SPYDER WASH
A SETOMATIC SYSTEMS COMPANY

The Leader in Laundry Payment Solutions
-Since 1968
NEW

2.8 Inch Color Display
Credit/Debit Card Mag Stripe Acceptance
NFC Mobile Wallet Acceptance
Contactless Card Acceptance
EMV Chip Insert Capable
SpyderWash Mobile App
Remote Capabilities
Serial Interface Compatibility-Multi Vend Support
Credit/Debit Card Loyalty Programs
Smart Hub Compatible

Ability to Maintain Coin Acceptance - Coin/Card Accountability and Management - Customer Loyalty Programs - Exceptional Customer Service
Certified Card Reader - User Friendly Interface - Modular Design - Small Footprint: Easy Installation
MISSION STATEMENT

Since 1968, Setomatic Systems, Inc. has been a leader in payment technology and innovation. With a solid history of dependability, reliability and longevity, Setomatic Systems is your obvious choice.

In 2018, we relocated our headquarters to Boca Raton, FL and have positioned ourselves to be an industry leader for decades to come. Our modern, 15,000 square foot manufacturing, design and distribution facility is at the heart of our operation.

Now in its third generation, this family owned, and operated business continues our tradition of design excellence. Our “hands on” approach has enabled us to fully understand industry trends as they emerge and to adapt to them through innovation and cutting-edge technology as those trends change. As an example, well before any self-serve industry accepted credit cards, we introduced the first credit card readers to the laundry market in 1995.

We are immersed in the industries we serve and work from an inside perspective as opposed to an outside objective. Our close interaction with our customers has given us the reputation of a company who truly cares about its customers.

- Michael Schantz
  President, Setomatic Systems, Inc
Accept Multiple Forms of Payment

At Setomatic Systems, our goal is simple. We want to provide the most reliable and cutting-edge payment and business management system on the market, enabling our customers to increase their bottom line.

SpyderWash is a true hybrid system that gives you unparalleled flexibility. You can now offer your customers the option to pay any way they want!

This includes Credit/Debit Cards, Loyalty Cards, Contactless RFID Cards, NFC Payments (Apple Pay, Google Pay and Samsung Pay) and new contactless credit cards all while having the option to maintain coin acceptance.

Want to eliminate quarters from your laundromat altogether? No problem! You have the option of going card only—whether that means only using loyalty cards, only using credit/debit cards or using both, SpyderWash can be customized to fit your specific needs. For card only stores, SpyderWash is the logical choice because you are not forcing customers to purchase a proprietary card.
Spending Patterns

Credit card usage in America is at an all-time high. At the end of 2017, there were more than 364 million open credit card accounts in the US, and 189 million out of 249.5 million adults had at least one credit card*. Furthermore, only 8% of the US population is unbanked, meaning they have no checking, savings or money market account**.

There are numerous reasons why consumers prefer paying with a credit card rather than cash. Credit cards are accepted almost everywhere. It is safer and more convenient than paying with cash. There are rewards programs such as cash back, frequent flier miles and hotel points that can be earned when using a credit card. When consumers pay with their credit/debit cards, they spend more money. They do not experience the emotion of handing over tangible, physical money. When McDonalds began accepting credit cards, the average purchase rose from $4.50 to $7.00, an increase of nearly 65% (Ari Shapiro- NPR’s Morning News).

In your laundromat, you can expect a significant increase in the usage of your Extra Wash, Extra Rinse or Super Cycle options. This is additional revenue that goes directly to your bottom line.

NFC Mobile Payments

At Setomatic Systems, we pride ourselves on being the technology leaders of the industry thanks to our extensive research and development. Mobile payment is no exception. SpyderWash has been accepting Apple Pay since it was created in the fall of 2014 and began accepting Google and Samsung Pay when they were introduced in 2015. In fact, we built NFC into the first generation SpyderWash readers in 2009.

