

Welcome to the Client Portal!

Coinamatic is proud to provide our customers with a state-of-the-art portal that allows for enriched visibility into your property details.

Here are some key features within the portal:

- **Performance Overview Dashboard:**
 - Monthly revenue
 - Average monthly commission
 - Active properties
 - Installed machines
 - Monthly revenue trends
 - Service summary
- **View Reports:**
 - Revenue history
 - Digital Commission Statement
 - Billing details
 - Service ticket history
 - Revenue trends
- **Additional Requests:**
 - Agreement requests
 - Invoice requests
 - Mailing address change
 - Request contact
 - Request insurance certificates
 - Card order requests
- **Request Service:** Request service for a machine that is out of order directly from the portal
- **Export:** Easily download & export any of the available reports with the click of a button
- **Contact Support:** Should you run into any issues navigating the portal, our team is here to help

Please use the following guide to help you navigate the portal and should you have any questions, do not hesitate to reach out to us! Thank you for being a Coinamatic customer.

Client Portal Quick Start Guide

Signing Up: [Create an account](#) by filling in the required information exactly as it appears on your commission or billing statement and click “Submit”.



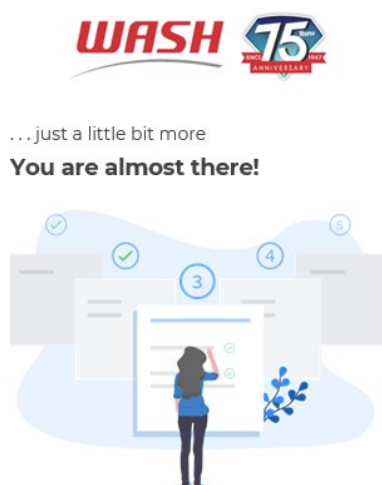
Payment # [REDACTED]
Payment Date 1/9/2025

Accountability Statement

COINAMATIC GROUP INC.
1000 Steeles Avenue East, Suite 100
Markham, ON L3R 9V7
Tel: (844) 755-2646

Customer Name	Client ID	Cust. Since	Location #	Location Address
COINAMATIC GROUP INC.	[REDACTED]	2009	[REDACTED]	1000 Steeles Ave E

Create your password: Once you submit the required information, you will receive the below email to create your password and activate your account.



Next steps

Set your password

1. We take security seriously. This initial step is for you to setup a secure password.



Setup MFA (optional)

2. For added security you have the ability to setup MFA (multi factor authentication)



Please Note: For security reasons, this link will expire in 24 hours

[Complete WASH Portal Signup](#)

Logging In: [Login to your WASH Portal](#) account to start managing your properties.

