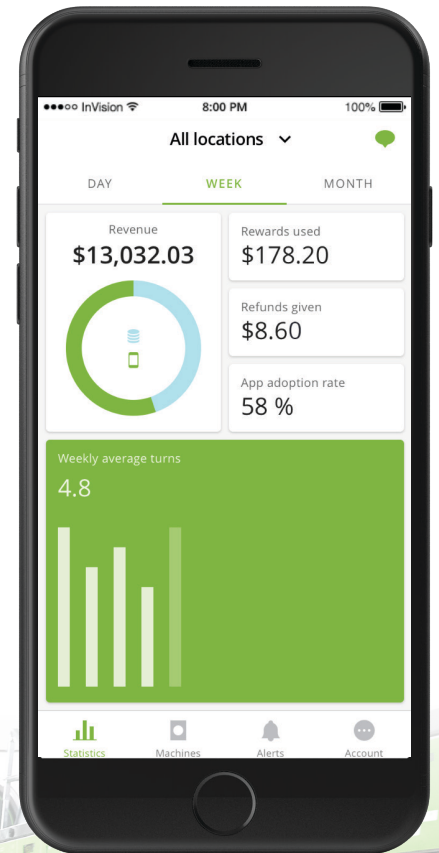
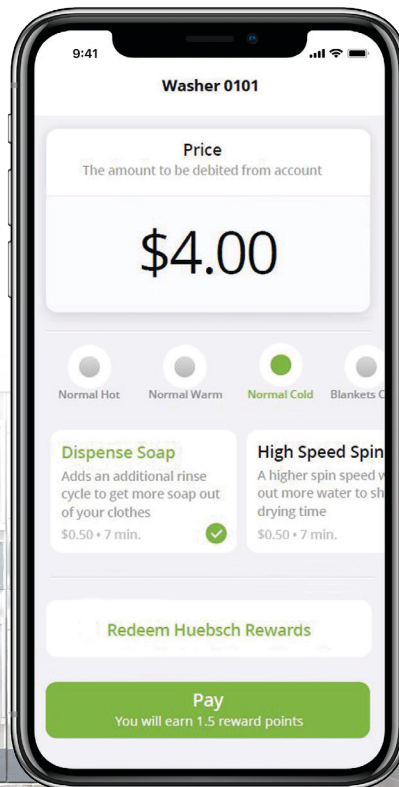




# HUEBSCH COMMAND™ TECHNOLOGY SUITE

- Owner Dashboard
- Customer App
- Customer Relationship Management (CRM)
- Payment Center



# STAY IN COMMAND OF YOUR BUSINESS

## A SMARTER WAY TO RUN YOUR LAUNDROMAT

The Huebsch Command™ Technology Suite changes the way you'll run your laundry business.

Get unprecedented power over all your business data—financial, operational, customer, service machine and maintenance—in a single 360-degree control center, enabling you to make informed business decisions and be in command of your business's growth.

Use the consolidated reporting from Huebsch Command for meaningful insights and a personalized connection to your customers that helps your business grow. Stand out from the competition by offering your customers a modern laundry experience with the Huebsch mobile payment app. Elevate your marketing to a whole new level with CRM technology.

It's the smartest, most comprehensive laundry management platform ever.

