

# Users manual online payments and reservation

## Laundry machines EASY300

You can reach the EASY3000 site through the link posted on the Duwo website



Enter your username and password as given to you by Duwo

The following menu will appear top left



Service vaskeriet

**In the user menu you will find several possibilities \*:**

- Login - Username and password is giving by the Housing society. »Reservation« & »My account« needs Login
- Dweller info - Information from the Housing society
- My account - Lookup your ID, change password, enter mobile no. for our free SMS service - ex. SMS at reservation.
- My Purchases - Read all your purchases, when and what you have been buying - see more under use of My purchases.
- Reservation - Make reservation / Book washing time - see more under use of reservation
- Prices & status - Nice view of the Machines and you can read the Prices and Status on each machine. Ex. is a specific machine ready for use, busy, booked by another or closed for service.
- Games - You will find some Easy flash games
- Symbols - Explanation for the Symbols, you find in your clothes or in the Laundry
- Opening hours - Opening hours for the Week

**Service Centralen**

**User Menu**

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### My Account

|   |                               |   |
|---|-------------------------------|---|
|  | <b>My Card/Tag ID</b>         |   |
|   | Card no. (User no.)           | 855   |
|   | Dweller no.                   | 255   |
|   | Seq. no.                      | 1   |
|  | <b>My login</b>               |   |
|   | Username                      | 855   |
|   | Password                      | **** <a href="#">Edit</a>                                     |
|  | <b>E-mail and SMS service</b> | <b>Fill out</b>   |
|   | My E-mail                     | maarten@laundry.nl  |
|   | My mobile tel. no.            | *   |
|   | SMS at reservation            | <input type="radio"/> Yes <input checked="" type="radio"/> No |
|   | SMS at ended wash             | <input type="radio"/> Yes <input checked="" type="radio"/> No |

\* Your housing society isn't registered for our SMS service

[Update account](#)

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Here you can read card ID, Password, e-mail and slado and if you like you can change your password and e-mail adress.

### My Purchases

Card balance : 64,50 €  
(Balance Update after purchase)

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From Date  Prev. month  This month  [Update](#)

To Date  Prev. month  This month 

[Calculate consumption](#)



| Purchase time       | Machine   | Price   |
|---------------------|---|---------|
| 23-02-2012 03:00:00 | Reservation-Internet : 23-02-2012 Kl. 17:00; Gr. 1 Wash 1 | 2,00 €  |
| 23-02-2012 03:00:00 | Reservation-Internet : 23-02-2012 Kl. 17:00; Gr. 1 Wash 1 | 2,00 €  |
| 23-02-2012 03:00:00 | Reservation-Internet : 23-02-2012 Kl. 17:00; Gr. 1 Wash 1 | -2,00 € |
| 23-02-2012 03:00:00 | Reservation   | -2,00 € |
| 23-02-2012 03:00:00 | Reservation   | 2,00 €  |
| 23-02-2012 03:00:00 | Reservation   | -2,00 € |
| 23-02-2012 14:47:00 | Wash 3  | -2,50 € |
| 23-02-2012 15:16:27 | Dryer 2   | 2,00 €  |
| 23-02-2012 15:16:27 | Dryer 1   | 2,00 €  |

In my Purchases you can read your purchases within the selected period using the calendar buttons

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**Service vaskeriet**

**Pending Transfers**

| Date                       | User no. | Amount DKK | Trans. ID | Type  |
|----------------------------|----------|------------|-----------|-------|
| <b>Completed Transfers</b> |          |            |           |       |
| Date                       | User nr. | Amount DKK | Trans. ID | Type  |
| 31-08-2011 10:20:00        | 60001    | 100 Kr.    | 478035326 |       |
| 30-08-2011 15:55:00        | 60001    | 100 Kr.    | 477655855 |       |
| 30-08-2011 12:50:00        | 60001    | 50 Kr.     | Test      | Admin |
| 30-08-2011 12:50:00        | 60001    | 100 Kr.    | Test      | Admin |
| 02-05-2011 07:54:00        | 60001    | 500 Kr.    | -         | Admin |

This page lists all pending and completed transfers. A pending transfer is automatically transferred the next time you use your card

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Use Transfer Amount to make a payment using your paypal account or creditcard. Be sure to follow all instructions carefully. After payment you will return to the EASY3000 site automatically and a receipt will be available for printing.

Please note, if you don't return to this receipt but close the final page of the paypal website, the payment will be transferred to duwo, but will not show on your pending transfers

**Receipt**  
Payment is approved, the transfer is completed

Order date : 21-03-2012 14:36:48  
 Order ID / Transaction ID : 1VB279388W658093G  
 Order status : Completed and delivered  
**Total amount deducted from Your Card: 10,00€ (Euro)**

The amount is now transferred to your User account:855 and can be used in: Hildebrandpad

Print receipt

Close page

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**Prices and Status**

| Machine | Price  | Status | Remaining   | Start time |
|---------|--------|--------|-------------|------------|
| Wash 1  | 2,50 € | Ready  | -           |            |
| Wash 2  | 2,50 € | Ready  | -           |            |
| Wash 3  | 2,50 € | Busy   | Ca. 24 min. | Kl. 11:16  |
| Wash 4  | 2,50 € | Ready  | -           |            |
| Dryer 1 | 2,00 € | Ready  | -           |            |
| Dryer 2 | 2,00 € | Ready  | -           |            |

Machine status and price from the laundry can be read in "real time"

## Welcome to reservation

Date  This month  Next month    
Search for the Next 15 unoccupied times





| Max. 6 reservations - Deposit = 2,00 € |                      |                      |                      |                      |                      |                      |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Start time                             | Gr. 1 Wash 1         | Gr. 2 Wash 2         | Gr. 3 Wash 3         | Gr. 4 Wash 4         | Gr. 5 Dryer 1        | Gr. 6 Dryer 2        |
| Kl. 00:00                              | <a href="#">Book</a> |
| Kl. 01:00                              | <a href="#">Book</a> |
| Kl. 02:00                              | <a href="#">Book</a> |
| Kl. 03:00                              | <a href="#">Book</a> |
| Kl. 04:00                              | <a href="#">Book</a> |
| Kl. 05:00                              | <a href="#">Book</a> |
| Kl. 06:00                              | <a href="#">Book</a> |
| Kl. 07:00                              | <a href="#">Book</a> |
| Kl. 08:00                              | <a href="#">Book</a> |
| Kl. 09:00                              | <a href="#">Book</a> |
| Kl. 10:00                              | <a href="#">Book</a> |
| Kl. 11:00                              | <a href="#">Book</a> |

On this page you can make a reservation

In order to make a reservation select the machine on the available time and date.

After making a reservation you can use the machine on the desired time and date by loading your card in the EASY3000 at the laundry.

Please note, the machine will stay reserved until 15 minutes after the reserved time. If you haven't started the machine until then, your deposit is lost.

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**In case of malfunctions, please contact DUWO**