

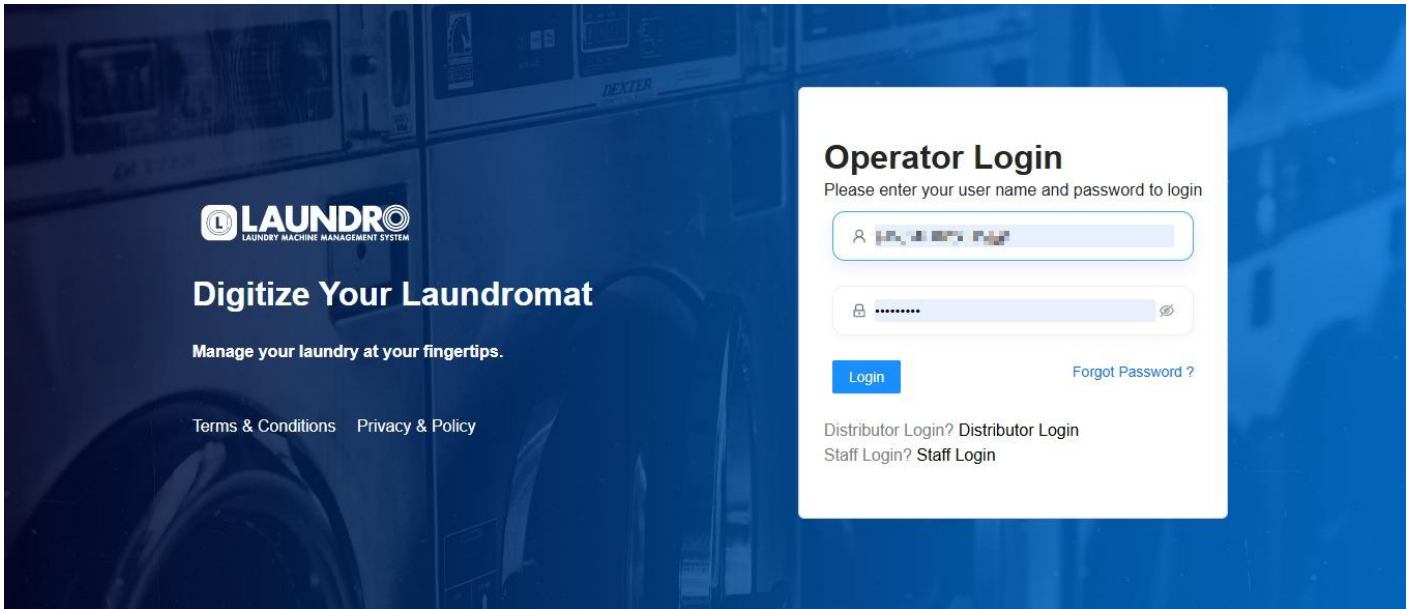
Laundro FAQ

All frequently asked questions

- [How To Check SMS Credit](#)
- [How to top-up SMS Credit](#)
- [Check Fiuu Payment Records](#)
- [Activation Outlet](#)
- [Change connected WiFi](#)
- [Reset Alpha device for New Outlet](#)
- [How to get Kiosk URL](#)
- [How to Cancel Voucher / Remove Credit or Stamp](#)
- [How to get QR Code](#)
- [Top-up but not get token](#)

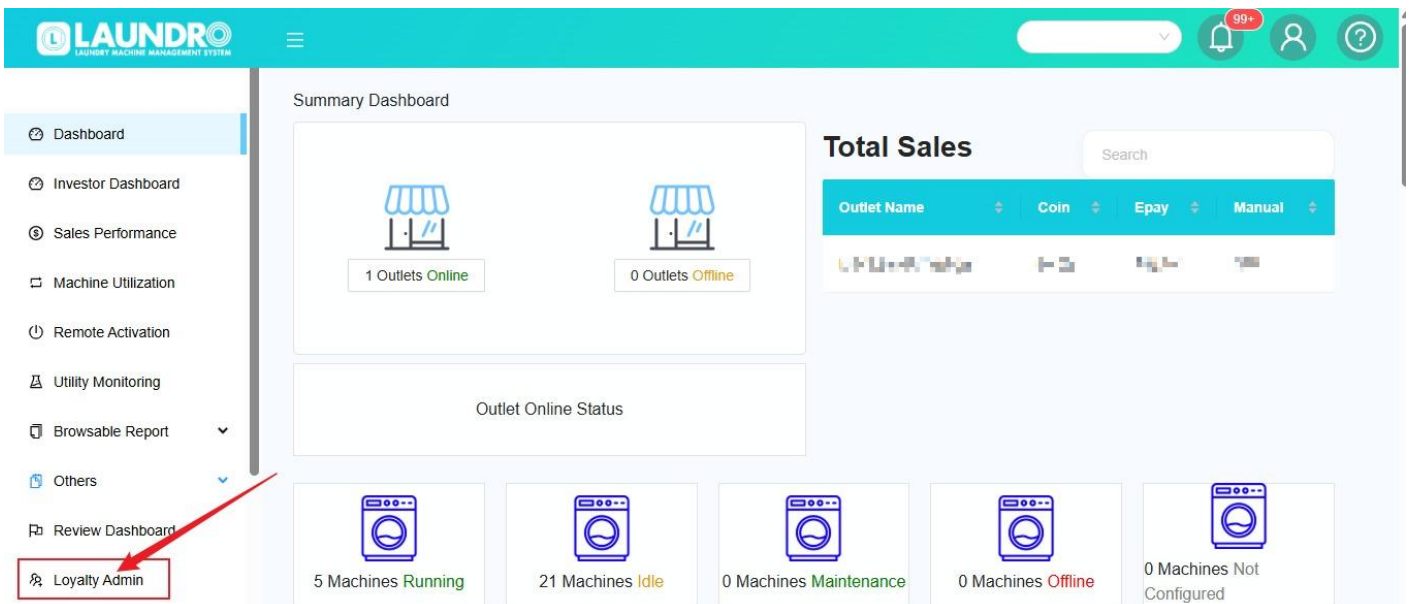
How To Check SMS Credit

1. Go to the **Operator Login**, then enter the **username and password** and **log in**.

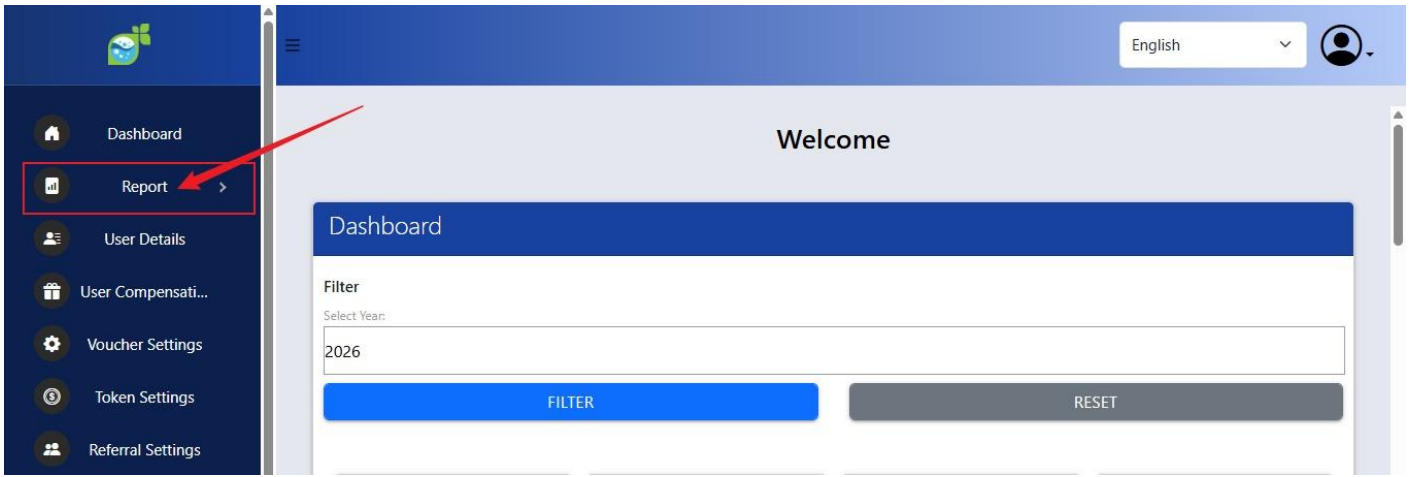


2.

click into **Loyalty Admin**. Leave this page for now and go to **Freedcam**.

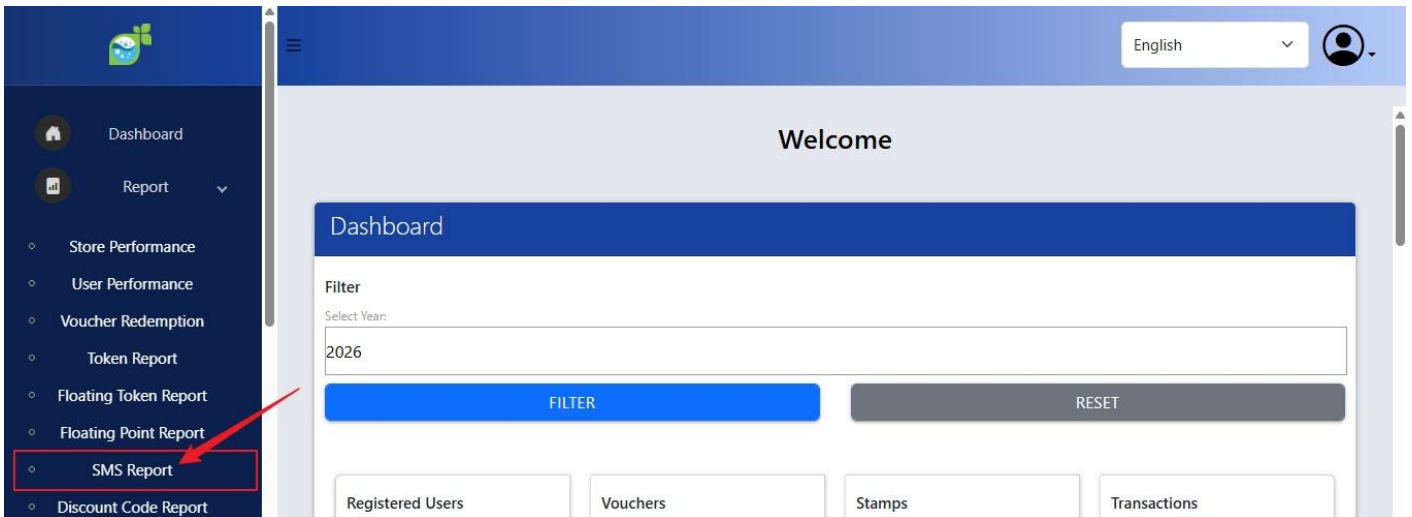


1. Click on **Report**.

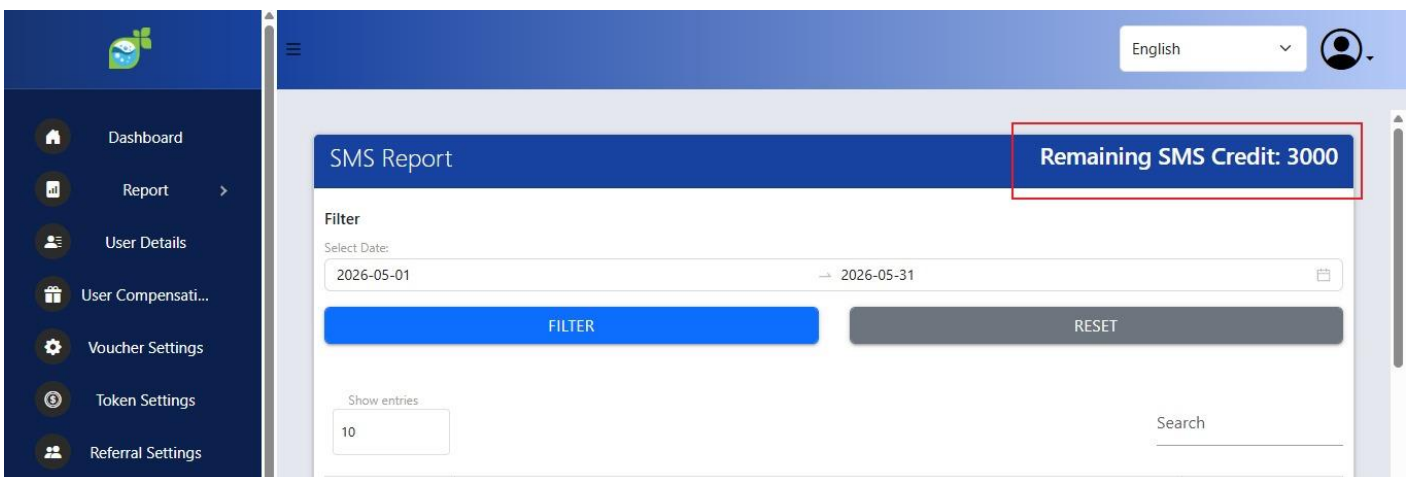


8.

