

Patheon® Release 15 Notes

Patheon Release 15 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](#)

[Multi-Vehicle Plan Management](#)

[Selecting Multiple Vehicles](#)

[Adding Vehicles to an Active Plan](#)

[Removing Vehicles From an Active Plan](#)

[See Removed Vehicles for an Active Plan](#)

[QR Code Sharing](#)

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[Improved RFID \(FastPass®\) Tag Experience](#)

[Reuse Existing FastPass Tags](#)

[View FastPass®/RFID Tag Vehicle Assignments on Cashier Terminals](#)

[Segments Ad Hoc Builder Improvement](#)

[Create Segments Using Transaction Data](#)

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

Essential Web App (EWA)

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

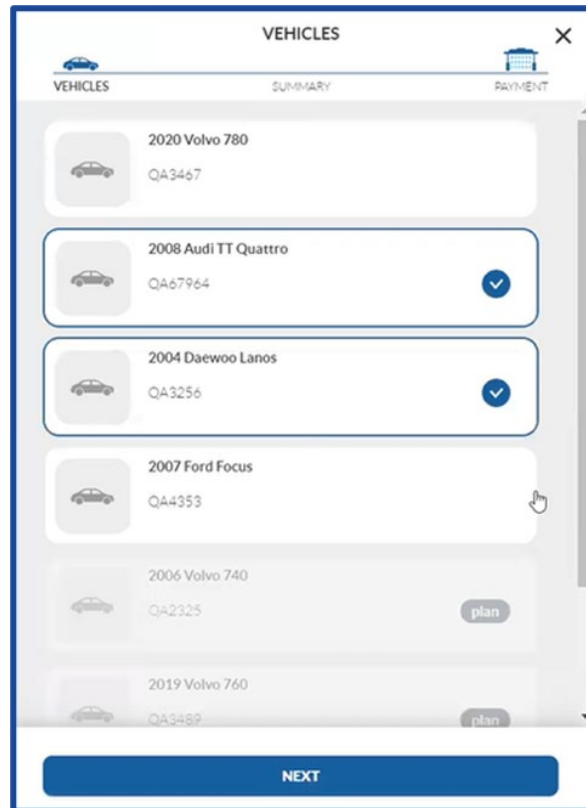
Multi-vehicle plan management is now available in the EWA.

Selecting Multiple Vehicles During Purchase

Multiple vehicles can be selected when purchasing a wash plan in the app.

From the app, choose a wash plan in the app and select **BUY NOW**.

From the **VEHICLES** screen, you are prompted to select or add a vehicle for the plan and more than one vehicle can be selected.

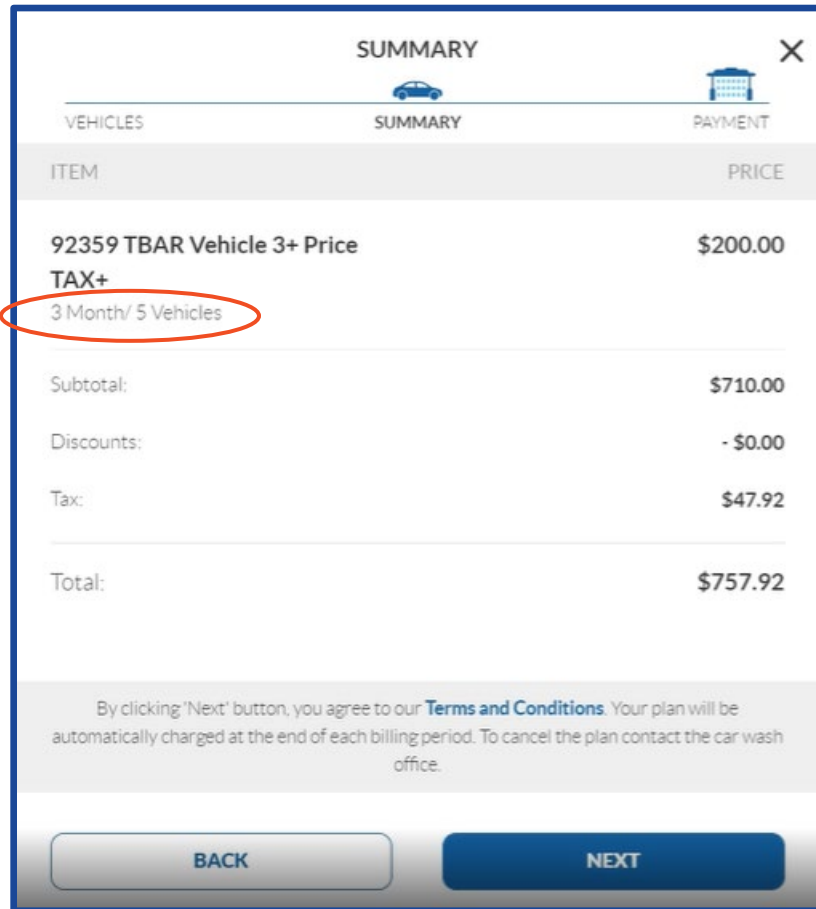


With the desired vehicles selected, select **NEXT**, and the **SUMMARY** screen appears.

