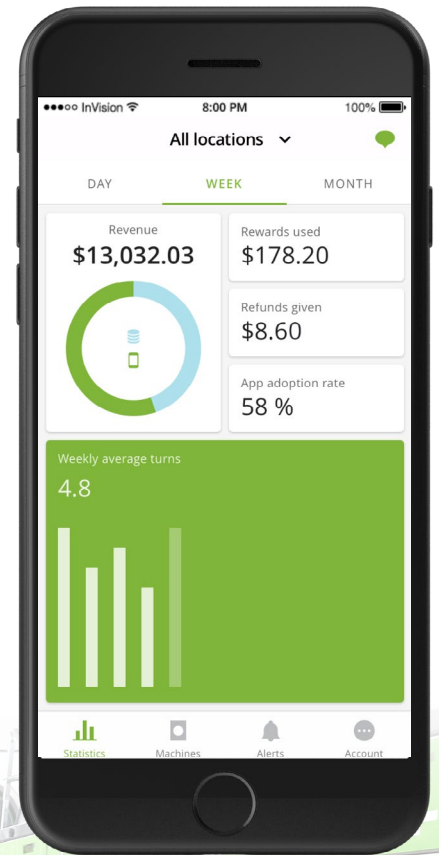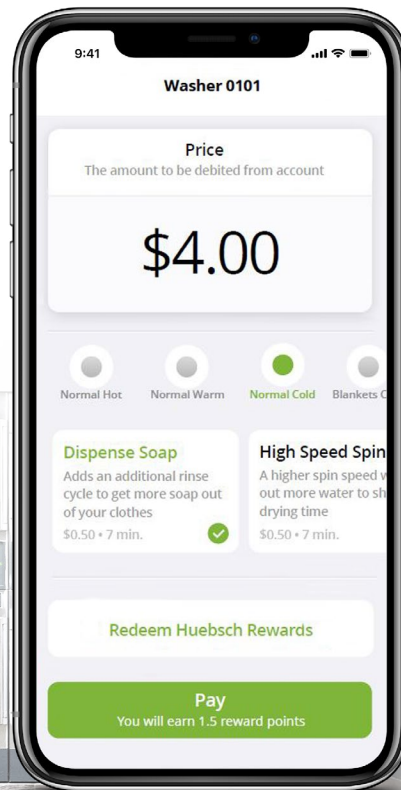# Huebsch®

YOUR SMART LAUNDRY PARTNER

HUEBSCH COMMAND™ TECHNOLOGY SUITE

- Owner Dashboard

- Customer App

- Point of Sale (POS)System
  *Available only in US & Canada Markets

- Customer Relationship Management (CRM)
  *Available only in US & Canada Markets

Phone 1 (App)

9:41

Washer 0101

Price
The amount to be debited from account

$4.00

Normal Hot Normal Warm Normal Cold Blankets

Dispense Soap
Adds an additional rinse cycle to get more soap out of your clothes
$0.50 • 7 min. ✓

High Speed Spin
A higher spin speed with out more water to sh drying time
$0.50 • 7 min.

Redeem Huebsch Rewards

Pay
You will earn 1.5 reward points

Phone 2 (Dashboard)

