



Car Spa, Inc. Fleet Account Application

Enclosed:

- Program Info
- Application
- Frequently Asked Questions
- Sample Reports

Instructions:

1. Please read all information regarding the Fleet Account
2. Fill out the entire Application and Info form.
3. Sign Application and Guarantee.
4. Make copies of front and back of Credit Card to be used.
5. Using the return envelope, mail to:

Car Spa, Inc.
4835 LBJ
Suite 650
Dallas, TX 75244

5. After approval, Fleet Cards will be delivered to the Applicant.

Info overview crucial points:

- Fleet Accounts are for services only, no fuel purchases are allowed.
- Applicant is liable for any purchase made using the Fleet Card and is responsible for the security of the Cards.
- To change account data, get additional cards, disable a card or any other question, contact customer service
- A one time \$25 application fee will be charged to the customer's credit card to cover the cost of establishing the account, issuing cards and overnight mailing.

Car Spa Customer Service: 469-374-0280

Email: fleet@carspa.net

(please be cautious when sending sensitive material over email)



Car Spa, Inc. Fleet Account Program

Car Spa has a program designed to manage Fleet Accounts. Our customers benefit from a single payment each period using the customer's credit card held on file. To qualify for this program, customers need to spend a minimum of **\$100 per week** in total combined services. **A one-time \$25 application fee will be charged to the customer's credit card** to cover the costs of establishing the account, issuing cards and overnight mail.

The Fleet Account Application requires the customer to provide:

- Business Data
- Personal Guarantee of payment
- Credit Card Data
- Signature to authorize the use of the credit card

Processing Highlights

- Car Spa will issue customer specific cards, each with a unique ID number.
- Possession of a card is required to charge a service to customer's account.
- Car Spa will bill the customer's credit card a single transaction for the sum of the customer's monthly activity or anytime the outstanding balance exceeds \$1,000.
- The customer will receive a statement of activity each period.

Customer Benefits:

- Ease of use for the customer
- Fast processing of vehicles and paperwork
- Convenient billing each period (each period is 4 weeks)
- Low volume of paperwork



Car Spa, Inc. Fleet Account Application

Date

Business Name

Address 1

Address 2

City

State

Zip

Tax Exempt

Y / N

If yes, attach completed resale or exemption certificate, as appropriate

Officer / Partner Name

Title

Email

Telephone

Office

Fax

Mobile

Number of Cards
Needed

Estimated Cars /
Week

PERSONAL GUARANTY

IN CONSIDERATION OF CAR SPA OPENING THE FLEET ACCOUNT PURSUANT TO THIS APPLICATION THE UNDERSIGNED GUARANTOR HEREBY AGREES TO UNCONDITIONALLY AND PERSONALLY GUARANTY PAYMENT OF ALL AMOUNTS DUE UNDER THE CAR SPA FLEET ACCOUNT OPENED PURSUANT TO THIS APPLICATION AND AGREEMENT. THE UNDERSIGNED GUARANTOR FURTHER AGREES TO PAY THE TOTAL BALANCE DUE ON THE ACCOUNT OPENED PURSUANT TO THIS APPLICATION AND AGREEMENT UPON DEMAND, WITHOUT REQUIRING CAR SPA TO PROCEED FIRST TO ENFORCE PAYMENT AGAINST THE APPLICANT LIABLE ON THIS ACCOUNT. IN THE EVENT OF DEFAULT BY THE APPLICANT, GUARANTOR HEREBY WAIVES NOTICE OF DEFAULT, AND AGREES THAT THIS GUARANTY SHALL BE APPLICABLE UNTIL THE ACCOUNT HAS BEEN TERMINATED AND ALL AMOUNTS DUE HEREUNDER HAVE BEEN PAID IN FULL. THE UNDERSIGNED GUARANTOR AGREES THAT IN THE EVENT THE ACCOUNT IS NOT PAID AS AGREED, CAR SPA MAY REPORT THE UNDERSIGNED'S LIABILITY TO THE CREDIT BUREAUS AND OTHERS WHO MAY LAWFULLY RECEIVE SUCH INFORMATION.

By: _____



Car Spa, Inc.