## HUEBSCH COMMAND IS AVAILABLE IN TIERED PACKAGES THAT CAN BE EASILY EXPANDED AS YOUR BUSINESS GROWS.

NETWORKING	PAYMENT	PAYMENT PLUS CRM
<p>INCLUDES</p> <ul style="list-style-type: none"><li>✓ Cloud-based Revenue, Reports &amp; Alerts</li><li>✓ Remote Machine Monitoring</li><li>✓ Control &amp; Programming through Owner Dashboard</li><li>✓ Payment through Huebsch App</li><li>✓ Hardware Coverage for Network Boards &amp; Gateways (with active agreement)</li><li>✓ Customer Relationship Management (CRM) Marketing Module</li></ul>	<p>INCLUDES</p> <ul style="list-style-type: none"><li>✓ Cloud-based Revenue, Reports &amp; Alerts</li><li>✓ Remote Machine Monitoring</li><li>✓ Control &amp; Programming through Owner Dashboard</li><li>✓ Payment through Huebsch App</li><li>✓ Hardware Coverage for Network Boards &amp; Gateways (with active agreement)</li><li>✓ Customer Relationship Management (CRM) Marketing Module</li></ul>	<p>INCLUDES</p> <ul style="list-style-type: none"><li>✓ Cloud-based Revenue, Reports &amp; Alerts</li><li>✓ Remote Machine Monitoring</li><li>✓ Control &amp; Programming through Owner Dashboard</li><li>✓ Payment through Huebsch App</li><li>✓ Hardware Coverage for Network Boards &amp; Gateways (with active agreement)</li><li>✓ Customer Relationship Management (CRM) Marketing Module</li></ul>





Huchsch  
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# HUEBSCH OWNER DASHBOARD

## YOUR MISSION:

SATISFIED CUSTOMERS – AND HIGHER PROFITS

Huebsch Command™ helps you run a smarter business by letting you easily accept mobile payments, control machines and manage your laundry business from anywhere.



