WASHIFYY

Partner Manual

Everything you need to set up your car wash on Washifyy and run it — as an owner, a manager or a team member.

USER MANUAL · VERSION 2

Washifyy (Pvt) Ltd

66/1, Havelock Road, Colombo 05, Sri Lanka

Partner support: 070 453 3345 · partners@washifyy.com

partner.washifyy.com · Version 2.3

What is in this manual

Part 1 gets you set up. Part 2 is the daily handbook for everyone. Part 3 is for the owner. Part 4 covers languages, what customers see, and help. Pills like Owner Manager Staff show who a page is for.

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Before you start — the five-minute version

1. **Open partner.washifyy.com on your phone**
   and sign in with your mobile number. A code arrives by SMS.
2. **Register your car wash**
   — name, address, what you offer, a few photos. Ten minutes.
3. **We approve you**
   , usually the same working day. You get an SMS.
4. **Do the set-up walkthrough**
   — services, bays, hours. Now customers can find and book you.
5. **Run your day from the app**
   — see bookings, scan the customer's QR, mark the wash complete.

> **It costs you nothing during the pilot.** No listing fee, no commission. You keep the full price of every wash and take payment the way you always have.

Part 1 · Setting up

1 Washifyy in one page

Washifyy is where Sri Lankan drivers find a car wash and book a time. They see your name, photos, services, prices, rating and — this is the important part — **your actual free time slots**. They pick one and you get the booking instantly. No phone tag, no "come and see if we're free".

WHAT YOU GET	WHAT IT MEANS ON A BUSY DAY
Bookings that fill your gaps	Customers can only book times you are genuinely free, bay by bay. No double-booking.
A schedule on your phone	One screen shows the whole day: who is booked, which bay, what is still free.
QR check-in	Scan the customer's pass, start the wash, mark it done. Two taps.
Your own phone bookings	Customer rings you? Enter it in the app and send them the pass on WhatsApp.
Regulars come back	Stamp cards ("6th wash free"), offers, and standing weekly bookings.
You know your numbers	Sales, busiest hours, repeat customers — and invoices and reports for your accountant, in PDF or Excel.
Everyone gets the right access	Owner, manager and staff each see only what their job needs — in English, Sinhala or Tamil.

2 What is new in version 2

If you used the first manual, these are the changes. Each line says where to read more.

NEW	WHAT IT MEANS FOR YOU
Owner, Manager, Staff	Each person sees only what their job needs; staff and managers sign straight into their car wash. → p. 6
Company managers	Someone who runs the day at all your branches, without your accounts. → p. 32
Quick service list	Pick Body Wash, Vacuum, Wash & Wax… and just type the price. → p. 11
Sinhala, Tamil, English	Every person picks their own language. → p. 35
What to collect	Every booking says "collect Rs. N" or "already paid in the app". → p. 19
Extra services	Add a vacuum or wax to a car already at the wash. → p. 21
Wash bays	Automatic, or staff choose; move a car between bays. → p. 22
Customer messages	Customers are told the amount to pay, and get a receipt in their app. → p. 37
Regular-customer discounts	Give frequent customers a percentage off. → p. 28
Offers by area	Offers can be limited to areas, and customers see them in an Offers tab. → p. 27
Reports & invoices	Invoices and daily / weekly / monthly / yearly reports in PDF or Excel. → p. 30
Several car washes	Company dashboard and one stamp card across your branches. → p. 32
Open / Close for the day	Press Open each morning, Close when you leave, Stay open later when busy. → p. 16
Customers' app	Offers tab, full-screen map, **Book again** in one tap, stamp cards, invoices, three languages. → p. 36

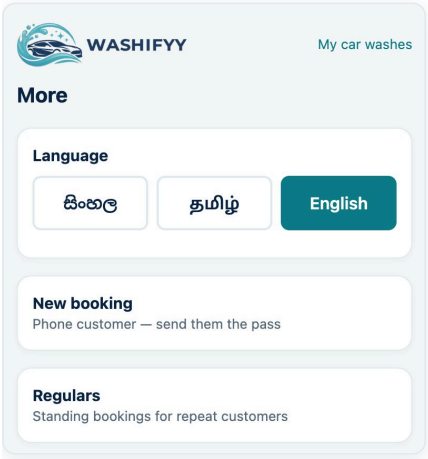
Always the latest copy. This manual is kept at www.washifyy.com/Washifyy-Partner-Manual.pdf and from **More → User manual** in the Partner app.

3 Owner, Manager and Staff — who can do what

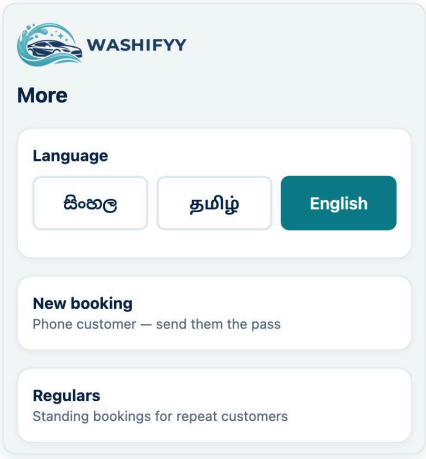
Everyone signs in with **their own mobile number** and sees only what their role needs: **the owner sets up and measures the business, the manager runs the day, staff serve customers.** Staff and managers work at one car wash and go **straight into it** when they sign in; only the owner chooses between car washes.

WHAT	STAFF	MANAGER	OWNER
Today, bookings, scan, walk-ins, phone bookings	✓	✓	✓
Check in, start, complete, cancel, no-show, move a time	✓	✓	✓
Add an extra service, choose or move a bay, "Car is ready"	✓	✓	✓
Standing bookings (Regulars), waiting list	✓	✓	✓
Invoice of a single wash	✓	✓	✓
Today's takings (cash / card)	—	✓	✓
Reviews, see the team	—	✓	✓
Statistics, sales by period, accounts, customer insights	—	—	✓
Invoices in bulk, daily / weekly / monthly / yearly reports	—	—	✓
Offers, stamp card, Boost, **discounts for regular customers**	—	—	✓
Settings, services & prices, bays, opening hours, closing a day, photos, bank	—	—	✓
Add or remove team members, change roles, company dashboard	—	—	✓

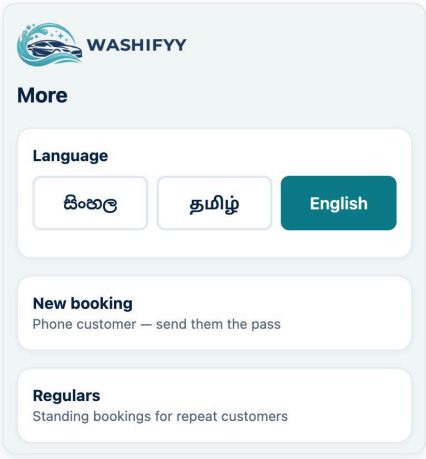
Company manager (owners with two or more car washes): a manager at **every** branch, plus the company's *Today at every branch* view — see p. 32.



Owner — every tool is under More.



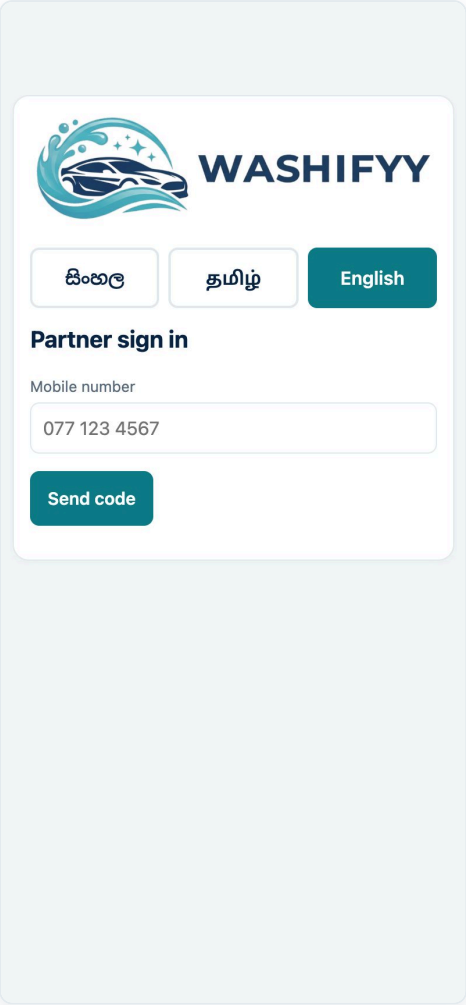
Manager — the day, plus reviews and the team list.



Staff — just what is needed to serve customers.

> **Pages a role cannot use simply are not shown** — and the system refuses them even if someone types the address. An owner adds people under More → Team.

4 Install the Partner app on your phone



Sign in with your mobile number — a 6-digit code arrives by SMS from WASHIFYY.

There is nothing to download from the Play Store or App Store. The app installs straight from your browser.

Android: open **partner.washifyy.com** in Chrome and tap **Install** when the app offers it (or menu ⋮ → Install app).

iPhone: open **partner.washifyy.com** in Safari, tap **Share** ⬆️ , then **Add to Home Screen**.

The Washifyy Partner icon then sits with your other apps and opens full screen.

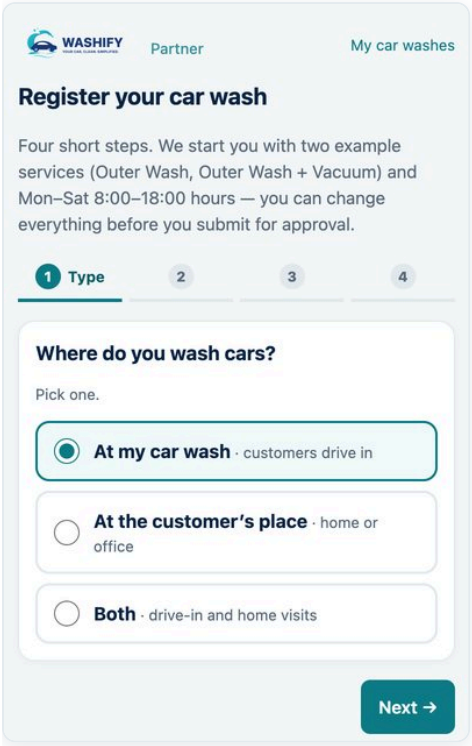
> **Stay signed in.** You only enter an SMS code the first time. The app keeps you signed in on that phone — don't sign out unless you are handing the phone on.

