



Patheon® Release 12 Notes

Patheon Release 12 includes the following new features and enhancements. Click on one of the following to get more details on specific highlights of this release:

[Essential Web App \(EWA\) Enhancements](#)

[Change Payment Card](#)

[Contact Information Section](#)

[Vehicle Error Modal](#)

[POS – Redeem Now Toggle at Office POS](#)

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[Epson T88-V Printer Support](#)

[Gate Operation Improvements](#)

[POS](#)

[Kiosk](#)

If you have any questions about this or past releases, please contact the Knowledge Center at 330.645.3299 or Knowledgecenter@drb.com

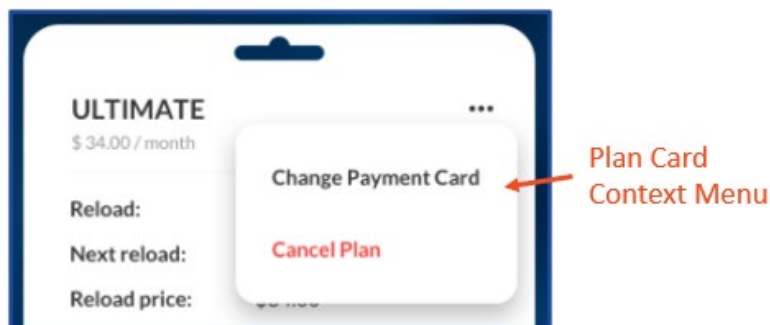
Patheon Essential Web App (EWA) Enhancements

Patheon's Essential Web App (EWA) combines the features of a modern browser with the benefits of a mobile eCommerce experience.

Change Payment Card in the EWA

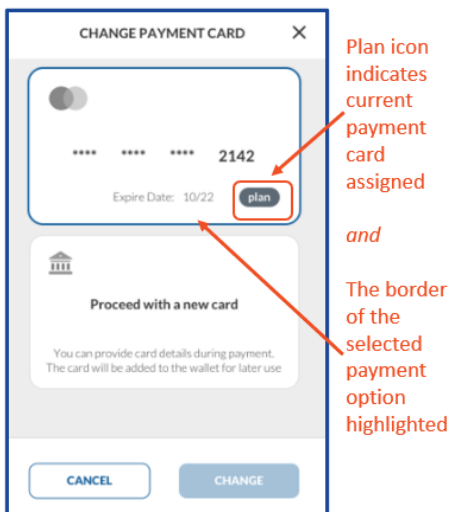
Using the EWA, consumers can update the credit card that is associated with their wash plan without having to go into the wash.

From the **Active Plans** list in the EWA, find the plan for which you want to change the payment card. Select the three-dot menu next to the plan, and the plan card context menu opens.



When **Change Payment Card** is selected, the **CHANGE PAYMENT CARD** screen appears. The consumer can either select an existing card or add a new card.

Change Payment Card Screen



Select **CHANGE** to proceed with changing the card or **CANCEL** to return to the list of active plans.

If **CHANGE** is selected, a **SUCCESS** or **ERROR** message will appear.

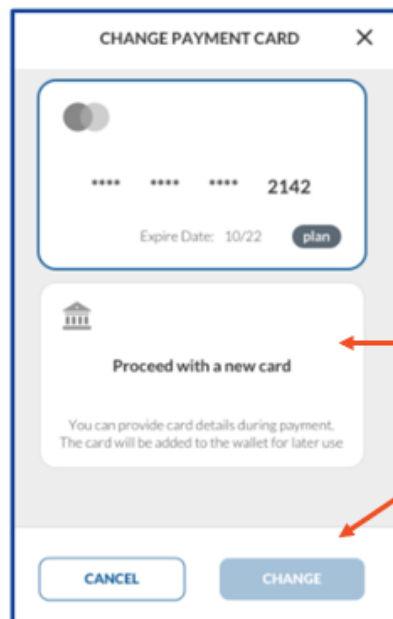
- **SUCCESS:** You have successfully changed the payment card for (PLAN NAME). This new card will be charged on the next reload date
- **ERROR:** Something went wrong. Unable to update the card.