Fleet Account Application

Credit Card Data

Card Type-Circle Box Visa MasterCard Amex Discover

Name on Card

Card Number - - -

Expires Month Year

Card Verification Value Number

Mailing Address for Card

Car Spa Locations Dallas Houston Virginia
 Georgia California Florida

APPLICANT HEREBY APPLIES FOR A CAR SPA FLEET ACCOUNT AND AGREES THAT APPLICANT HAS READ, UNDERSTANDS AND WILL BE BOUND BY THE TERMS OF THIS APPLICATION AND AGREEMENT AS SET FORTH HEREIN. APPLICANT HAS INDICATED THE ABOVE CREDIT CARD WILL BE KEPT AT THE CAR SPA CORPORATE HEADQUARTERS FOR USE AT THE CAR SPA LOCATIONS NOTED ABOVE. APPLICANT AGREES TO MAINTAIN THIS ACCOUNT AS CURRENT AND CHARGEABLE AT ALL TIMES UNTIL THE ACCOUNT IS TERMINATED. CAR SPA RESERVES THE RIGHT TO TERMINATE THE ACCOUNT FOR ANY REASON. APPLICANT HEREBY AUTHORIZES THE CAR SPA LOCATIONS NOTED ABOVE TO AUTOMATICALLY CHARGE THE CREDIT CARD FOR ALL CHARGES TO APPLICANT'S FLEET ACCOUNT. ANY PERSON SIGNING ON BEHALF OF A BUSINESS ATTESTS THAT THE APPLICANT IS A VALID BUSINESS ENTITY AND THAT SAID PERSON IS AUTHORIZED TO MAKE THIS APPLICATION ON THE APPLICANT'S BEHALF.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, APPLICANT UNDERSTANDS AND AGREES THAT APPLICANT IS RESPONSIBLE FOR PAYING FOR ALL SERVICES PROVIDED BY CAR SPA PURSUANT TO THIS FLEET ACCOUNT APPLICATION AND AGREEMENT. FURTHER, APPLICANT UNDERSTANDS AND AGREES THAT APPLICANT IS SOLELY RESPONSIBLE OF THE SECURITY AND SAFEKEEPING OF THE FLEET CARDS.

_____ Initials

Drivers License # : _____ Print Name: _____

Expires: _____ State : _____ Signed: _____

Office Use Only

Car Spa Account Number Number of Employee Cards Issued

Approved: _____ Date: _____



Car Spa Location # _____

Manager _____

Car Spa Account Information and Approval Form

Type of Account: House Fleet

Company Name: _____

Address: _____

Contact Name & Title: _____ Phone: (____) _____

Bill to name: _____ Email: _____

Bill to Address: _____

Billing preference: Mail; Email Estimated # of vehicle to be serviced weekly: _____

Estimated spend per week: \$ _____

Identifying ID required? If yes what _____ Copy of receipt required? Y or N

Type of service(s): Exterior Wash; Full Service Wash; Detail; Oil Change; Emissions

Mark all that apply

For Car Spa Use Only

** Managers – mark the agreed upon washes and list any special **approved** pricing. Approved pricing must be provided in writing. FSS can submit for approval if needed.

	Exterior Wash	Full Service Wash	Detail	Oil Change	Emissions	WSR
Quantity						
Pricing/Each						

For House Acct:

Three Credit References Received From Applicant

Terms: net _____ days

*Identifying ID type:

(License plate, Employee ID, Vehicle ID, etc.)

For Fleet Account:

Number of Cards requested:

Application Approved

Not Approved

By: _____
Ralph J. Guarino, President

Date: _____

Account Set-Up Complete

Account Set-Up Not Complete

Tony Schneider, CIO

Date: _____

Faxed to location manager: _____ Date: _____



Car Spa's Fleet Account Program Frequently Asked Questions

What steps do I take to open a Fleet Account with Car Spa?

1. Fill out the entire Application provided.
2. Sign Application and Guarantee.
3. Make copies of front and back of Credit Card to be used.
4. Mail Packet in the enclosed envelope to:
Car Spa, Inc.
4835 LBJ Freeway, Suite 650
Dallas, TX 75244
5. Upon and after approval, Account Cards will be delivered to the Applicant.

How long will the processing take?

Processing takes anywhere from 1-2 weeks. When your application is approved, the account will open and the customer should have the fleet cards in their possession by the third week at the latest.

What if the application was not qualified or needed additional information?