1. Click on **SMS Report**.

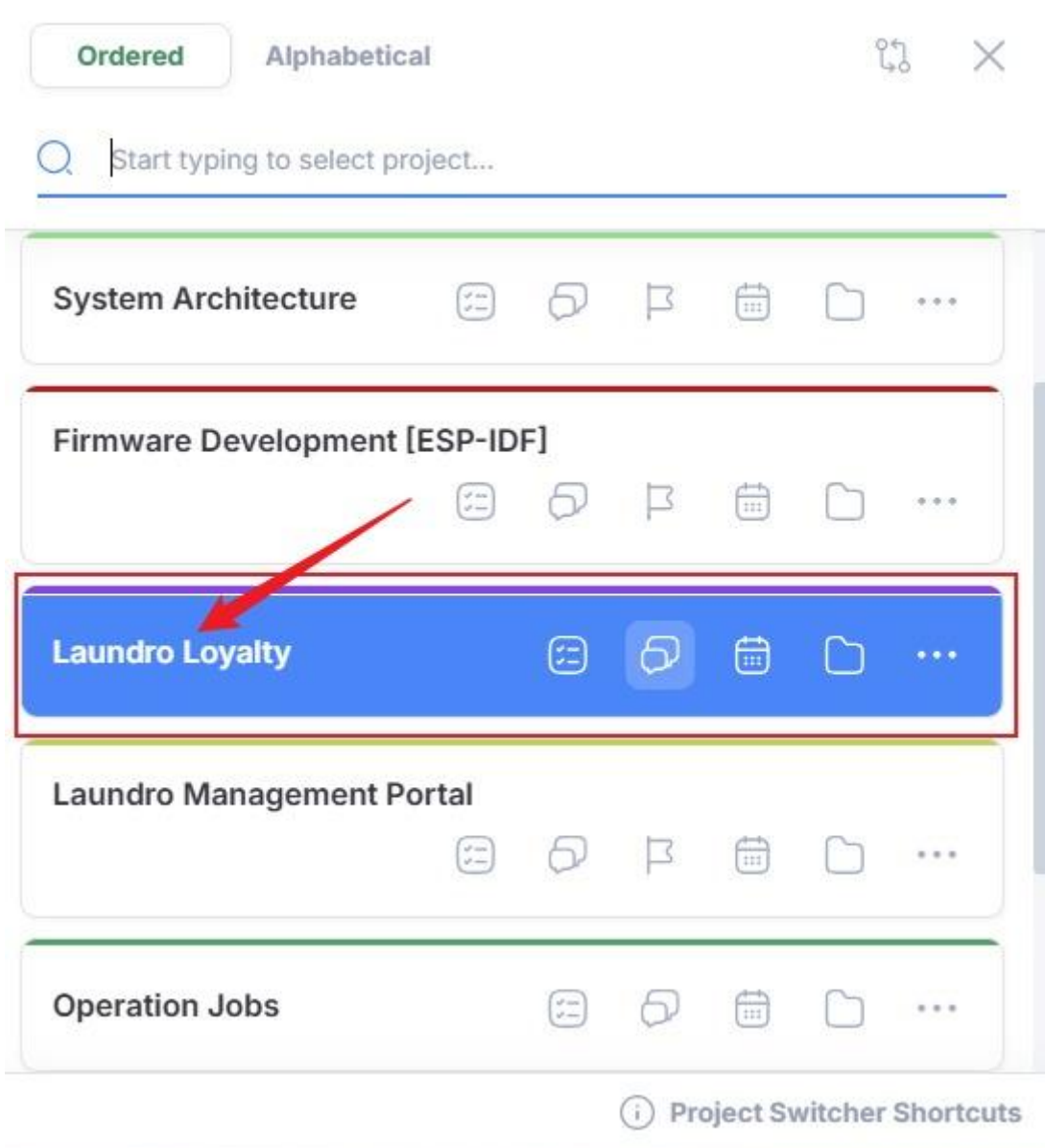


9. Remaining SMS Credit Balance.



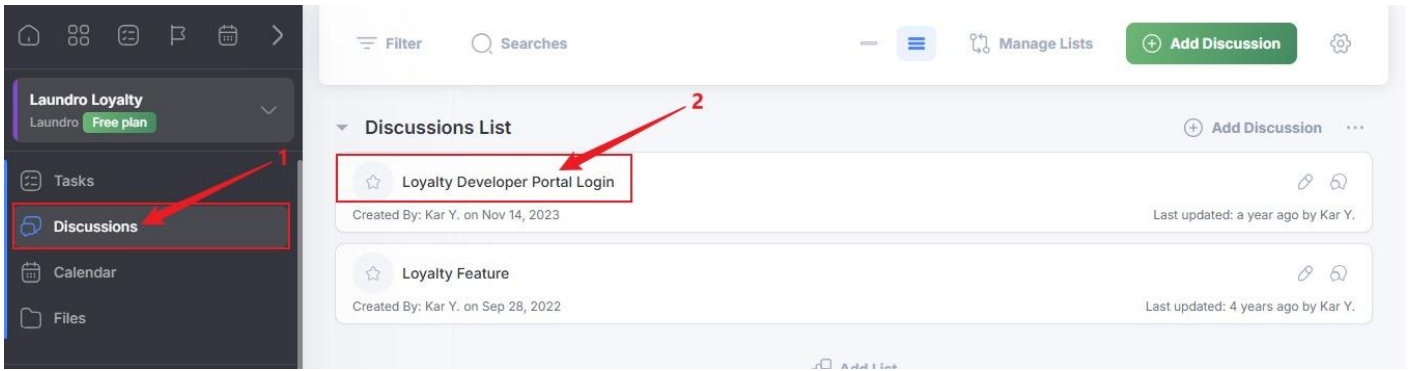
How to top-up SMS Credit

1. Click on **Laundro Loyalty**.

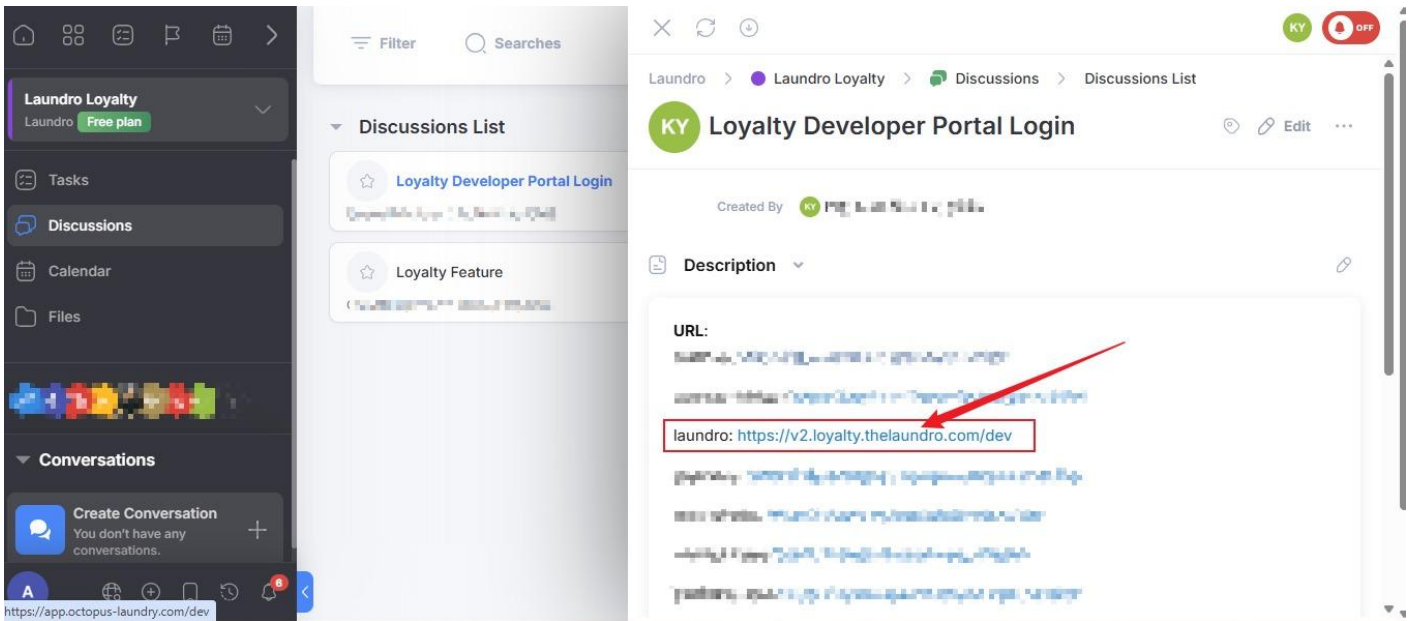


- 2.

1. Click **Discussions**.
2. Click **Loyalty Developer Portal Login**.



3. Click on Laundro link.



4.

- Click **Update Operator**.
- Select the operator.
- Check the email address.
- Check the username.
- Enter the SMS credit amount.
- Click **Submit**.

Add Operator

Add Outlet

Update All Outlet

Update One Outlet

Update Operator

Disable Operator

Logout

Update Operator

Operators
[Operator Name] [Operator Email]

Email
[Operator Email]

Username
[Operator Username]

Password: (Optional)
[Operator Password]

SMS Credit
3000

Distributor
Select a distributor

SUBMIT

2

3

4

5

6

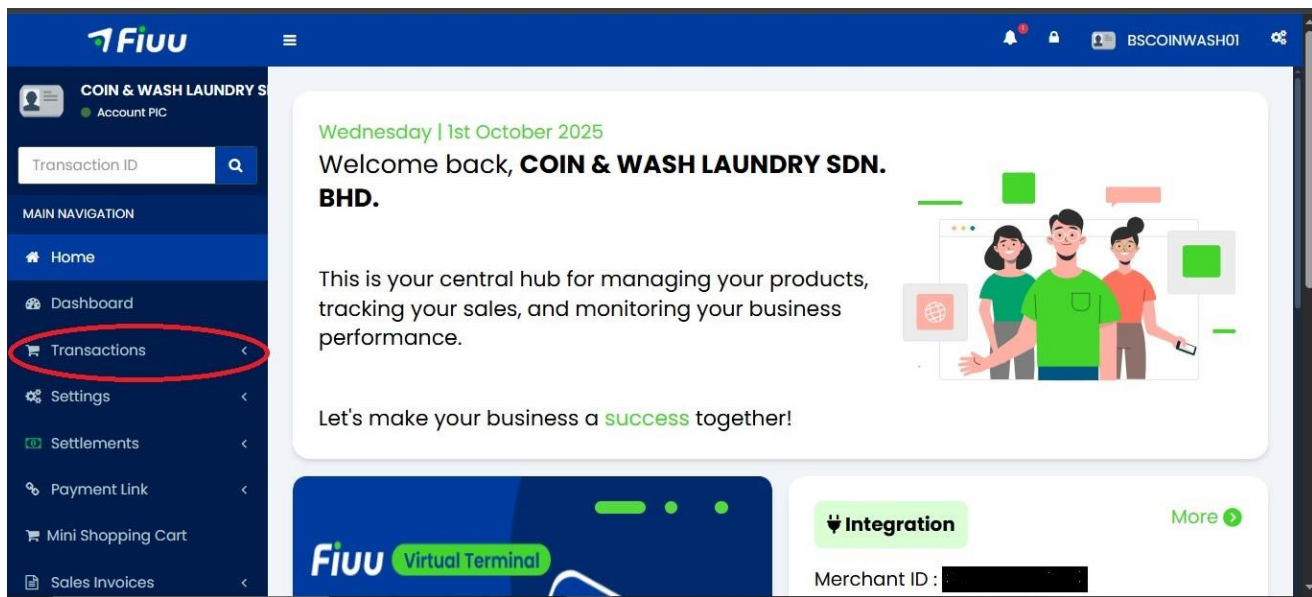
1

Check Fiuu Payment Records

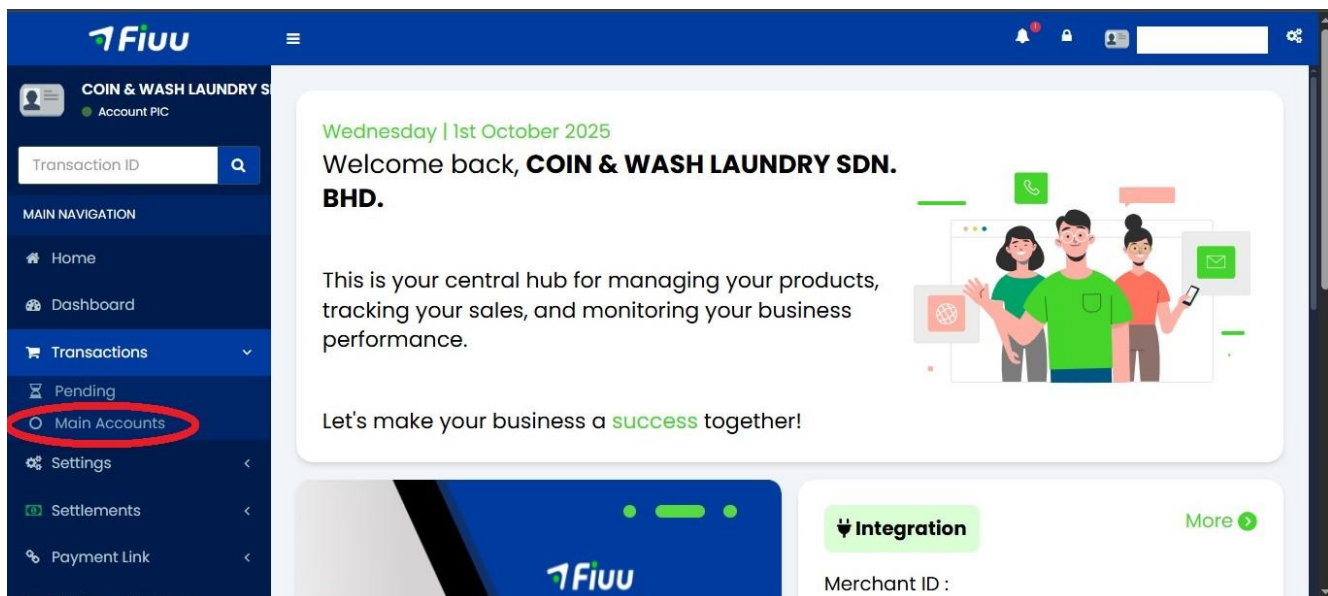
(ENG)

☐☐**Step 1:** Log in to the FIUU portal using your existing ID and password.

☐☐**Step 2:** Click on "**Transactions**".



☐☐**Step 3:** Click on "**Main Accounts**".



☐☐**Step 4:** Now you can view the transaction date and time.

Advance Filter

Please select a channel to Load Advance Filter

Search Now **Load Filter**

List Transaction

Send Callback

No	Created On	Paid On	Channel	Card Number	TranID	Ord
	<input type="text" value="Search Paid On"/>			<input type="text" value="Search First 6"/> <input type="text" value="Search Last 4"/>	<input type="text" value="Search Trn"/>	<input type="text" value="Se"/>
2025-10-01						
1	2025-10-01 10:01:13+08:00	2025-10-01 10:01:13+08:00			3159439321	cnw
EXAMPLE						
2	2025-10-01 09:12:00+08:00	2025-10-01 09:12:00+08:00			3159339113	cnw
3	2025-10-01 08:37:36+08:00	2025-10-01 08:37:36+08:00			3159266931	cnw

Step 5: Scroll to the right to view the machine details and the transaction amount.

List Transaction

Send Callback

TranID	OrderID	Bill Name (Account Name)	Email	Mobile	Currency	Bill Amt	Actual Amt	Store ID	Store Name	Tr
<input type="text" value="Search Trn"/>	<input type="text" value="Search"/>	<input type="text" value="Search Bill Name"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value=""/>	<input type="text" value="Sea"/>	<input type="text" value="Search"/>			
3159439321	cnw1-w1	DuitNow Static QR Payment			MYR	11.00	10.89			
3159339113	cnw1-d6	DuitNow Static QR Payment			MYR	10.00	9.90			
3159266931	cnw1-w7	DuitNow Static QR Payment			MYR	12.00	11.88			
3159266278	cnw1-w6	DuitNow Static QR Payment			MYR	12.00	11.88			
3159232936	cnw1-d3	DuitNow Static QR Payment			MYR	10.00	9.90			

Machine Number

Step 6: Click on the "Transaction ID" to view the transaction details.

Paid On	Channel	Card Number	TranID	OrderID	Bill Na	
<input type="text" value="Search Paid On"/>		<input type="text" value="Search First 6"/>	<input type="text" value="Search Last 4"/>	<input type="text" value="Search Trn"/>	<input type="text" value="Search OrderID"/>	<input type="text" value="Search"/>
10 2025-10-01 16:08:15+08:00			3160316635	cnw-w1	DuitNo	
00 2025-10-01 15:54:06+08:00			3160283878	cnw1-d7	DuitNo	
10 -			3160238977	Tooz2ym82nz8yu31c3jhrq7b	Fiuu Se	
10 2025-10-01 15:36:10+08:00			3160238851	T6p4tug5dz46dbvpx5c6schcf	Cee Kf	
10 -			3160233232	T80lj140mb3x73pwx2leo7fwf	Fiuu Se	
1 -			3160231152	Trp8s4jr0ol4embzltxudkatn	Fiuu Se	
0 2025-10-01 15:21:26+08:00			3160208632	cnw1-w7	DuitNo	
10 2025-10-01 15:12:36+08:00			3160188092	cnw1-d1	DuitNo	
10 2025-10-01 15:03:58+08:00			3160167863	cnw-d1	DuitNo	

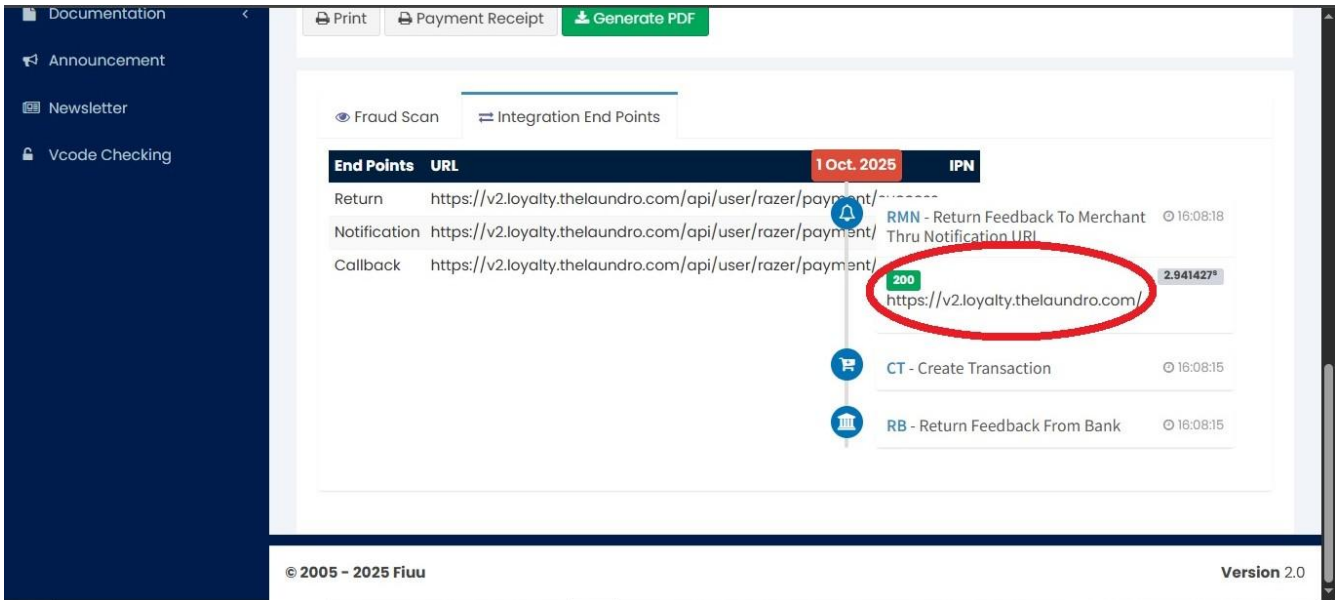
Step 7: Click on "Integration End Points".

- Announcement
- Newsletter
- Vcode Checking

Fraud Scan
Integration End Points Click On

Channel	
User Agent	<p>Browser Name: unknown Browser Version: unknown Browser User Agent String: Platform: unknown</p>
IP Address	18.142.58.24
ISP	
IP Location	-- /
Bill Country	(Country on billing address)
Card Authenticated	No

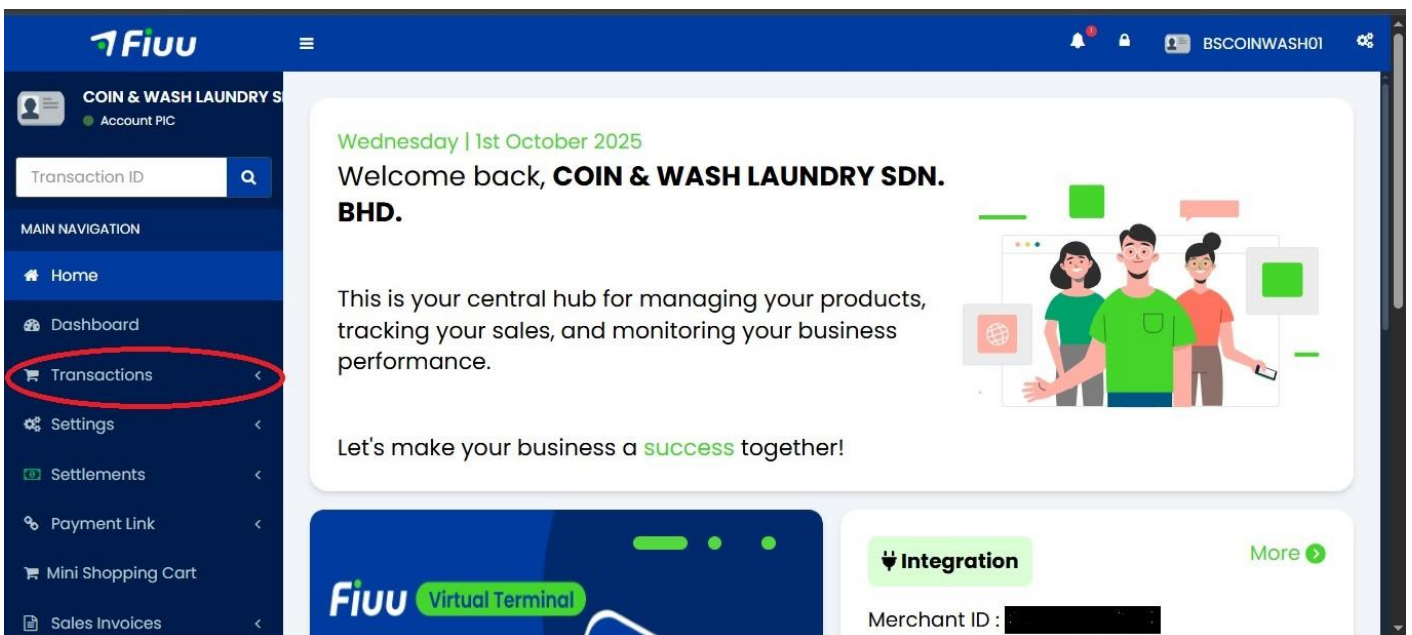
Step 8: You will see the transaction details. From there, look for the green icon with <https://v2loyalty.thelaundro.com> — this indicates that LAUNDRO has received the transaction.



