WeWash

Partner Board Instructions
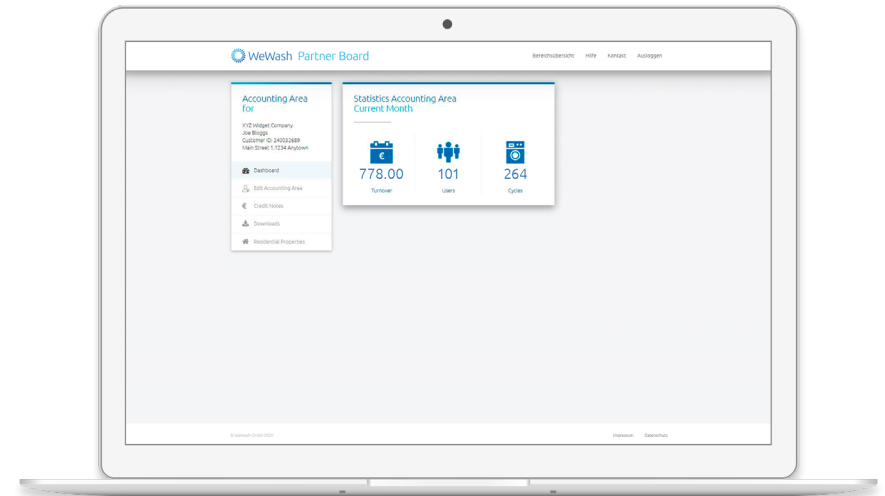
Overview

1. Registration

Step 1

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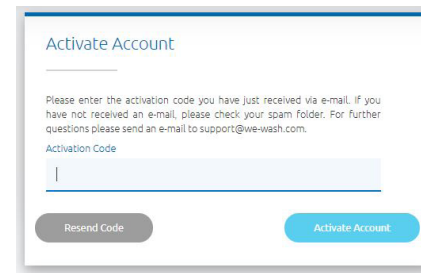Click on "Register now" and then
select "Partner".

Step 2

Enter the contact information for
the account holder.

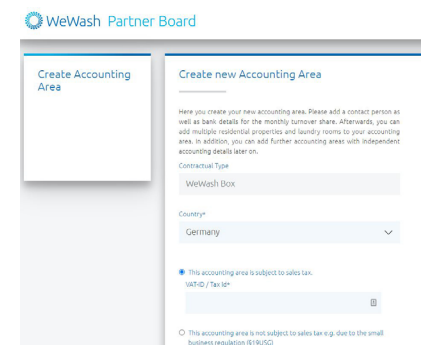## Step 3

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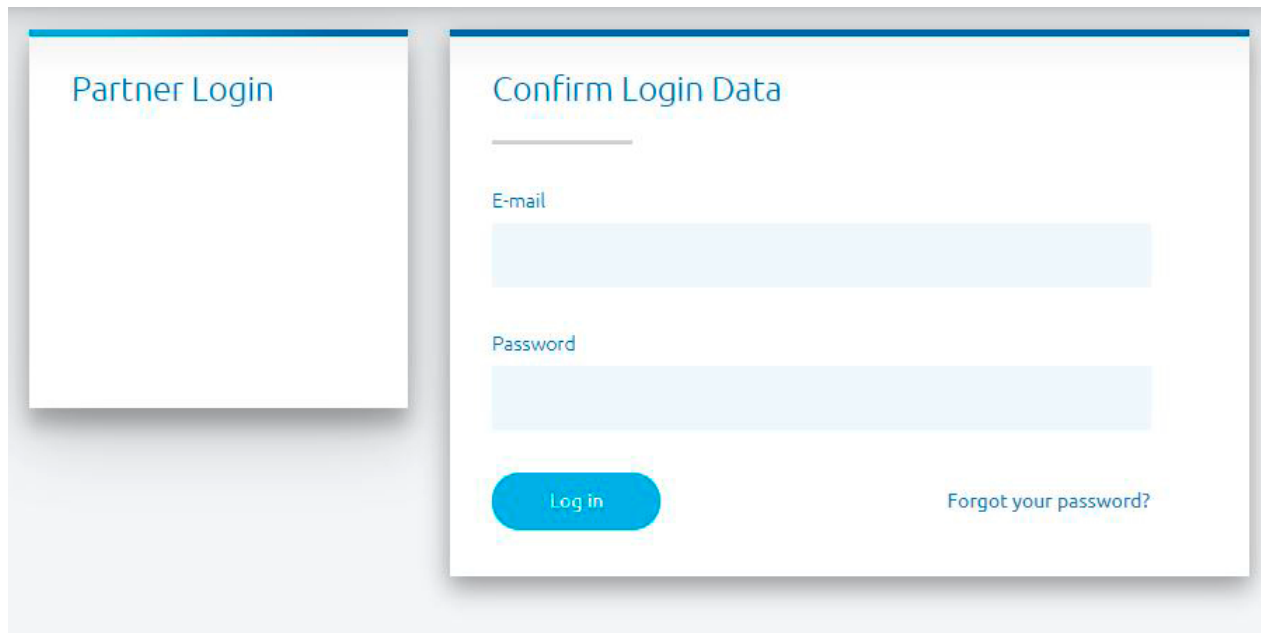given e-mail address.