Add a New Payment Card in the EWA

To add a new payment card for the selected plan:

- Select **Proceed with a new card**; a border will appear around it
- Select **CHANGE** to proceed

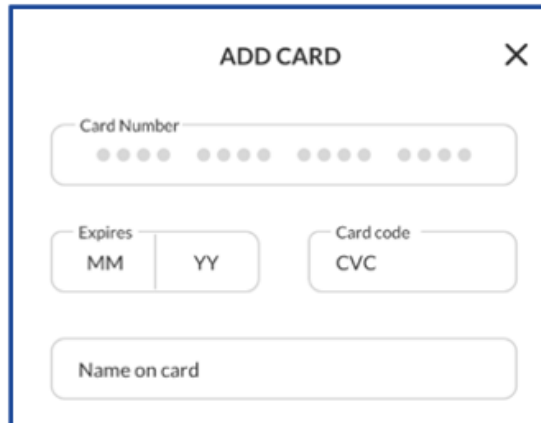
Change Payment Card Screen



To add a new card:

1. First Select, Proceed with a new card
2. Then select, Change

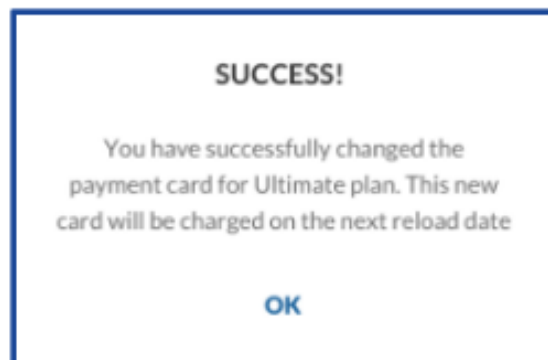
- The **ADD CARD** screen appears
 - The screen's appearance/layout may vary, based on the card processor



The screenshot shows a modal window titled "ADD CARD" with a close button (X) in the top right corner. The form contains the following fields:

- Card Number:** A long input field with 16 circular indicators for digits.
- Expires:** Two adjacent input fields labeled "MM" and "YY".
- Card code:** An input field labeled "CVC".
- Name on card:** A long input field at the bottom.

- Enter the credit card information and select **Save/Submit**.
- A **SUCCESS** or **ERROR** message will appear.
 - **SUCCESS:** You have successfully changed the payment card for (PLAN NAME). This new card will be charged on the next reload date.
 - **ERROR:** Something went wrong. Unable to update the card.



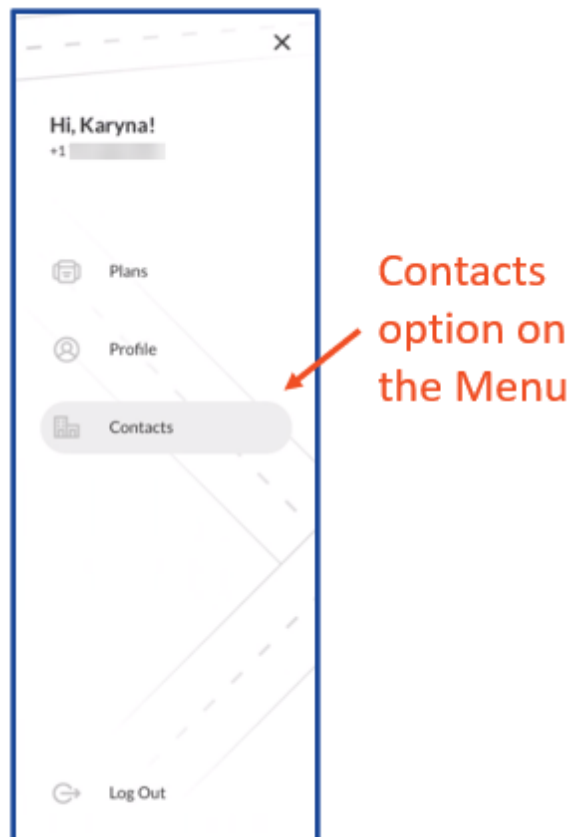
View Contact Information for the Default Car Wash Location in the EWA

To make it easier for consumers to get help when they need it, consumers can now view the site contact information for their selected default car wash location.

Select the menu icon in the top right corner of the EWA.

