

# Frequently Asked Questions

## How is my credit/debit card processed?

The system pre-authorizes your credit/debit card for \$15.00 worth of laundry. The \$15.00 is placed on "hold" for up to 3 hours. All transactions done during the 3 hour time frame will be added up. After the 3 hours expire, the \$15.00 "hold" will be released and you will be charged the exact amount you spent during the 3 hour time frame.

## What if I do not have \$15.00 available in my credit/debit account?

You must have a minimum of \$15.00 in your account or your transaction will be declined.

## What credit/debit card types are accepted?

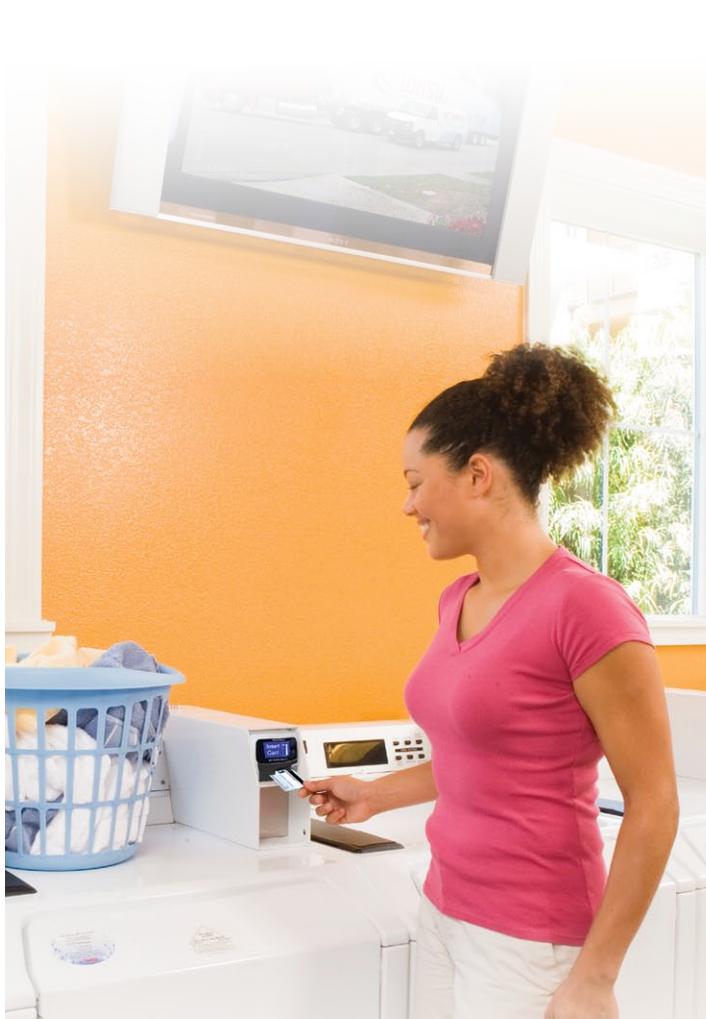
The system accepts all credit/debit cards with a Visa or MasterCard logo.

## Can I use a pre-paid debit card?

Most Visa or MasterCard pre-paid debit cards are accepted, but we cannot make any guarantees that all brands will work. The pre-paid debit card account must have a balance of at least \$15.00 or the transaction will be declined. Reloadable pre-paid cards are recommended.

## Can I use an EBT card?

Unfortunately, we are unable to accept EBT cards.



Options



WaveRider

## Features:

### No Coins Necessary

A credit card can be used for payment on each individual washer and dryer.



### Fully PCI Compliant

The system meets all the security standards set forth by the "Payment Card Industry." All transactions are encrypted to the highest standards and no credit card information is stored on site.

### Wireless Laundryroom



The system is completely wire-less, so there are no unattractive wires in your laundry room.



### Online Laundry Status

Check the status of your laundry from your home computer by visiting our WaveVision website.

[www.washview.com](http://www.washview.com)

## Pay at the Machine with



1. Select your desired cycle.



2. Swipe your Credit or Debit card (Stripe up and to the right as shown).



3. Press the START button on the machine.