●●●○○ InVision 📶   8:00 PM   100% 🔋

All locations ⌄

DAY   **WEEK**   MONTH

Revenue
$13,032.03

Rewards used
$178.20

Refunds given
$8.60

App adoption rate
58 %

Weekly average turns
4.8

Statistics   Machines   Alerts   Account

STAY IN COMMAND OF YOUR BUSINESS

A SMARTER WAY TO RUN YOUR LAUNDROMAT

The Huesbch 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. Combine your wash dry fold and over the counter business with self-service through the Huebsch Point of Sale System. 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 POS *Available only in US & Canada Markets*
INCLUDES	INCLUDES	INCLUDES
✓ Cloud-based Revenue, Reports & Alerts	✓ Cloud-based Revenue, Reports & Alerts	✓ Cloud-based Revenue, Reports & Alerts
✓ Remote Machine Monitoring	✓ Remote Machine Monitoring	✓ Remote Machine Monitoring
✓ Control & Programming through Owner Dashboard	✓ Control & Programming through Owner Dashboard	✓ Control & Programming through Owner Dashboard
Payment through Speed Queen App	✓ Payment through Speed Queen App	✓ Payment through Speed Queen App
Hardware Coverage for Network Boards & Gateways (with active agreement)	✓ Hardware Coverage for Network Boards & Gateways (with active agreement)	✓ Hardware Coverage for Network Boards & Gateways (with active agreement)
Customer Relationship Management (CRM) Marketing Module	Customer Relationship Management (CRM) Marketing Module	✓ Customer Relationship Management (CRM) Marketing Module
Point of Sale (POS) System	Point of Sale (POS) System	✓ Point of Sale (POS) System

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.
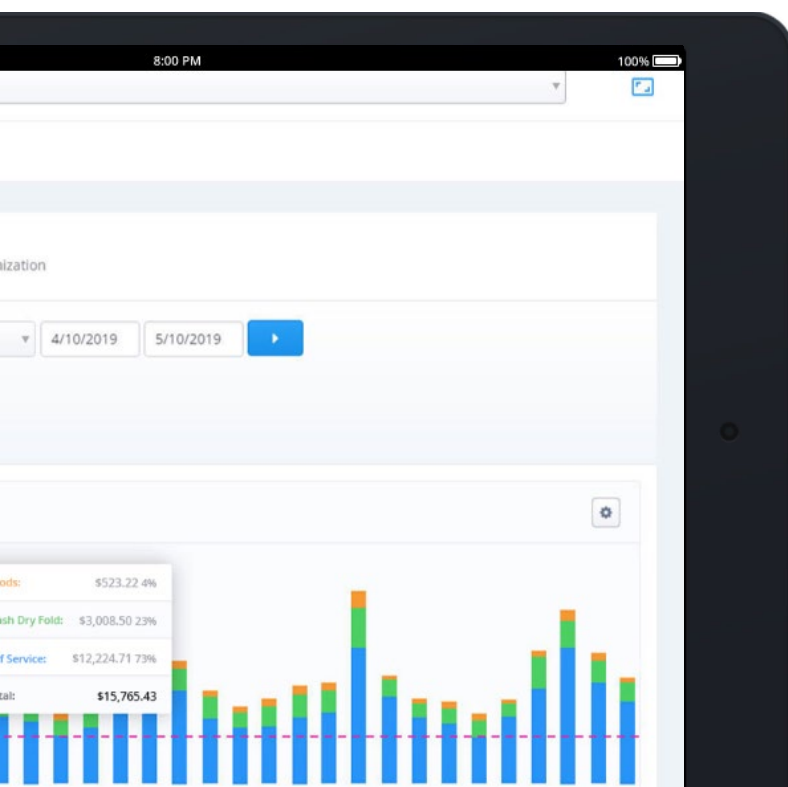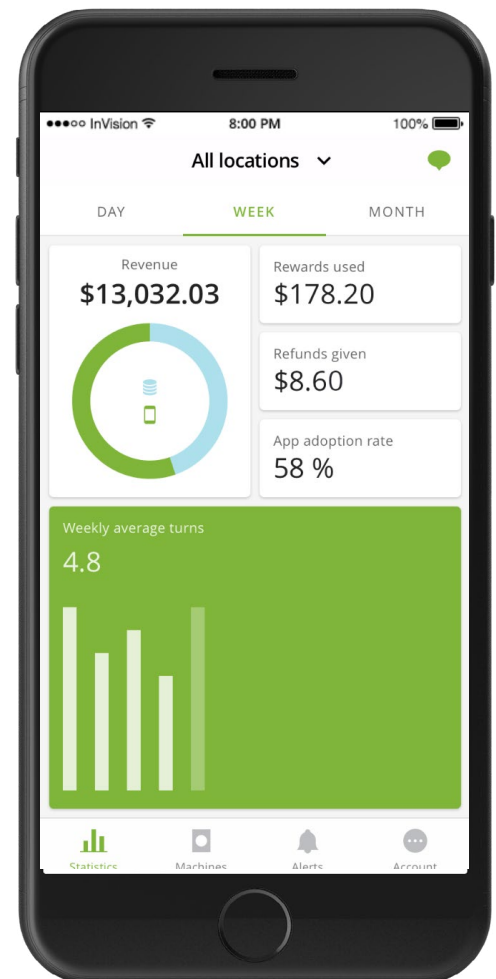
MOBILE APP PAYMENT FLEXIBILITY

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, or select the Payment Plus Point of Sale solution for complete business management.