**MOBILE APP PAYMENT  
FLEXIBILITY**

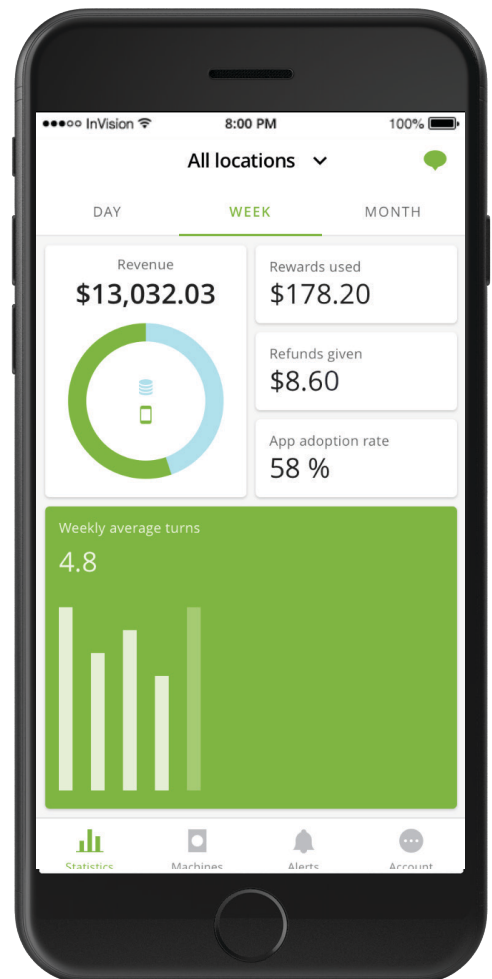


**DRIVE CUSTOMER  
LOYALTY WITH REWARDS**

## OUR MISSION:

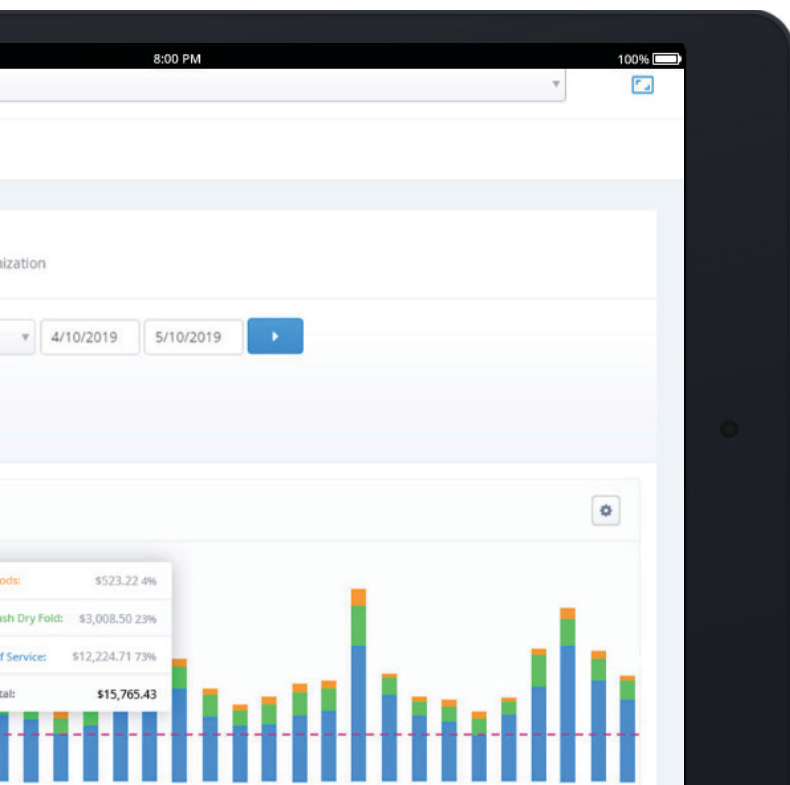
A LAUNDROMAT THAT'S AS SMART AS YOU ARE

We understand that when you have all the facts there's no limit to your business's potential. With an intuitive interface and easy-to-use tools, Huebsch Command gives you the reporting, monitoring and control capabilities to do what you do best: make smart business decisions.



## TOTAL VISIBILITY EQUALS TOTAL CONTROL

The Owner Dashboard is the core of the Huebsch Command platform and can be easily expanded as your business grows. Choose from the machine Networking option for core laundromat operations, add the Payment and CRM marketing solutions for a more convenient and engaging customer experience.