Your language. The first time you open the app it asks you to choose **සිංහල**, **தமிழ்** or **English**. You can change it any time under **More → Language** (on a laptop, in the left menu).

On a laptop, just use the website in your browser — there is nothing to install.

5 Sign up your car wash

Owner



The registration wizard — one question at a time, with Back at every step.

Tap **Register a car wash** and work through the steps. Nothing is public until we approve you.

1. **Business details**
   Name as customers know it, your phone number, address, city.
2. **How you serve customers**
   Pick one: customers come to you · you go to customers · both.
3. **Where you are**
   Drop your pin on the map so "near me" searches find you. Home-visit-only? Choose your city, radius and the areas you cover — no pin needed.
4. **Wash bays → Opening hours → Services & prices**
   The app takes you through each, one screen at a time, with **Next** at the bottom.
5. **Check and submit**
   Then **Submit for approval**. Photos are optional — without one, customers see the Washifyy logo.

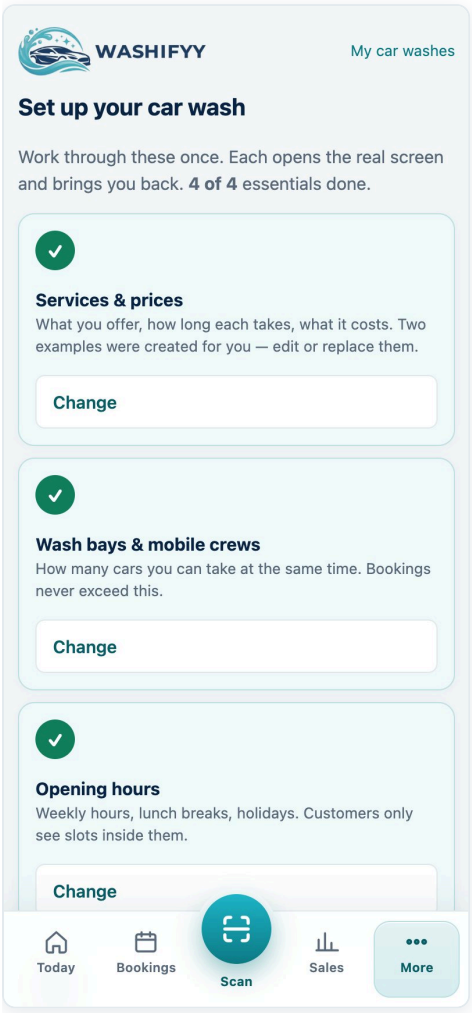
Get the details right first time. After approval, your business name, address, phone and location are locked — only Washifyy support can change them (070 453 3345). Everything else you can edit yourself any time.

6 Approval — what we check Owner

Every car wash is checked by a person before customers can see it. We look at the same things a customer would want to know: that the business is real, the address and phone work, and the photos show your actual place. This keeps the platform trustworthy for everyone on it.

- Usually the same working day. You get an **SMS** when you are approved.
- If something is missing we tell you exactly what, and you can fix it and submit again.
- Before approval you can still edit or delete your draft freely.

7 The set-up walkthrough Owner



Each step opens the real screen and brings you back here.

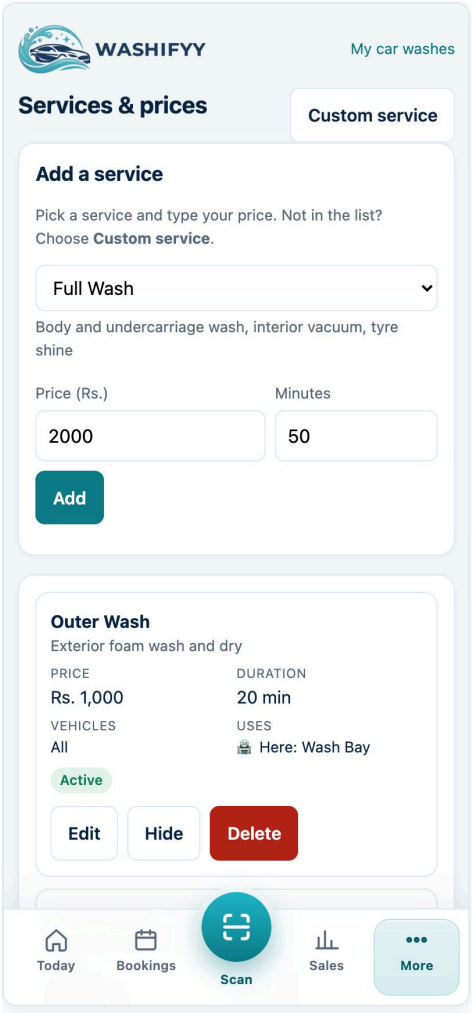
The moment you are approved, **Today** shows a green card: **You're approved — set up your car wash**. Tap **Start set-up**. About ten minutes.

The essentials are services, bays and opening hours — until those are done customers cannot book. The rest (team, stamp card, bank account) are optional and can wait.

You do not have to finish in one sitting. **Save & continue later** keeps everything; **← Back** returns to Today. When the essentials are done, tap **✓ Finish set-up**.

> **Nothing here is permanent.** Every setting can be changed later from **More** → Services & prices, Wash bays, Opening hours, Profile & settings.

8 Services & prices Owner



Pick a service; give its price and minutes per car type.

Add a service: pick one from the list (Body Wash, Body Wash + Vacuum, Full Wash, Cut & Polish…) or **Custom service**. It opens ready to fill in. Picking one you already have opens it to change its prices.

1. Where the car goes — Step 1 the wash bay, then (**+ Then another bay or station**) the vacuum station. Each is free for the next car as soon as its part is done.

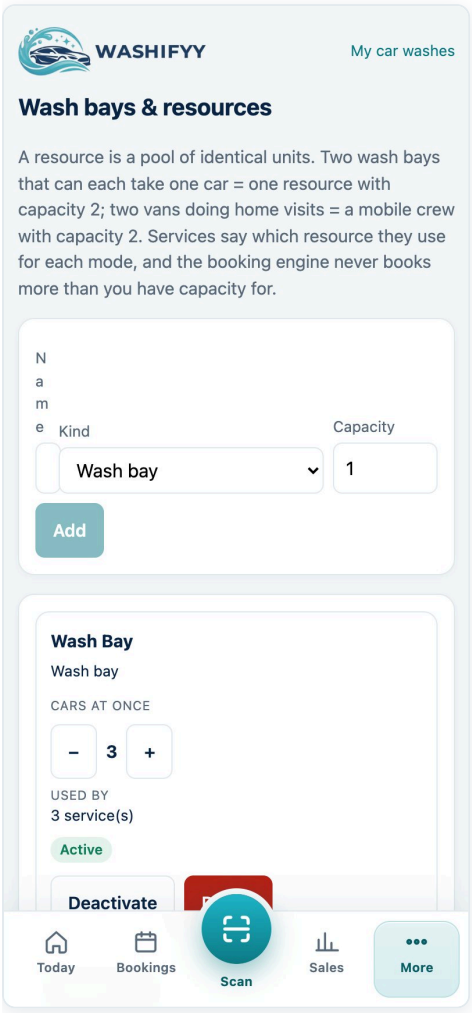
2. Price and time, three ways: **Same for every car type**; **Price and time by car type** — tick Hatchback, Sedan, SUV, Jeep, Mini van, Van, High-roof van, Bus…, and give each its price and its wash + vacuum minutes (wash 10 + vacuum 15 = 25 min); or **Price after inspection** for work like cut & polish — customers book a time, you look at the car and enter the price, and they get it by SMS.

Minutes reserve the bays, so a bus books a longer slot than a hatchback. Customers only see the services you do for their car type, at that type's price.

Hide a service instead of deleting it if it is only seasonal — set Status to **Hidden**.

9 Wash bays & crews

Owner



Capacity is how many cars you can genuinely handle at once.

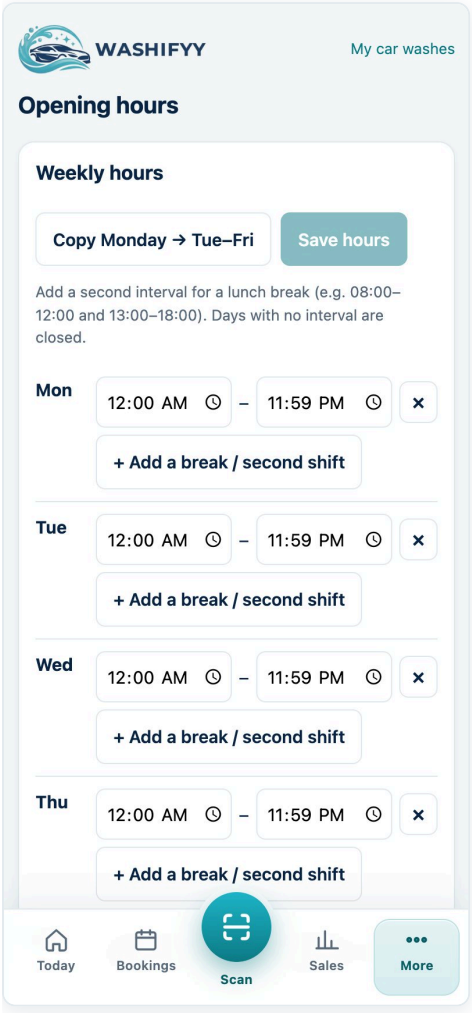
A **wash bay** is a place a car can be worked on. If you can wash two cars side by side, that is capacity 2 — Washifyy will then allow two bookings at the same time and show them as Bay 1 and Bay 2.

Add a separate resource for anything that works independently: **Vacuum Bay**, **Detailing Bay**, or a **Mobile Crew** for home visits.

> **Be realistic.** Capacity 3 with two staff means three customers waiting on one man. Bookings never exceed what you set here, so this number protects your day.

10 Opening hours, closed days & Poya

Owner



Weekly hours, Poya days, closed days and blocked time — all on one screen.

Weekly hours — you start open every day 08:00–18:00. Change each day to suit, and add a second row for a lunch break (e.g. 08:00–12:00 and 13:00–18:00).

🟡 **Poya days** — tell us once: **Closed on Poya days**, **Open as usual**, or **Open with Poya hours** (say 09:00–14:00). Washifyy knows every Poya date and applies it automatically, year after year.