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

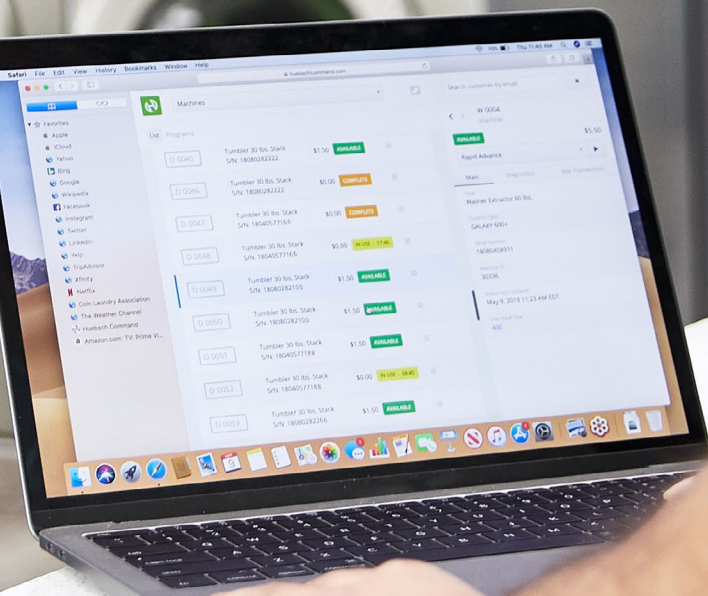**SERVICE ALERTS VIA EMAIL OR TEXT**

REMOTE START & SYSTEM MONITORING

TURNS PER DAY

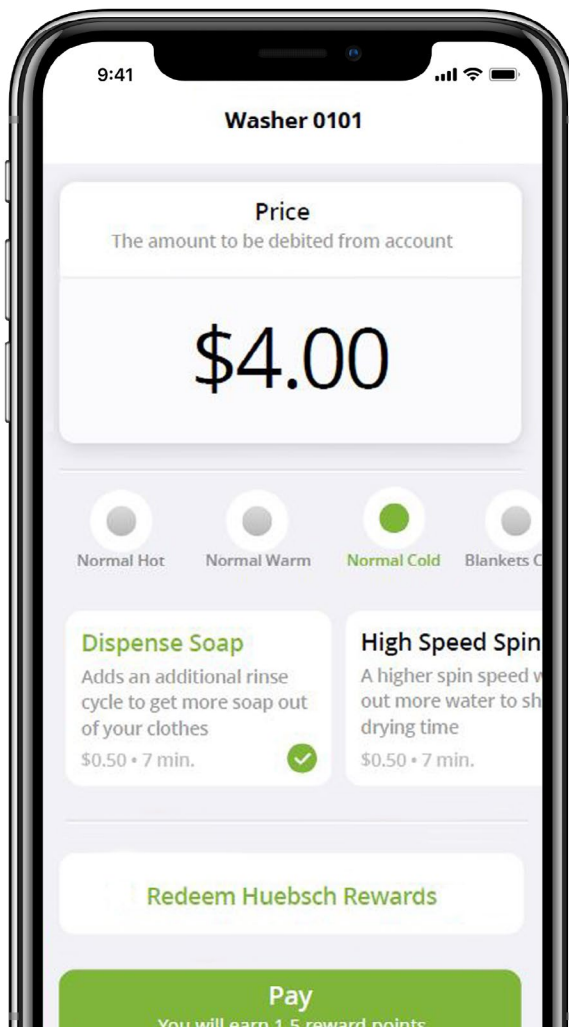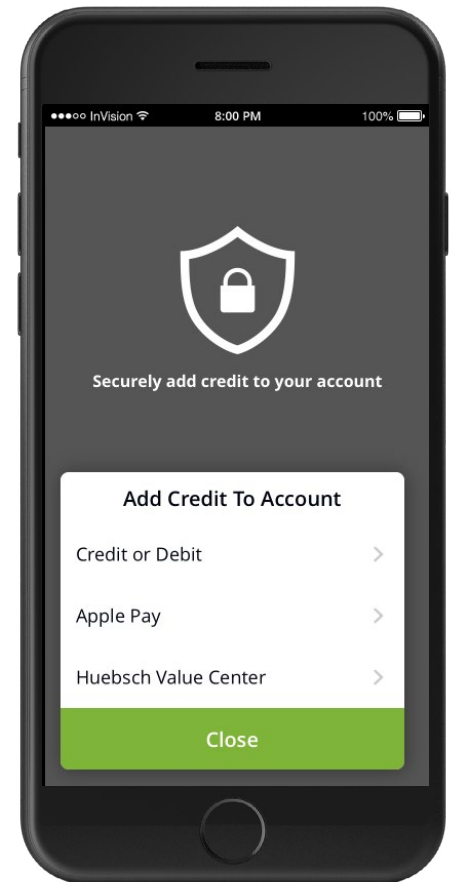**100% SUPPORTED BY HUEBSCH**