## CORE HUEBSCH COMMAND FEATURES INCLUDE:



**ADVANCED  
PERFORMANCE DATA**



**EASY WATER  
LEVEL ADJUSTMENTS**



**CLOUD-BASED MACHINE  
CONFIGURATION**



**TIME-OF-DAY/  
DAY-OF-WEEK PRICING**



**MULTILEVEL VEND  
PRICING CHANGES**



**SERVICE ALERTS  
VIA EMAIL OR TEXT**



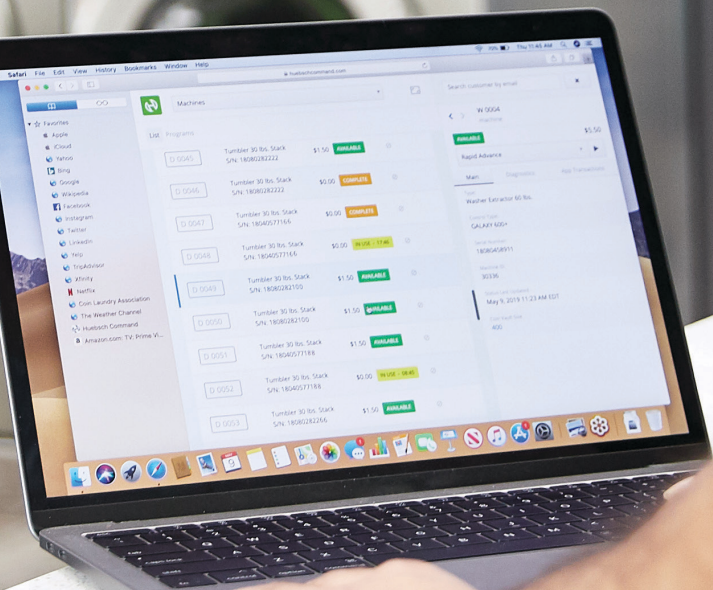
**REMOTE START &  
SYSTEM MONITORING**



**TURNS PER DAY**



**100% SUPPORTED  
BY HUEBSCH**



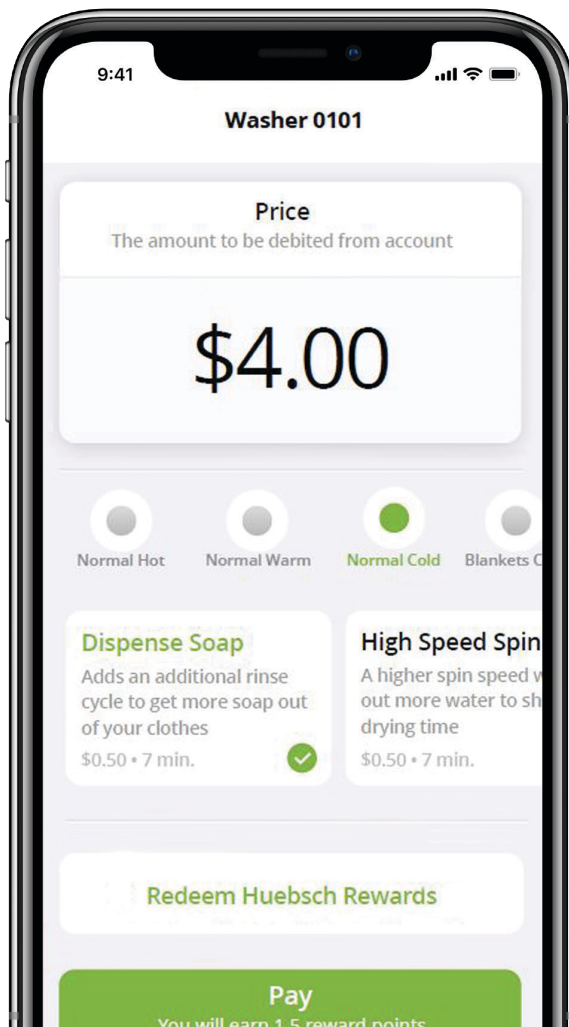
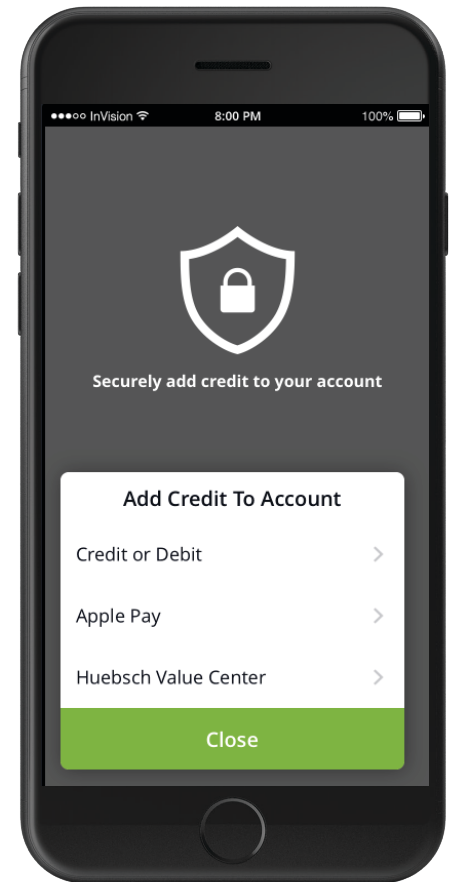


# HUEBSCH CUSTOMER APP

## SMART BUSINESSES KNOW THEIR CUSTOMERS.

Today's consumers have more choices, more mobility and less time than ever before. By accepting mobile payment via smartphone, you can deliver a quick, convenient laundry experience that fits seamlessly into your customers' lives.

- Loading cash or cashless funds to the Huebsch mobile wallet is easy and paying for a machine takes seconds.
- Customers can view the status of their current cycle in the app and get notified when their laundry is done.
- Offering the optional Huebsch Value Center lets customers load cash onto their mobile wallet and increases customer loyalty.
- Should an issue arise, you can easily start a machine or provide a mobile wallet refund—remotely—helping you deliver an elevated customer experience.



Available via the Huebsch app, Huebsch Rewards helps you show appreciation for—and retain—your customers.

- ✓ Customers can accumulate points and earn rewards for visiting your store.
- ✓ Huebsch Rewards lets you foster stronger connections with your customers, leading to increased loyalty—and the ability to positively influence buying behavior.
- ✓ Machine capacity and time-of-day rewards means you can encourage utilization across specific parts of your equipment. And, time-of-day rewards can incentivize customers to visit your store at off-hours or for special events.
- ✓ It's fully integrated into Huebsch Command™, so there are no third-party payment systems to install and maintain.
- ✓ The Huebsch app is available for iOS and Android smartphones.