You can bookmark the following URL for quick access later: portal.wash.com



WASHPORTAL

Step 1 of 2

Sign into your account

Email

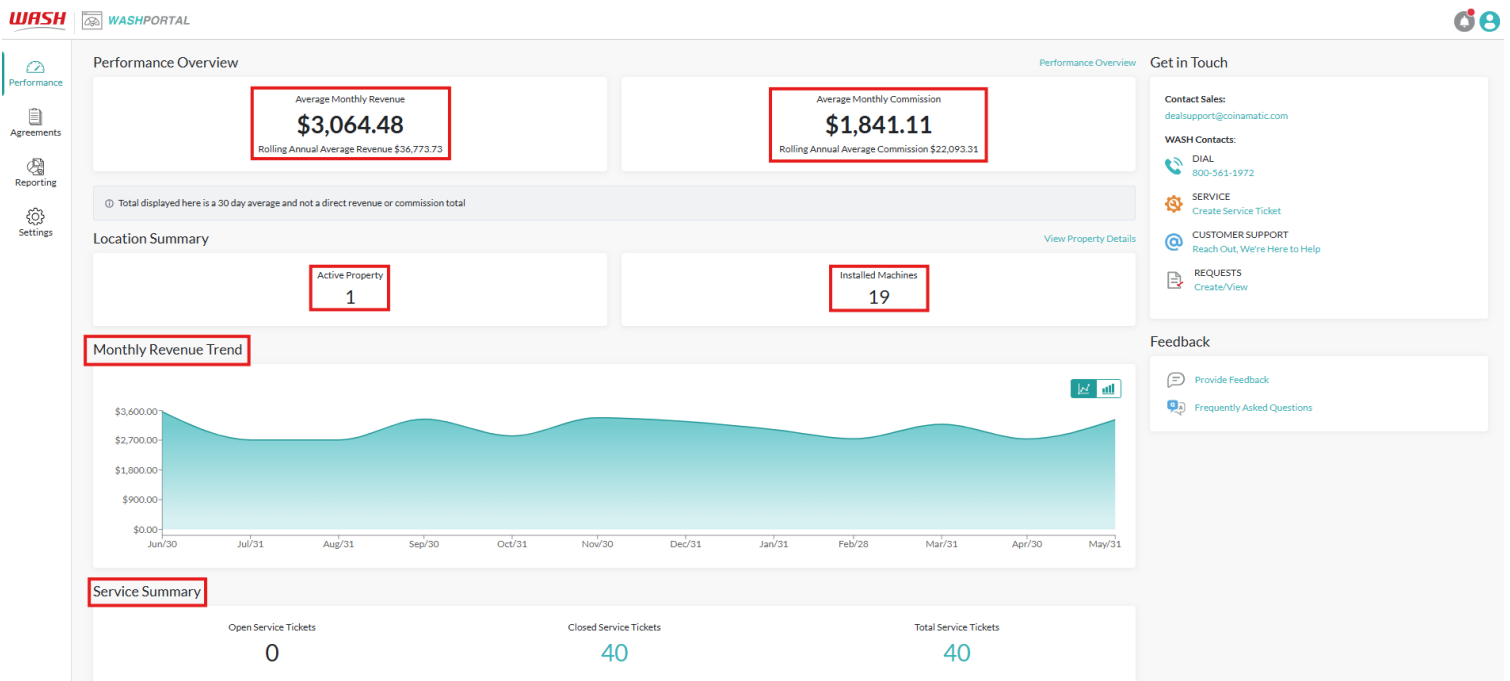
Next

If you would like to enroll in WASH Portal, please visit the following [link](#).

[Terms of use](#) · [Privacy policy](#)

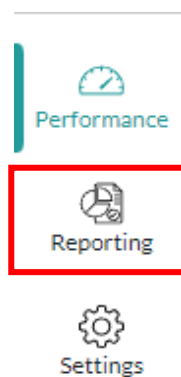
NAVIGATING THE PORTAL

Performance Overview: Upon logging in, you will get an at-a-glance view of your portfolio performance and summary. Within the home page, you will be able to view current **average monthly revenue**, **average monthly commission**, **active properties**, **installed machines**, **monthly revenue trends** and **service summary**.