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.

- Offering the optional Huebsch Value Center lets customers load cash onto their mobile wallet and increases customer loyalty.

- Customers can view the status of their current cycle in the app and get notified when their laundry is done.

- 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.

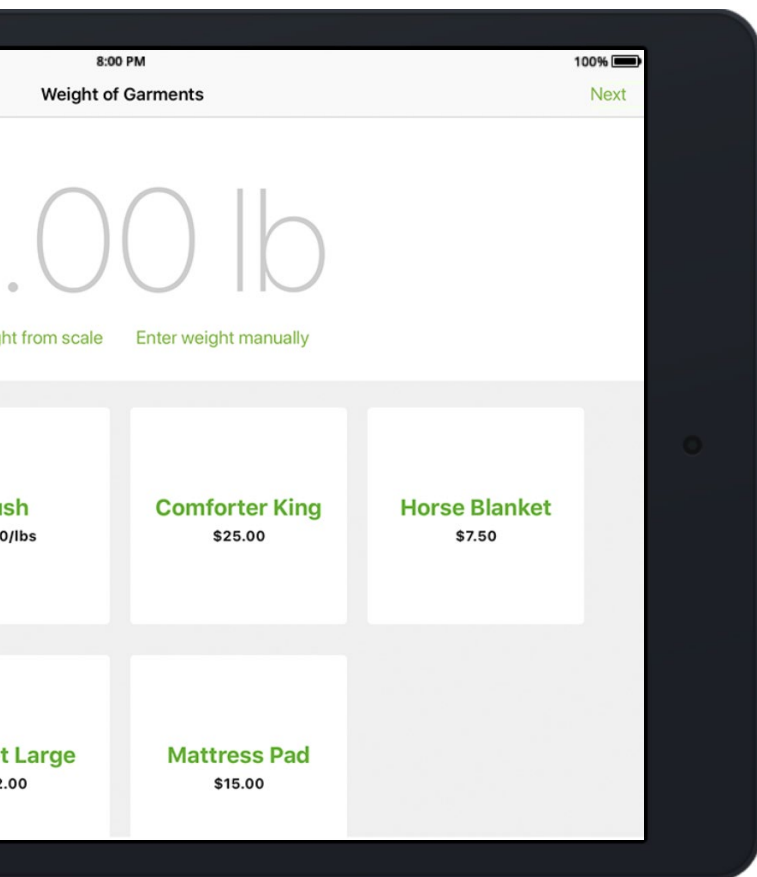✓ The Huebsch app is available for iOS and Android smartphones.