Step 4

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

2. Login

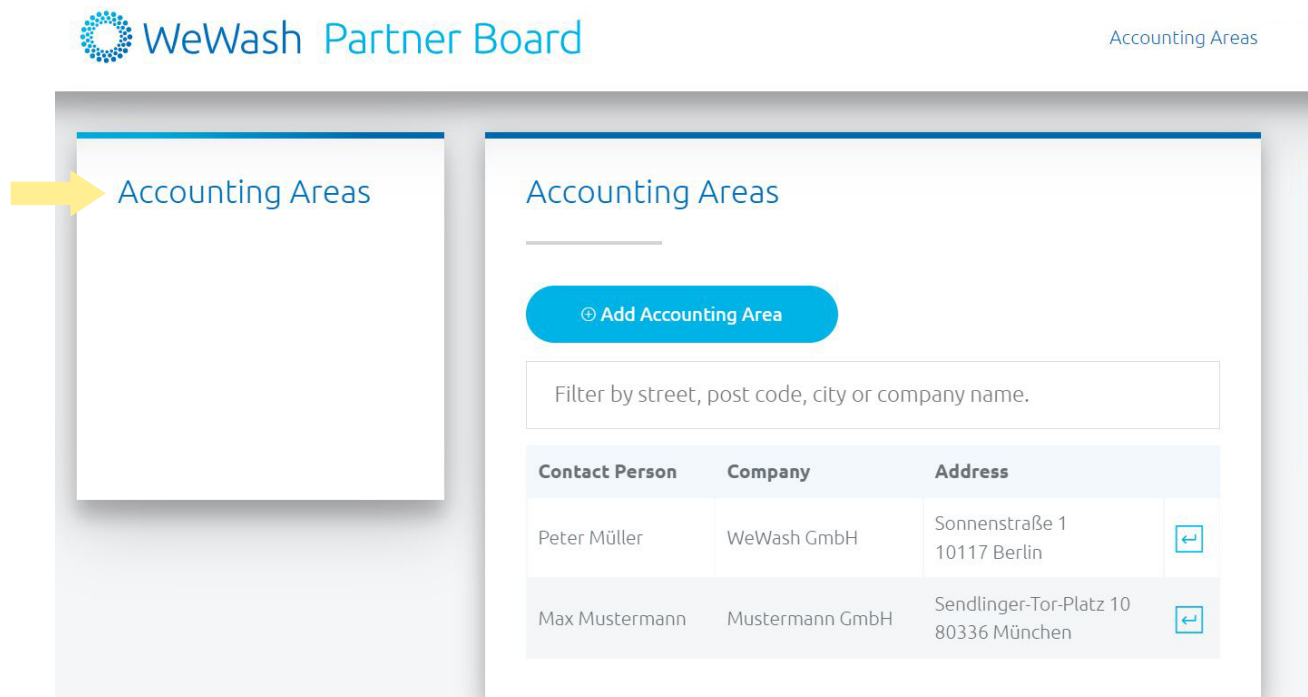Go to partner.we-wash.com and log in to your account

Partner Login

Confirm Login Data

E-mail

Password

Log in   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

WeWash Partner Board

Accounting Areas

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

Accounting Areas

Accounting Areas

⊕ Add Accounting Area

Filter by street, post code, city or company name.