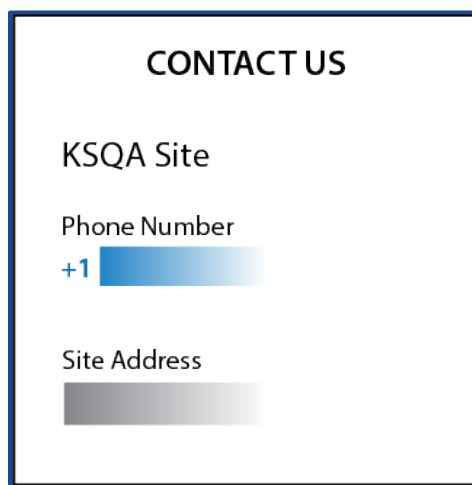


After selecting the menu icon, the main menu appears on the right side of the screen.



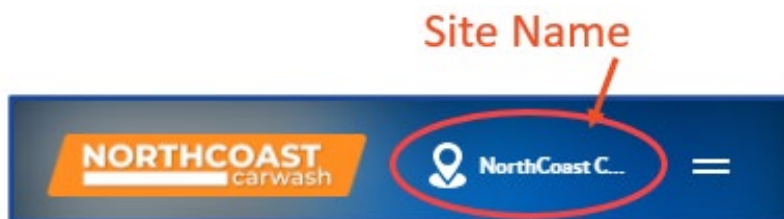
The **Contacts** option is now available on the main menu and displays the following information for the consumer's default selected car wash location:

- Site Name (for selected default site)
- Site Phone Number (in international format)
Note: The phone number is a telephone link that can open a call to that number when selected
- Site Address

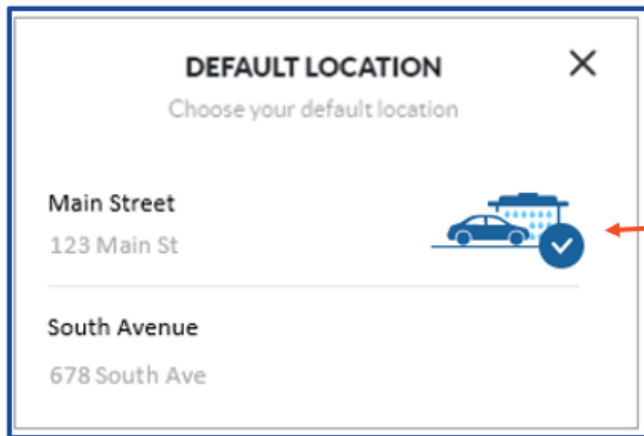


Changing the EWA Default Wash Location in the EWA

If the car wash organization has more than one site and a consumer would like to see the contact information for a different site, they can temporarily change their default wash location by selecting the **Site Name** in the title bar.



The **Default Location** screen appears. The current default location is noted with a blue icon.



Default
Location can
be changed

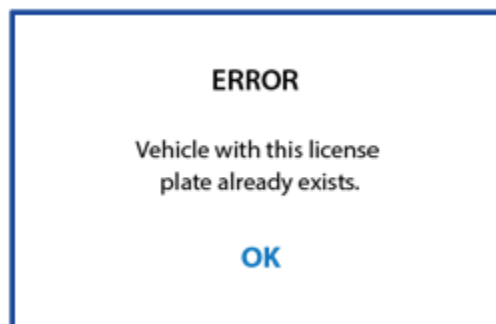
Select a different site from the list, and that location becomes the new selected default location.

The blue icon moves to the new site name, the **Default Location** screen closes, and the new site name appears in the title bar.

Now, when the **Contacts** option is selected from the menu, it displays the contact information for the newly selected default location.

EWA Vehicle Error Message when a License Plate is Already in the System

A new error message will appear in the EWA when a user tries to add a new vehicle with a license plate that is already in use.



POS – Redeem now? Toggle Implemented for Plan Sales

With the introduction of the **Redeem now?** toggle and default settings, plan sales from an office cashier are no longer immediately placed in the wash queue, while plan sales from the lane cashier are automatically placed in the wash queue.