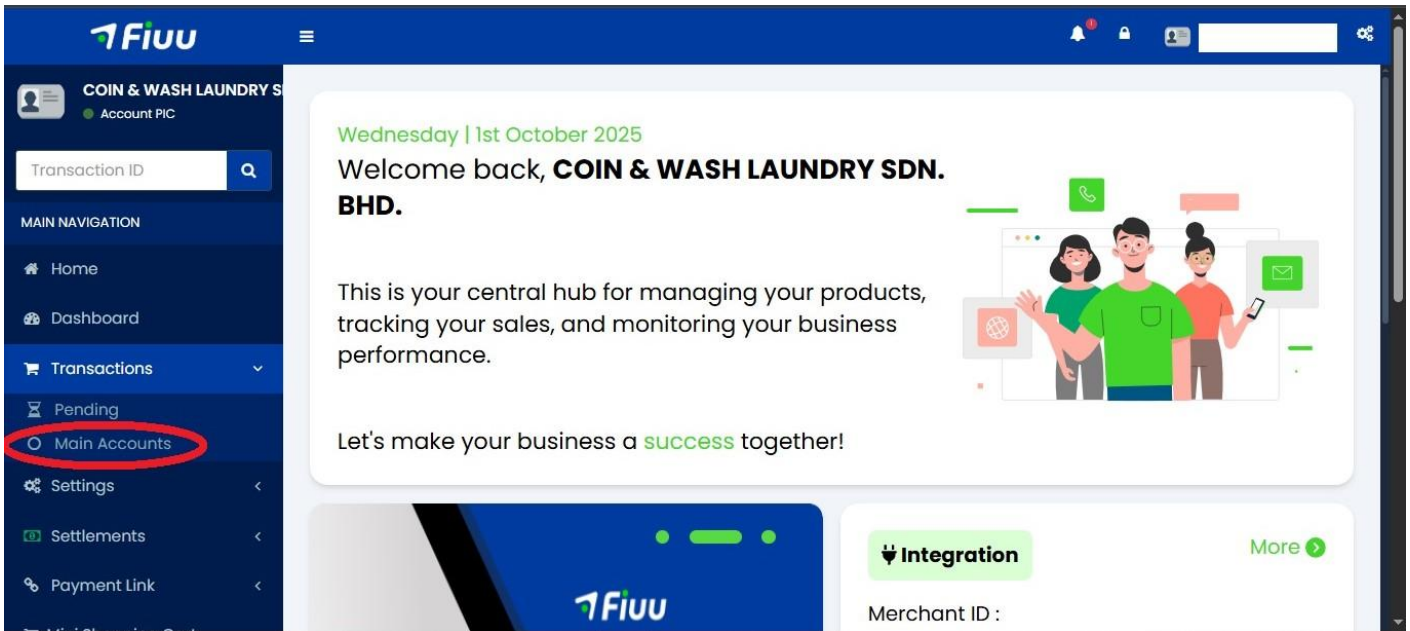
(BM)

☐ **Langkah 1:** Log masuk ke portal FIUU menggunakan ID dan kata laluan sedia ada anda.

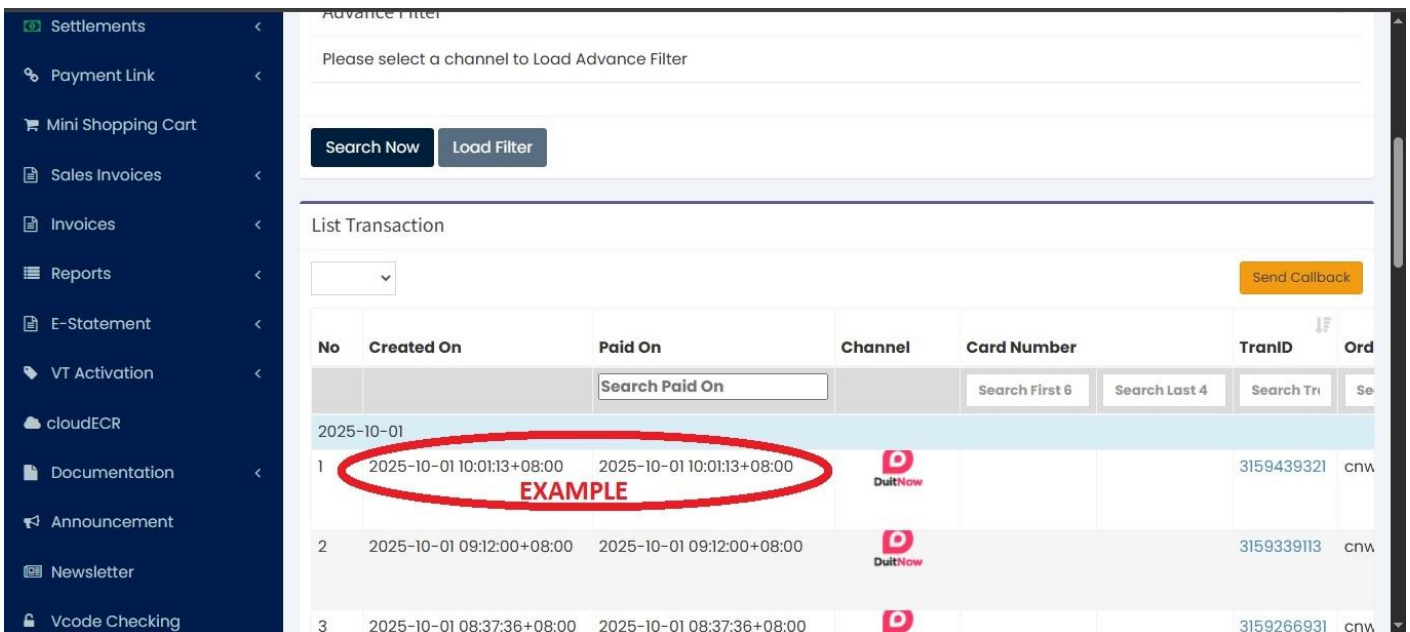
☐ **Langkah 2:** Klik pada "**Transactions**".



☐ **Langkah 3:** Klik pada "**Main Accounts**".



☐ Sekarang anda boleh melihat tarikh dan masa transaksi.



☐ Tatal ke kanan untuk melihat butiran mesin dan jumlah transaksi.

Invoices < Reports < E-Statement < VT Activation < cloudECR < Documentation < Announcement < Newsletter < Vcode Checking

List Transaction

Send Callback

TranID	OrderID	Bill Name (Account Name)	Email	Mobile	Currency	Bill Amt	Actual Amt	Store ID	Store Name	Tr
3159439321	cnwl-w1	DuitNow Static QR Payment			MYR	11.00	10.89			
3159339113	cnwl-d6	DuitNow Static QR Payment			MYR	10.00	9.90			
3159266931	cnwl-w7	DuitNow Static QR Payment			MYR	12.00	11.88			
3159266278	cnwl-w6	DuitNow Static QR Payment			MYR	12.00	11.88			
3159232936	cnwl-d3	DuitNow Static QR Payment			MYR	10.00	9.90			

Machine Number (pointing to cnwl-w1)

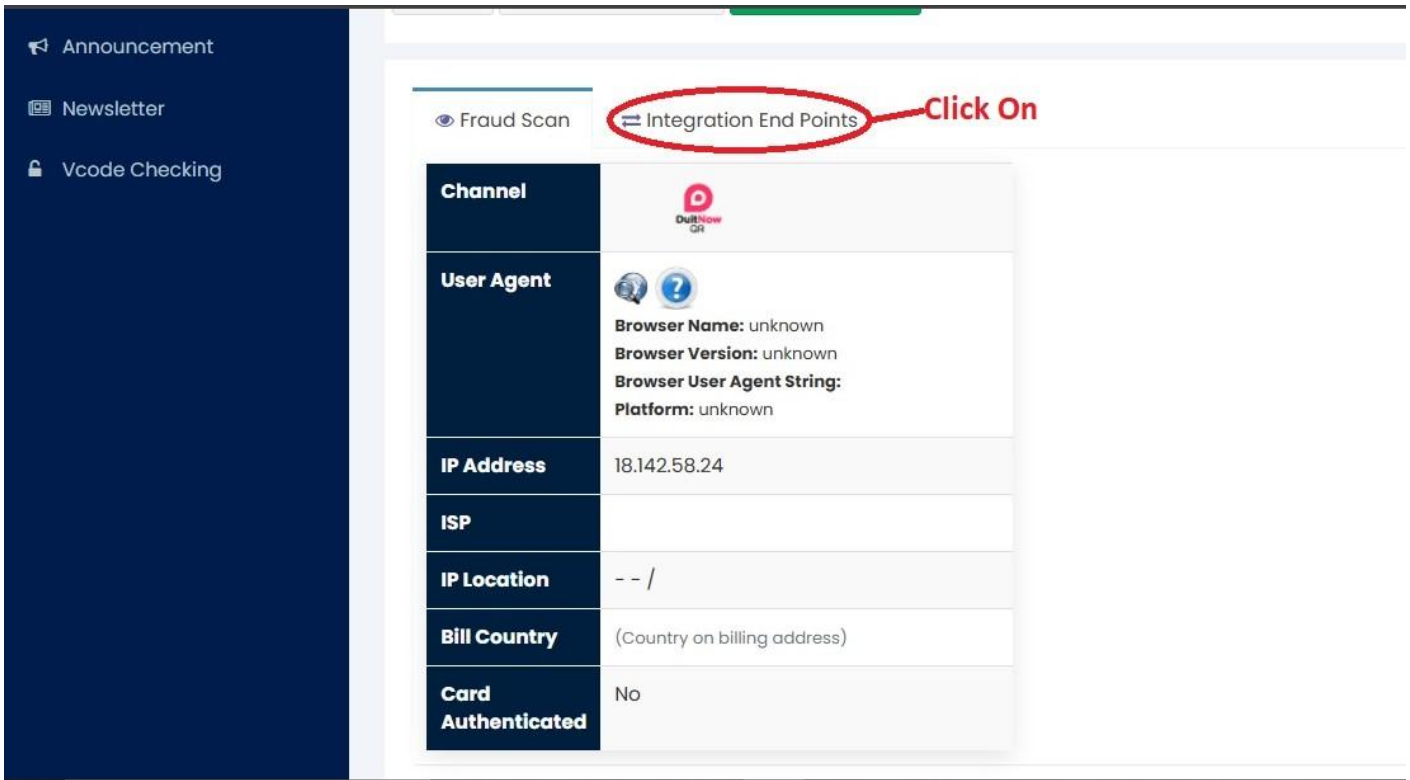
Langkah 6: Klik pada "Transaction ID".

E-Statement < VT Activation < cloudECR < Documentation < Announcement < Newsletter < Vcode Checking

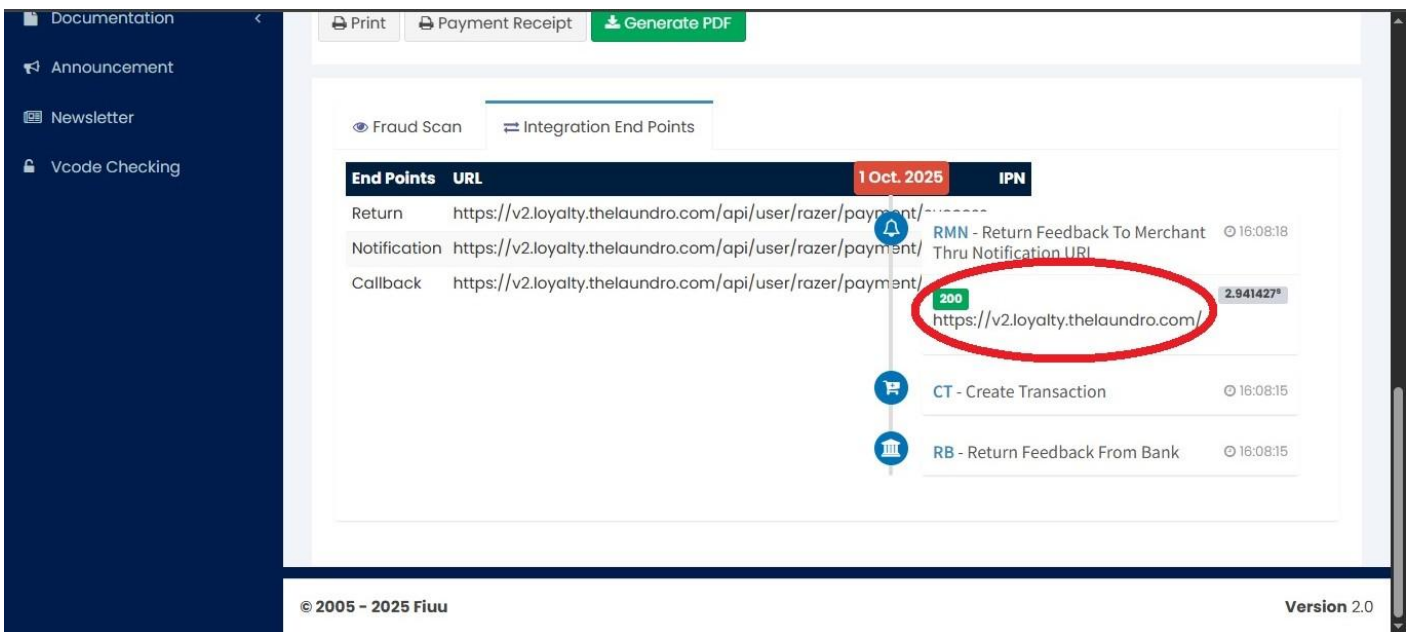
Paid On	Channel	Card Number	TranID	OrderID	Bill Na
2025-10-01 16:08:15+08:00	DuitNow		3160316635	cnwl-w1	DuitNo
2025-10-01 15:54:06+08:00	DuitNow		3160283878	cnwl-d7	DuitNo
-	Touch nGo eWallet		3160238977	Tooa2ym82nz8yu3lc3jhrq7b	Fiuu Se
2025-10-01 15:36:10+08:00	Touch nGo eWallet		3160238851	T6p4tug5dz46dbvpx5c6schcf	Cee Kl
-	Touch nGo eWallet		3160233232	T801j140mb3x73pwx2leo7fwf	Fiuu Se
-	DuitNow		3160231152	Trp8s4jr0ol4embzltxudkatn	Fiuu Se
2025-10-01 15:21:26+08:00	DuitNow		3160208632	cnwl-w7	DuitNo
2025-10-01 15:12:36+08:00	DuitNow		3160188092	cnwl-d1	DuitNo
2025-10-01 15:03:58+08:00	DuitNow		3160167863	cnwl-d1	DuitNo

Click on (pointing to 3160316635)

Langkah 7: Klik pada "Integration End Points".



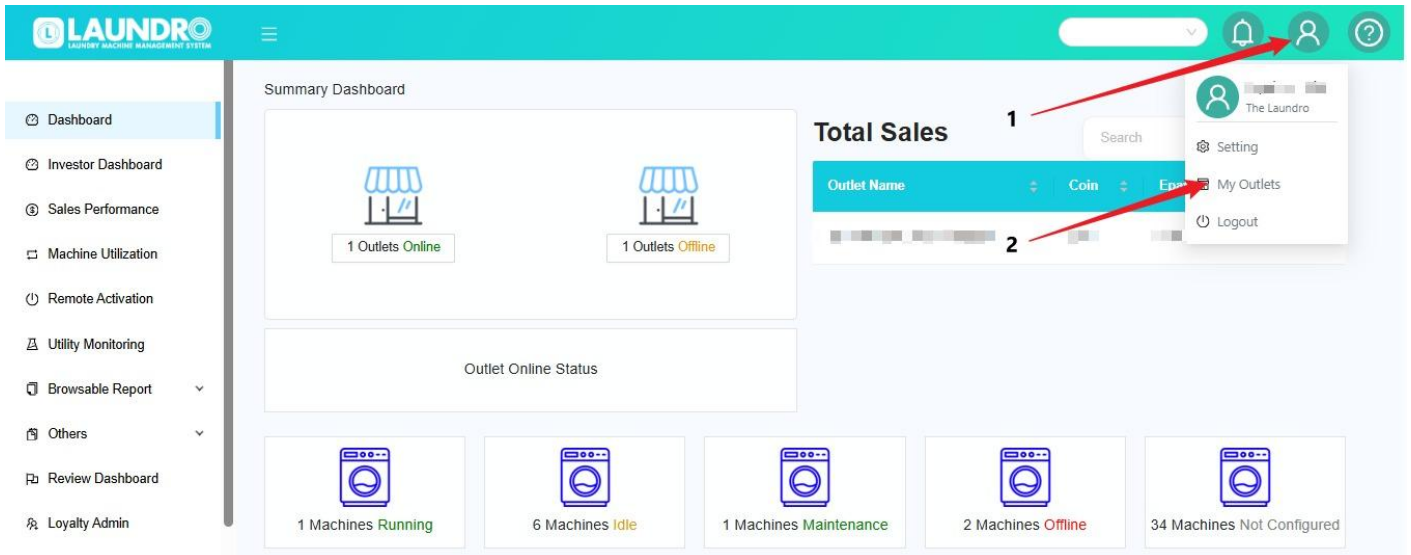
Langkah 8: Anda akan melihat **butiran transaksi**. Dari situ, cari ikon berwarna **hijau** dengan pautan <https://v2loyalty.thelaundro.com> — ini menunjukkan bahawa **Laundro telah menerima transaksi**.