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

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.

4. Accounting Area

4.1 Statistics – Overview of an Accounting Area

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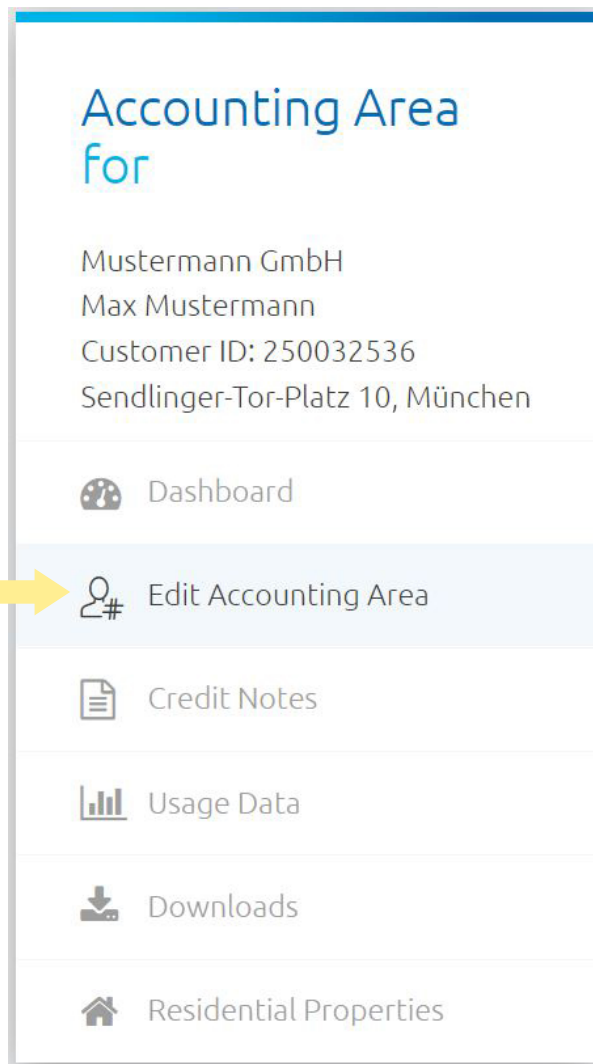Turnover of all washing and drying cycles in the current month.

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

Accounting Area for

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

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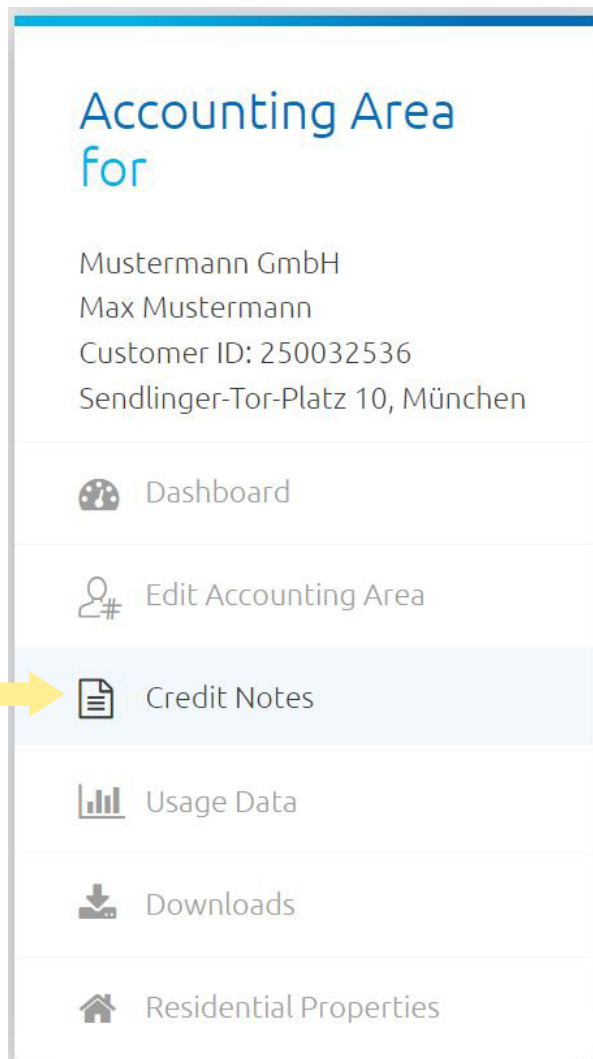- Residential Properties