When it comes to mobile payment, NFC (Near Field Communication) is the preferred method, which is clear to see since some of the world’s largest technology companies such as Apple, Google and Samsung chose to use it. In Apple’s fiscal third quarter of 2018, they surpassed one billion Apple Pay transactions, which is triple the amount in 2017.

What makes Apple, Google and Samsung pay so popular? It’s simple—these are the mobile payment options that come preloaded on most smartphones. There is no need to create the unnecessary hassle of downloading a new, proprietary app and having your customers enter all their personal information such as email, phone number and credit card number. Consumers are extremely protective of this information and simply refuse to give it out when they don’t have to. No one wants to receive spam emails, phone calls from telemarketers or annoying push notifications. Your customers demand a convenient, safe and hassle-free experience or they will take their business elsewhere.

NFC based mobile payments are widely accepted at some of the world’s largest retailers. Consumers are more inclined to use a mobile app when it can be used at thousands of different locations rather than one specific laundromat.
Create Brand Loyalty and Enhance the Customer Experience

Laundry customers are extremely unique and unlike any other customer base. In many markets, they have several laundromats to choose from so creating customer loyalty is imperative for success. SpyderWash can help create loyalty in many ways:

- **Free Wash Programs** - You can create a program where the customer gets a free wash after paying for a specific number of washes. For example, buy nine and get the tenth for free. The swipe display will automatically count down giving the customer an immediate call to action with no registration required. For example, “9 more to go”... “8 more to go”... “FREE WASH”. This is automatically linked to the customer’s loyalty card, credit/debit card or mobile wallet.

- **Free Dry Programs** - You can decide how many “free dryer” credits each size washer will give and this value is associated with the customer’s loyalty card, credit/debit card or mobile wallet. When the customer goes to the dryer and uses their card, they will get that amount of free dry time.

- **Offer incentives** for adding money to loyalty cards such as 10% bonus when it is recharged for $20.00 or more.

- **Custom loyalty cards** with your store logo, address and phone number.

*With SpyderWash, our Free Wash and Free Dry programs can be taken advantage of using a credit/debit card or mobile wallet!* Customers are no longer required to purchase a loyalty card in order to receive these benefits. They now have the freedom to choose how they pay for their wash and dry and have an incentive to keep coming back to your laundromat. With no complicated registration required, it makes running these loyalty programs very easy for all customers.
Payment and Loyalty Solutions for Every Customer

PAY
Pay with a variety of options including credit/debit, coin, loyalty card, or NFC / Mobile wallet

WASH
Simply tap or swipe card to start cycle

EARN FREE PERKS
Customers can earn FREE washes with either a loyalty card or their credit/debit card automatically

LOYALTY PROGRAM | No sign-up or app download required

Providing reliable payment options for your washers / dryers for over 50 years!
Total Management, Accounting and Marketing System

When you install SpyderWash, you have access to a feature-packed business management and marketing system that allows you to collect and analyze crucial data for increasing your revenue.

- **Cloud Hosting and Remote Monitoring** - All data is hosted and stored on our secure servers at Rackspace and can be accessed from any internet enabled device.
- **Complete Money Management** - Full accountability for all of your coin, credit/debit and loyalty card transactions in real time.
- **Reports** - Our reports are easy to access, understand and export to a PDF or Excel file. Compare year to year or see your busiest times and days of the week to make the best decisions for your business.

- **Wash Dry Fold** - Allow your attendants to start any washer or dryer with their own WDF card. All transactions are easy to monitor with dates and timestamps. Cards can be set to automatically reload when they drop below a specified threshold. Easy to train attendants. No more painted quarters.
- **Coin Box Alarm** - Set email alerts when your coin boxes are getting full to help you streamline your collections and save your time. Our “running total” feature tells you how much money came in for each machine since your last collection.
- **Marketing and Promotions** - Email registered customers directly from the SpyderWash portal to inform them of specials or upcoming events.