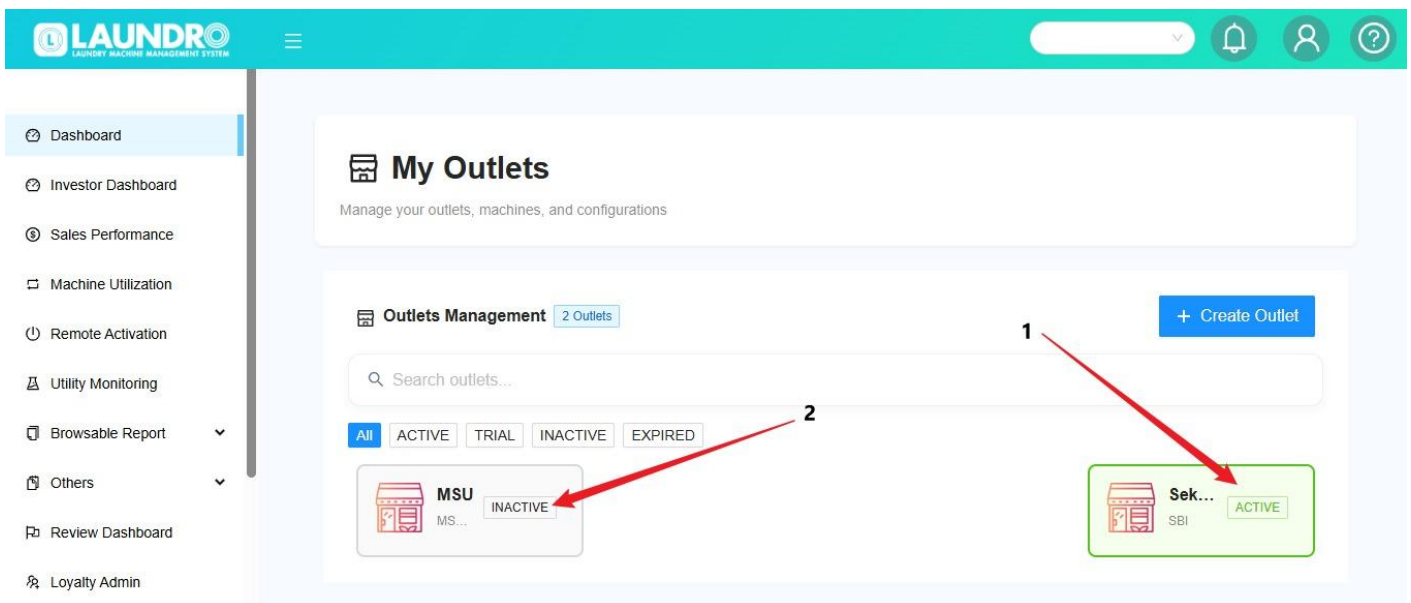
Activation Outlet

How To Activate Outlet :

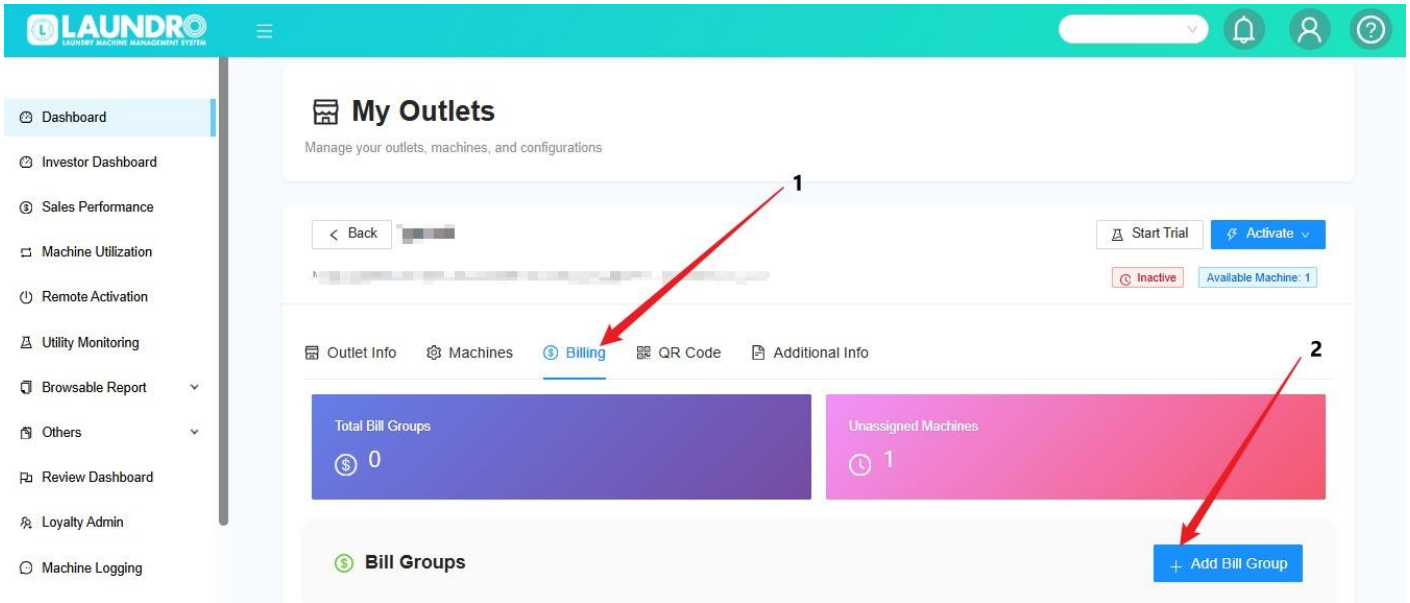
1. Click the **Profile** icon at the top-right corner of the screen.
2. Select **My Outlets** from the dropdown menu.
3. The system will open the **My Outlets** page where you can view your outlets.



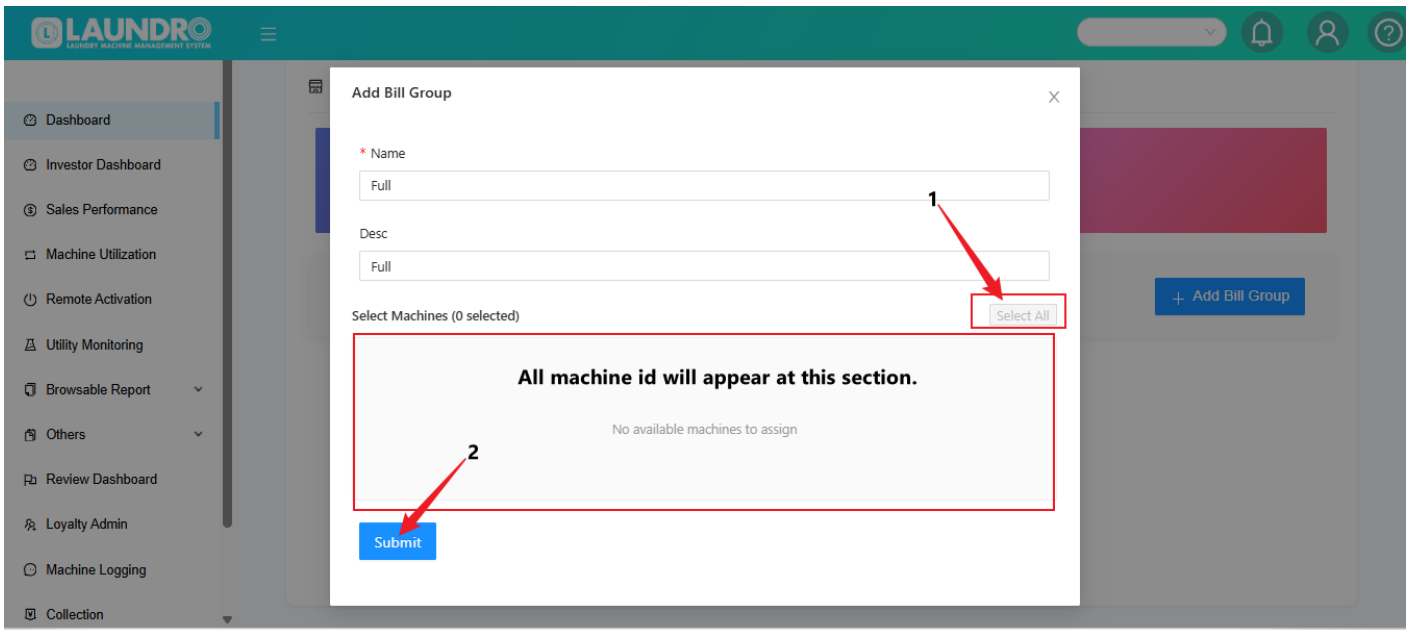
1. Outlet **Activated**
2. Outlet **Inactive**. Click into **Inactive Outlet**.



1. Click the **Billing** tab.
2. Click the + **Add Bill Group** button.



1. Click on **Select All**
2. Click **Submit**



Click into **Activate**.

LAUNDRY MACHINE MANAGEMENT SYSTEM

- Dashboard
- Investor Dashboard
- Sales Performance
- Machine Utilization
- Remote Activation
- Utility Monitoring
- Browsable Report
- Others
- Review Dashboard
- Loyalty Admin
- Machine Logging
- Collection

My Outlets

Manage your outlets, machines, and configurations

< Back [Avatar]

Start Trial **Activate** Inactive Available Machine: 0

Outlet Info Machines **Billing** QR Code Additional Info

Total Bill Groups: 0 Unassigned Machines: 0

Bill Groups + Add Bill Group

Quality Note: Please make sure you have configured all devices for the washers and dryers before activating the outlet.

Change connected WiFi

1) Follow the steps below to connect the device to a Wi-Fi network. Ensure that the Wi-Fi network is available and that you have the correct Wi-Fi ID/Name and password before proceeding.

Device support only 2.4gh.

Step 1- To connect the device to a new Wi-Fi network, first ensure the device is in **Configuration Mode**. The blue LED indicator should be blinking.



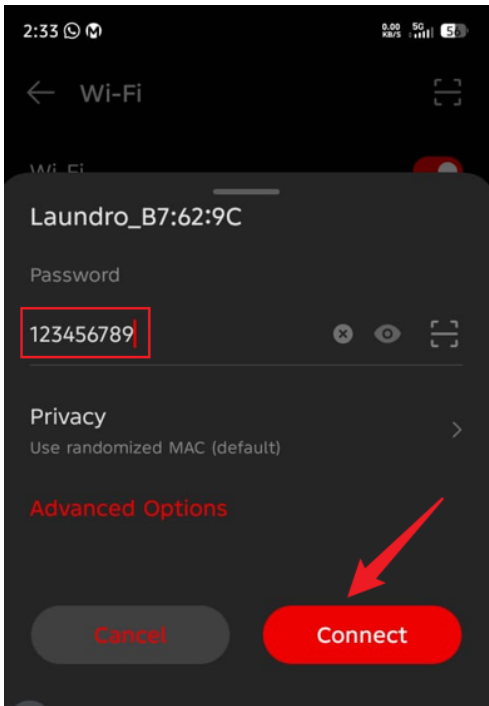
Step 2- Open the **Wi-Fi Settings** page on your mobile phone and search for available Wi-Fi name **Example: " Laundro_#:#:#:#:#"**.



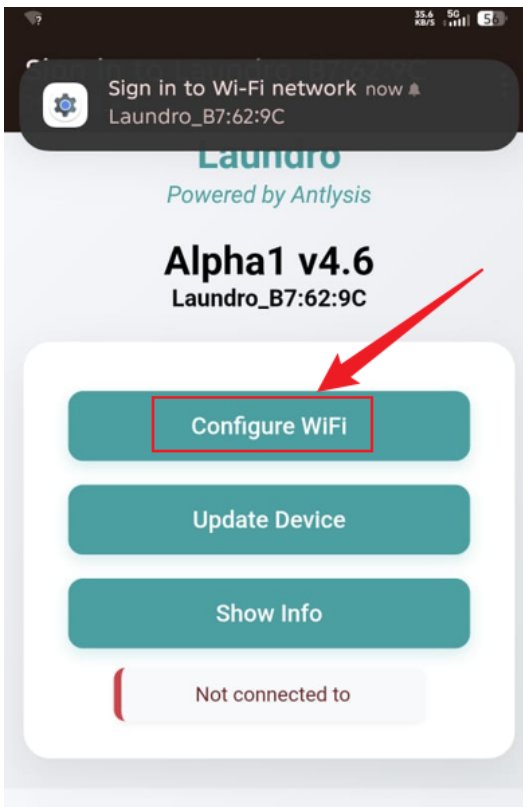
Step 3: Select the **Laundro** Wi-Fi network from the list of available networks. When prompted, enter the password:

Step4 - Once the correct password has been entered, tap **Connect** to proceed.

Password:

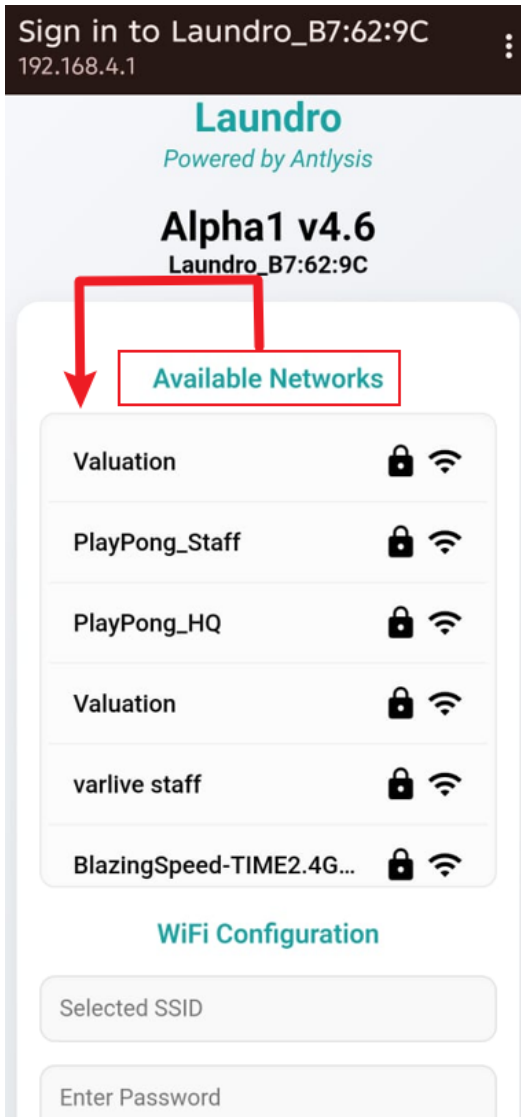


network, you will be redirected to the **Configuration Page**.



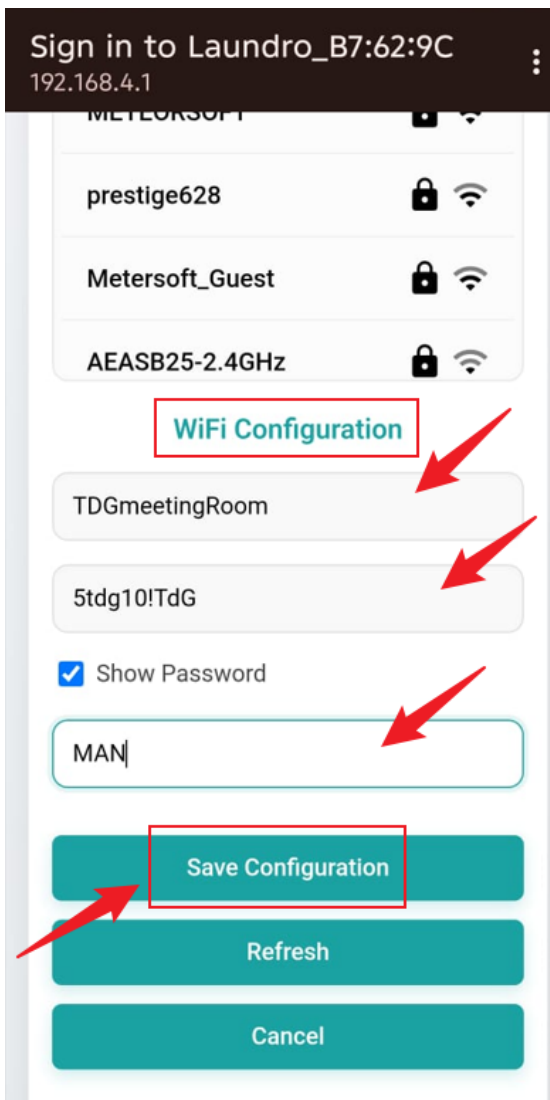
On the **Wi-Fi Configuration** page.