🚫 **Closed days & special hours** — closing for a wedding, a repair or a holiday? Pick the date. Customers cannot book it, and your Bookings tab shows it as closed.

🔒 **Open each day** — choose **Press Open each morning** (customers book today only once your team presses Open on Today) or **Open automatically at my hours**.

Blocked time — block a few hours for maintenance without closing the whole day. You can block one bay or the whole car wash. Existing bookings are not cancelled automatically; the app tells you how many are affected so you can call those customers.

11 Booking time frame Owner

Under **Profile & settings**, three numbers control how customers book you:

SETTING	WHAT IT DOES	SUGGESTED
Slots every	How often a booking can start — 30 minutes means 9:00, 9:30, 10:00…	30 minutes
Minimum notice	How soon before a slot a customer may still book it online.	30–60 minutes
Book up to	How far ahead the calendar is open.	14 days

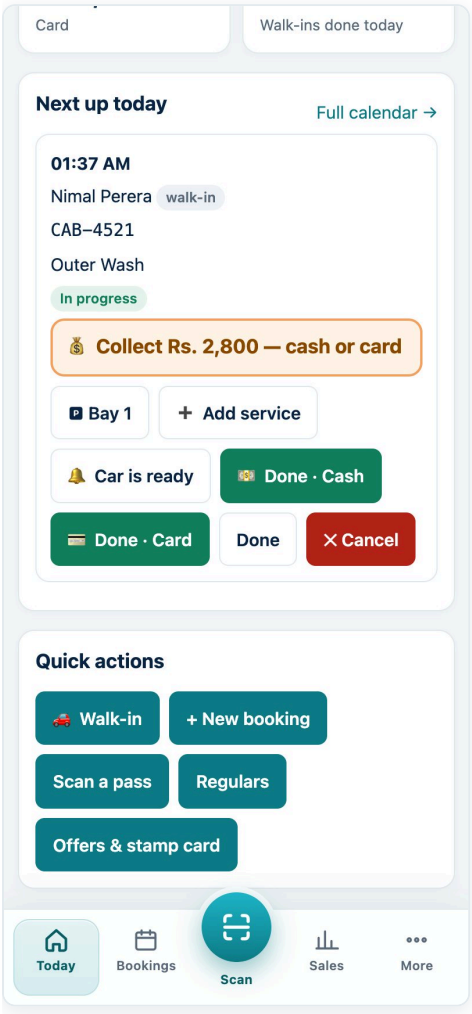
12 Bank account for payouts Owner

Only needed if you switch on **online payment**. When a customer chooses to pay in the app, Washifyy collects the money and settles it to this account. Add the bank, branch, account number and the name exactly as it appears on the account. Most partners start with **pay at the car wash** and add this later.

> **Your bank details are private.** They are never shown to customers, and only you and Washifyy admin can see them.

Part 2 · Running your day

13 Today — your dashboard



A car being washed: what to collect, its bay, and the buttons.

Open / Close. Each morning the card at the top says **Open for bookings**: customers can book today only after you press it (before your usual time it opens early). Once open, the card moves to the **bottom** of Today so nobody closes by mistake. There: **Stay open later** (pick a closing time) or **Close now** (stops new bookings and walk-ins; asks first). Checking in a car or adding a walk-in also opens you.

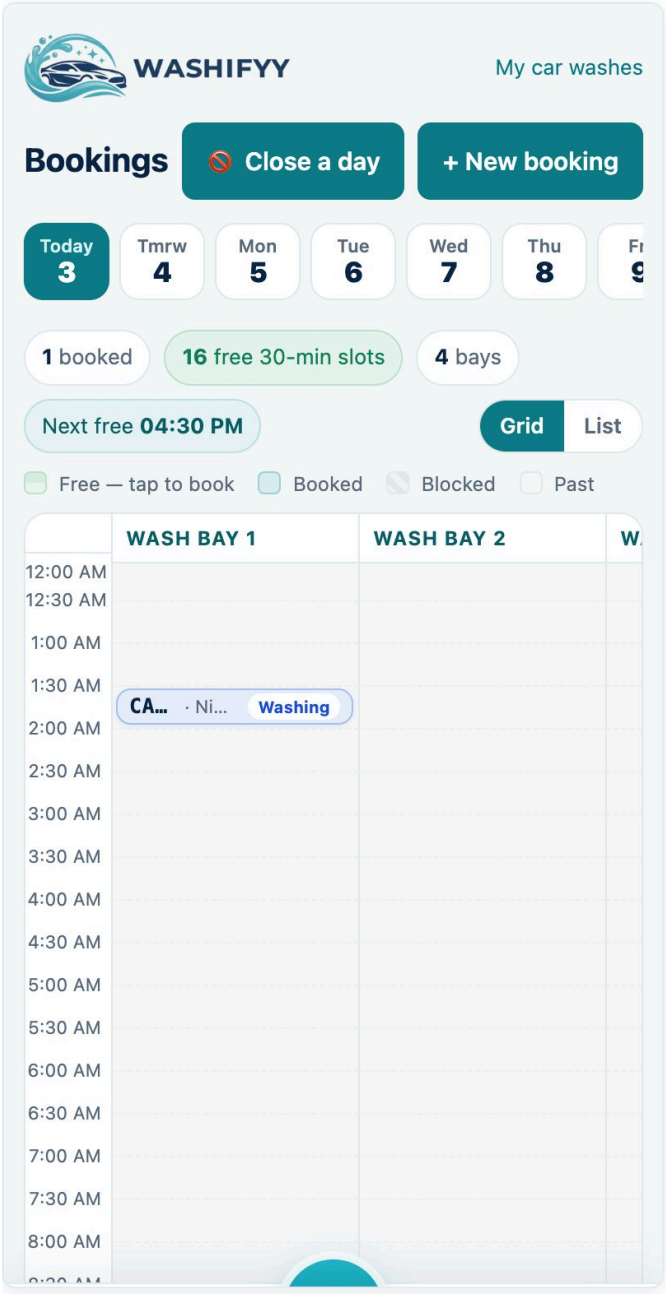
The big green **Walk-in** button is next — tap it the moment a car pulls in. **Staff** see the quick actions next (**Scan a pass** first), then **Next up today**, then the counters. **Owners and managers** see the counters first, with **today's takings** split cash and card.

Left open from earlier days (owners and managers): bookings from a past day nobody finished — until closed, their money is missing from your sales. Car came and was washed? Tap **Cash** or **Card**: it is recorded on its own day. Otherwise **No-show** or **Cancel**.

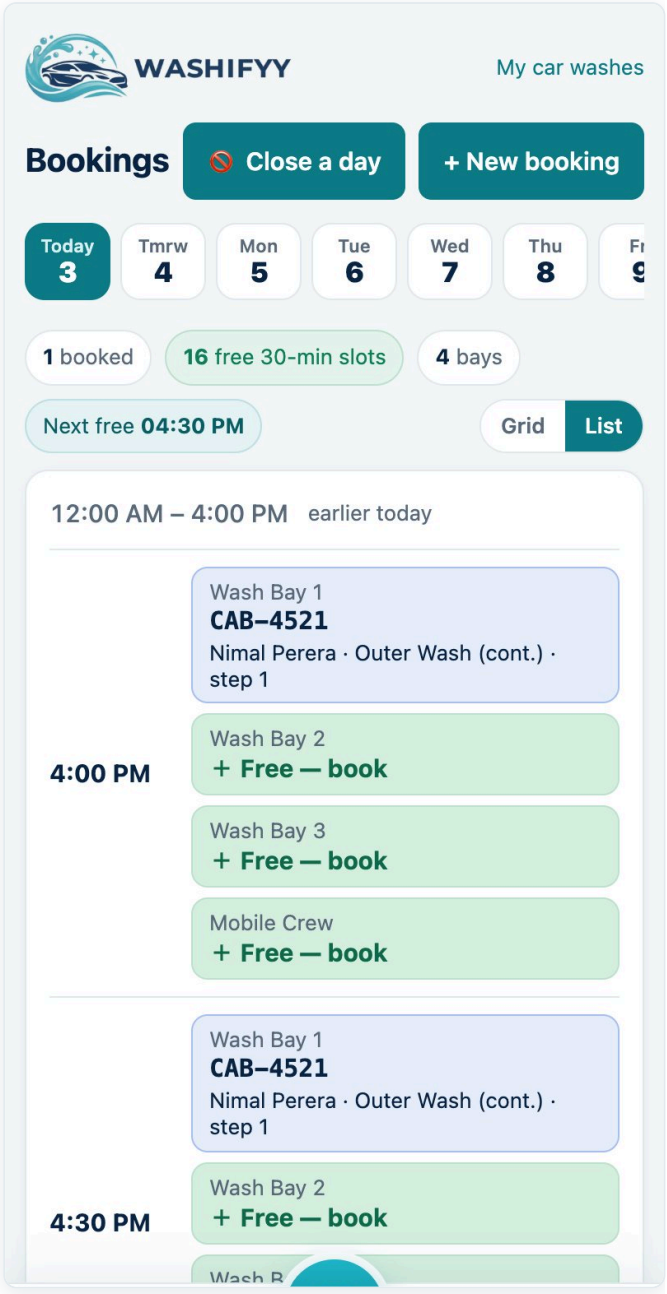
Next up today lists the cars coming and the cars being washed, with the buttons you need on each. A car being washed shows an orange line — 💰 **Collect Rs. 2,800 — cash or card** — or a green one if the customer already paid in the app. A ⏱ **timer** shows minutes used against minutes booked — green, amber near the end, **red when over**. When the wash is done, tap **Done · Cash** or **Done · Card** — that is what adds it to your sales.

Along the bottom of every screen: **Today** · **Bookings** · **Scan** (the big centre button) · **Sales** (owners) or **Walk-in** (managers and staff) · **More**. Everything else lives under **More**.

14 Bookings — the day schedule



Grid view — one column per bay, one row per slot. Green is free, blue is booked, the red line is now.