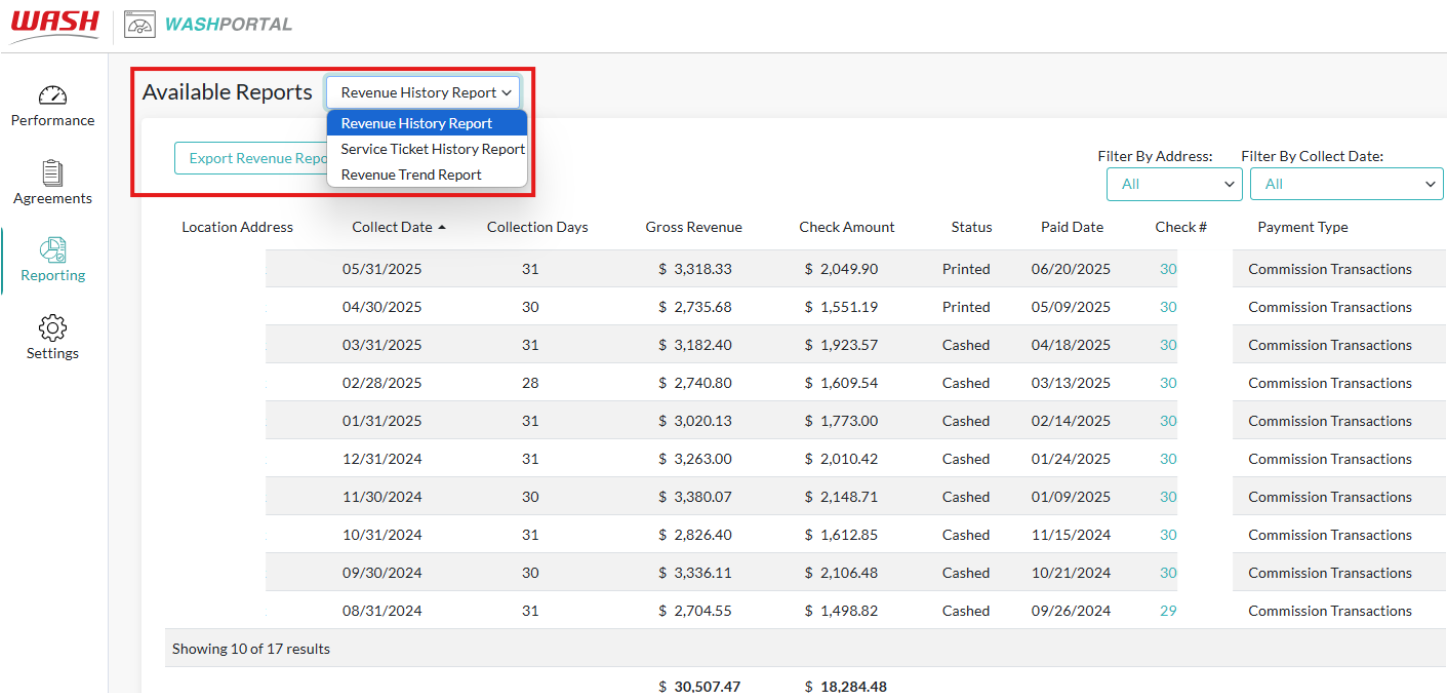
Viewing Reports

Reporting: Click on “Reporting” from the left side panel to view all your available reports.



Available Reports*: Within the reporting section of the WASH Portal, you will have the ability to view reports for **revenue history, commission statement, billing details, service ticket history and revenue trends**. Click on the “Available Reports” dropdown and select the report you want to view.

**Please note that available reports listed will vary depending on the account-level access the user has. (i.e. property manager, property owner, portfolio manager)*



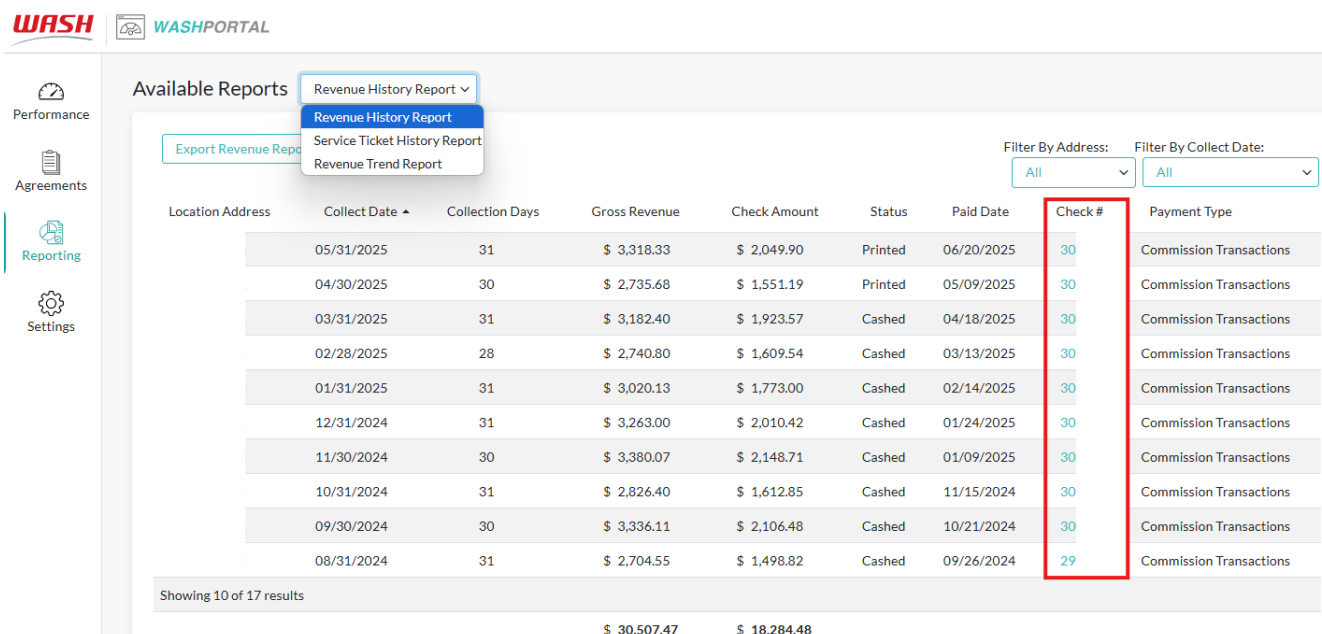
The screenshot shows the WASH Portal interface. On the left is a sidebar with icons for Performance, Agreements, Reporting, and Settings. The 'Reporting' icon is highlighted. The main area shows the 'Available Reports' dropdown menu, which is open, displaying options: Revenue History Report (selected), Service Ticket History Report, and Revenue Trend Report. Below the dropdown is a table of commission transactions. The table has columns: Location Address, Collect Date, Collection Days, Gross Revenue, Check Amount, Status, Paid Date, Check #, and Payment Type. The table shows 10 results, with a total of 17. The bottom of the table shows a summary of \$ 30,507.47 and \$ 18,284.48.