Step 7: From the list of available networks, choose the Wi-Fi network you want to connect to, then scroll down the page.



Step 8: Under **Wi-Fi Configuration**, confirm the selected **SSID (Wi-Fi Name)**, enter the Wi-Fi password, and then enter the provided **Outlet ID**. Ensure all information is correct click on **Save Configuration** .

Before selecting **Save Configuration**, double-check the **Wi-Fi password** and **Outlet ID**. Ensure all information is correct and that no hidden spaces have been entered.



Step 9:The **Wi-Fi Status** page will be displayed, and the device will start configuring automatically. Please wait until the status message reads "**Device Ready for Configuration**".



Laundro

Powered by Antlysis

Alpha1 v4.6

Laundro_B7:62:9C

WiFi Status

WiFi SSID

Connected to TDGmeetingRoom

Outlet ID

Verifying outletID MAN

Status

-



Laundro

Powered by Antlysis

Alpha1 v4.6

Laundro_B7:62:9C

WiFi Status

WiFi SSID

Connected to TDGmeetingRoom

Outlet ID

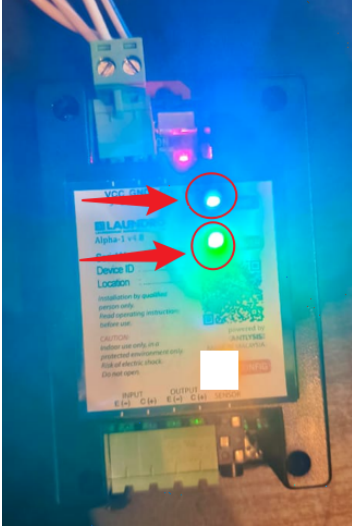
MAN is valid

Status

Device ready for configuration

Close

Step10: Once the configuration process has been completed successfully, the **Wi-Fi (Blue)** and **Internet (Green)** indicator lights on the device will turn on.



2) It is all done now. You can check the dashboard page to ensure the machine shows as **Online**. For confirmation, you can also try testing a remote activation on the machine.

Reset Alpha device for New Outlet

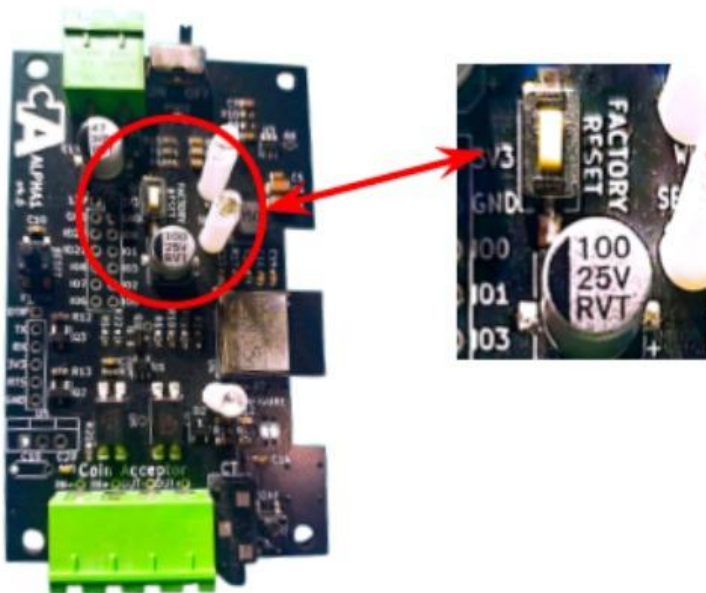
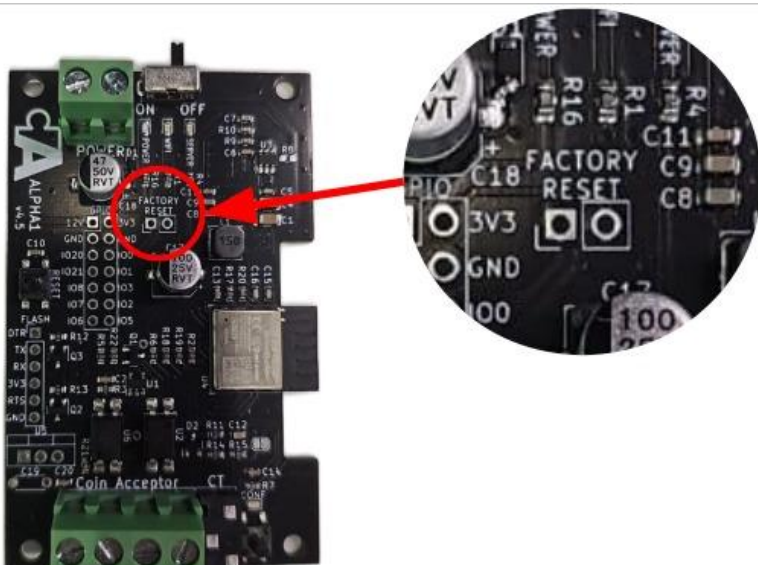
Step how to reset device

1. **Open the casing for Alpha-1 by unscrew the four point using philips head (PH1)**



2. **Turn on** the power supply to Alpha-1

3. Short the 2 points (Factory Reset) / Long Press Factory Reset.



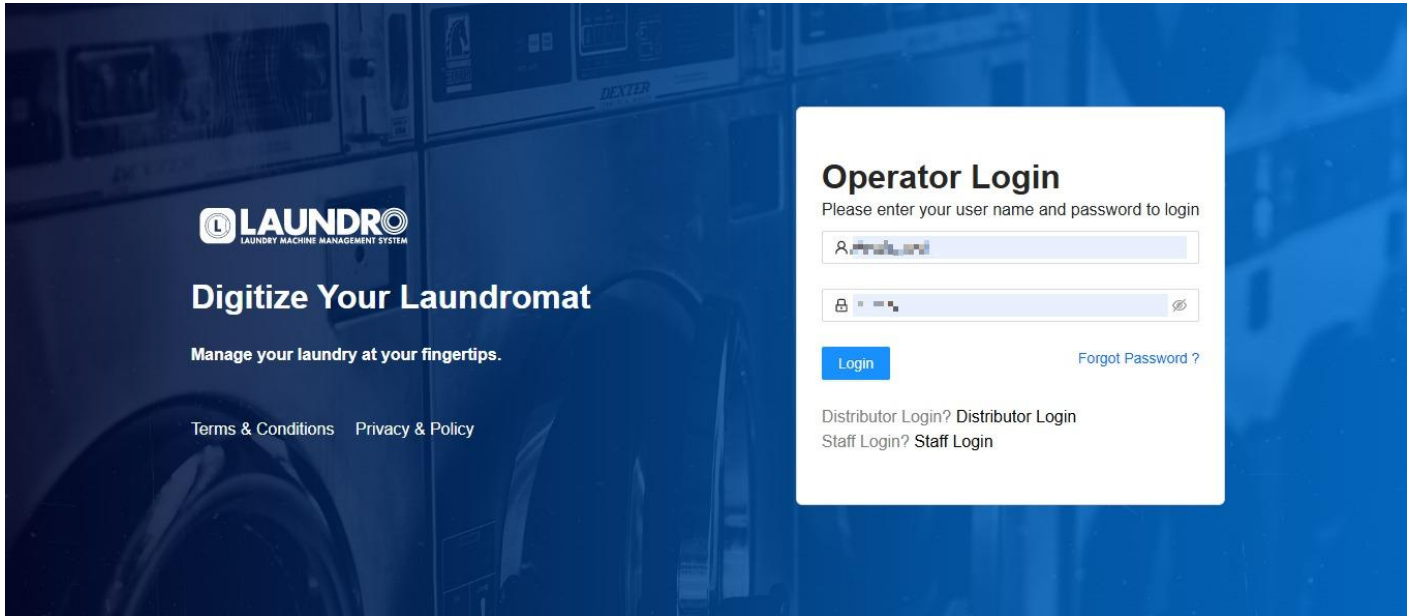
4. All LED will blink once indicate machine is reset

5. Alpha-1 will go into AP mode after factory reset

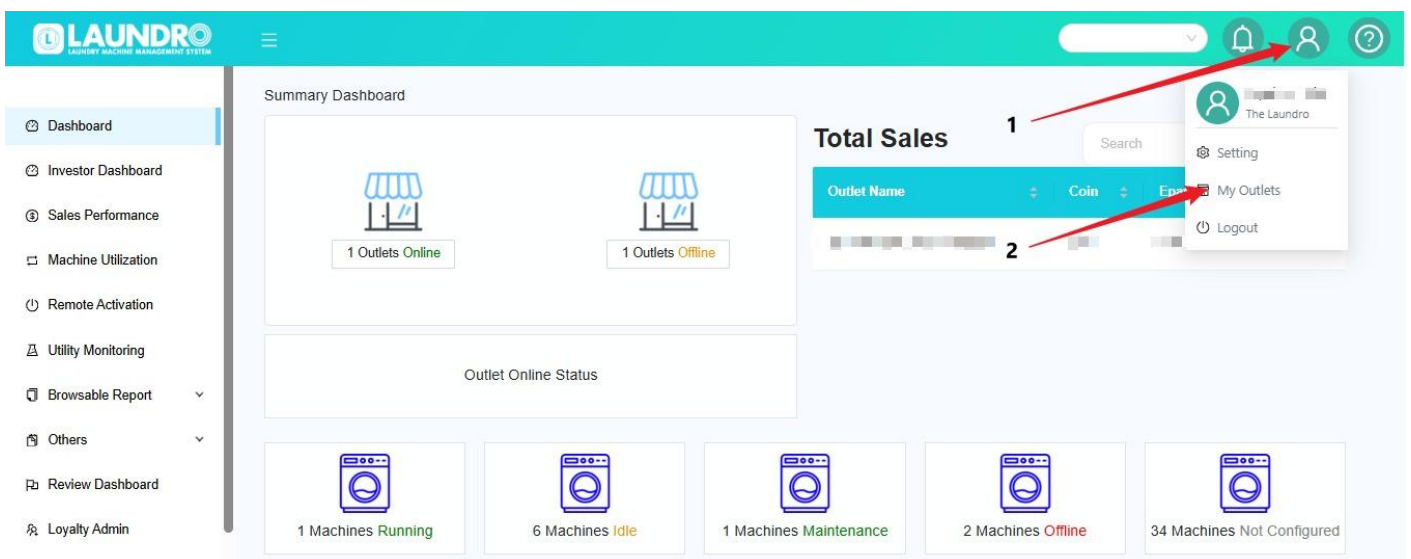
How to get Kiosk URL

1. Login into Laundro Portal & put-in Username / Password :

https://v2.thelaundro.com/operator_login



2.
 1. Click the **Profile** icon at the top-right corner of the screen.
 2. Select **My Outlets** from the dropdown menu.
 3. The system will open the **My Outlets** page where you can view your outlets.



3. Click **Outlet**.

LAUNDRO
LAUNDRY MACHINE MANAGEMENT SYSTEM

Dashboard
Investor Dashboard
Sales Performance
Machine Utilization
Remote Activation
Utility Monitoring
Browsable Report
Others
Review Dashboard
Loyalty Admin

My Outlets

Manage your outlets, machines, and configurations

Outlets Management 1 Outlets [+ Create Outlet](#)

Search outlets...

All ACTIVE TRIAL INACTIVE EXPIRED

Am... MAN ACTIVE

4. Click **Machines**

LAUNDRO
LAUNDRY MACHINE MANAGEMENT SYSTEM

Dashboard
Investor Dashboard
Sales Performance
Machine Utilization
Remote Activation
Utility Monitoring
Browsable Report
Others
Review Dashboard
Loyalty Admin

My Outlets

Manage your outlets, machines, and configurations

< Back [Start Trial](#) [Deactivate](#)

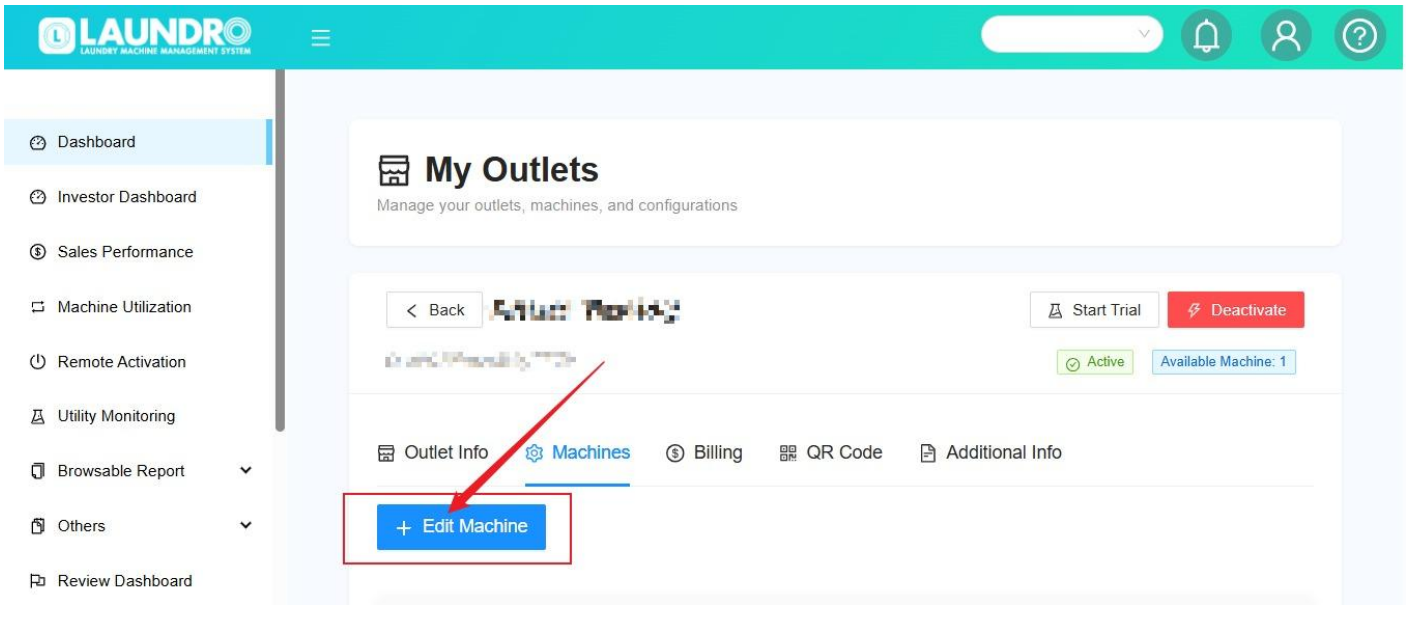
Active Available Machine: 1

Outlet Info **Machines** Billing QR Code Additional Info

Total Machines 15

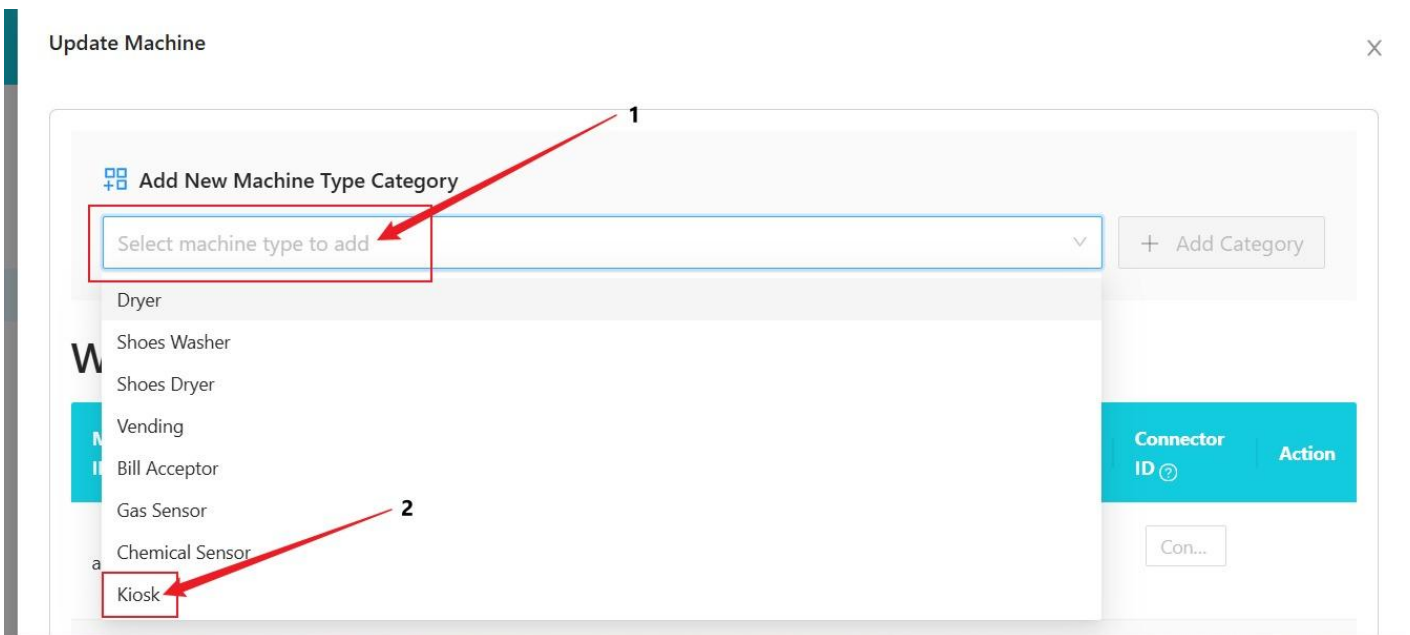
Configured 1

5. Click **+Edit Machine**.



6.