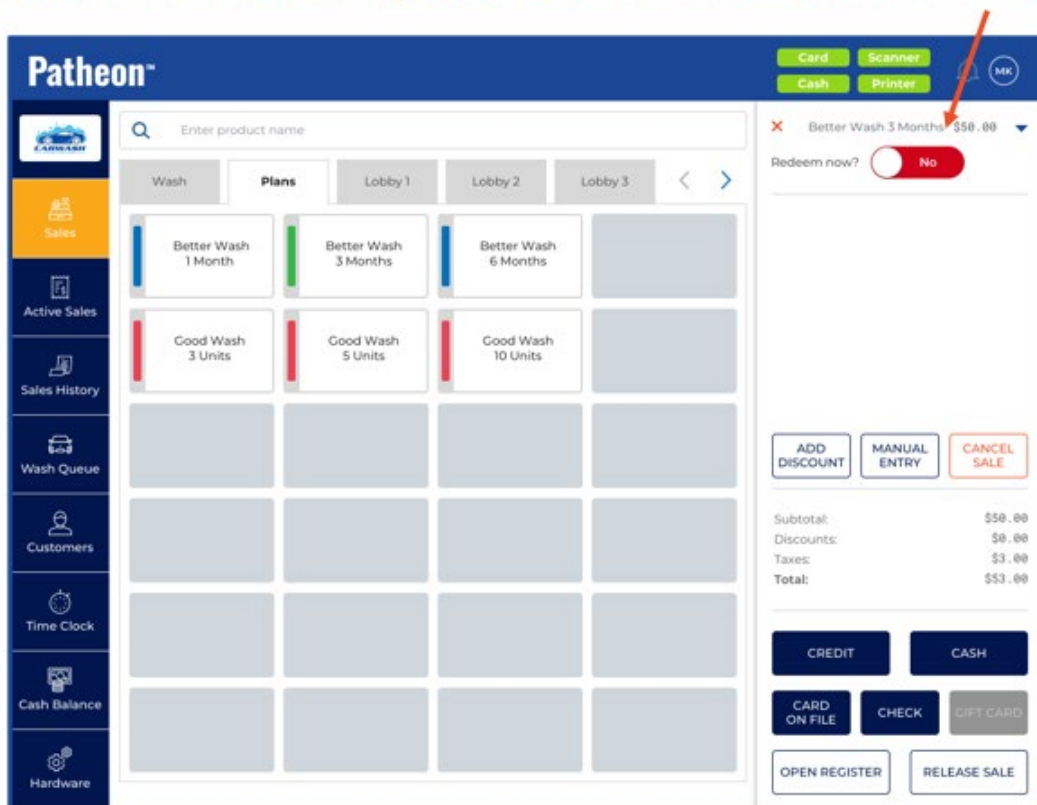
Plan Sales from Office Cashier Terminal

When selling a wash plan at an office cashier terminal, the **Redeem now?** option is automatically set to **No** by default.

Staff can manually change the toggle to **Yes** if they want to place the sale into the wash queue.

Otherwise, the cashier can tender the sale, affix an RFID tag to the customer vehicle (if used at the site) and direct the customer to proceed to any lane, where they can begin using their plan like other plan members.

Redeem Now **Default Setting** for Plan Sales from an **Office Cashier Terminal**