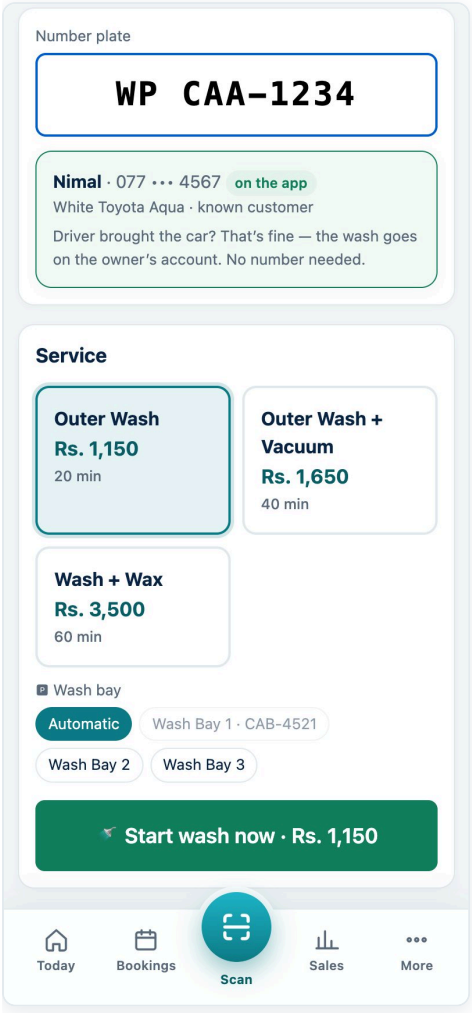
List view — every start time in order. Best when a customer is on the phone asking "what time can you take me?"

The strip at the top moves you day by day for the next two weeks; the calendar icon jumps to any date. The pills tell you the day in three numbers: **how many booked**, **how many free slots**, **how many bays** — plus **next free time** for today.

Tap a free time (grid or list) and the booking opens with that **time and bay locked in** — just enter the customer's mobile, plate and car. Only services that **start in that bay** show: tap a vacuum station time for vacuum or interior work; a wash bay time for washes — a wash + vacuum only if the vacuum station is free when the car gets there. On a phone, swipe the grid sideways to see every bay. **Tap a booking** to open it.

A car that moves between bays appears twice: in the wash bay, then continuing (dashed, "↳ step 2") in the vacuum bay.

15 Walk-ins & phone bookings



Walk-in — one screen for a car that is here now.

1 Type the number plate

If we know the car, the customer fills in (first name and a hidden number like 077 ••• 4567). A new car needs only a mobile number — type its make and model and the car type (and price) fill in. The customer adds their own name in the app.

2 Tap the service

Prices and times for that car type. **Price after inspection** (e.g. cut & polish): start, look at the car, enter the price — the customer gets it by SMS.

3 Not on your menu? + Something else

Type the job once (e.g. "Driving seat deep clean"), the minutes, the bay and the price — or tick **enter the price after looking at the car**. Next time pick it from the list: it shows **last time's price** as a guide, and you type today's. Long jobs done to the side (cut & polish) go in **Separate area (no bay)** — no wash bay is blocked.

4 Choose the bay

Tap the bay the car is going into, or leave it on **Automatic**. A bay with a number plate on it is in use.

5 Start wash now

The bay is taken from this minute. A new customer is texted a link to the app.

6 Done · Cash / Card

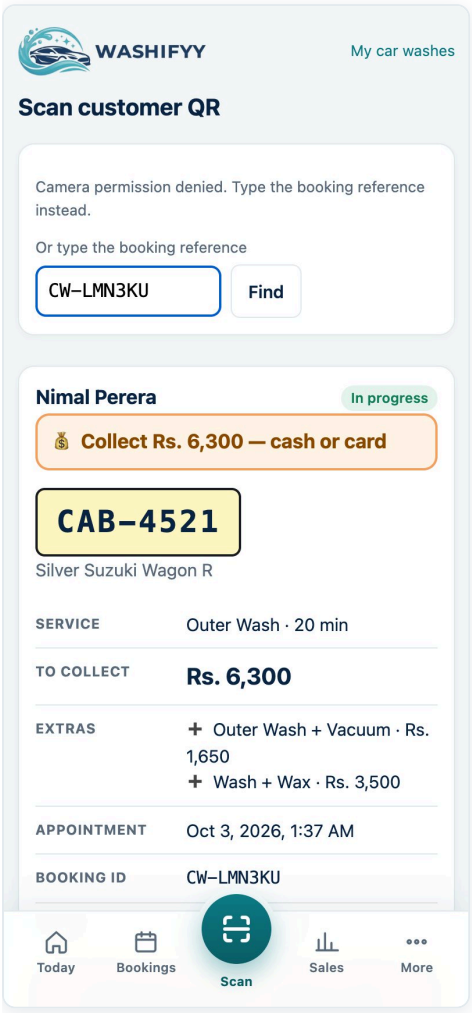
When the wash ends, from the next screen or from Today. The screen tells you how much to collect, and this records the sale.

Car sold? Just type the plate — the wash goes on the car's current owner. A new owner registers the car in their own app.

Driver brought the car? A known plate goes on the owner's account. **No number at all?** Tap **Customer doesn't want to share details** — the sale still counts in your takings.

No free bay? The screen says so, with a link to book the next free time. **Customer rang you?** Use **+ New booking** under Bookings.

16 Taking payment — what to collect



The booking you scan says what to do about money.

Wherever a booking appears — after a **Scan**, on **Today**, in the booking details, and right after you make a **phone booking** — one line tells you what to do:

💰 Collect Rs. 2,800 — cash or card	Take this amount from the customer. It already includes any **extra service** and any **discount**.
✅ Already paid in the app	Collect nothing. The customer paid online.
Nothing to collect	A free wash (membership or stamp-card reward).

1 Finish the wash

When the car is ready you may tap 🔔 **Car is ready** — the customer is told, in the app, what they owe.

2 Take the money

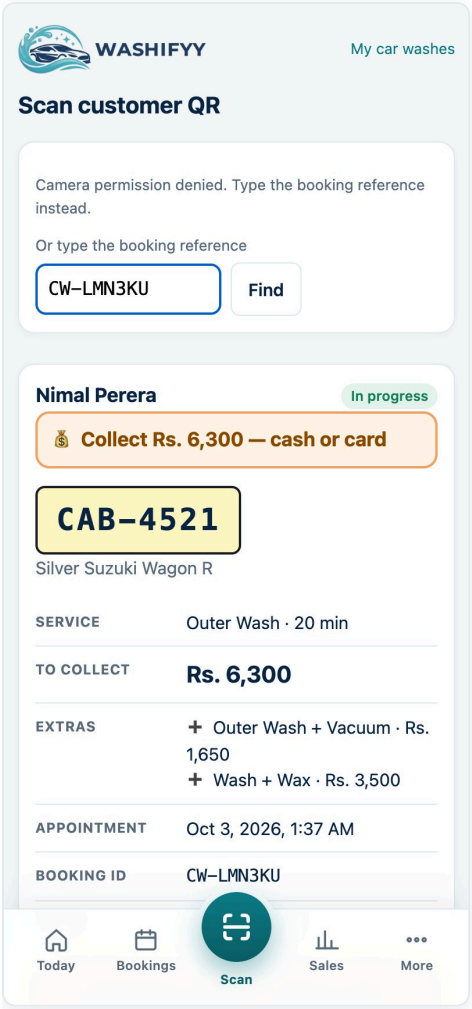
Cash or card, exactly the amount shown.

3 Tap Done · Cash or Done · Card

You get a green message — "✓ Collected Rs. 2,800 (card)" — and the sale is in your takings. A booking paid in the app has a single **Complete** button.

> **Always choose Cash or Card.** That is what lets your daily takings match the till — "Not recorded" washes show up separately in reports.

17 When the customer arrives — Scan



The big centre button on the bottom bar opens the camera. The booking ID box below it is the fallback.

Point the camera at the customer's QR pass, or type their **booking ID** (like CW-8F29K2) if the camera cannot read it. The booking appears with the plate, the service and a line telling you exactly what to do about money — **collect Rs. N**, or **already paid in the app, collect nothing**.

Then: **Check in** → **Start wash** → **Complete**.

Why check-in only happens here

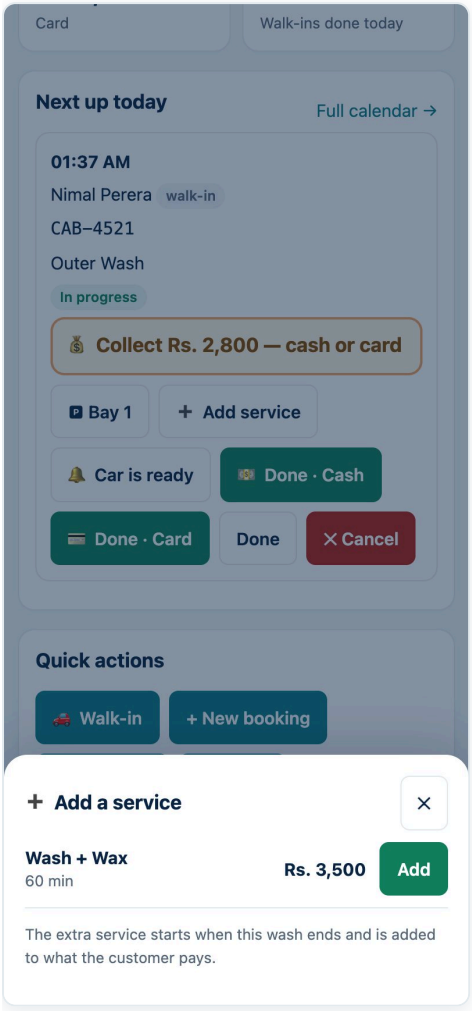
A booking can only be checked in after the customer shows their pass or ID. That is deliberate — it stops a wash being accepted by accident from the calendar, and it means the car in your bay is always the car on the screen.

> **Early arrivals are fine.** Scanning opens 60 minutes before the slot — and earlier than that too, if a bay happens to be free right now (the customer before them didn't show). The app tells you which it is. If nothing is free it says how many minutes are left.

Finished early? Tap Complete as soon as the car leaves — the rest of the slot is released and the bay shows free again.

18 Adding a service — vacuum, wax and more

Staff Manager



Only services with room right after this wash can be added.

A customer who came for a wash now wants a **vacuum**, or a **wax**? Add it to the same booking — no new booking, no new queue.

1. **Tap + Add service**
   On the booking (Today, Bookings or Scan) once the car is checked in or being washed.
2. **Pick the service**
   The sheet shows every other service you offer for that car, its price, and whether there is **room straight after the wash**. A service with no room says so and cannot be added.
3. **Tap Add**
   It starts when the main wash ends. The booking's total, the time on the schedule and your takings all update — and the customer is told the **new amount to pay**.