HUEBSCH POINT OF SALE (POS) SYSTEM

Available only in US & Canada Markets

FULLY INTEGRATED

FOR ALL YOUR BUSINESS NEEDS.

Built specifically for laundromats, the Huebsch Point of Sale (POS) System unlocks the full power of Huebsch Command by consolidating revenue and customer history for your self-service and wash dry fold customers into a single source of data for your entire business.

The Huebsch app is fully integrated with the POS, making it fast and easy for customers to make purchases with their Huebsch app, as well as with cash or credit card. Best of all, the system integrates with the Huebsch CRM, making it easy to send and redeem promo codes or earn rewards on purchases from the POS.

The Huebsch POS System is simple to set up and customizable. Plus, you can boost revenue with opportunities to upsell products and services.

Operating a laundromat has never been easier or more profitable.

HARDWARE

The Huebsch Point of Sale system runs on an iPad, and there is minimal hardware required, helping owners get up and running faster.

Screen image (partial, shown on iPad):
8:00 PM   100%
Weight of Garments   Next
.00 lb
ht from scale   Enter weight manually

Comforter King $25.00
Horse Blanket $7.50
Mattress Pad $15.00

PRO TIP:

Purchase the complete Huebsch hardware solution for a fully integrated point of sale system. Refer to the Huebsch POS hardware list for full details.

FEATURES

Simple and flexible point of sale system for over the counter sales and wash dry fold services

Intuitive inventory management and tracking

Huebsch app payment integration

Consolidated customer database for POS and self-service app customers

Fully integrated hardware (optional)

Promo code redemptions (with CRM)

Single source of data via Huebsch Command for all parts of the business

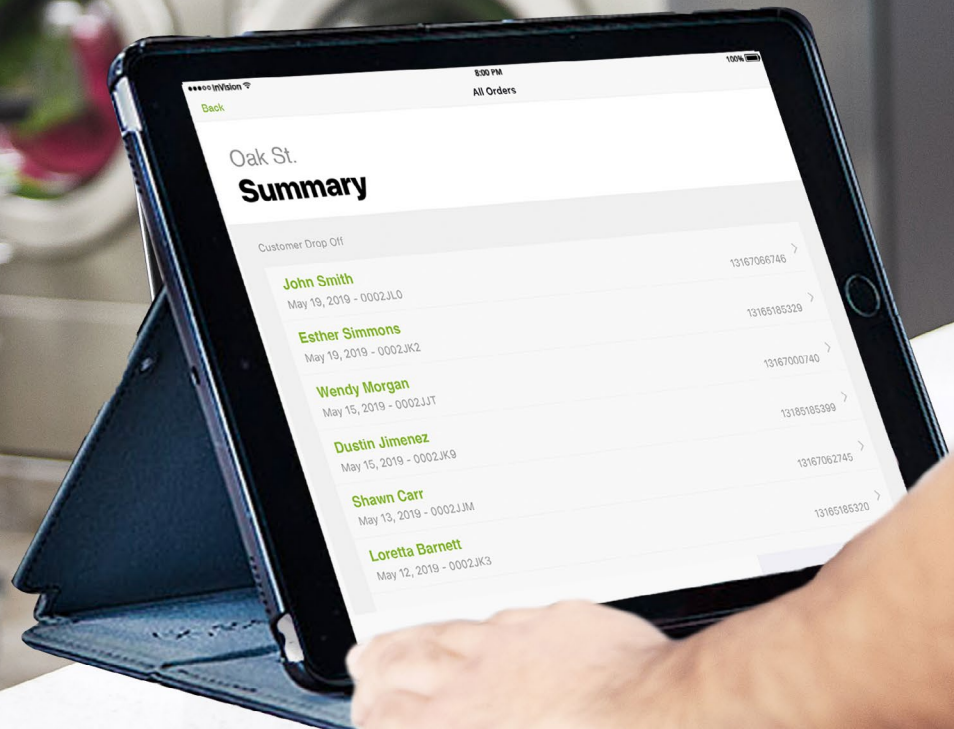Highly scalable setup for multi-store operations