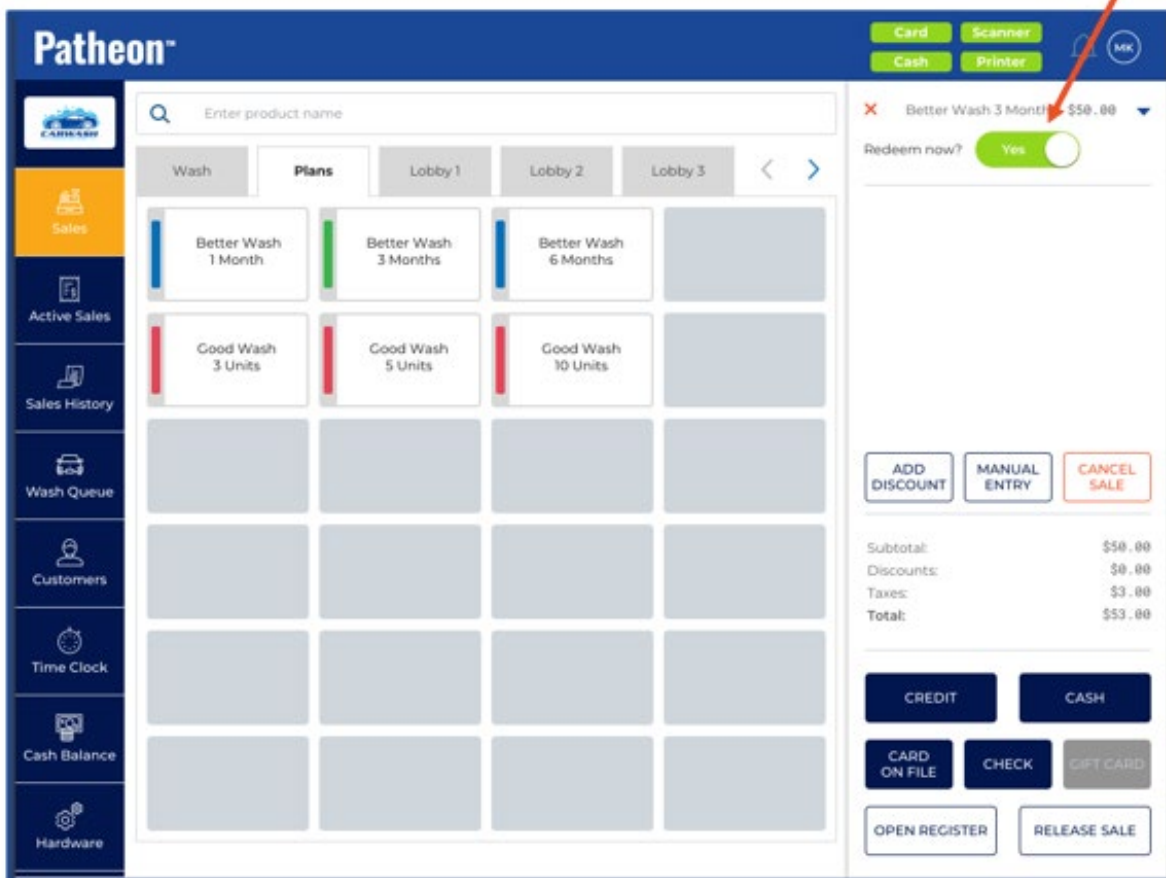


Plan Sales from Lane Cashier Terminal

When selling a plan from a cashier terminal configured for a lane, the **Redeem now?** option is automatically set to **Yes** by default, so the customer is immediately placed in the queue to receive a wash.

Staff can manually change the toggle to **No** if the plan is not going to be immediately redeemed.

Redeem Now **Default Setting** for Plan Sales from a **Lane Cashier Terminal**



Portal – Site Hardware Page Defaults to Active Hardware Only

To present a clean view of active hardware in the Portal, a **Show inactive hardware** toggle has been added to the Site Hardware page.

By default, the **Show inactive hardware** toggle will NOT be selected, and only active hardware devices will be visible on the page (including hardware with 'None' status).

The selection can be turned on and off

- If the box is selected – the list displays only inactive hardware
- If the box is not selected – the default list of active hardware is displayed

Users can search for needed inactive hardware by using the Advanced filter.

Show inactive hardware Toggle

The screenshot shows the Patheon portal interface for 'SITE HARDWARE'. A red arrow points to the 'Show inactive hardware' toggle, which is currently unchecked. The page displays a table of hardware items with columns for Name, Description, Hostname/IP Address, Type, Status, and Registration. The table lists several items, all with a status of 'Active'.

Name	Description	Hostname/IP Address	Type	Status	Registration
XPTS	Lane 2 kiosk	192.168.1.12	Kiosk	Active	Complete
DTT	Lane 1 POS terminal	192.168.1.14	Attended	Active	Complete
XPTS+	Lane 3 kiosk	192.168.1.20	Kiosk	Active	Pending
Tunnel	Site Tunnel	192.168.1.25	Tunnel	Active	
Gates	Service for all gates	192.168.1.32	Gate Service	Active	
IP Cameras	Service for all IP	192.168.1.34	IP Camera	Active	
Site Appliance	Default Site Appliance	192.168.1.34	Site Appliance	Active	
WashCAP	--	--	WashCAP	Active	



POS - Epson T88-V Printer Support

Wash sites can now print from the POS using an Epson T88-V printer with a USB connection.

The T88 printer allows the users to:

- Print barcodes, graphics, text and line feeds
- Open the cash drawer at the site
- Receive notifications for the following events:
 - Printer Cover Open
 - Paper Low
 - Paper Out
 - Cash drawer Open

Open, Close and Reset Gates from Cashier and Kiosk Terminals

To allow staff to quickly address a lane or gate issue without having to go out to the gate or physically touch it, the staff can Open, Close and Reset any gate at a site from a Cashier or Kiosk terminal.

