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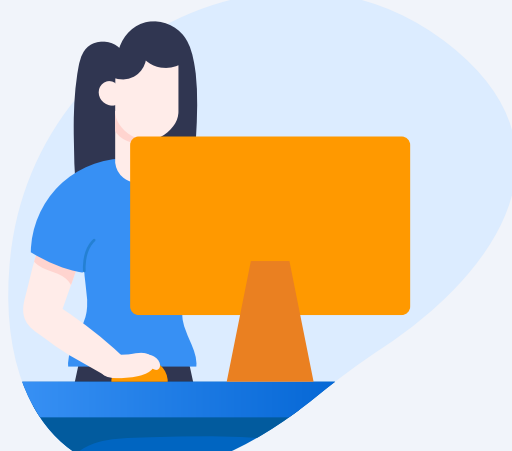# How the Cents Business Management System Transforms Laundromat Operations

Time for a New Cycle

The Cents POS system and more transforms laundromat operations with enhanced business insights, customer relationship management and everything in between. Here are the top 10 features.
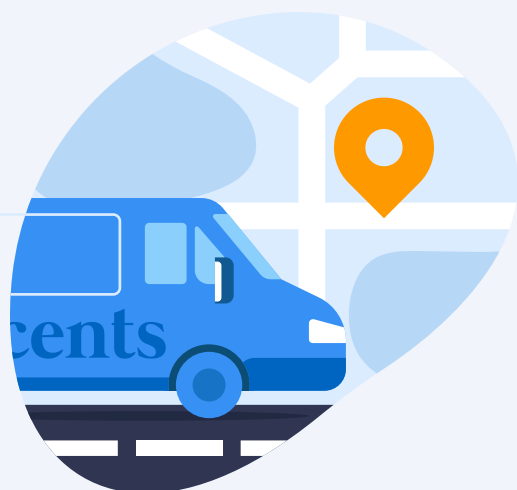
1. Order Tracking & Process Management

Laundromat owners can monitor in-store operations with active and completed order history. View wash & fold, dry cleaning, and counter transactions all together. All information from an order, including timeline, services, preferences, payments, and pickup & delivery details, is recorded for comprehensive order history.

2. Delivery Management

Offer dynamic laundry delivery at affordable prices and maximum flexibility for customers! Cents system offers flexible fleet management with driver-friendly route planning, customizable delivery options, dynamic pricing, and easy route optimization, plus dashboards and reports for improved efficiency. Utilize the Cents Driver App for your own fleet, or our driver network for no-cost delivery.
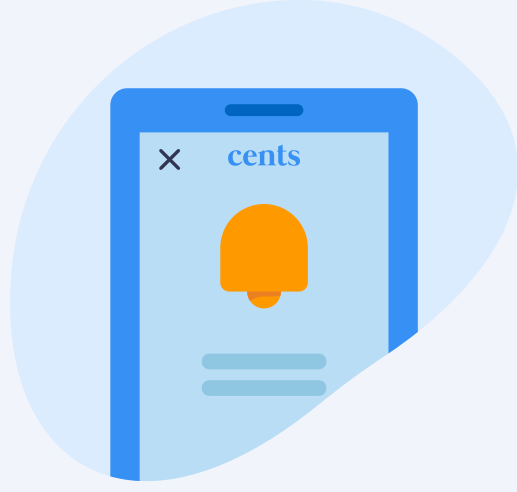
3. Machine Tracking

Add custom hardware to machines to better understand your operation. Monitor machine activity in real-time through a central dashboard, automate coin counting, and track all transactions from individual turns to store revenue, seamlessly integrating with your POS and Business Manager to streamline customer processes and boost your business' overall efficiency.

4. Customer Notifications & Alert

Cents Online Ordering empowers operators and customers to track orders each step of the process, from pickup to return. Attendants receive and complete orders via the in-store POS, the same process they follow for in-store drop-offs. It also automatically sends text notifications to customers at every step of the order, nurturing a positive connection between operators and customers.

5. Dynamic Pricing Options

The Cents Business Management System offers flexible pricing options to meet any type of transaction. Owners can set up Pricing Tiers, giving you the flexibility to define and segment pricing for in-store vs. delivery services and commercial customers. Whether that's laundry delivery or per-pound services, Cents tailors pricing to the customer, boosting your bottom line.
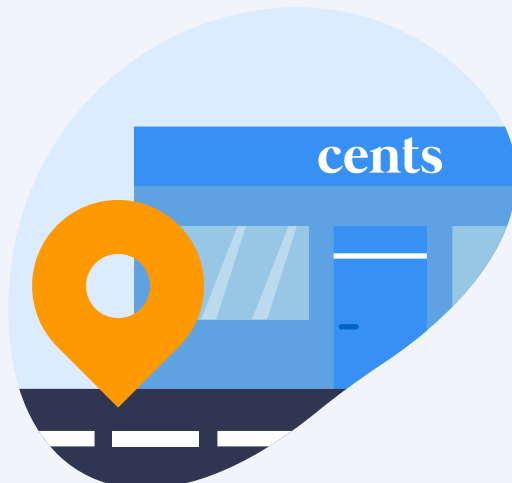
6. Inventory Tracking

Cents gives single and multi-store owners the ability to understand the contents and volume of their inventory, allowing them to make better inventory management decisions. Receive timely alerts of low inventory and get quick ordering options to replenish stock with the push of a button. You can also optimize your purchases with data reports and insights to help identify best-selling products.

7. Location-Based Management

The Cents Business Management System is built for scale. You can switch between locations, with no limits. Filter by store, region, and more, from independent to franchise. Get business insights for each laundromat location, adjust prices and options of services, customize online ordering features, and view employee information on a per-location basis to maximize the efficiency of your entire operation.

8. Robust Customer Relationship Management

Our customer relationship management (CRM) system integrates seamlessly with a laundromat's website and marketing efforts. Get comprehensive insights, track cart abandonment, and access advertising reporting. Cents Marketing also offers a website builder, email and SMS marketing, and automations to reach your target customers.
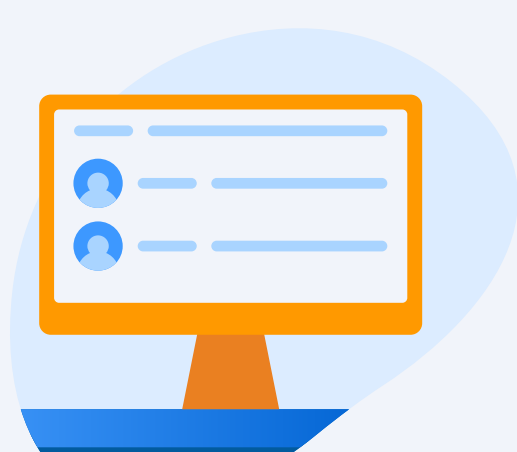
9. Financial Management & Data Analysis

Our laundromat business management system uses data to calculate return on investment, so operators can better understand their customers, track revenues, upsell, and sharpen store management. You can also generate different reports on every aspect of your business to help make decisions that will only grow your business.

10. Employee Operations & Management

Owners can monitor productivity through shift checklists and real-time attendance monitoring. Customizable roles and permissions, multilingual support, and integrated live assistance empower employees, fostering a high-performing team environment.

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