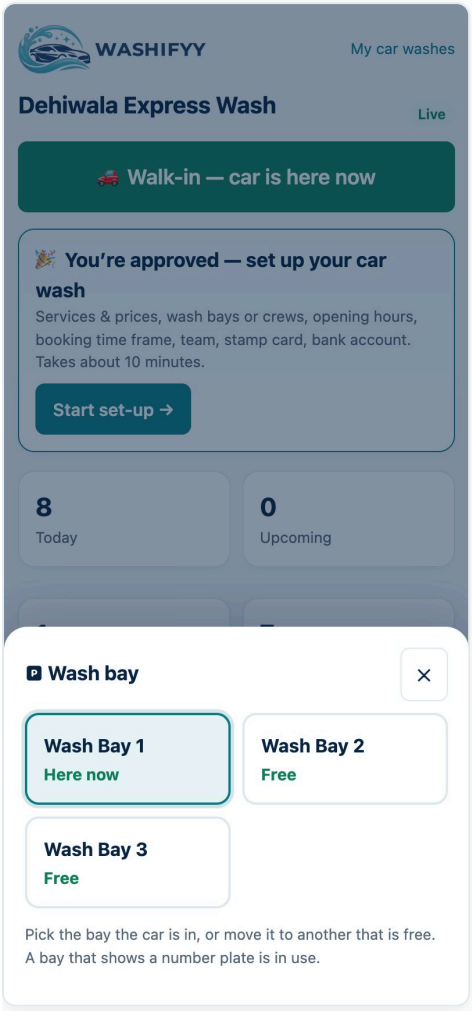
Not on your menu? In the same sheet tap **+ Something else** — pick a job you did before or type a new one, its price, minutes and bay, then **Add to the bill**. One bill for everything: the customer pays the total once. A regular customer's discount applies to menu extras too.

> **If the customer already paid in the app** the extra cannot be added to that booking — make a separate booking for it, or ask them to pay the extra at the counter in a new booking.

The extra service uses its own bay or crew (for example the vacuum bay) — that is why Washifyy checks there is room before it lets you add it.

19 Wash bays — automatic, or you choose

Staff Manager



Tap P Bay on any booking to choose or move the car.

Each wash bay has a number. Washifyy can place cars for you, or leave it to your staff — **you choose which** under Profile & settings → **Wash bay allocation**.

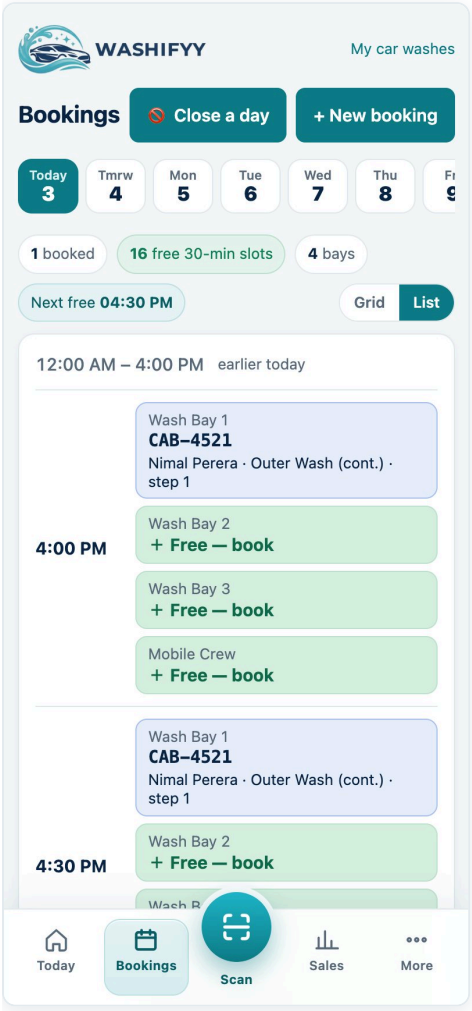
Automatic	Every booking goes into the first free bay when it is made. Nothing for staff to do.
Staff choose at arrival	Bookings are not pinned to a bay. When the car arrives or walks in, staff tap the bay it goes into. Best if some bays suit some jobs.

Choosing or moving a bay

- **Walk-in:** tap the bay on the walk-in screen, or leave it on **Automatic**.
- **Any booking:** tap P **Bay** (it shows "Bay 2" or "Choose bay") and tap another bay. The bay you are in says **Here now**.
- **A bay in use** shows the car's number plate and cannot be picked — move that car first. This stops two cars being put in one bay.

Home visits do not use a bay. Cars that move between bays (wash, then vacuum) are placed bay by bay.

20 Changing a time, cancelling and no-shows



Tap any booking to open this.

🕒 **Change time** — the customer rings and wants a different time? Pick from the free slots on any day; their own slot is included so you can slide them 30 minutes either way. **They get an SMS with the new time.**

Cancel — you must give a reason, and the customer sees it. The slot frees immediately and goes to the waiting list if anyone is on it.

No-show — only after the start time has passed. Use it honestly: it frees the bay and it is what tells us which customers repeatedly waste slots.

Send pass — resend the QR pass on WhatsApp or SMS any time.

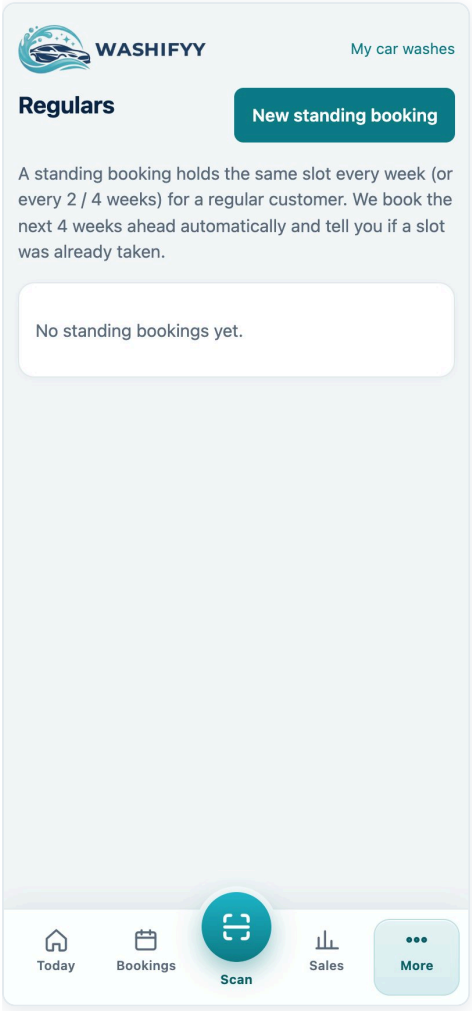
> **Customers can move their own booking** up to 30 minutes before the slot, and you are notified. Closer than that, they have to ring you — and then you move it from this screen.

21 The waiting list

When your day is full, customers can join **your** waiting list for that day instead of going elsewhere. It appears as an orange card at the bottom of the Bookings tab.

- If a slot frees up — a cancellation, a move, a no-show — the first waiting customer whose time preference fits is **offered it automatically** by SMS. They have an hour to accept before it passes to the next person.
- **Offer a time** — propose a specific slot; they accept in the app.
- **Book now** — you rang them and they said yes. This books it immediately and sends the normal confirmation.
- Their phone number is right there, so you can just call.

22 Regulars & standing bookings



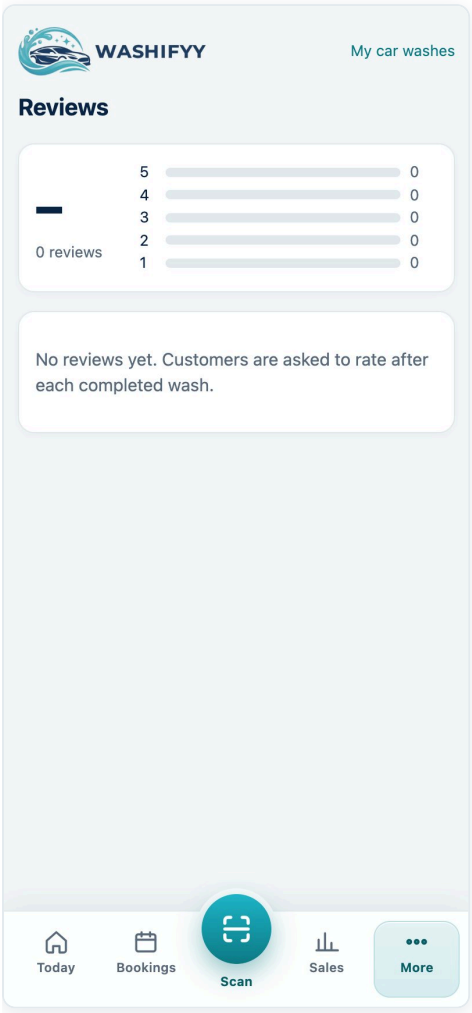
Customers who keep coming back, and their repeat slots.

Under **Regulars** you set up repeat bookings. (Giving a frequent customer a discount is a separate owner tool — see **Discounts for regular customers**.)

Standing bookings hold the same slot every week (or every two weeks) for a regular — "Mr Perera, every Saturday 9 am". Washifyy creates the bookings ahead automatically and skips any week where the slot is already taken. Pause it when the customer travels; resume when they are back.

23 Reviews

Owner Manager



What customers said, and your rating.

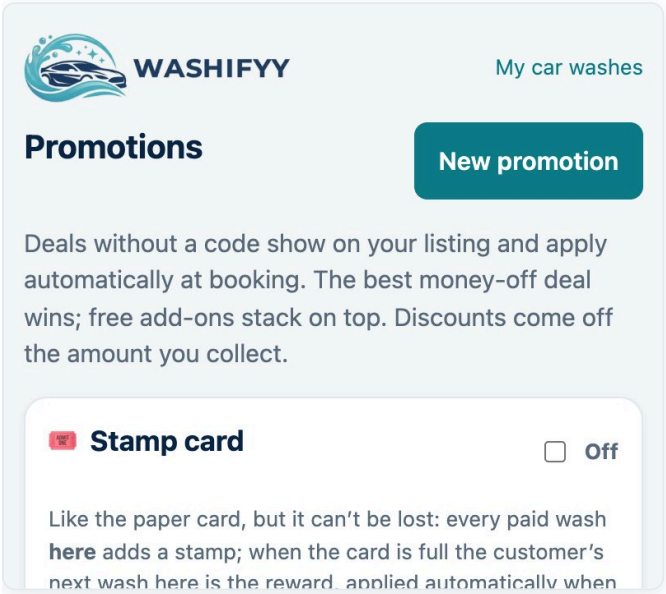
Only a customer who actually had a wash with you can review it, so ratings are real. Reviews appear on your listing and drive how high you rank.