Open, Close and Reset a Gate from a Cashier Terminal

From the cashier terminal, select the **HARDWARE** panel.



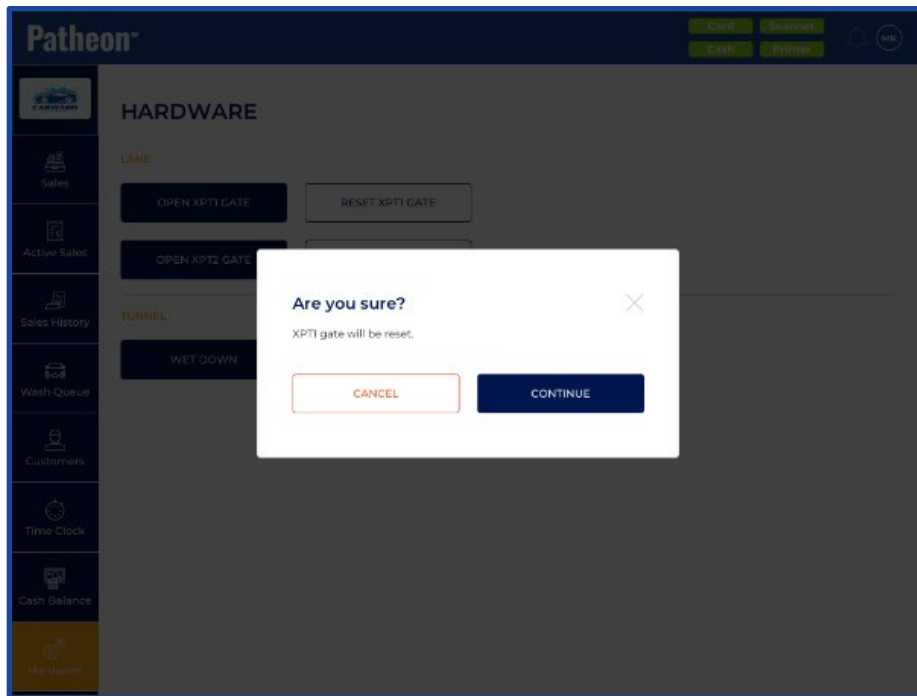
OPEN and CLOSE Kiosk Gate:

In the Lane section, an open/close toggle function exists for each gate. The label will change based on the gate's current state. The label includes the configured gate name.

- OPEN KIOSK# GATE: The gate is currently closed/lowered. Select the function to open/raise the gate.
- CLOSE KIOSK# GATE: The gate is currently open/raised. Select the function to close/lower the gate.

RESET Kiosk GATE





In the Lane section, a reset gate function also exists for each gate. When selected, an “**Are you sure?**” message is displayed. Select **CONTINUE** to proceed with the gate reset process.



When you select Continue, a brief notification will pop up stating: Reset <Gate Name> gate override sent.

Understanding Hardware Panel Button States

The Hardware Panel button color and label indicate a gate's status and availability. The following table identifies and describes the different state combinations.

Button State	Action
<p>Normal operating state.</p> 	<p>OPEN/CLOSE GATE function is enabled.</p> <p>RESET GATE function is enabled</p>
<p>Non-operating state</p> 	<p>OPEN/CLOSE GATE function is disabled, and related information is displayed on the label: DISCONNECTED, UNCONFIGURED, OFFLINE, ERROR, or DEGRADED.</p> <p>RESET GATE function is enabled and can be selected to attempt to resolve the gate issue.</p>
<p>Temporary state that occurs while the gate reset process runs</p> 	<p>OPEN/CLOSE GATE function is enabled.</p> <p>RESET GATE function is disabled while the gate reset process runs. It should be enabled after the process completes.</p>
<p>Temporary state that occurs while the gate opens or closes.</p> 	<p>OPEN/CLOSE GATE function is disabled while the gate opens or closes. It should be enabled after the process completes.</p> <p>RESET GATE function is disabled while the gate opens or closes. It should be enabled after the process completes.</p>

Manually Open, Close and Reset Gate from a Kiosk Terminal

Staff can also manually raise, lower, or reset a gate from a kiosk terminal by selecting:

- **Terminal Diagnostics > Enable & Test Hardware > Gate panel.**