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

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

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

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.
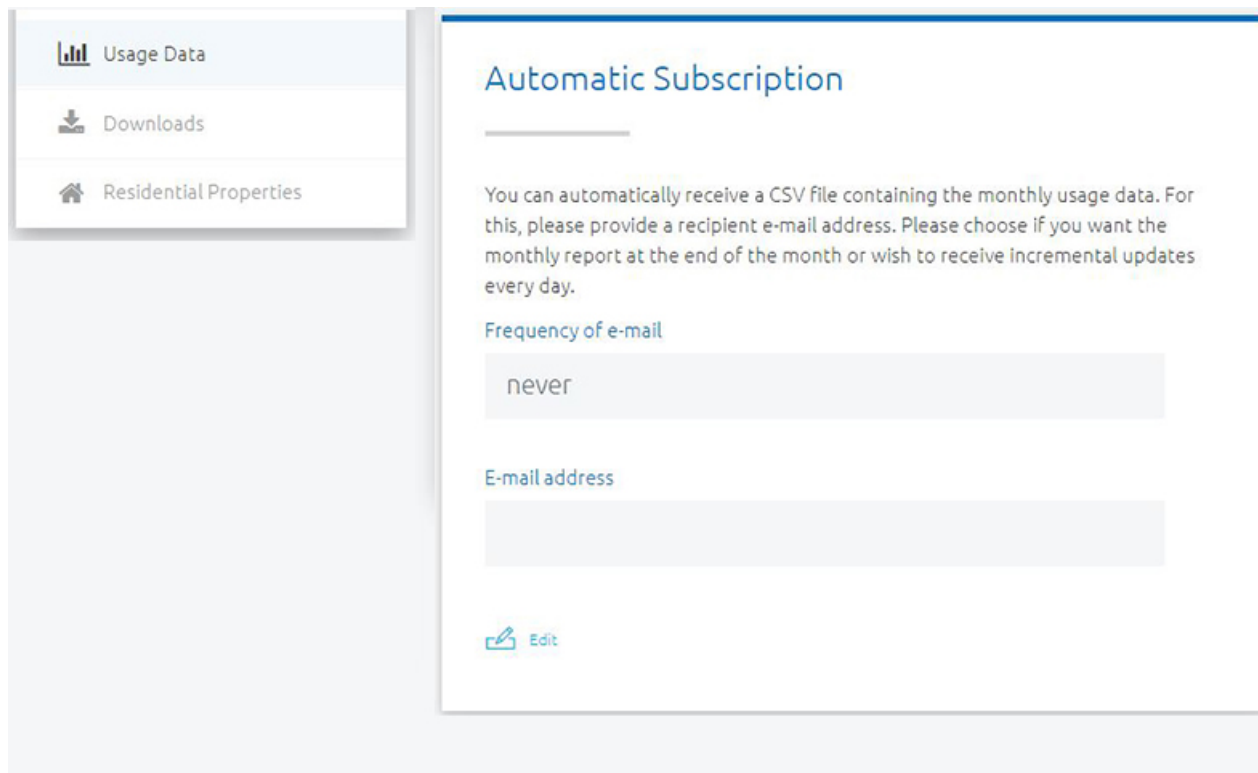
4. Accounting Area
4.4 Usage Data – Automatic Subscription

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

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

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

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.

