

PAYMENT

& TRANSACTION GUIDE



This guide helps you understand how payments flow through the Laundry Connect platform, how to resolve transaction queries from your customers and what to do if a payment doesn't trigger a machine immediately.

01 SUPPORTED PAYMENT METHODS QUICK REFERENCE

Our platform handles multiple ways for customers to pay. If a customer has a query, first check how they paid.

- **SNAPSCAN / ZAPPER QR CODE:** The customer scans the QR sticker on the physical machine and pays via Snapscan or Zapper mobile app.
- **VIRTUAL CARD (APP):** The customer taps their phone directly against the reader using the *Laundry Connect Go* app.
- **PHYSICAL LAUNDRY CARD:** The customer taps a physical plastic laundry card against the machine's reader.

02 RESOLVING COMMON PAYMENT ISSUES

ISSUE 1 : "I Paid, but the Machine Didn't Start" (Connection Dip)

This occurs when a customer's banking app processes the payment successfully, but a brief dip in the local WiFi network prevents the machine from receiving the "start" signal at that exact split second.

- **How to verify:** Ask the customer to show you the successful payment receipt screen on their smartphone app. Note down the Machine Number and the Time.
- **Immediate resolution:** Contact our Customer Support Line with these details. Our team will verify the transaction on our server and send a wireless Remote Start command to activate the machine for the customer immediately.

ISSUE 2 : Suspected Double Charges or Overcharges

If a user believes they were charged twice for a single load of laundry, it is usually because they scanned a QR code a second time assuming the first attempt didn't work.

- **How to investigate:** Contact Customer Support with the date, time, machine number, and exact amount.
- **If a double charge is confirmed:** Our team can instantly resolve this by either pushing a Remote Start to the machine for their next wash free of charge, adding a digital credit to their virtual card, or processing a digital refund back to their app.
- **If no transaction is found:** The payment likely failed or is "pending/reversed" by their bank. Advise the customer to check their mobile payment app transaction history.

REFUND POLICY REMINDER:

To prevent fraud, our support team cannot issue a digital refund or account credit without first confirming that the transaction successfully cleared on our network. No cash refunds are managed by our customer support desk.

ISSUE 3 : Unrecognized or Missing Transactions

This occurs when a customer's banking app processes the payment successfully, but a brief dip in the local WiFi network prevents the machine from receiving the "start" signal at that exact split second.

1. Exact amount charged.
2. Date and approximate time.
3. Payment method used (Snapscan, Virtual Card, or Physical Card)
4. The specific machine number.

Our team will run a deep-dive search on our transaction ledger. If the payment cannot be found anywhere on our system, the payment did not complete, and the funds will automatically drop back into the user's bank account according to their bank's standard rules.

03 PHYSICAL LAUNDRY CARD TROUBLESHOOTING

If your laundry utilises physical plastic laundry cards, use this quick checklist for card-specific issues:

- **CARD NOT TAPPING / RESPONDING:** Ensure the machine's status light is Flashing Blue. Card readers go offline automatically if the overall machine loses its internet connection. If the machine is online but the card won't tap, the card may need to be re-linked or replaced from your spare stock.
- **BALANCE DEPLETED:** If a resident's card runs out of funds, contact Customer Support to verify or update the facility's monthly top-up schedule (e.g., loading the standard monthly allowance).
- **LOST OR MISSING CARDS:** You can issue a replacement card from your site's spare card stock. Contact Customer Support with the resident's details and the new card number so we can link it and transfer any remaining balances.
- **TRANSITIONING TO VIRTUAL CARDS:** If your site is moving away from physical cards, residents can seamlessly switch to the Laundry Connect Go mobile app. Both systems can run simultaneously during your transition period so no one is left unable to do laundry.

NEED PAYMENT SUPPORT? +27 12 345 6789

OUR TEAM IS ON STANDBY TO TRACK DOWN TRANSACTION RECORDS OR TO PUSH REMOTE START FOR YOUR USERS.

Please remember to provide:

- Your facility name.
- The specific machine number.
- The customer's payment method and proof of transaction.