SONNY'S Controls

Sonny's Release 20.4 – What's New!

Back Office

Credit Card Account Updater

In partnership with WorldPay we have developed Credit Card Account Updater. If a recurring credit card is declined for various reasons, our software will process the decline and submit a request to the card brands for updated card information.
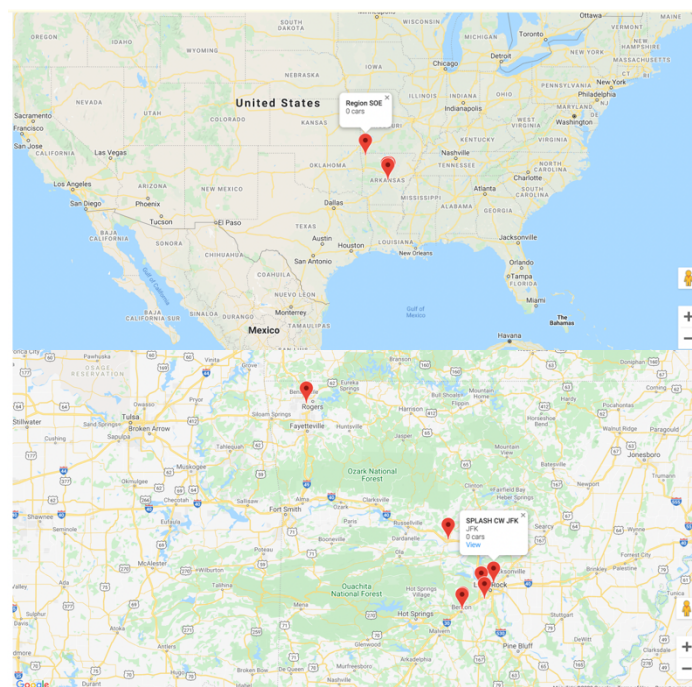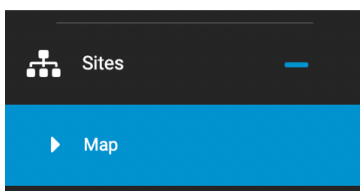
*This must be turned on by WorldPay and then Activated by Sonny's. There will be an additional monthly fee of $50 for this service.

Regions and Site Map

A cool feature from this release is a map holding all regions and sites with the perspective car count. This map will first show the Region marker with the car count for all sites within the region and whenever zoomed in it will show each site that belongs to the region with its respective car count.

Note: The car count it is not constantly updated, it will gather the current car count at the moment of page load.

The map can be accessed at:

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Page 1 of 3
7.14.2020
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Recurring Cancellation Report

This report will return a list of recurring accounts that were cancelled on a given period of time. It is important to understand that cancellations can happen at any given period of time and, an account that was once cancelled, can be now active again.

This report will retrieve the accounts that were cancelled, where they were cancelled and who cancelled these accounts.

New vs. Returning Customers

Previously this report was boxed into the specific date range when looking at New vs. Returning. Now the report will span returning customer outside of the time period.

Example: If I came to the wash 3 weeks ago and then today, if the report was processed for the current week, I would have been considered a "New Customer".

The report will now look back to my previous visits and in the same scenario as above I would accurately be considered a "Returning Customer

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Page 2 of 3
7.14.2020
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Employee Clock Comments

Comments on Employee Clock entries has increased the character count to accommodate non-succinct comments.

License Plate Search

License Plate general searching has been expanded to include House Accounts.

Sonny's Pay Station

EMV (Chip & Tap to Pay)

EMV devices can be retrofit installed onto the Sonny's Pay Station. This feature will require activation from WorldPay and new devices. Contact WorldPay and Sonny's Controls Sales to get setup.

mPOS (Mobile POS)

Widgets

The UPS widget is not required for the mPOS and will be removed.

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Page 3 of 3
7.14.2020
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