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.

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.
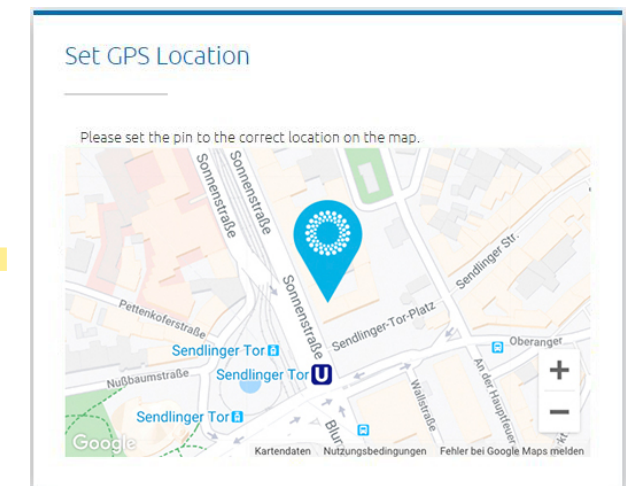
Adding a Laundry Room

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.
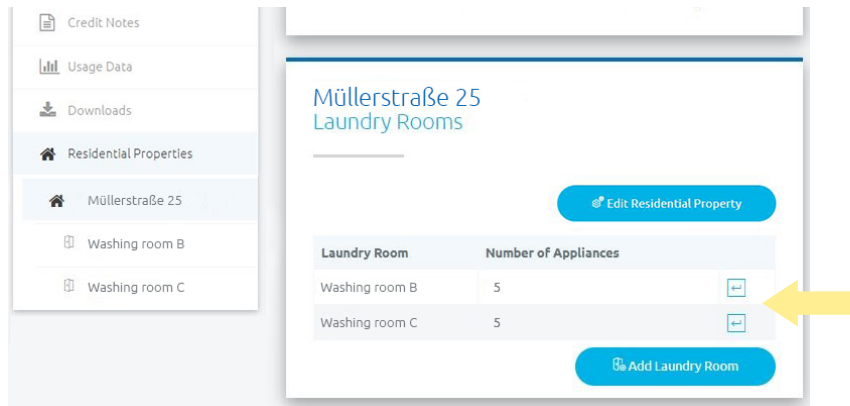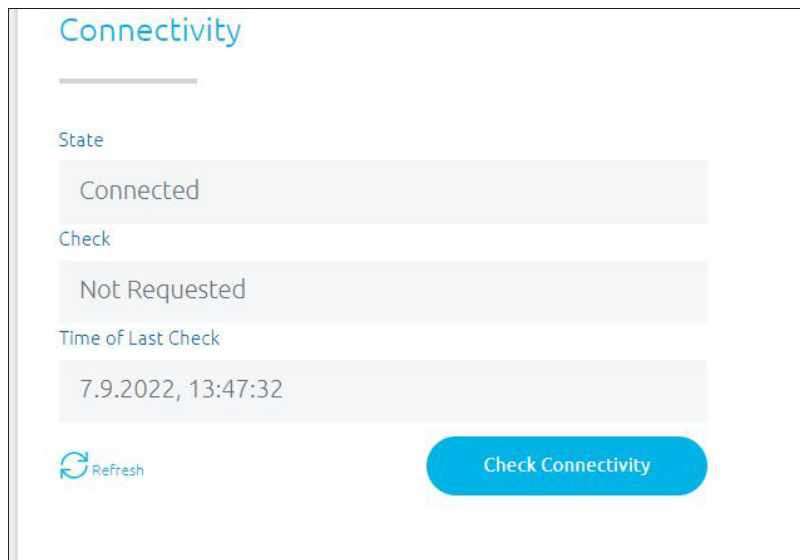
4. Accounting Area
4.7 Laundry Rooms – Setting up and managing