A customer can also rate a booking **you cancelled** — fair warning that cancelling on people costs you.

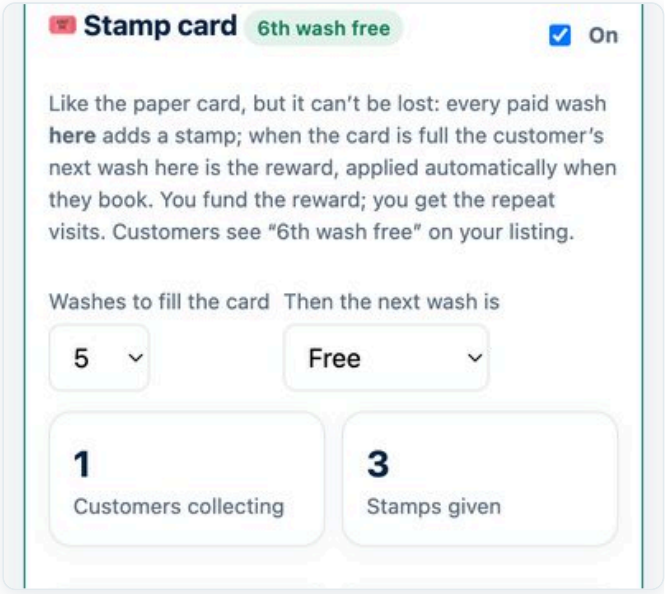
If a review is abusive or clearly not about your business, report it and Washifyy will look at it.

Part 3 · For the owner

24 Offers, stamp cards & Boost Owner



Offers you run yourself.



A stamp card brings regulars back.

Stamp card — "every 6th wash free" is the classic. If you own several car washes, link them and one card works at all of them (see **Your company**). Set how many washes earn a reward and which services count. Customers see their stamps fill up in the app, which is exactly why they come back to you rather than the next place.

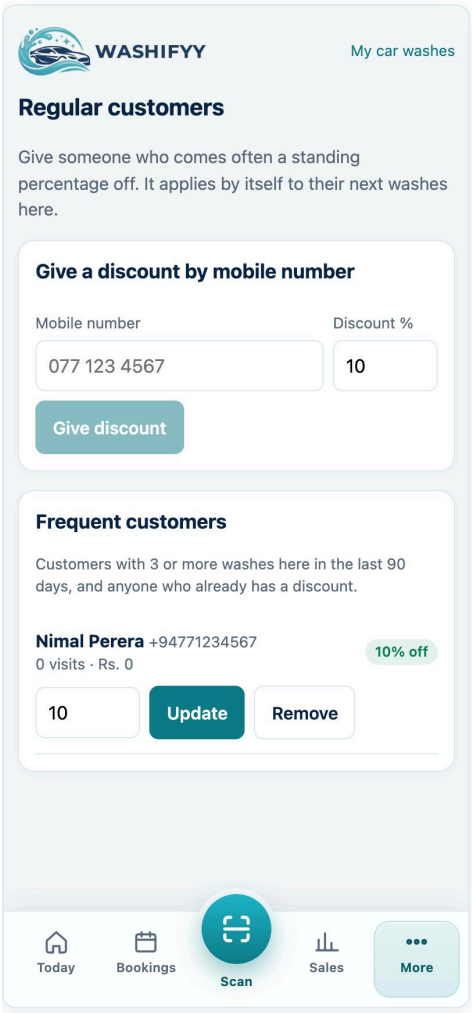
Offers — a percentage or rupee discount, a happy-hour price for your quiet times, or a free add-on with a service. Set the days and hours it applies — and, if you like, the **areas** it is for (for example only customers in Nawala and Battaramulla). Customers see every live offer in the **Offers** tab of their app.

Boost — pay to appear at the top of the list in your area for a few days. Useful when you open, after a quiet week, or before a long weekend. You see exactly how many people saw and tapped your listing.

> **You fund your own offers**, so you decide what they cost you. Washifyy never discounts your price without you.

25 Discounts for regular customers

Owner



Give a frequent customer a standing percentage off.

Reward the customers who keep coming back. Under **More → Regular customers** you will see everyone who washed with you **3 or more times in the last 90 days**.

1. **Set a percentage**

   Type 1 to 50 next to their name and tap **Give discount**. Or enter any customer's mobile number at the top.

2. **It applies by itself**

   Every wash they book — or walk in for — here takes that percentage off, and so does any extra service you add. The booking and the invoice show "Regular customer discount 10%".

3. **The customer sees it**

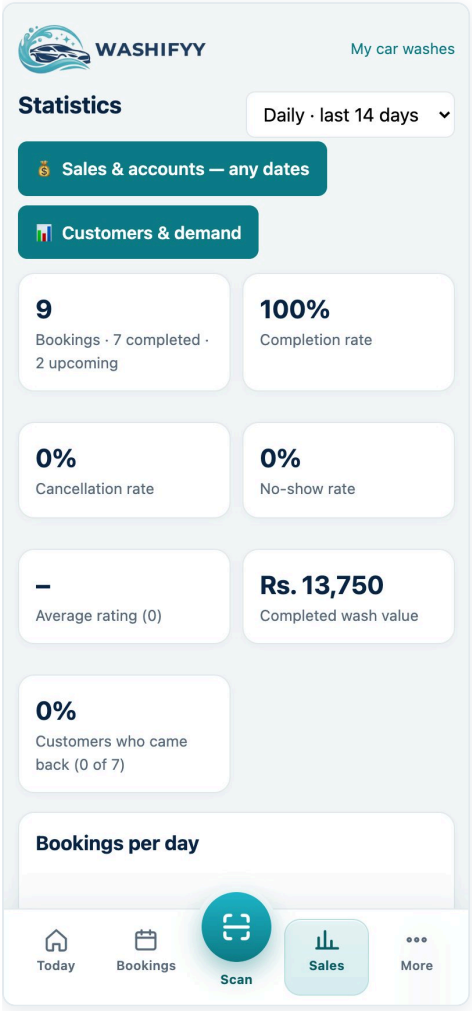
   "You get 10% off at your car wash" appears on your page in their app.

Change the percentage or tap **Remove** whenever you like. Bookings already made keep the price they were made at.

> **One discount at a time.** If a customer uses a free wash from a stamp card, a membership or loyalty points, that is applied instead of the regular discount on that wash. Only the **owner** can give discounts.

26 Sales & stats

Owner



Which days and services earn most.

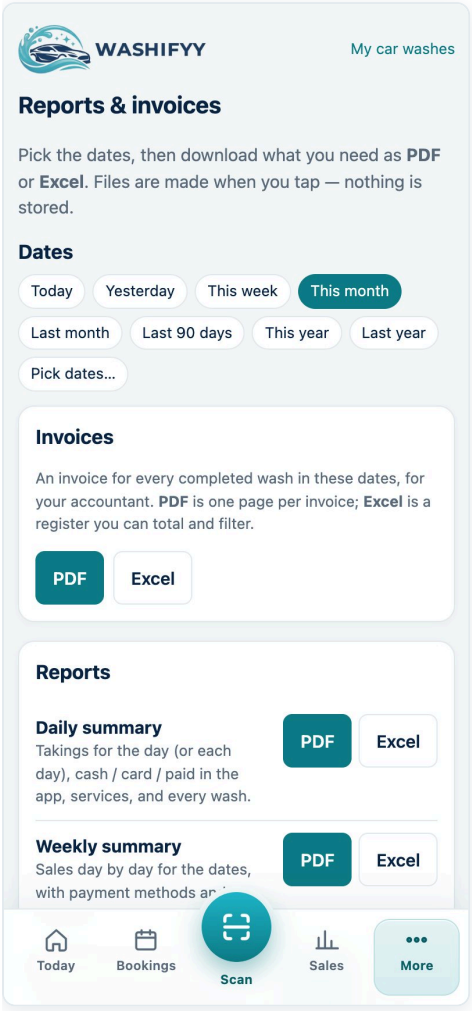
Money taken and washes completed, then four views: **which days earn most** (a typical Saturday vs a typical Tuesday), **which services earn most**, **where the sales came from** (app, walk-ins, phone) and **how customers paid** (cash, card, in the app).

Worth acting on: **your quiet days** (run an offer there) and **your repeat rate** (a stamp card lifts it). Only the **owner** sees these screens — managers see today's takings on Today, and staff see no figures.

Accounts (tab next to Stats) shows your money for **any dates** — today, this month, last year, or two dates you pick — by day, week, month or year, with cash, card and in-app split out. **Download CSV** or **Print** it — or use **Reports & invoices** for ready-made PDF and Excel files. **Customers & demand** shows who comes most, which cars and makes, your busy and quiet times, and which areas your customers come from.

27 Reports & invoices

Owner



Pick the dates, then download as PDF or Excel.

For you and your accountant. Open **More → Reports & invoices**, pick the **dates**, and tap **PDF** or **Excel** next to what you want. Files are made on the spot.