Note: In previous versions, when one vehicle was selected, any other selected vehicle would be deselected since only one vehicle could be selected at a time.

On the **SUMMARY** screen, the number of selected vehicles appears under the plan name and the **Subtotal** reflects the cost of the plan for all selected vehicles.

This **Subtotal** amount follows the plan's rules for additional vehicle pricing. For example, the plan may be configured so that the price for the first vehicle on the plan is \$20, the second vehicle is \$18, third vehicle \$16, etc.

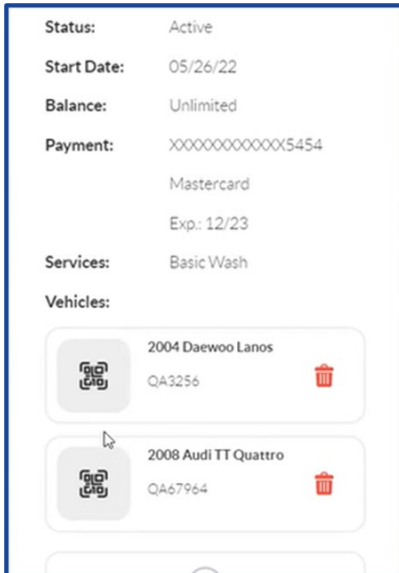


The screenshot shows a 'SUMMARY' screen with a table of items and their prices. The table has two columns: 'ITEM' and 'PRICE'. The items listed are '92359 TBAR Vehicle 3+ Price' at \$200.00, 'TAX+', and '3 Month/ 5 Vehicles'. Below the table, there is a summary section with 'Subtotal: \$710.00', 'Discounts: - \$0.00', 'Tax: \$47.92', and 'Total: \$757.92'. At the bottom, there are 'BACK' and 'NEXT' buttons. A disclaimer at the bottom states: 'By clicking 'Next' button, you agree to our Terms and Conditions. Your plan will be automatically charged at the end of each billing period. To cancel the plan contact the car wash office.'

ITEM	PRICE
92359 TBAR Vehicle 3+ Price	\$200.00
TAX+	
3 Month/ 5 Vehicles	
Subtotal:	\$710.00
Discounts:	- \$0.00
Tax:	\$47.92
Total:	\$757.92

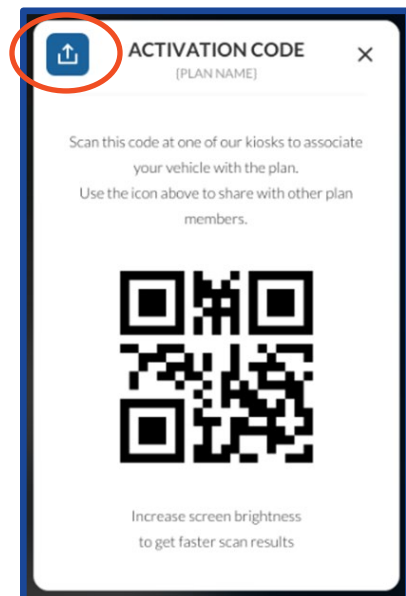
Note: Price reduction for additional vehicles is not considered a discount and is not included on the **Discounts** line of the screen.

After successful purchase of the plan, the active plan card will include all the vehicles associated with that plan.



Each vehicle card on the active plan card contains a QR icon. Selecting this icon, or anywhere on the vehicle card other than the red trash can icon, opens a QR code modal.

This QR code can be scanned at a wash terminal at the car wash, or it can be shared with friends or family by selecting the share icon in the top left corner.