1. Click "**Select machine type to add.**"
2. Click **Kiosk.**



7.

1. Kiosk will appear on that column.
2. Click **+ Add Category.**

1

2

Add New Machine Type Category

Kiosk

+ Add Category

Washer ?

Machine ID	Display Name ?	Type ?	Partner ID ?	Coin Rate ?	Weight ?	Connector ID ?	Action
------------	----------------	--------	--------------	-------------	----------	----------------	--------

8.

1. Kiosk Added.
2. Click **QR Code**.

LAUNDRY MACHINE MANAGEMENT SYSTEM

Outlet Info Machines Billing QR Code Additional Info

+ Edit Machine

1

2

Kiosk 1 1 configured

Display Name ?	Machine ID ?	Brand ?	Status ?	Coin Rate
		Kiosk	Configured	-

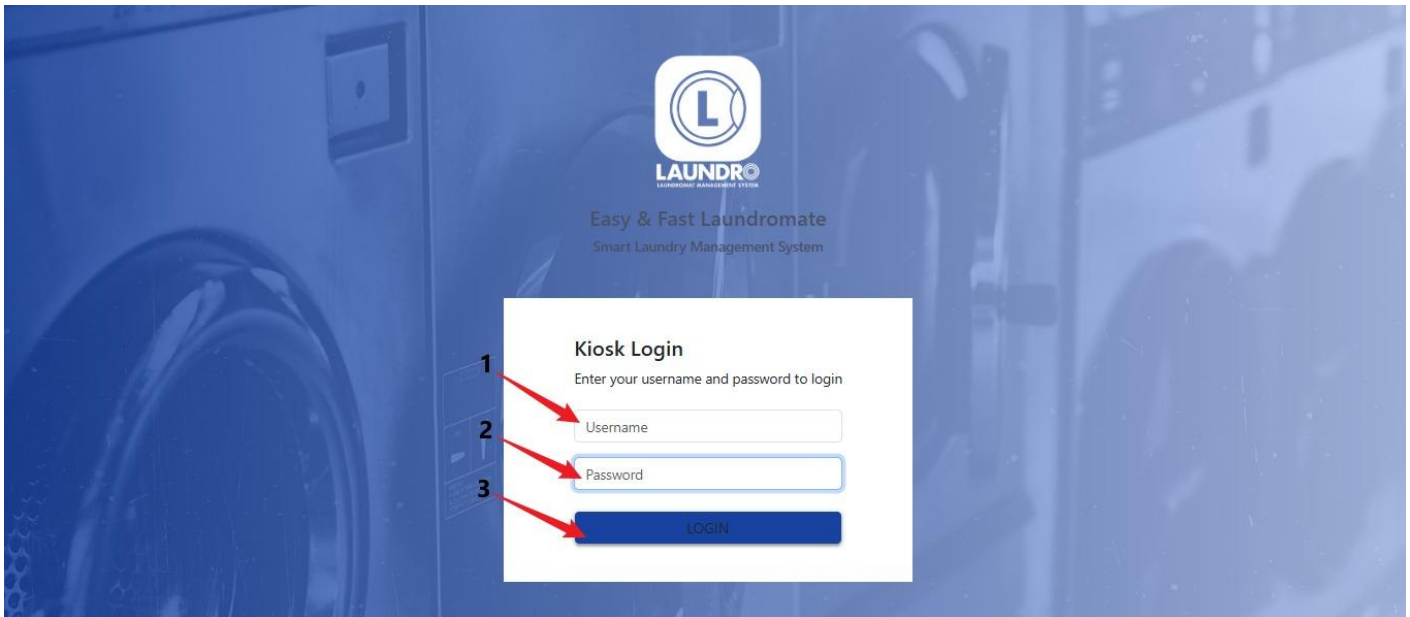
9.

1. Click **Kiosk QR Code**.
2. Kiosk QR Code will appear. **Scan QR Code & Kiosk Link appear. Click URL Link.**



10.

1. Fill-in Username
2. Password
3. Click Login.



11. Ready to use.



Touch to Start

Reminder:

Load your clothes into the washing machine & note the machine number

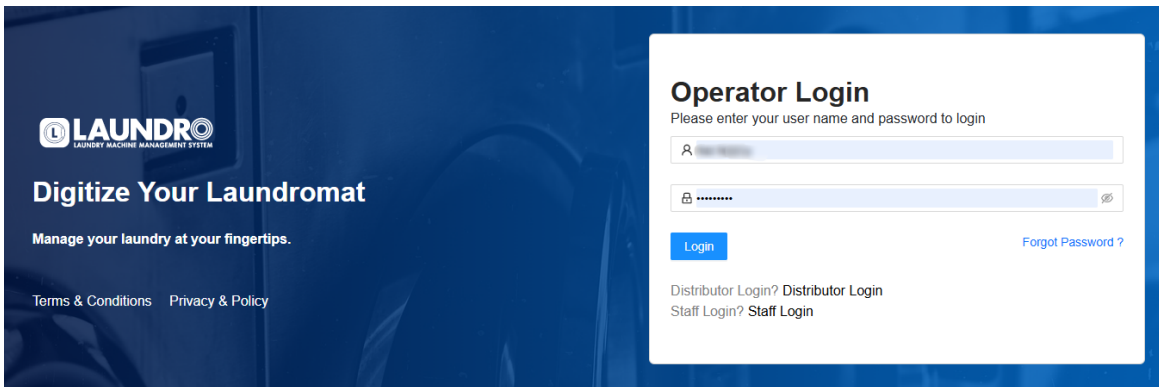
EN BM 中文

T&C Apply

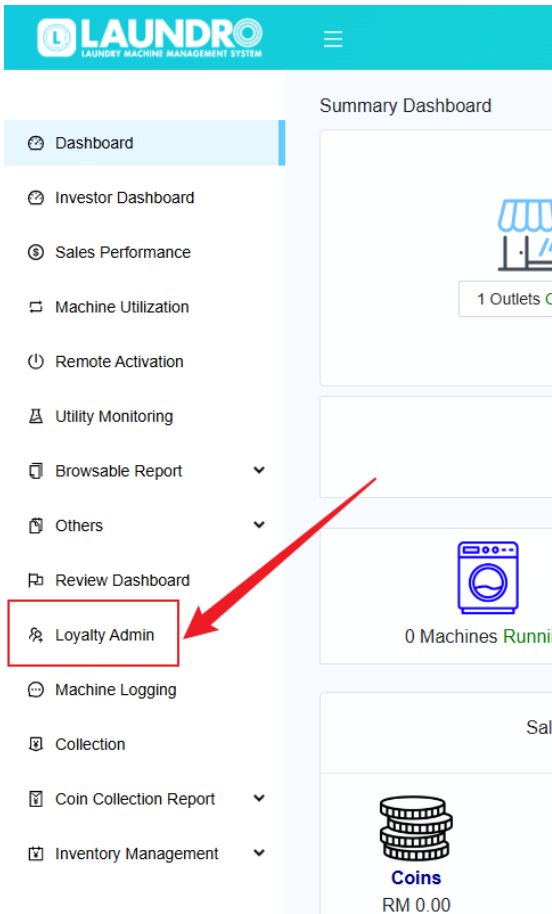
How to Cancel Voucher / Remove Credit or Stamp

A) How To Chancel Voucher

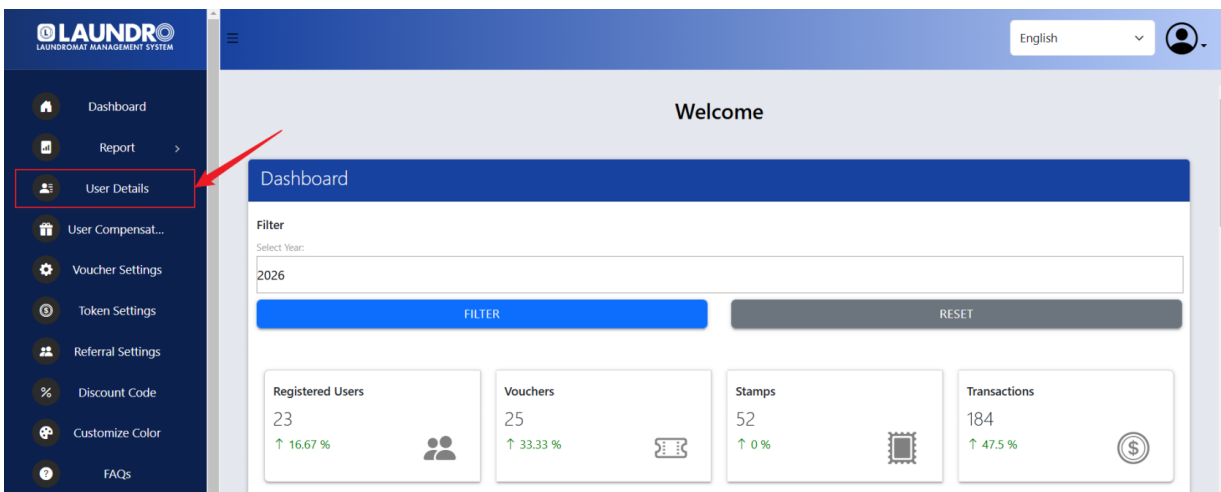
1) Log in to your Laundro Operator account.



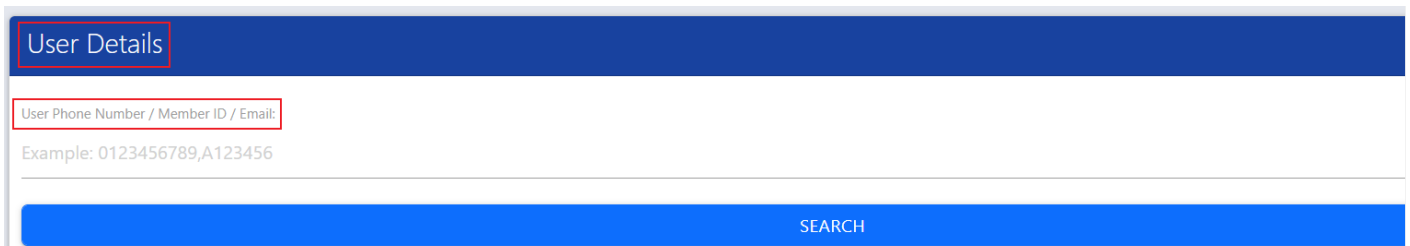
2) On the page, click on "**Loyalty Admin**" in the left-hand column.



3) On the Loyalty Admin page, click on "User Details".



4) Under "User Details", you can search for a user using their **Phone Number**, **Member ID**, or **Email Address**.



5) Under "**Member Details Report**", click on "**REPORT**".

Action	Member Details Report	Salutation	Name	Phone Number	Birthday	Age	Email Address	Member ID	ID Type	ID Value	Gender	Race	Address	City	Postcode	State	Country
REWARD DEACTIVATE	REPORT	-	-	123456789	24 December 2006	20	-	-	-	-	-	-	-	-	-	-	-

6) Click on "**Voucher History**". Under the "**Action**" column, click the Delete icon to remove the voucher.

Member Details Report ()

[Transaction](#) [User Compensation](#) [Voucher History](#) [Stamp History](#) [DNG History](#) [Laundry Pass Purchase History](#) [Laundry Pass](#)

Show entries: Search: _____

Grant Date	Claim Date	Voucher Amount	Voucher Type	Status	Washer Use	Dryer Use	Package Use	Vending Use	Detergent Use	Car Wash Use	Action
2026-05-17 12:53:57	2026-05-17 12:54:57	RM5	Register	Used	Yes	No	No	No	No	No	DELETE

Showing 1 to 1 of 1 entries

Previous **1** Next

B) Remove Credit Or Stamp

1) Log in to your Laundro Operator account.

LAUNDR©
LAUNDRY MACHINE MANAGEMENT SYSTEM

Digitize Your Laundromat

Manage your laundry at your fingertips.

Terms & Conditions Privacy & Policy

Operator Login

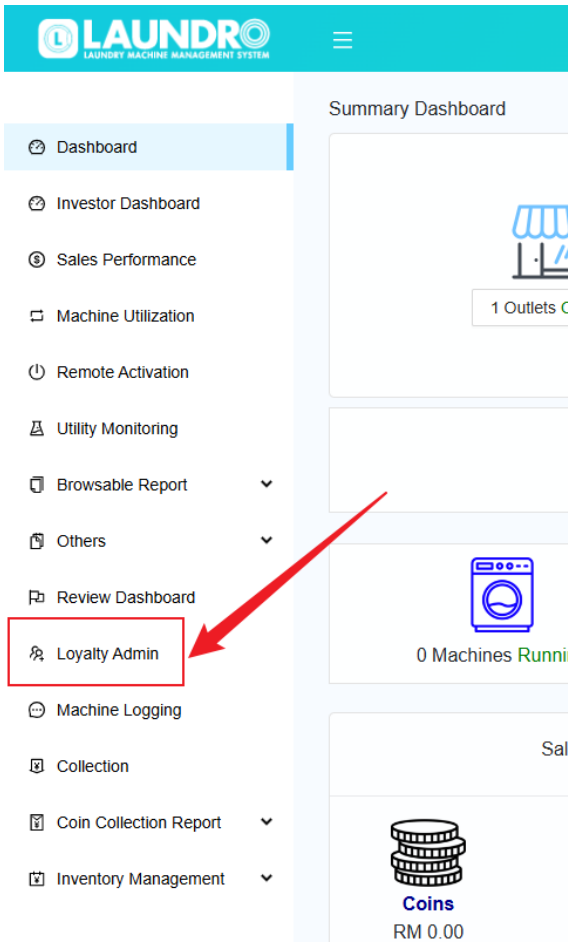
Please enter your user name and password to login

[Login](#) [Forgot Password ?](#)

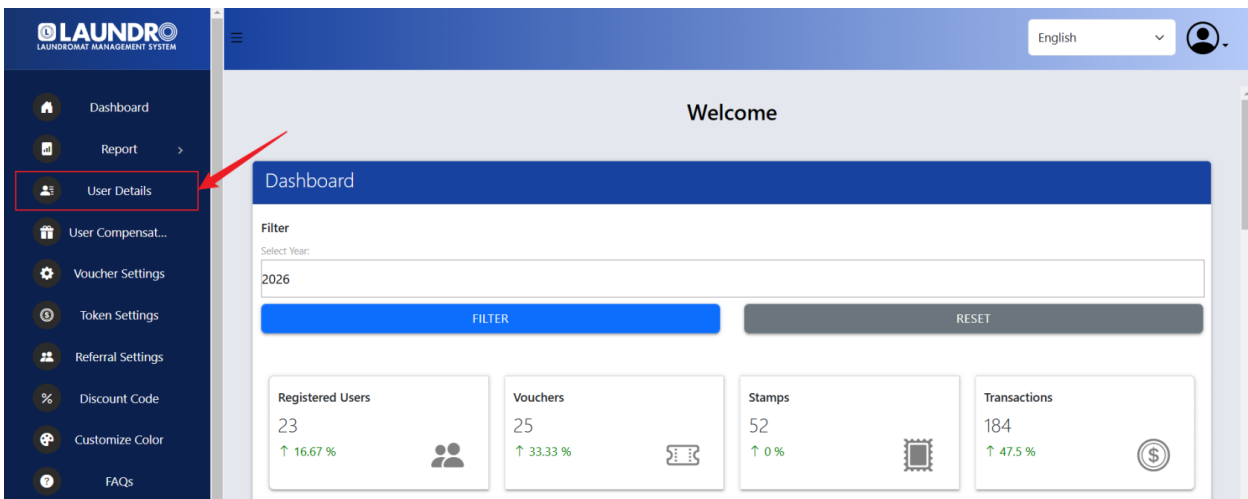
[Distributor Login?](#) [Distributor Login](#)

[Staff Login?](#) [Staff Login](#)

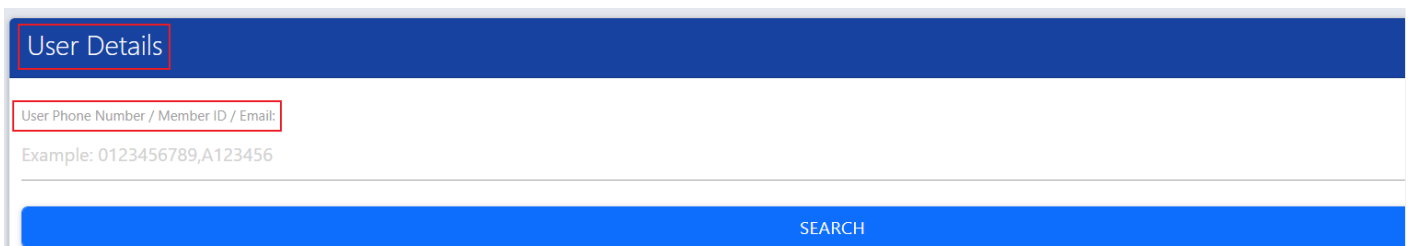
2) On the page, click on "**Loyalty Admin**" in the left-hand column.