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
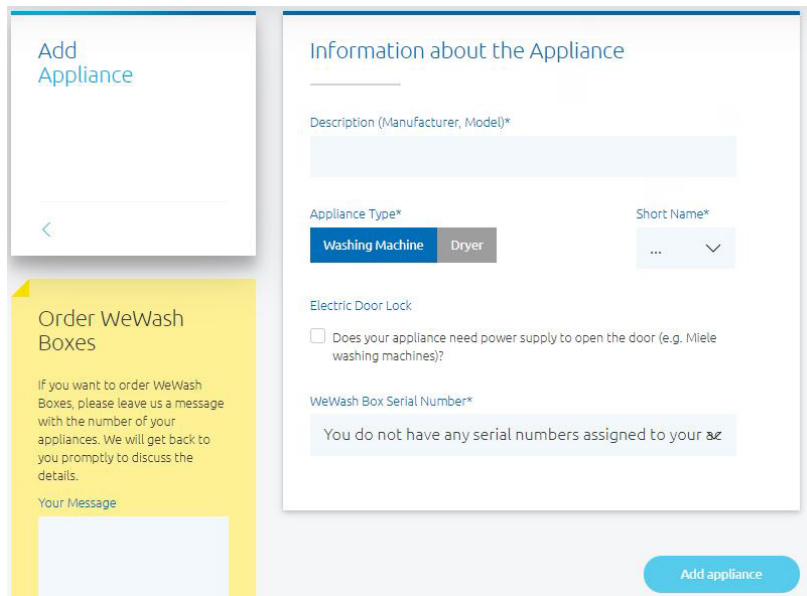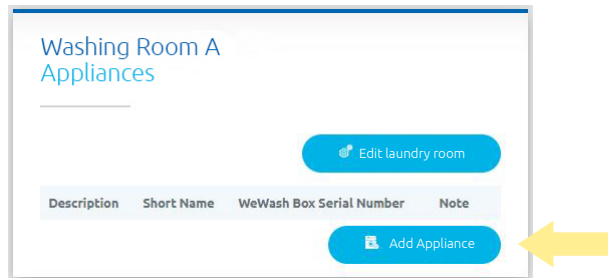
Adding Appliances