# HUEBSCH CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

## **PERSONALIZED CONNECTION.**

### POWERFUL ENGAGEMENT.

The Huebsch Customer Relationship Management (CRM) System gives laundromat owners the power to engage customers like never before. You'll have the ability to send highly targeted marketing and promotional campaigns that help grow revenue and foster customer loyalty. Leverage the deep system analytics found in Huebsch Command to filter and segment customers and tailor irresistible campaigns. Then, track these campaigns to monitor their success and drive more revenue. Huebsch CRM puts you in command of growing your business—right from the Huebsch Command platform.

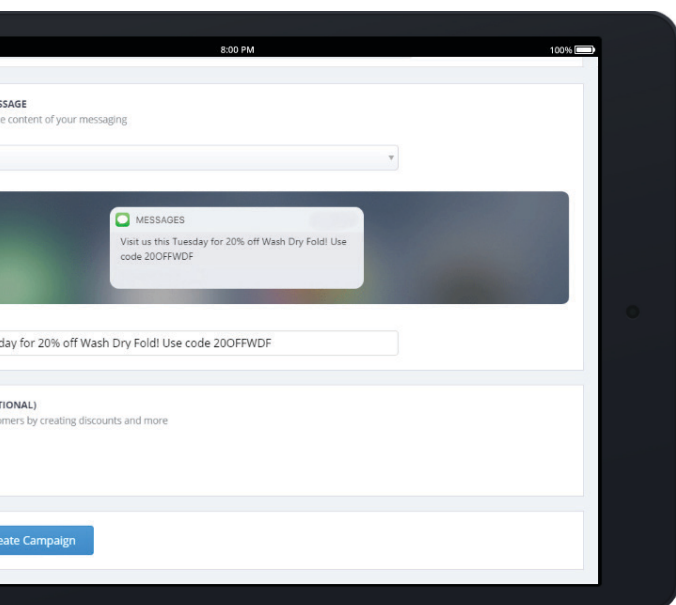
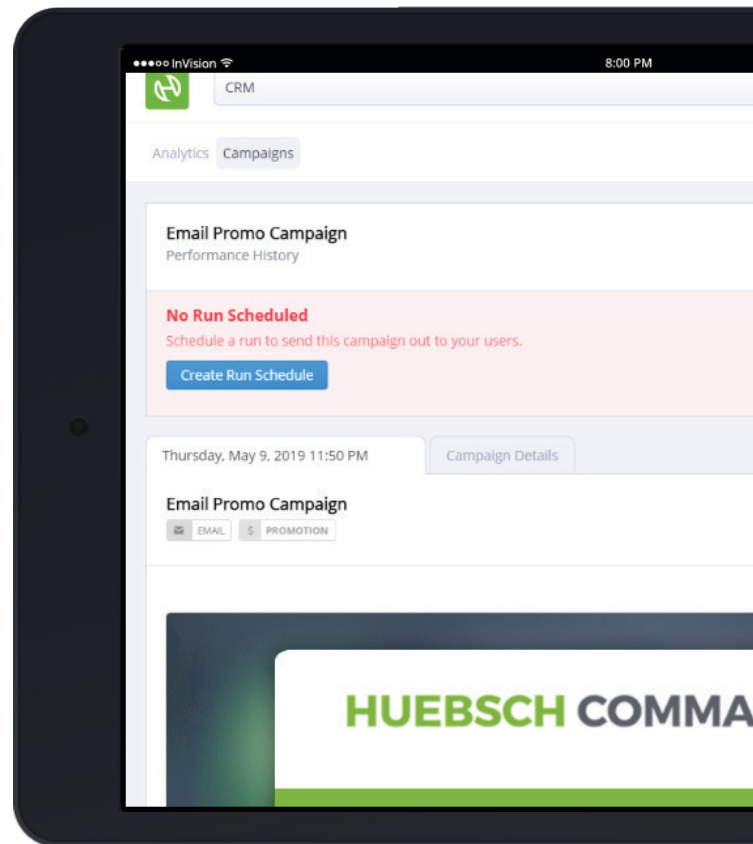