Location Address	Collect Date	Collection Days	Gross Revenue	Check Amount	Status	Paid Date	Check #	Payment Type
	05/31/2025	31	\$ 3,318.33	\$ 2,049.90	Printed	06/20/2025	30	Commission Transactions
	04/30/2025	30	\$ 2,735.68	\$ 1,551.19	Printed	05/09/2025	30	Commission Transactions
	03/31/2025	31	\$ 3,182.40	\$ 1,923.57	Cashed	04/18/2025	30	Commission Transactions
	02/28/2025	28	\$ 2,740.80	\$ 1,609.54	Cashed	03/13/2025	30	Commission Transactions
	01/31/2025	31	\$ 3,020.13	\$ 1,773.00	Cashed	02/14/2025	30	Commission Transactions
	12/31/2024	31	\$ 3,263.00	\$ 2,010.42	Cashed	01/24/2025	30	Commission Transactions
	11/30/2024	30	\$ 3,380.07	\$ 2,148.71	Cashed	01/09/2025	30	Commission Transactions
	10/31/2024	31	\$ 2,826.40	\$ 1,612.85	Cashed	11/15/2024	30	Commission Transactions
	09/30/2024	30	\$ 3,336.11	\$ 2,106.48	Cashed	10/21/2024	30	Commission Transactions
	08/31/2024	31	\$ 2,704.55	\$ 1,498.82	Cashed	09/26/2024	29	Commission Transactions

Showing 10 of 17 results

\$ 30,507.47 \$ 18,284.48

View Digital Commission Statement: To view your digital commission statement, select “Revenue History Report” and click on the check number for the collection period you want to view.



This screenshot is similar to the previous one, but with the 'Check #' column in the table highlighted with a red box. The 'Available Reports' dropdown menu is also open, showing the same options as before.

Location Address	Collect Date	Collection Days	Gross Revenue	Check Amount	Status	Paid Date	Check #	Payment Type
	05/31/2025	31	\$ 3,318.33	\$ 2,049.90	Printed	06/20/2025	30	Commission Transactions
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	01/31/2025	31	\$ 3,020.13	\$ 1,773.00	Cashed	02/14/2025	30	Commission Transactions
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Showing 10 of 17 results


\$ 30,507.47 \$ 18,284.48

View Statement Details: You can view additional statement details by clicking the + icon next to the line item.

Click Print PDF to download or print your statement.

Print PDF
×

Digital Commission Statement



Account Information

Payee ID: R0
Location Number: ON
Address: 10 St

\$2,049.90

Payment #: 30
Payment Date: 06/20/2025

+ [Gross Revenue](#)

Credit Card Fees (?)

Collection Period: 04/30/2025 - 05/31/2025		Days in this Collection: 31	
Revenue Detail	This Collection	Deductions	YTD Total
+ Gross Revenue	\$3,318.33		\$14,997.34
Adjusted Gross Revenue	\$3,193.83		\$14,422.51
Commission	\$2,049.90		\$8,907.20
Net Payment	\$2,049.90		\$8,907.20

Additional Information

Customer Support:
Phone: [800-361-2646](tel:800-361-2646)
[Online Support](#)

coinamatic.com

Hover over the (?) icon for a detailed explanation of the line item.