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).
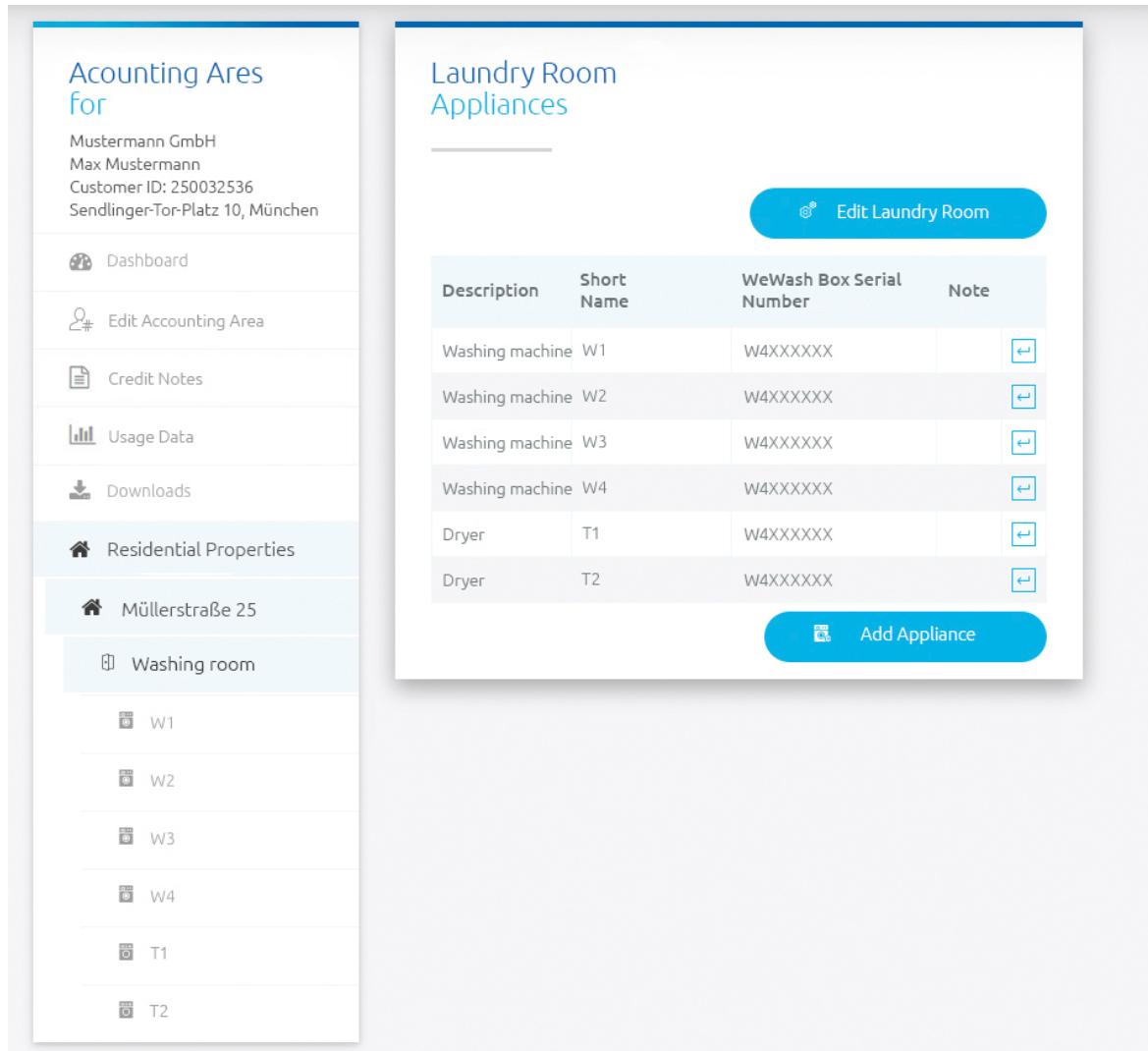
4. Accounting Area
4.8 Appliances – Setting up and managing

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. ↵

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

Appliance State

Usage State

Ready For Use

Operational State

Activated

↻ Refresh
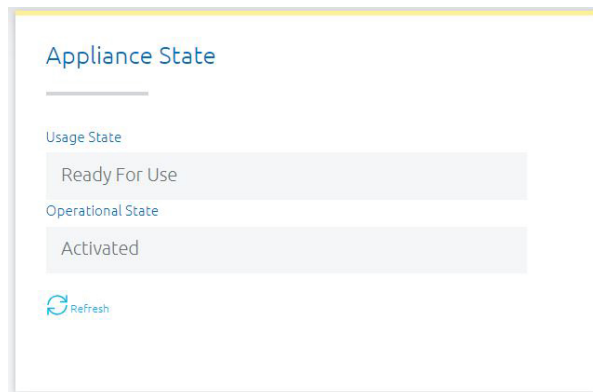
Appliance State

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

State

Successful

Request Time of Last Test Cycle

19.8.2022, 08:51:44

↻ Refresh   **Request Test Cycle**
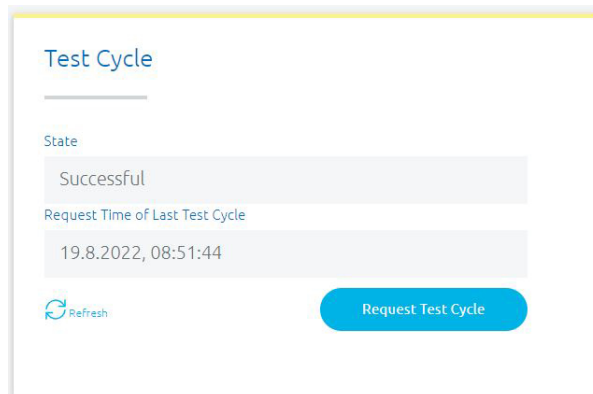
Test Cycle

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.