



## About Monitor

Monitor products were first launched into the Australasian marketplace in 1988. With over 1000 sites they have earned an enviable reputation built on providing fully featured Transaction Management Systems.

By working closely with customers and our distributors Monitor ensures ongoing development is best suited to the needs of our users.

Monitor is committed to continuing the process of developing interfaces and associations with products and companies that provide market synergy, and to maintain Monitor's competitive edge.

We continually reinvent our solutions, keeping abreast of technological developments, incorporating feedback from our customers and working together with our partners.

The future is Cashfree, and Monitor will be there with your organisation leading the way.

# MONITOR

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# Hotel

## Laundry Management

# MONITOR

*Transaction Management Specialists*



# Hotel

## Laundry Management

### Laundry Management

Maximise use of your Laundry facilities, by offering cashless capability with the Monitor Laundry Controller. The MLC allows users to pay for laundry services with their room swipe card, removing the need for cash. The controller is on-line allowing detailed monitoring and reporting to track & identify washing machine and dryer usage. This information enables you to optimise your laundry facility for maximum return on your investment.

#### Laundry Management Issues

Monitor understands the challenges associated with running a laundry. Using coin operated machines poses some unique limitations, that can be overcome using the Monitor Transaction Management System. These limitations include profit reducing issues such as:

- Coins jamming and coin boxes filling to capacity, rendering the machine unusable
- Mechanisms miscounting coins
- Collecting, counting and banking coins is both time consuming and can be a security risk
- Customers who do not have enough coins may reduce their spend with you
- Pricing alterations have to be in coin value increments
- Tracking machine usage for maintenance, deployment and replacement purposes is difficult

#### Better Laundry Management

With Monitor's powerful superVISor *net* software and Laundry Controller these problems can be eliminated. Profitability can be improved and the service you offer to your customers enhanced. Integrating with your Property Management Software allows your guests to use their room card to purchase laundry powder, wash, then dry their clothes without the need for cash. Your guests can spend what they want without being limited to the coins they have, and you have total visibility of machine utilisation and no cash to count and bank.

#### How it Works

Using a standard Ethernet network the Monitor Laundry Controller communicates with superVISor *net* to control and report on your laundry facilities. The Laundry Controller controls up to 24 washers or dryers displaying the status of each machine, showing whether it is 'In Use' and if so, the time remaining to complete the cycle.

Guests swipe their magnetic stripe room card at a vending machine to obtain their washing powder, then again at the Laundry Controller to select the machine and cycle they wish to use. superVISor *net* integrates with your PMS so guest laundry usage can be billed directly when the guest checks out.

Individual machine usage statistics are available in real-time and full details of each transaction are recorded. This includes:

- whether the selected cycle was a wash, a dry or a dry top-off cycle
- the price paid for the cycle
- any discounts applied to that user.

No more coins, better control, more convenient, simpler!



#### Key Benefits

##### For Your Guests

- Easy to use with the convenience of no coins
- Billed directly to room account
- 24 hour self-service access to laundry facilities
- Multiple wash & dry options available
- Display of machine availability, prompts & information
- Off-line capability during network failures ensures service availability

##### For You

- Decrease support overheads associated with cash
- Audit trail of usage to manage maintenance & demand
- Customised reporting
- Loyalty incentives could be offered to regular customers
- Remote management of facilities and pricing
- Remote diagnostic & support capability

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