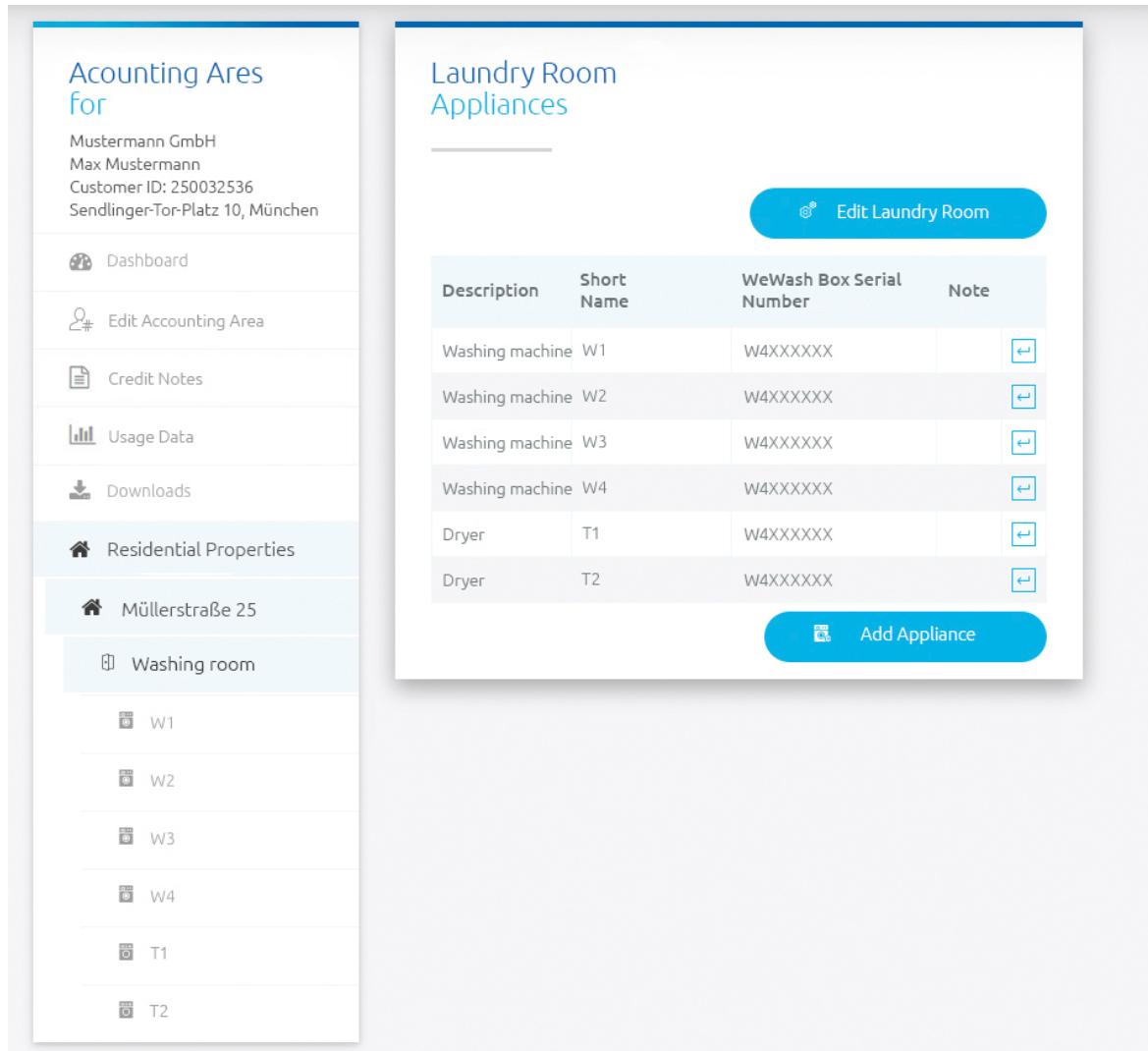


4. Accounting Area







4.8 Appliances – Setting up and managing

Navigation

You have the option of navigating between residential property, laundry room and appliances either in the structure tree on the left hand side or by using the arrow button at the end of the line. 