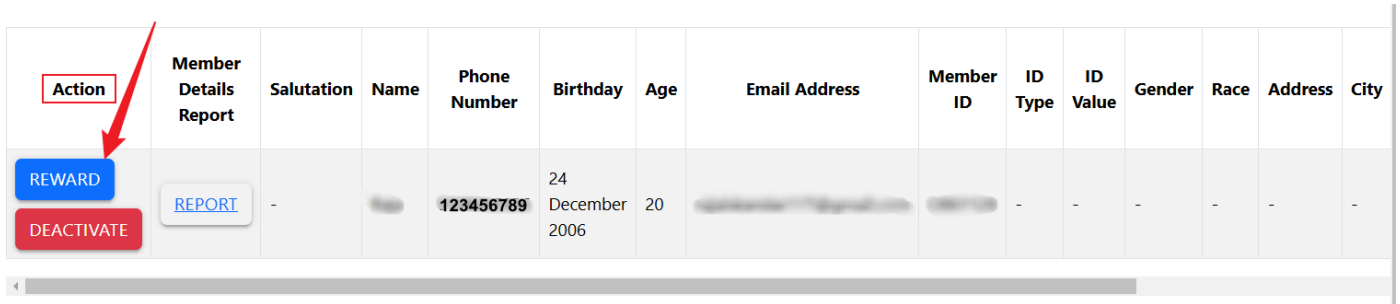
3) On the Loyalty Admin page, click on "User Details".



4) Under "User Details", you can search for a user using their **Phone Number**, **Member ID**, or **Email Address**.

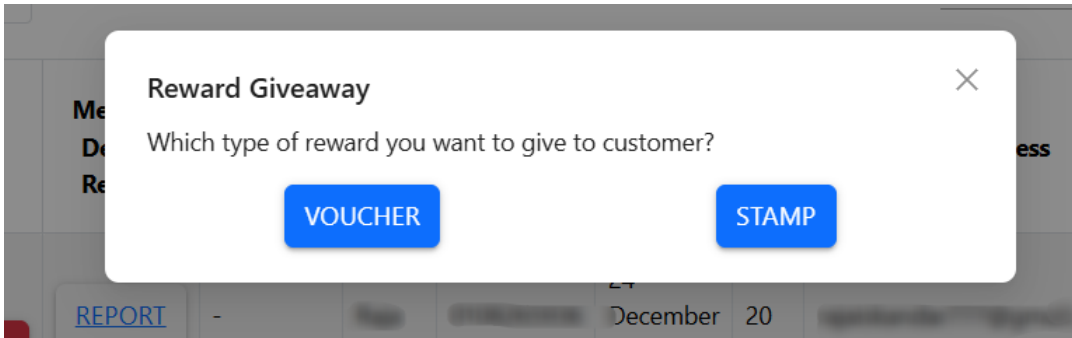


5) Under the "Action" column, click on "REWARD".



Action	Member Details Report	Salutation	Name	Phone Number	Birthday	Age	Email Address	Member ID	ID Type	ID Value	Gender	Race	Address	City
REWARD DEACTIVATE	REPORT	-		123456789	24 December 2006	20								

6) Click on prefer reward VOUCHER or STAMP.

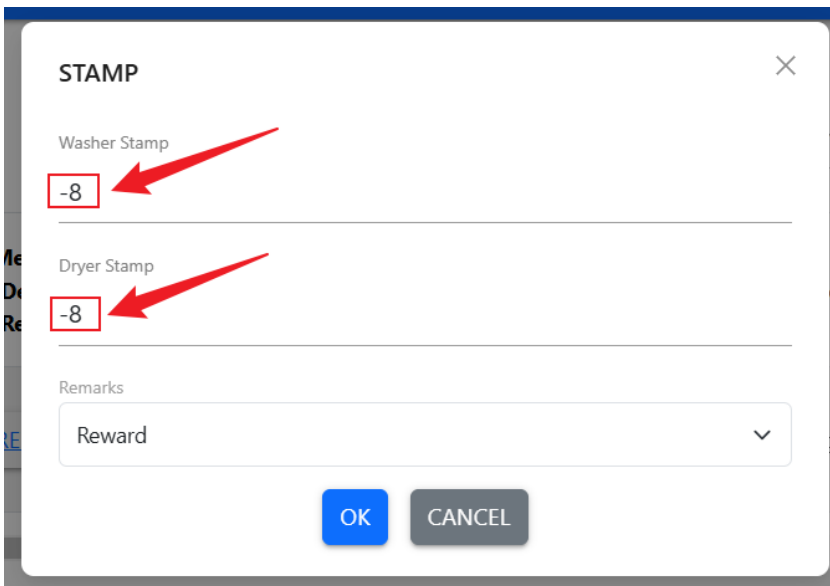


Reward Giveaway

Which type of reward you want to give to customer?

VOUCHER STAMP

7) To remove credit, enter a negative (-) sign before the amount shown, then click "OK".



STAMP

Washer Stamp

-8

Dryer Stamp

-8

Remarks

Reward

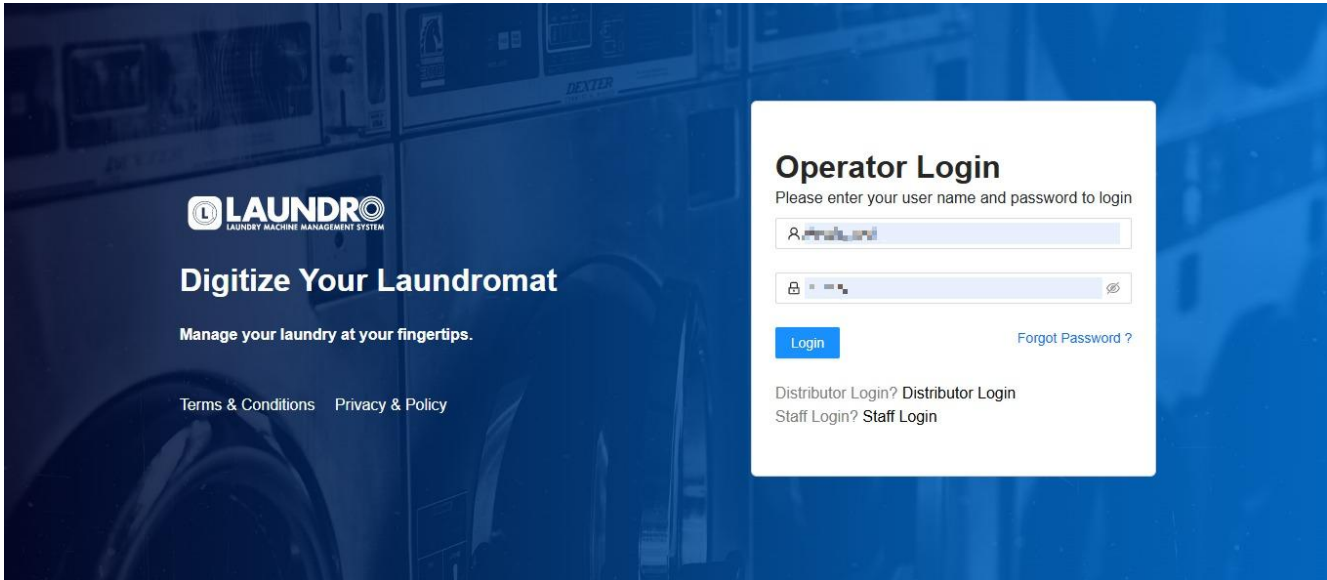
OK CANCEL

8) Once the process is completed, the credit will be removed.

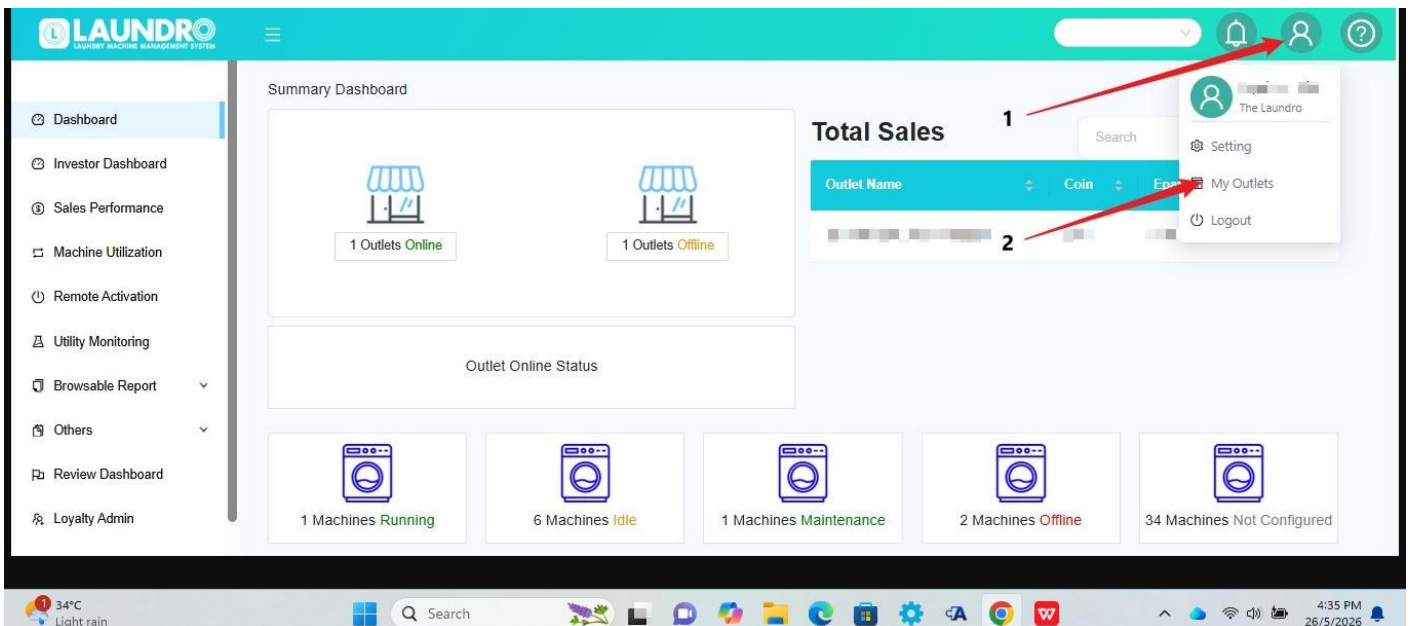
How to get QR Code

1. Login into Laundro Portal & put-in Username / Password :

https://v2.thelaundro.com/operator_login

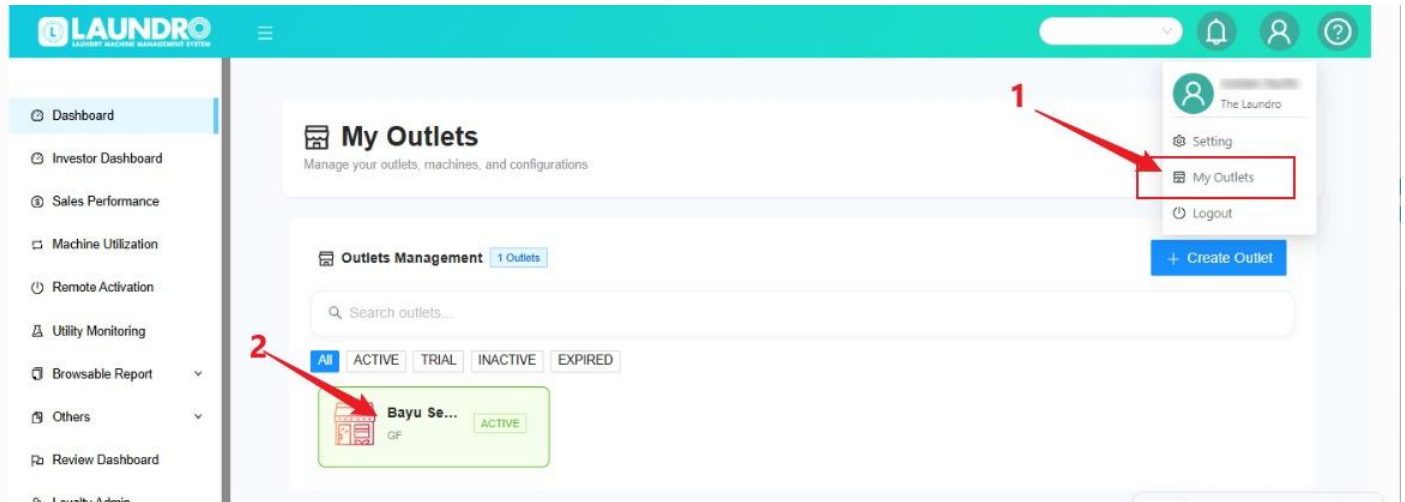


2.
 1. Click the **Profile** icon at the top-right corner of the screen.
 2. Select **My Outlets** from the dropdown menu.
 3. The system will open the **My Outlets** page where you can view your outlets.

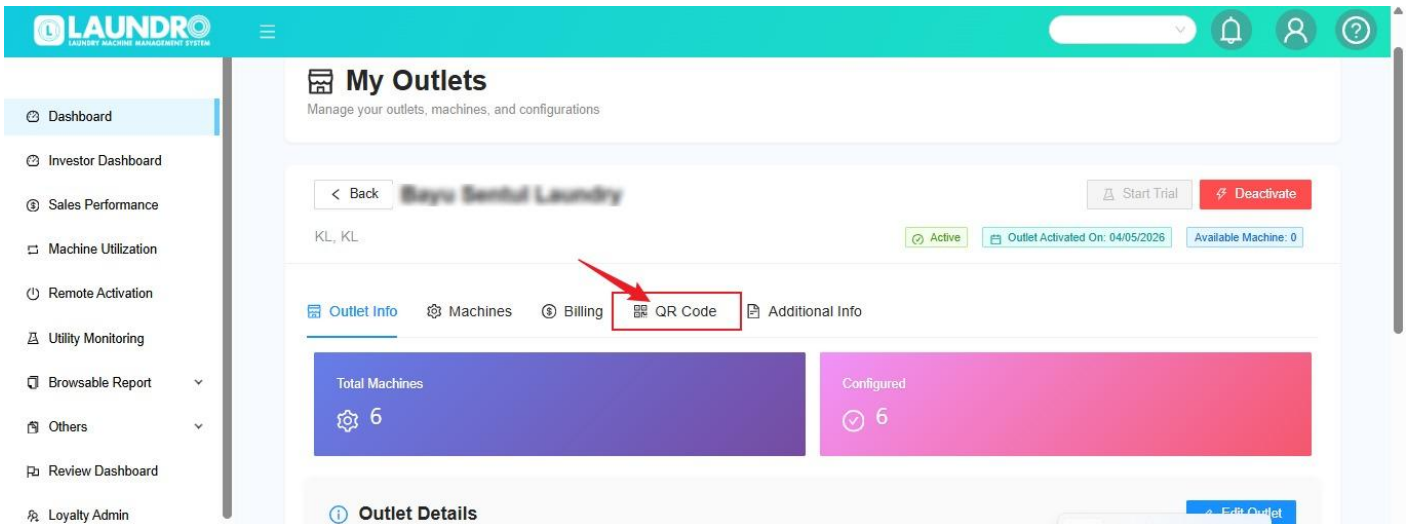


- 3.

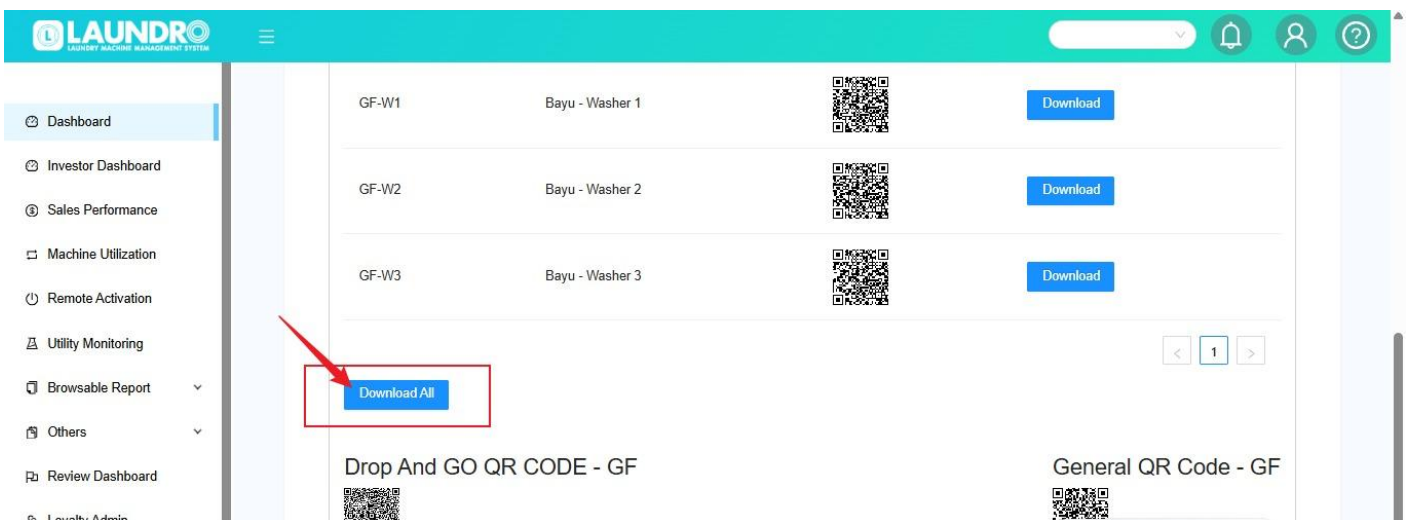
1. Click the profile icon and select **“My Outlets.”**
2. Click the **outlet box** to open the outlet details.



