WASH Accountability Protocols for Colleges and Universities

At WASH, accountability has been a cornerstone of our business for over 70 years, ensuring peace of mind for our customers. Our "smart" laundry rooms make laundry day easier with mobile payments and other digital upgrades. College students, rarely without a mobile phone in hand, are quick to embrace these improvements. School administrators appreciate the extensive security layers embodied in the technology that keep their revenue, and users' financial information, safe.

Payment Methods

WASH offers convenient payment options that adhere to strict accountability and security protocols. Adopting a cashless payment system can also reduce the risk of on-site vandalism and theft. Protocols are tailored to each payment method.

1. WASH-Connect Mobile App or PayRange

Students download the free app to their mobile phones, funds or link and existing digital wallet to their WASH (or PayRange) account, then pay for laundry with a simple swipe at the washer or dryer. WASH-Connect can even handle swift refunds. Protocols that keep personal information and credit cards secure to deter cyber-theft include:
- Digital wallets provide authentication, monitoring, and data encryption.
- Fingerprint authentication prevents unauthorized use of an account.
- Encrypted financial data is never stored or shared with WASH or the university.

2. Laundry Card / Credit Card

Students may purchase laundry cards at an in-room kiosk, using a credit card. Depending on your service package, they may use either a laundry card and/or a credit card to run the machines. Security protocols include:
- A firewall between the card and machine.
- Credit card numbers are never stored, eliminating the risk of compromise via a card skimmer or malware.
- PCI Compliant - Transaction data is encrypted according to Data Security Standards set by the credit card industry.
- ISO8000 Compliant - Data transmission is handled securely between all partners, according to highest industry standards for payment data.

3. Coins

WASH carefully protects cash payments in laundry rooms by providing secure collections and advanced loss prevention procedures that deter theft. Protocols include:
- WASH uniformed employees carry I.D. and route collectors undergo security clearance.
- WASH coin machine vaults have proprietary tamper-proof locks and restricted key codes.
- Collections are done at undisclosed times by secure, unmarked vehicles.
- Collection vehicles are tracked via GPS and unloaded at our secure facility under video surveillance.
- Coins are sorted by a machine that records all currency data before transport to the bank.

Payment Processing

WASH's superior revenue processing system safeguards every transaction to ensure 100% accountability and keep the trust of our business partners. Our proprietary software, secured data feeds, and enterprise accounting systems process more than 296 million debit/credit transactions and over 1.7 billion quarters a year.

Our revenue processing team works closely with our many campus laundry partners to provide customized reports that meet each university's requirements. Along with your university's monthly commission check, you will receive a detailed Accountability and Statement History which includes a summary of revenue and year-to-date totals.

For connected laundry rooms, we also offer real-time reports that track machine usage, payment methods, revenue, and overall room performance. Cloud-enabled technology captures data to evaluate usage and gain insights that can help you determine how best to equip, price, and maintain your facilities – ultimately leading to increased profitability.

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