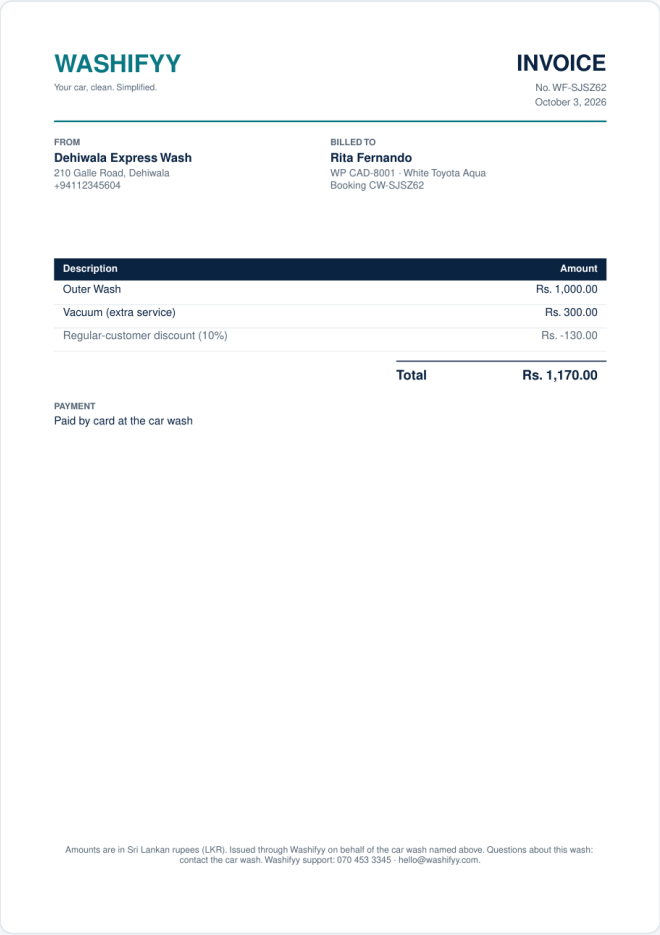
Invoices	One invoice for every completed wash. **PDF** = a page each; **Excel** = a register you can total and filter.
Daily summary	The day's takings: cash, card, paid in app; each service; every wash.
Weekly · Monthly · Yearly	Sales day by day (yearly: month by month), payment methods and services.
Sales for any dates	Any two dates, grouped to suit.
Customers	Who came, how often, how much they spent.
Discounts given	Offers, stamp rewards, points, memberships and regular-customer discounts, with their value.
Cancellations & no-shows	What did not happen, why, and the value lost.

Customers get their invoice too — a **Download invoice (PDF)** button on any completed booking in their app. You can print one from the booking details (**Invoice**) — managers and staff can too.

Sales are what customers paid after discounts. Invoices carry the invoice number, your name and address, the services, any extra, discounts and the total.

28 A sample invoice and report

Owner



WASHIFYY

Your car, clean. Simplified.

INVOICE

No. WF-SJSZ62

October 3, 2026

FROM

Dehiwala Express Wash

210 Galle Road, Dehiwala

+94112345604

BILLED TO

Rita Fernando

WP CAD-8001 · White Toyota Aqua

Booking CW-SJSZ62

Description	Amount
Outer Wash	Rs. 1,000.00
Vacuum (extra service)	Rs. 300.00
Regular-customer discount (10%)	Rs. -130.00
Total	**Rs. 1,170.00**

PAYMENT

Paid by card at the car wash

Amounts are in Sri Lankan rupees (LKR). Issued through Washifyy on behalf of the car wash named above. Questions about this wash: contact the car wash. Washifyy support: 070 453 3345 · hello@washifyy.com.

Invoice — one per completed wash. The customer can download the same PDF in their app.



Monthly summary

Dehiwala Express Wash · 1 Sep 2026 – 30 Sep 2026

Sales by day

Period	Washes	Before	Call-out fees	Discounts	Sales (net)	Cash	Card	Paid in app	Not recorded
Mon 1 Sep 2026	3	Rs. 3,000.00	Rs. 0.00	Rs. -50.00	Rs. 2,850.00	Rs. 1,500.00	Rs. 1,350.00	Rs. 0.00	Rs. 0.00
Mon 2 Sep 2026	4	Rs. 4,000.00	Rs. 0.00	Rs. -50.00	Rs. 3,800.00	Rs. 2,000.00	Rs. 1,800.00	Rs. 0.00	Rs. 0.00
Mon 3 Sep 2026	5	Rs. 5,000.00	Rs. 0.00	Rs. -50.00	Rs. 4,750.00	Rs. 2,500.00	Rs. 2,250.00	Rs. 0.00	Rs. 0.00
Mon 4 Sep 2026	6	Rs. 6,000.00	Rs. 0.00	Rs. -50.00	Rs. 5,700.00	Rs. 3,000.00	Rs. 2,700.00	Rs. 0.00	Rs. 0.00
Mon 5 Sep 2026	7	Rs. 7,000.00	Rs. 0.00	Rs. -50.00	Rs. 6,650.00	Rs. 3,500.00	Rs. 3,150.00	Rs. 0.00	Rs. 0.00
Mon 6 Sep 2026	8	Rs. 8,000.00	Rs. 0.00	Rs. -50.00	Rs. 7,600.00	Rs. 4,000.00	Rs. 3,600.00	Rs. 0.00	Rs. 0.00
Mon 7 Sep 2026	9	Rs. 9,000.00	Rs. 0.00	Rs. -50.00	Rs. 8,550.00	Rs. 4,500.00	Rs. 4,050.00	Rs. 0.00	Rs. 0.00
Mon 8 Sep 2026	10	Rs. 10,000.00	Rs. 0.00	Rs. -50.00	Rs. 9,500.00	Rs. 5,000.00	Rs. 4,500.00	Rs. 0.00	Rs. 0.00
Mon 9 Sep 2026	11	Rs. 11,000.00	Rs. 0.00	Rs. -50.00	Rs. 10,450.00	Rs. 5,500.00	Rs. 4,950.00	Rs. 0.00	Rs. 0.00
Total	**99**				**Rs. 99,999.99**				

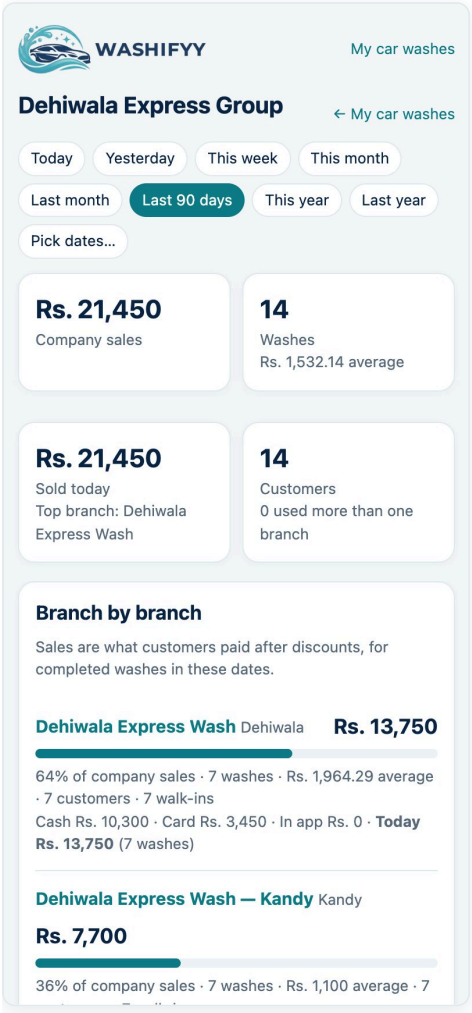
Sales are what customers paid after discounts.

Monthly summary — the same figures are in the Excel file, as real numbers.

Every report states the car wash and the dates at the top and the time it was made at the bottom. Excel files have one sheet per table (sales, payment methods, services…) with money as numbers, so your accountant can add, filter and chart them.

> **Tip for month-end.** Download **Monthly summary (Excel)** and **Invoices (PDF)** for the month and send both to your accountant. Cash and card should match what is in the till.

29 Your company — several car washes Owner



Every branch side by side, and the company as a whole.

If you are the **owner of two or more** car washes, a 🏢 **Company overview** card appears at the top of **My car washes**.

- **Company performance** — total sales, washes, average per wash, today's sales, how it compares with the dates before, and how many customers used more than one branch.
- **Branch by branch** — each branch's sales, share of the company's, washes, customers, walk-ins, payment split, today's takings and rating, best first. Tap a branch to open it.
- **Today at every branch** — takings, cars being washed, still coming, and bookings left open, per branch.
- **Over time** — company sales by day, week, month or year; best-selling services; how customers paid.
- **Company accounts** — the **Accounts** tab is your combined books: sales before and after discounts, call-out fees, cash / card / paid in the app, refunds, lost value, every branch in one table — for any dates, with **PDF** and **Excel** downloads.
- **Company reports & invoices** — the same PDF and Excel downloads for **all your car washes together**, with a branch breakdown.

One stamp card, or one per car wash — your choice

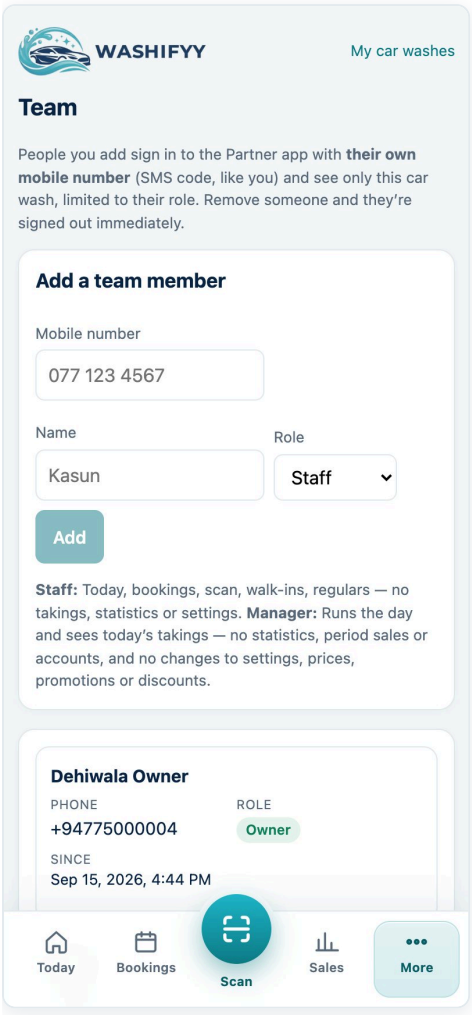
Under **Stamp cards** tap **Change stamp-card setting** and choose: **One stamp card for my car washes** (pick which ones and a **main** car wash whose settings apply — a customer stamped at any of them fills **one card** and can spend the free wash at **any** of them; stamps they already had elsewhere are added to it) or **Each car wash keeps its own stamp card** (stamps are earned and used only where they were given).

Company managers

Under **Company managers** add someone by name and mobile number. They become a **manager at every branch** (new branches too) and open on *Today at every branch*. They cannot see the company's sales by period, accounts or reports, or change settings. **Remove** ends their access at once.