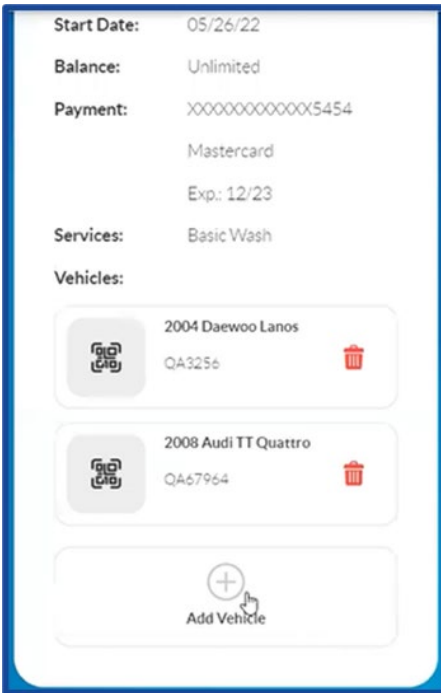
Notes related to QR codes:

- Previously, QR codes were assigned to a plan. Now they are assigned to a vehicle.
- When a QR code is redeemed at a site, the vehicle receives the wash for the plan, and the QR code is no longer redeemable.
- If the plan is terminated, all associated QR codes are changed to no longer be redeemable.

Adding Vehicle(s) to an Active Plan

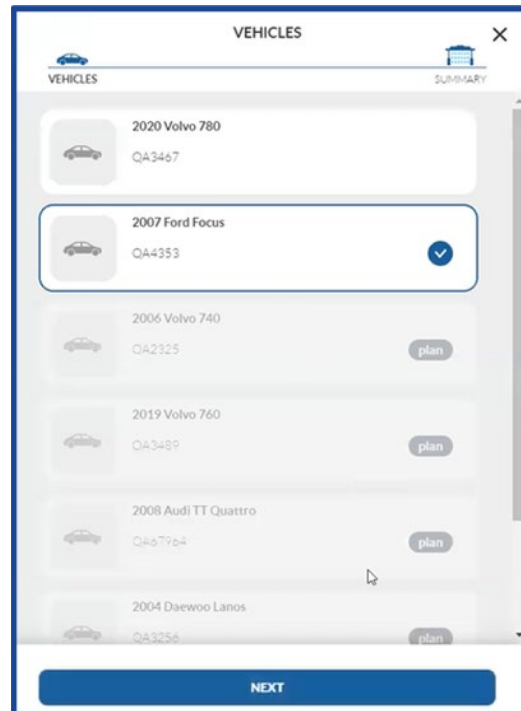
One or more vehicles can be added to an existing active wash plan in the app.

Open the desired active plan card in the app, and select **Add Vehicle**.

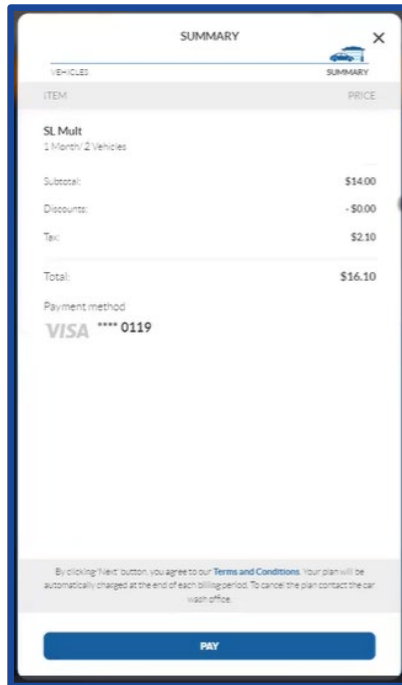


Any vehicles previously added to the app account that are **not** already associated with an active plan can be selected, or a new vehicle or vehicles can be added.

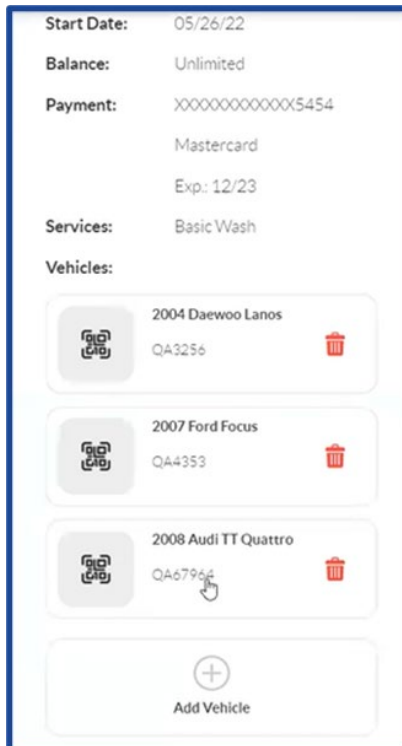
After a vehicle or vehicles have been selected, select **NEXT**.



A **SUMMARY** screen appears showing the cost for adding the additional vehicle(s).