Revenue Detail	This Colle
+ Gross Revenue	\$3,318.33
Credit Card Fees (?)	

Third-party processing fees on credit/debit card transactions.

Selecting a Report by Address: If you have multiple properties and want to view reporting for a specific location, simply click on the “Filter by Address” dropdown and select the property you want to view.

Available Reports Revenue History Report ▾

Export Revenue Report ▾

Filter By Address: All ▾

Filter By Collect Date: All ▾

Location Address	Collect Date ▴	Collection Days	Gross Revenue	Check Amount	Status	Paid Date	Payment Type
	05/31/2025	31	\$ 3,318.33	\$ 2,049.90	Printed	06/20/2025 30	Commission Transactions
	04/30/2025	30	\$ 2,735.68	\$ 1,551.19	Printed	05/09/2025 30	Commission Transactions
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	12/31/2024	31	\$ 3,263.00	\$ 2,010.42	Cashed	01/24/2025 30	Commission Transactions
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	09/30/2024	30	\$ 3,336.11	\$ 2,106.48	Cashed	10/21/2024 30	Commission Transactions
	08/31/2024	31	\$ 2,704.55	\$ 1,498.82	Cashed	09/26/2024 29	Commission Transactions

Showing 10 of 17 results

\$ 30,507.47 \$ 18,284.48

Filtering Report by Date: You can filter the desired report by a specific date or date range. Once you have the selected report you wish to view, click on “Filter by Collect Date” and select “Single Day” then select “Custom” to enable the date range option.

Filter By Collect Date: All ▾

April 2023

May 2023

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1	1	2	3	4	5	6	
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31	1	2	3
30													

Date range: Single day ▾

Single day

Custom

Reset

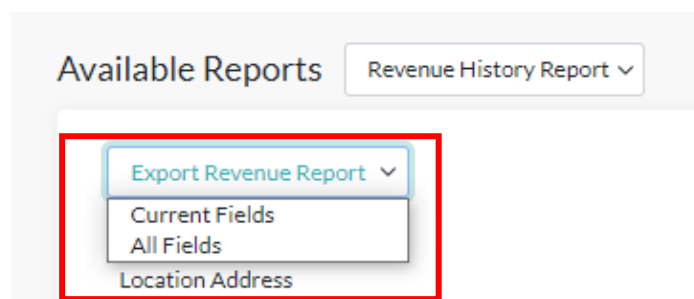
Apply

Exporting a Report: To export a report, click on the “Export Revenue Report” dropdown underneath “Available Reports”. You have the option to export current fields or all fields.

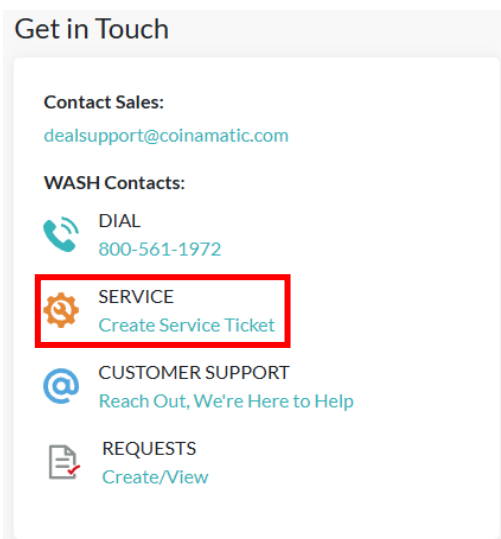
Current fields will export all rows/columns shown on the dashboard.

All fields will export additional details not shown on the dashboard.

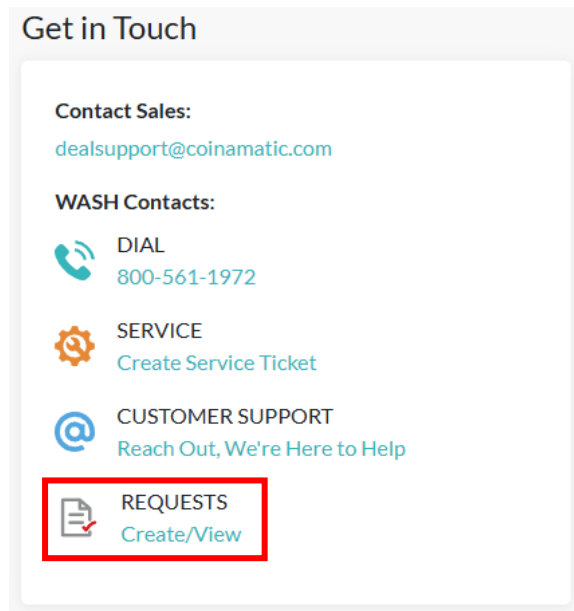
Note: The “Export Report” title will change based on what report you have selected.