The screenshot displays the software interface. On the left is a navigation sidebar with the following items: Accounting Area (Mustermann GmbH, Max Mustermann, Customer ID: 250032536, Sendlinger-Tor-Platz 10, München), Dashboard, Edit Accounting Area, Credit Notes, Usage Data, Downloads, Residential Properties (Müllerstraße 25), Washing room (W1, W2, W3, W4, T1, T2). The main content area is titled 'Laundry Room Appliances' and features an 'Edit Laundry Room' button. Below this is a table with the following data:

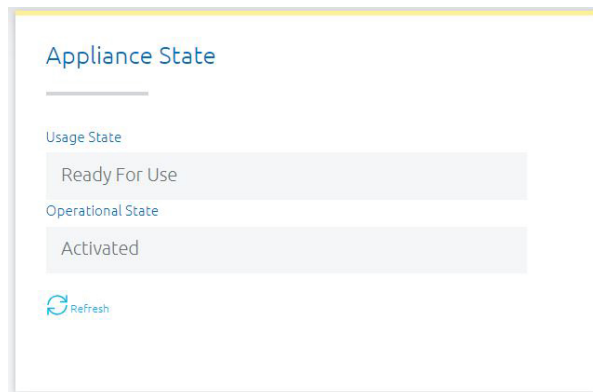
Description	Short Name	WeWash Box Serial Number	Note
Washing machine	W1	W4XXXXXX	
Washing machine	W2	W4XXXXXX	
Washing machine	W3	W4XXXXXX	
Washing machine	W4	W4XXXXXX	
Dryer	T1	W4XXXXXX	
Dryer	T2	W4XXXXXX	

At the bottom of the main content area is an 'Add Appliance' button.

4. Accounting Area

4.8 Appliances – Setting up and managing

After adding a new appliance, beside the information about the appliance, you will see two further screens, namely “Appliance State” and “Test Cycle”.



Appliance State

Usage State

Shows whether the appliance is displayed as available in the user app. Possible status are:

- **Ready For use:** The appliance is connected to our booking system and we can reach it through the mobile network. This can be seen on the WeWash Box with a steady blue LED light.
- **Disabled:** The appliance is deactivated or has been deleted.
- **In Use**

Operational State

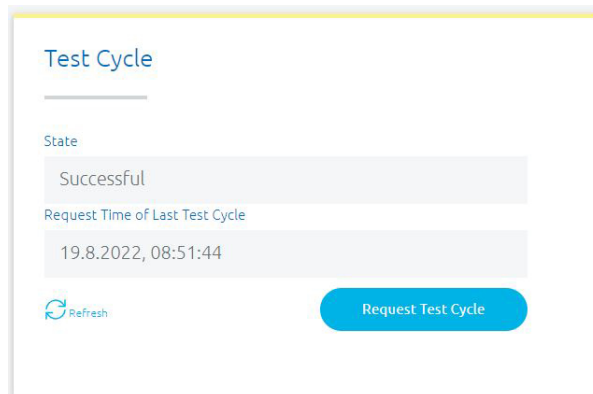
Shows whether the appliance is activated, deactivated for maintenance, or is running a test cycle.

Possible status are:

- **Activated:** The appliance is activated for reservations in the app.
- **Deactivated for Maintenance:** The appliance was deactivated by our support team because of user or partner information and the corresponding error analysis. In this status, the appliance cannot be reserved by users and does not appear in the app for selection. The operational contact person indicated by you will be contacted by our technical support in the case of an appliance deactivation in order to solve the problem.
- **Test Cycle Activated**
- **Deactivated, Test Cycle failed:** In this case, you can request a new test cycle, see following page, or contact us for an analysis of the possible cause.

4. Accounting Area

4.8 Appliances – Setting up and managing



Test Cycle

When requesting a test cycle the appliance will immediately be deactivated for app reservations. At the same time, the appliance is automatically unlocked within a few minutes so that the test cycle can be started in the laundry room within 16 hours. The appliance is activated after the successful / expired test cycle.

Status:

- Successful
- Requested
- Appliance can be started
- Appliance is running
- Analysing data
- Cancelled
- Failed
- Expired

5. FAQs – Frequently asked questions and answers

Where can I change the prices?

The prices can be specified individually per laundry room. By clicking on “Edit Laundry Room” you can modify these if needed: “Residential Property” > “Laundry Room” > “Edit Laundry Room”.

Can I make price changes in advance, for example for a specific date or specific time of day?

Unfortunately, it is not possible to make a scheduled price change. Once the price has been changed and saved in the Partner Board, the usage price applies immediately for the next reservation.

Can I delete residential properties and/or laundry rooms?

No, you cannot delete residential properties or laundry rooms in the Partner Board. Please contact operations@we-wash.com for any questions you might have about this.

Do you have any additional questions?

Please contact us via e-mail at installation@we-wash.com or call us at [+49 89 740 55 44 30](tel:+4989740554430).