## ONE SOURCE OF DATA.

### FULLY INTEGRATED CAMPAIGNS.

- Easily filter and target customers based on deep system analytics. Segment by:
  - Type of customer (Self-Service or WDF)
  - Time since last visit
  - Machine capacity
  - Average Spend for Self-Service, WDF or Goods purchased
  - What day of the week they visit
- Export customer analytics for further business analysis or create a marketing campaign with those filters to promote your business.
- Create a campaign to run one time or set it to repeat to reach new customers each month. Offer promotions through:
  - Reward points
  - Percent off incentives
  - Flat rate discounts
- Automate marketing campaigns across one location or many—seamlessly.
- Track the success of each campaign, including redemption rate, to calculate a campaign's ROI and optimize future marketing offers.



## USE THE HUEBSCH CRM TO:



Offer new customer acquisition incentives through promo codes and app signup bonuses



Reengage lost customers or encourage repeat visits



Encourage self-service customers to transition to wash dry fold



Create loyalty and increase customer engagement



Remind customers of reward programs or special events



Run customer contests or ask for referrals



# PAYMENT CENTER

MULTIPLE WAYS TO PAY. ONE EASY-TO-USE SYSTEM.

You want to give your customers a premium laundry experience. So, why not add the Huebsch Payment Center to your laundry lineup? Huebsch's Payment System is part of the Huebsch Command technology suite that includes the owner dashboard, mobile payment app, and customer relationship management systems.

The payment center gives more flexibility to your customers, making laundry day convenient and easy. And that's means more revenue for you.

**Now that's a smart investment.**

## A CUSTOMER EXPERIENCE TO KEEP THEM COMING BACK

The Huebsch Payment Center provides your customers with a seamless payment experience. This new payment system gives them several payment options:



**CASH**



**STORED VALUE**



**CREDIT CARD**



**MOBILE WALLET**



**HUEBSCH APP**



**EBT (WHEN REGISTERED AS AN APPROVED EPT VENDOR)**



## SO MUCH MORE THAN PAYMENTS

Once customers pay, all they need to do is push “start.” But this payment system delivers so much more. Customers also can:

### CREATE AN ACCOUNT

Your customers look for convenience on laundry day. With the Huebsch Payment Center, they get all the payment conveniences without needing a smartphone or downloading the mobile app. They just need to create an account and start paying.

### PARTICIPATE IN REWARDS

Huebsch App customers already have the opportunity to create an account and participate in a rewards program. Now, any payment center customer can take advantage of this program. The more who participate, the greater your store loyalty.

## YOU’LL REAP EVEN MORE REWARDS.

Customer convenience isn't the only thing to love about the Huebsch Payment Center. This easy-to-use payment system offers store owners many more benefits.

### BOOST REVENUE WITH MACHINE UPSELLS.

The payment center integrates seamlessly with all Huebsch machine programming, including cycle modifiers. That extra revenue goes straight to your bottom line.

### GET DATA TO MAKE SMART BUSINESS DECISIONS.

You'll see everything there is to know about payment center purchases—how and when customers are paying and how much they spend. All of this data is displayed within the Huebsch Command™ platform for fully integrated reporting.

### EASY INSTALLATION—JUST PLUG AND PLAY.

The payment center connects seamlessly with Huebsch Command. Once you've set up the Huebsch Command network using wireless machine connectivity and gateways, you can add the payment center. It's that simple. Minimal hardware and a wireless network make setup and maintenance easy.

**ADDING THE CUSTOMER-FRIENDLY HUEBSCH PAYMENT CENTER TO YOUR LINEUP IS GOOD FOR BUSINESS AND YOUR BOTTOM LINE.**



Welcome!

Touch the screen to start

English

Cancel payment



Amount due  
\$8.46

Cash inserted  
\$20.00

No cash back. Excess money can be deposited to your account.





STAY IN COMMAND OF **YOUR BUSINESS**  
WITH HUEBSCH COMMAND™.

**For more information, contact your  
top-quality-rated Huebsch® distributor  
or visit [huebsch.com/command](https://huebsch.com/command)**