30 Your team

Owner



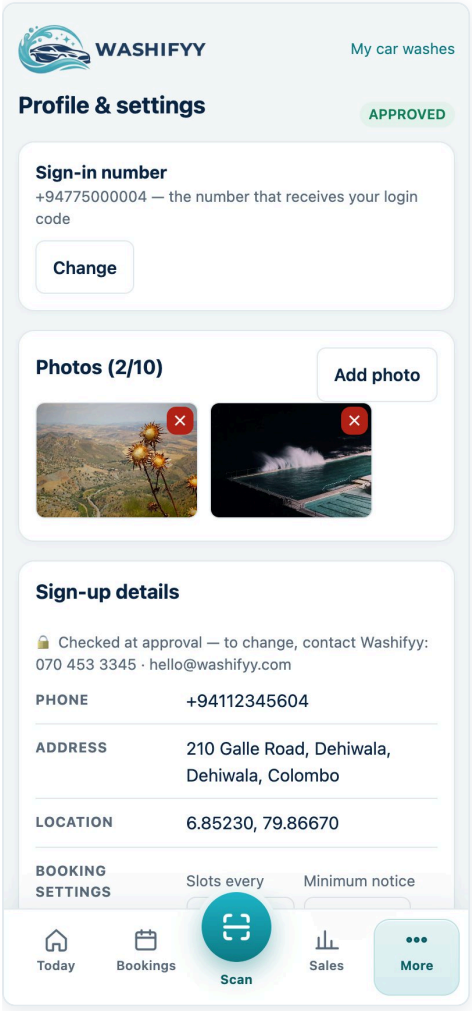
Each person signs in with their own mobile number.

Add your people so they can scan and check customers in without using your phone — each with their own login, and each seeing only what their job needs.

ROLE	CAN DO	CANNOT
Owner	Everything: settings, services, offers, discounts, statistics, accounts, reports, team	—
Manager	Run the day: bookings, scan, walk-ins, extra services, bays, reviews, **today's takings**	Statistics, period sales, accounts, reports; change settings, prices, offers or discounts
Staff	Bookings, scan, walk-ins, extra services, bays, regulars	See any money figures, change anything

Staff and managers sign straight into this car wash. Someone leaves? Remove them here and their access ends immediately. Someone who runs **all** your branches is added once as a **company manager** (p. 32) and shows here as *Company manager*.

31 Profile & settings Owner



Photos, booking settings, bank details.

Photos — add, crop and remove any time. The first photo is what customers see in the list, so make it your best one. Drag and zoom to crop exactly what they will see.

Sign-up details (name, address, phone, location) are locked after approval — ring support on 070 453 3345 to change them.

Booking settings, bank account, rewards — all editable here. **Wash bay allocation** lets you choose between **Automatic** (each booking goes into the first free bay) and **Staff choose at arrival**.

📱 **SMS messages** — the customer is texted when the car is ready, with the amount. Booking alerts (new, changed, cancelled) go to **one** number each — you choose who.

🌙 **Extra charge by time** — optional, e.g. after 7 pm + Rs 300. Customers see it on the times.

Leaving Washifyy? Request removal from this screen. We confirm with you first so that customers with bookings are not left stranded.

Part 4 · Languages, customers & help

32 Languages — සිංහල · தமிழ் · English



The first thing a new person sees.

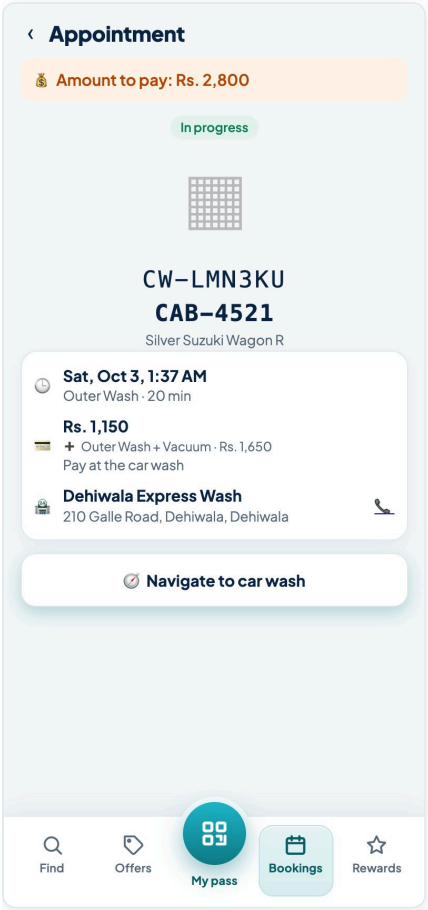
The Partner app speaks **Sinhala**, **Tamil** and **English**. Each person chooses their own — one phone can be in Sinhala for the counter staff while the owner's is in English.

- **First time:** three big buttons, each in its own language, before anything else.
- **Change it any time:** the **සිං · தமி · EN** buttons at the top of every screen on a phone (also **More → Language**), or at the bottom of the left menu on a laptop. Remembered on that phone and on your account.
- **Easy to read at a glance:** the main buttons carry pictures too — 💵 cash, 💳 card, 🚿 start, ✅ check in — so they can be recognised without reading.

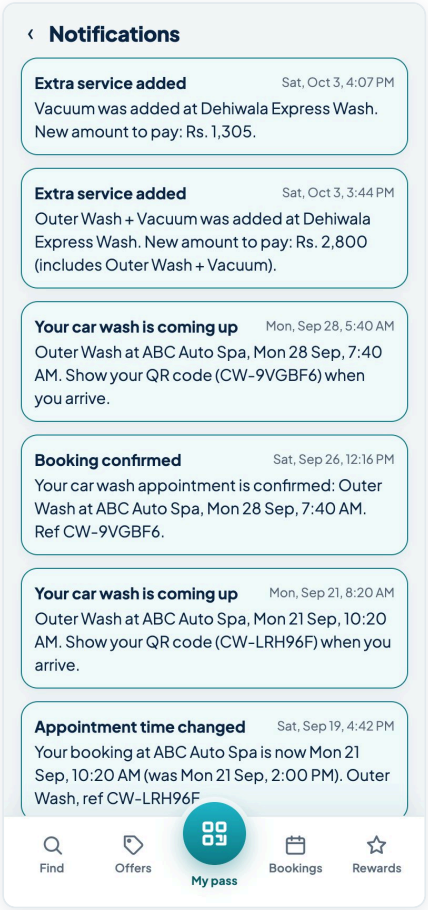
Every screen is translated — for staff, managers and owners: set-up, settings, prices, offers, reports and the company pages too. Service names stay as you type them.

> **Your customers** can also use their app in Sinhala, Tamil or English — they choose on first launch and under Profile.

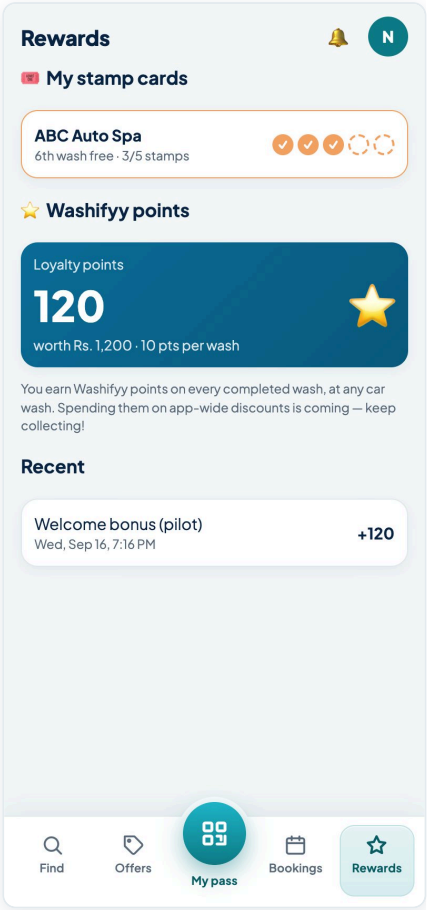
33 What your customers see



While the car is being washed: **the amount to pay**, including any extra service.



The **bell** keeps every message: amounts, receipts, changes.



Rewards shows stamp cards — one card across your linked branches.

- **Offers tab** — every live offer, yours first when they are nearby. Offers made for an area show only to customers there.
- **Where they live** — customers give their area (like Colombo 05 or Nawala) when they sign up. That is how an area offer reaches the right people.
- **Book again** — their last wash, with your next free time, on their home screen: one tap books it. Past bookings have **Book again** too.
- **Invoice** — after the wash, **Download invoice (PDF)** on the booking.
- **A full-screen map** — tap **Map** on the Find screen and the map fills the screen; tap a pin for the car wash, then **View & book**.
- **Their language** — Sinhala, Tamil or English.
- **Today's real hours** — "Not open yet" until you press Open, and your later closing when you stay open.
- **Help on WhatsApp** — a complaint or question opens a WhatsApp chat with the Washifyy team (+94 70 453 3345), with the booking already filled in.

> Customers who share **no details** at a walk-in are still recorded in your sales — they just cannot earn points or receive messages.

34 What the customer receives

So you know what they are looking at when they ring you:

WHEN	THEY GET
Booking confirmed	SMS with your name, service, time and booking ID, plus the pass link
2 hours before	A reminder SMS (for an early-morning booking, at 7 PM the evening before — never before 7 AM)
You move the time	SMS with the new time and the old one
You cancel	SMS with your reason
A slot opens on the waiting list	SMS offering it, valid for one hour
The wash starts	A notice in the app: the amount they will pay (or "already paid")
You add an extra service	A notice with the new amount to pay
You tap **Car is ready**	A notice with the amount to pay
You complete the wash	"You paid Rs. N (cash / card)" — and a prompt to rate you. They can download their **invoice (PDF)** from the booking
You enter a walk-in who is new to Washifyy	One SMS thanking them, with the link to the app

35 Getting help

PARTNER SUPPORT	**070 453 3345** · partners@washifyy.com
Hours	Monday–Saturday, 8:30 am – 6:00 pm
Partner app	partner.washifyy.com
Customer app	app.washifyy.com

If you see an error with a code (for example "tell support the code 4F0FB1E0"), send us that code — it points us straight at what went wrong.

Two habits that make the biggest difference. Keep your opening hours honest so customers are never turned away at the gate, and mark washes **Complete** as you finish them — that is what frees your bays and keeps the next booking flowing.

Washifyy (Pvt) Ltd · 66/1, Havelock Road, Colombo 05 · partner.washifyy.com · Manual v2.0 · This manual describes the Partner app during the pilot; features may be added over time.