4. Click **QR Codes.**



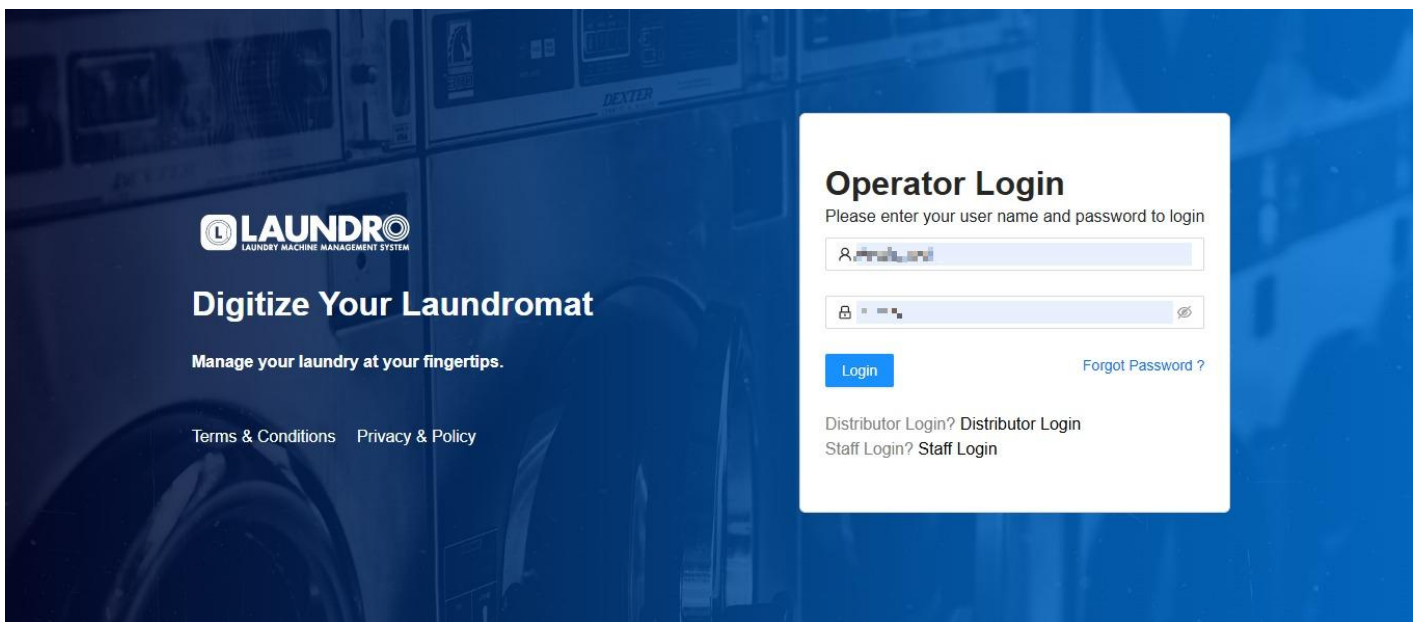
5. Click **Download All.**



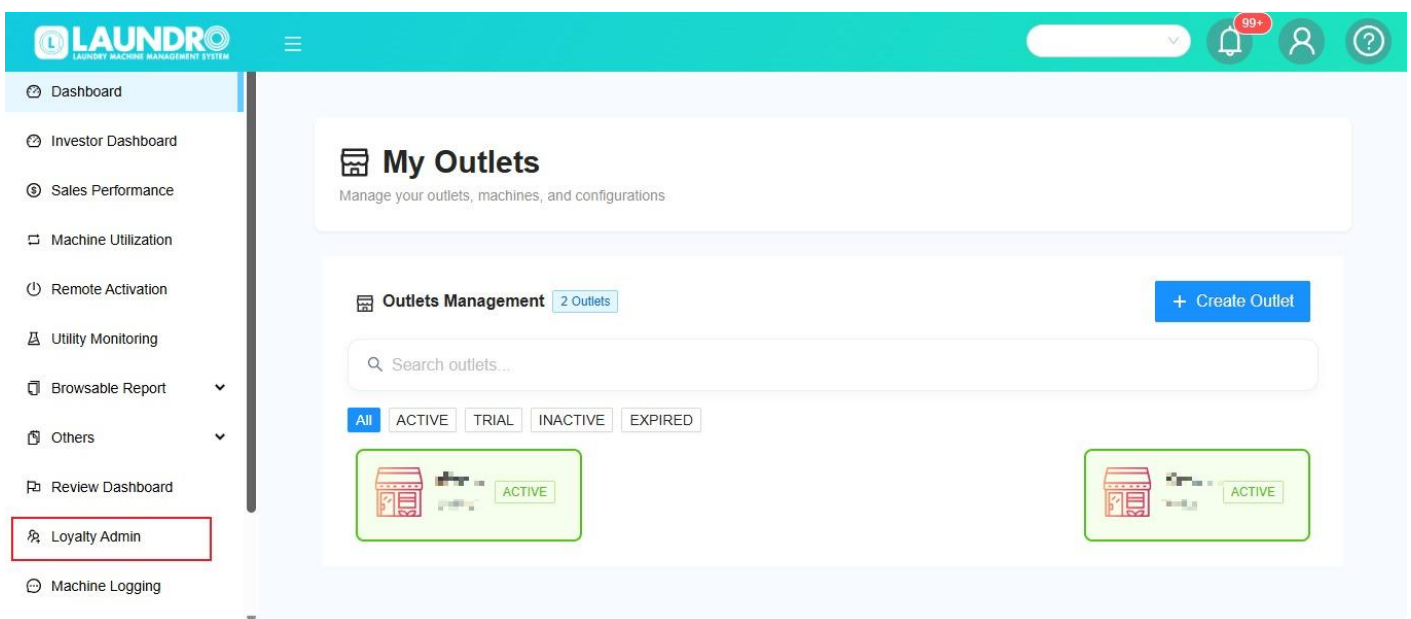
Top-up but not get token

1. Login into Laundro Portal & put-in Username / Password :

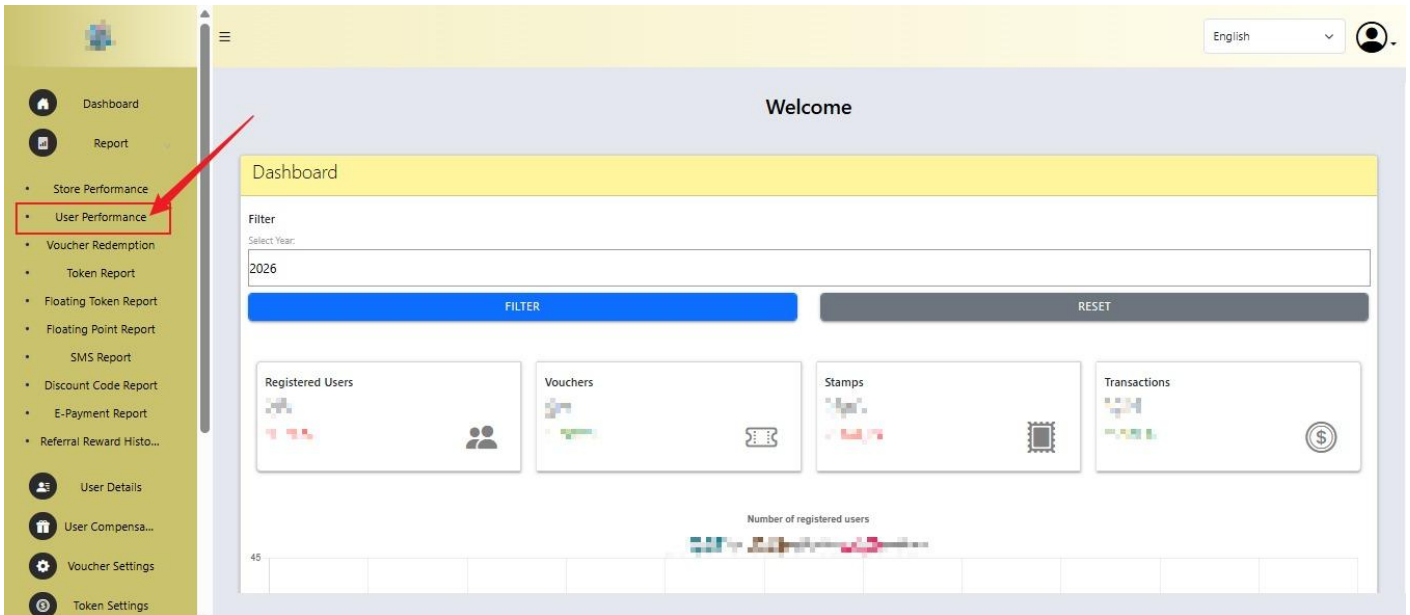
https://v2.thelaundro.com/operator_login



2. Click **Loyalty Admin**.

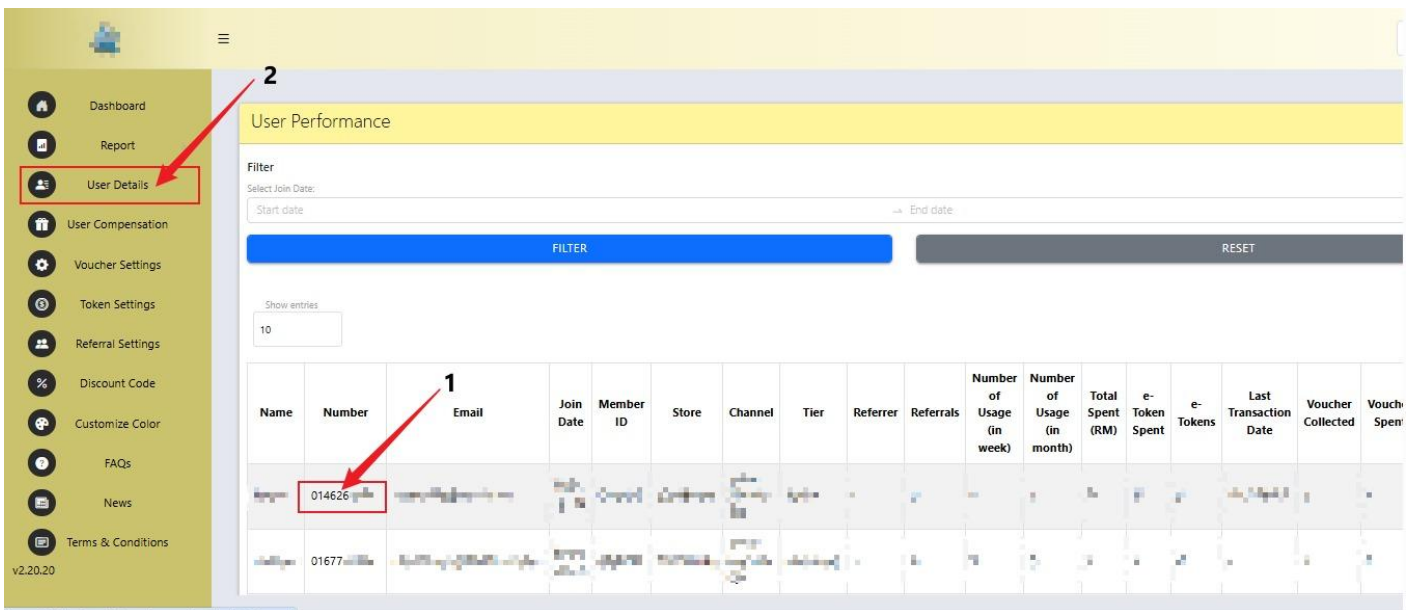


3. Click **User Performance** to find **Member ID**.



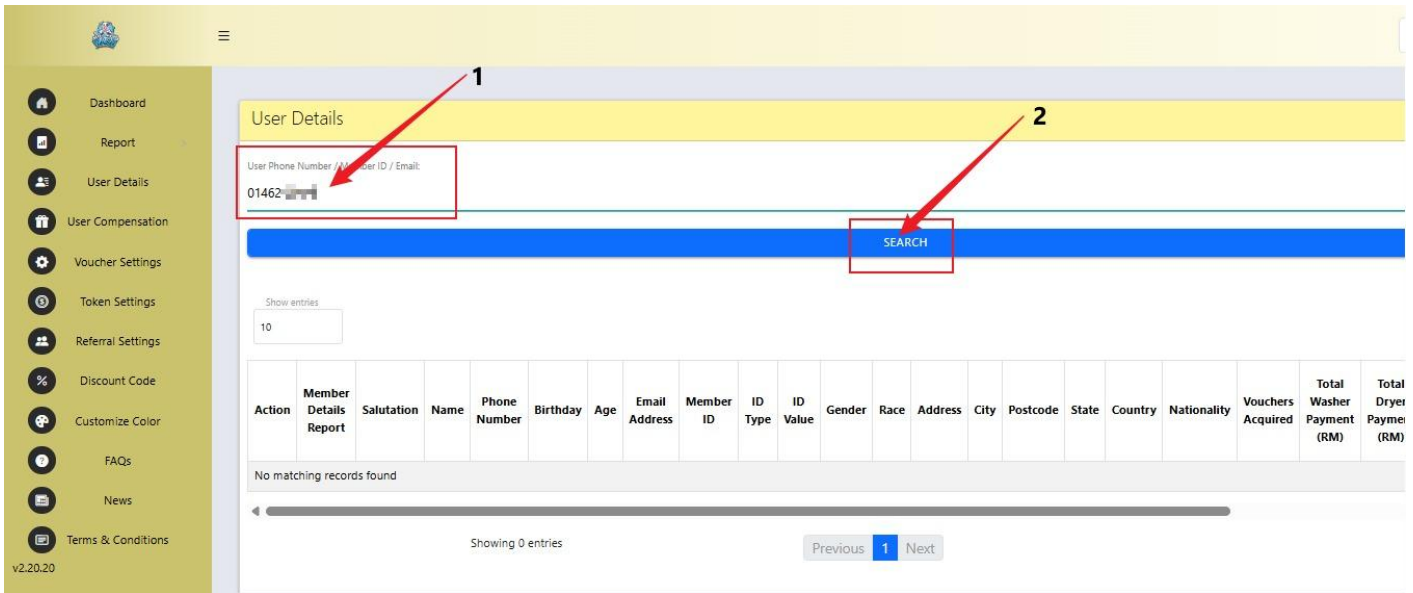
4.

1. You can get the member ID through the **phone number** by entering the member's phone number.
2. Click **User Details**.

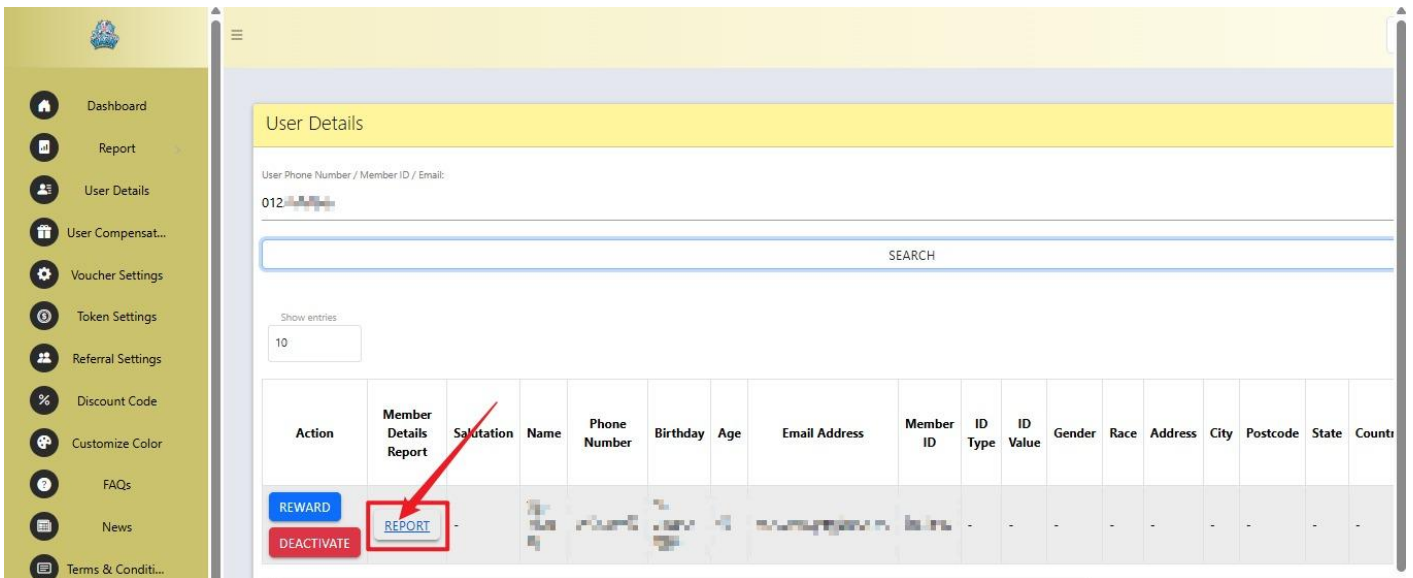


5.

1. Fill in **User Phone Number**.
2. Click **Search**.



6. Click **Report**.



7.

1. Click the **Token Reload** tab.
2. Check the transaction **Status**.
3. If the status shows **Success**, the reload is successful.
4. If the status shows **Failed**, the reload was not successful.
5. Click **REQUERY** to check the transaction again.

English

Transaction **Token Reload** Token Transfer User Compensation Voucher History Token History Stamp History DNG History Laundry Pass Purchase History

Laundry Pass

Show entries: 10 Search

ID	Purchase Date	e-Token Purchased (Tokens)	Bought e-Token using (RM)	Transaction ID	Reference ID	Method	Status	Action
[Barcode]	2025-12-19 15:08:49	21	20	251219071032310414712224	61282329127608796	FPX	Success	
[Barcode]	2025-09-23 11:52:10	21	20	250923035231310415998600	4046362140ef4f3293c38396013820b2	GRABPAY	Success	
d7fz0yd62u5 [Barcode] pbe3	2025-09-22 23:55:36	21	20	-	-	-	Failed	REQUERY

Showing 1 to 3 of 3 entries

Previous 1 Next

DOWNLOAD REPORT

1: Token Reload menu item
2: Search input field
3: Method column header
4: Failed status cell
5: REQUERY action button