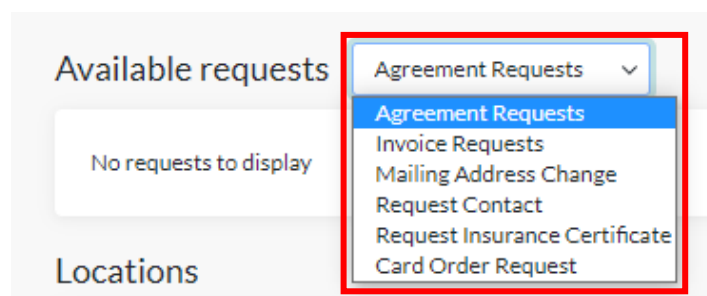
Creating a Service Ticket: You can easily submit a service ticket for machines that are down at your property by clicking on “Create Service Ticket” under the “Get in Touch” section on the right-side panel. You will be redirected to coinamatic.com where you will need to enter the machine details.



Creating a New Request: To create a new request, click on “Create/View” under the “Get in Touch” panel on the right.



Submitting a Request: To view the available request options, click on the “Agreement Requests” dropdown. Once opened, you will have the option to select from the following: **agreement requests, invoice requests, mailing address change, request contact, request insurance certificates and card order requests.**



When you are ready to submit, click on “Submit Request” under the “Requests” column.

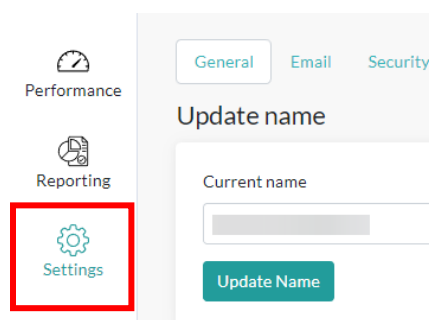
ULN ID	Location Address	City	Country	State	ZIP	Status	Requests
		Gardena	United States	CA	90247	Installed	Submit request

View Your Requested Items: Once your requested item has been completed by our support team, you can view it by navigating to the “Create/View” section under the “Get in Touch” panel. A “Download” button will appear when your requested item is ready.

Available requests Agreement Requests ▾

ULN ID	Created at	Download Expires on	Status	Download
	04/10/2023 4:43 PM	04/24/2023 12:18 PM	Completed	Download
	04/10/2023 4:43 PM	04/16/2023 12:47 PM	Expired	
	04/10/2023 4:43 PM	04/16/2023 12:42 PM	Expired	
	04/10/2023 4:43 PM	04/16/2023 12:39 PM	Expired	
	04/10/2023 4:43 PM	04/16/2023 12:37 PM	Expired	
	04/10/2023 4:43 PM	04/16/2023 12:35 PM	Expired	
	04/10/2023 4:43 PM	04/16/2023 12:34 PM	Expired	
	04/10/2023 4:43 PM	04/16/2023 12:31 PM	Expired	
	04/10/2023 4:39 PM	04/16/2023 12:30 PM	Expired	
	04/10/2023 4:43 PM	04/16/2023 12:22 PM	Expired	

Updating Account Settings: You can update your account name, preferred portal language, email notification preferences, change your password and view active login sessions by clicking on “Settings” from the left side panel.



Get in Touch

Support: You can email our dedicated WASH Portal support team by clicking on the support email under “Customer Support” which can be found in the “Get in Touch” panel. This will automatically open your device’s email client where you can then reach out with any questions you may have.

Feedback: Have feedback you want to provide? Simply click on “Provide Feedback” under the “Feedback” section on the right-side panel. A popup will appear where you can then provide details of the feedback you wish to share with the WASH team.

FAQ’s: We have a robust FAQ section to help with many common questions surrounding the WASH Portal with screenshots included. Click on “Frequently Asked Questions” under the “Feedback” section.