**Other Important Features**-
- Modular design
- $5 Pre-authorization (No $15.00 or $20.00 hold on customers account)
- Easy Bluetooth wireless installation
- Certified reader
- User-friendly interface
- Compatible with virtually all washers and dryers, regardless of age and brand
- SpyderWash Loyalty Kiosk
- Customer and Attendant Portal
- SpyderWash Mobile App
- NFC enabled to accept Apple, Google and Samsung Pay
- Ability to charge convenience fee of up to $1 for credit card transactions
## Payment System Checklist: Know The Facts Before You Buy

<table>
<thead>
<tr>
<th>Features</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>10+ years experience in the Commercial Laundry Market</td>
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<td>Accept Mag Stripe Credit/Debit Cards</td>
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<td>(at the washer/dryer)</td>
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<td>Accept Contactless Credit/Debit Cards</td>
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<tr>
<td>Accept Apple/Google/Samsung Pay (NFC Mobile Payments)</td>
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<td>(at the washer/dryer)</td>
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<tr>
<td>Accept Both Mag Stripe and Contactless Loyalty Cards</td>
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<td>Ability to maintain Coin Acceptance</td>
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<tr>
<td>Loyalty Programs</td>
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<tr>
<td>(without the need for customer registration)</td>
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<tr>
<td>No Sign Up or Phone App Download required</td>
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<tr>
<td>(to Start washer/dryer)</td>
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<tr>
<td>Reward Programs</td>
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<tr>
<td>(when using customer’s Credit/Debit Card or Mobile Wallet directly at washer/dryer)</td>
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<tr>
<td>Free Wash Reward Program</td>
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<td>(with Loyalty Cards and Credit/Debit Cards)</td>
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<td>Free Dry Reward Program</td>
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<td>Does NOT impact washer/dryer programming</td>
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<td>(reacts to washer/dryer programming rather than overtake it)</td>
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<td>Guaranteed low processing rate</td>
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<td>(with no hidden fees and no additional 3rd party gateway, such as authorize.net)</td>
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<td>Certified Swipes by all the major Credit Card Companies</td>
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<td>Wash-Dry-Fold Cards for attendants</td>
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<td>Convenience Fee option for using a Credit/Debit Card</td>
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<td>$5 pre-authorization when swiping Credit/Debit Card</td>
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<tr>
<td>(eliminates $15/$20 hold requirement and customer complaints)</td>
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<td>Full accountability and management capability for owners and attendants</td>
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<tr>
<td>(Coin, Card, Mobile accountability)</td>
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<td>Coin Box monitoring and alerts</td>
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“Tap and Go” (Contactless) payment has become the preferred way to pay in Europe, Canada, and Australia, and the US is finally catching up.

Visa expects more than 100 million contactless cards will be in the hands of American consumers in 2020 and they are currently accepted at 78 of Visa’s top 100 merchants. With SpyderWash, customers simply hold/tap their credit card a few inches from the card reader, and the vend is satisfied.

Pay with a variety of options including credit / debit, coin, loyalty card, or NFC / Mobile wallet.

Customers can earn FREE washes with either a loyalty card or their credit/debit card automatically.

Loyalty Program
No sign-up or app download required
No one does it better...

Payment technology is a fast-changing industry and since our founding more than 50 years ago, we have been a leader in innovation in the vended laundry market. We have a proven history of being ahead of the curve and the first to embrace new technology as it is introduced.

Setomatic Systems, with more than five decades in the laundry payment space, has a proven history of cutting-edge payment devices. We were the first to introduce drop coin meters to laundry. The first to introduce hybrid payment systems and credit card systems. The first to introduce wireless systems. The first to introduce cloud-based systems. The first to introduce NFC mobile payment systems. With payments being one of the most important aspects of your laundry, and industry trends constantly changing, Setomatic Systems is proven to be an industry leader and a company you can count on.

We look forward to continuing to innovate the vended laundry industry and to support our customers with the best in class customer support team for years to come.

SpyderWash® and Setomatic Systems...
Helping you along the road to success!

Contact your local distributor
Contact your local distributor

Vision, Innovation and Experience you can trust.

SPYDERWASH
A SETOMATIC SYSTEMS COMPANY

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