You will be notified by Car Spa either via mail or a phone call. You can be notified for a few reasons, for example, we may request additional information in order to process the application or we may need a confirmation on a credit card number or the name that appears on the card. There are several reasons that can contribute to an application not being approved. It can be as simple as not receiving enough information or entering in a wrong number in the credit card number. We will notify you if your application was not qualified and the reasons associated. Please contact us at fleet@carspa.net for additional information.

What methods of payment are accepted for a Fleet Account?

American Express, Discover, MasterCard and Visa. No cash check or money order will be accepted as payment.

What does the \$25 Application Fee cover?

This non-refundable application fee covers processing fees, shipping and handling, overnight mail delivery charge, issuance of the initial cards and the establishment of the Fleet Cards. Your account will be charged a \$25.00 fee during the processing period.

How do I activate the cards after receiving them?

The fleet cards are active immediately upon receipt. You do not need to activate them.

What's the minimum amount of business required to establish a fleet account?

A \$100 minimum of services per week is required to keep the account active. Your Account will be reviewed periodically. Car Spa reserves the right to terminate the account for lack of activity and/or negligence.

Will my account automatically be cancelled if I do not meet the \$100 per week requirement?

No, your account will be reviewed periodically. After the review, the status can be determined at that time if necessary. Car Spa reserves the right to terminate the account for lack of activity and/or negligence.

What if my account is cancelled?

Please contact us immediately at fleet@carspa.net. There could be several reasons for this.

How will my company be billed?

You will automatically be charged on a weekly basis or when your account balance amounts to \$1,000.00 for total charges accrued from Monday through Sunday. Anytime your account reaches \$1,000.00, an automatic credit card charge will take place in order to disallow any amount over that at one time.

What billing documents will be provided?

You will receive from Car Spa a Summary and Detail Listing of weekly transactions along with a copy of the credit card transaction.

How can I determine which Fleet Card was used for a specific transaction?

The weekly detailed print out indicates all services purchased by card holder separately.

What if I need to add additional Fleet Cards to my existing account?

You may add as many fleet cards as you would like at no extra charge. A proper request form will need to be completed, signed and approved through our corporate office before the card/s will be delivered. There is no limit on the amount of cards we issue to your company. Contact us at fleet@carspa.net.

What if I need to delete and/or cancel an existing Fleet Card from my account?

You may delete and/or cancel an existing fleet card at any time. A proper request form will need to be completed, signed and approved through our corporate office before the card/s will be delivered. Contact us at fleet@carspa.net immediately.

What if my card is lost or stolen?

Notify us immediately at fleet@carspa.net providing all information including card number, the day you lost your card, etc.

Is there a fee for having a card re-issued?

Car Spa reserves the right to charge a card re-issue fee, shipping fees, etc. The card re-issue fee will not exceed \$5. If you request express shipping, you may be charged the fees assessed.

What if I suspect fraudulent activity on my account?

You must report any suspected fraudulent activity promptly. Contact us at fleet@carspa.net immediately.

What services will be available using the Fleet Card?

Any Car Wash Package, Detail Package, Lube Service, Emissions, Windshield Chip Repair that Car Spa provides at their locations. Services may vary by store. Fuel purchases are excluded.

Who can I contact regarding my account?

If for any reason you need to contact Car Spa personnel. Contact us at fleet@carspa.net immediately. We will be happy to answer any and all questions.



House Account Detail Report

(For: XYZ Company, sorted by Date)

Car Spa Hub
All Sites

From Mon 12/31/2007
Thru Sun, 1/27/2008

Sale ID: 1234567890	PW
VehicleID 112233	
1 Full Service Wash	12.99
1 Towel Dry	
1 Online Tire Shine	3.00
1 Cotroneo \$4 Full Svc	-4.00
1 General House Acct	11.99
Wash Svcs: Wash TrShine	
1/17/2008, 03:15pm @ 0029 Roswell -11.99	
Cust Code (LP#) N/A User #012345	
Sale ID: 1234567890	PW
VehicleID 223344	
1 Full Service Wash	12.99
1 Towel Dry	
1 Online Tire Shine	3.00
1 Cotroneo \$4 Full Svc	-4.00
1 General House Acct	11.99
Wash Svcs: Wash TrShine	

TOTAL:	<u>Sales</u>	<u>Charges</u>	<u>Payments</u>	<u>Net Charge</u>
	23	189.63	28.16	-161.47

SAMPLE