World-class 24/7 tech support

Easy and intuitive setup and configuration

Cloud-based reporting by transaction type

Personalized owner training and support

HUEBSCH CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Only available in US & Canada markets
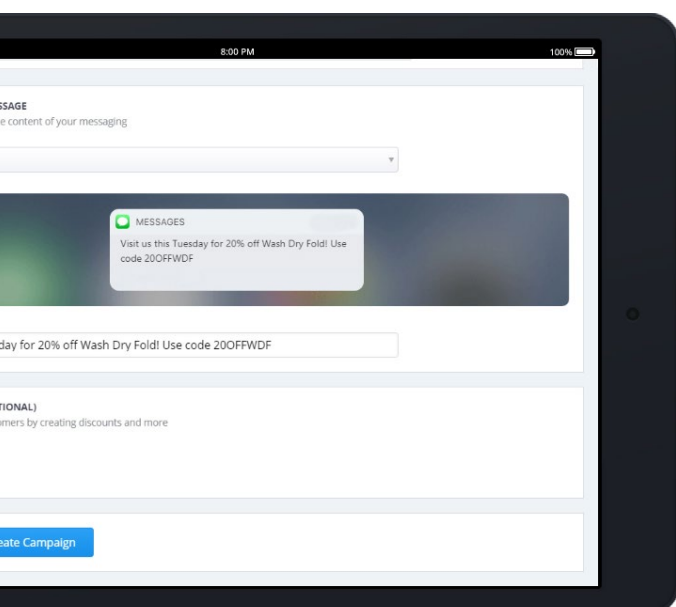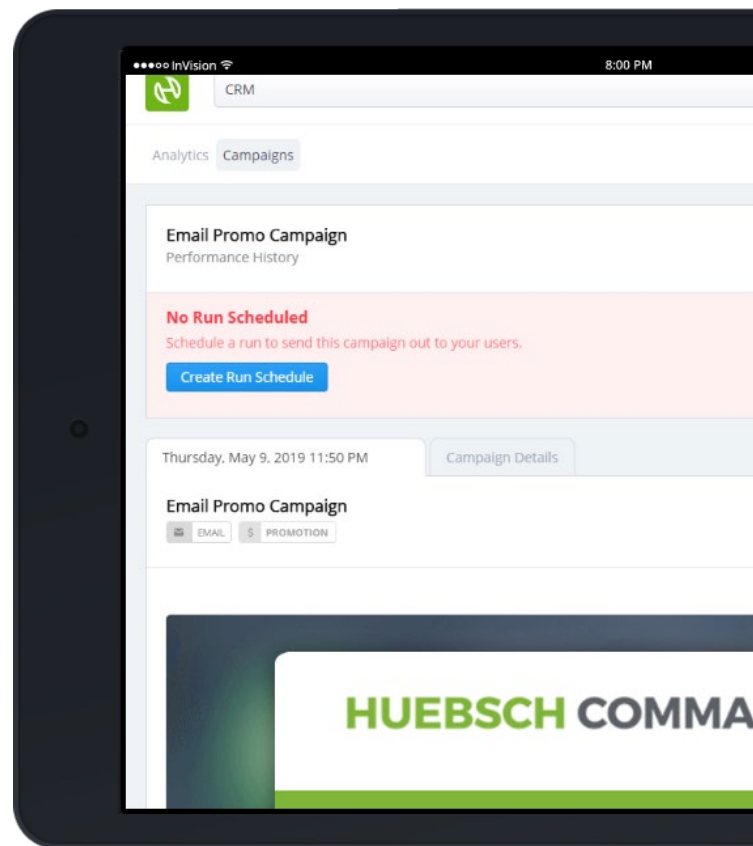
PERSONALIZED CONNECTION.
POWERFUL ENGAGEMENT.

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**

Huebsch.

YOUR SMART LAUNDRY PARTNER

STAY IN COMMAND OF YOUR BUSINESS
WITH HUEBSCH COMMAND™.

**For more information, contact your
top-quality-rated Huebsch® distributor
or visit huebsch.com/en-international/
command**