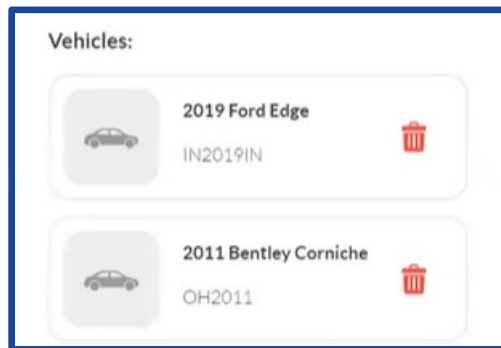
Then, after successful payment, the active plan card shows all the vehicles now associated with that plan and the updated **Reload Price**.



Remove Vehicle(s) From an Active Plan

If there is more than one vehicle associated with an active wash plan, the user can remove one or more of the vehicles from that plan in the app.

To remove a vehicle from an active plan, open the active plan card in the app. If there is more than one active vehicle on the plan card, a red 'trash can' icon will be visible next to the active vehicles.



Note: The user cannot initiate a removal if there is only one active vehicle on the plan.

Upon selecting the delete function next to an active vehicle associated with the active plan, the **REMOVE VEHICLE?** modal appears.

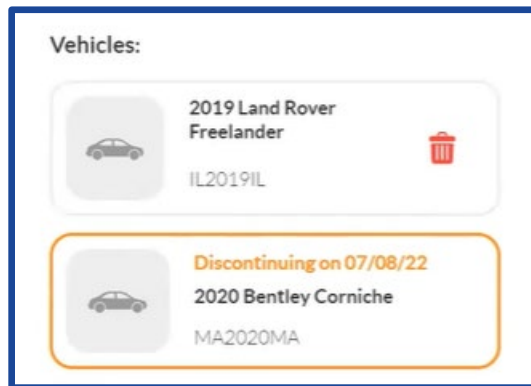


When **REMOVE** is selected, the selected vehicle is marked as **Discontinuing** and will be removed from the plan on the next reload date.

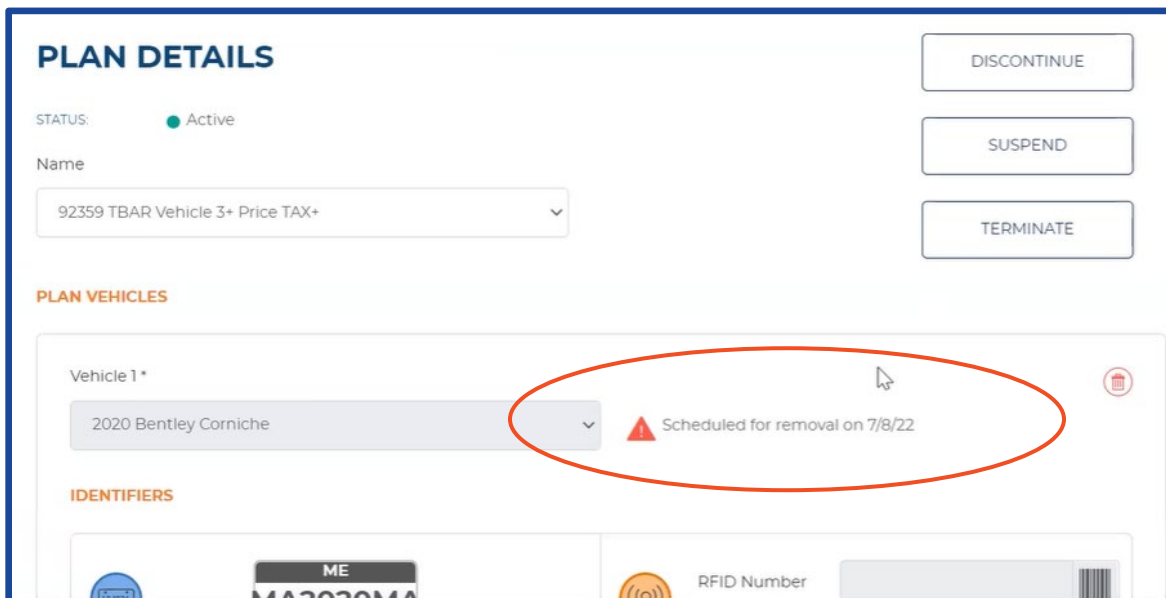


See Removed Vehicles for an Active Plan

Vehicles that are set to be removed from a plan on the next reload date are differentiated from active vehicles by a color border and the text **Discontinuing on <Reload Date>** above the vehicle name.



The removed vehicle can also be viewed at the cashier terminal by selecting the customer from the **CUSTOMERS** panel, selecting the associated plan and selecting the **Edit** function for one of the vehicles associated with that plan.

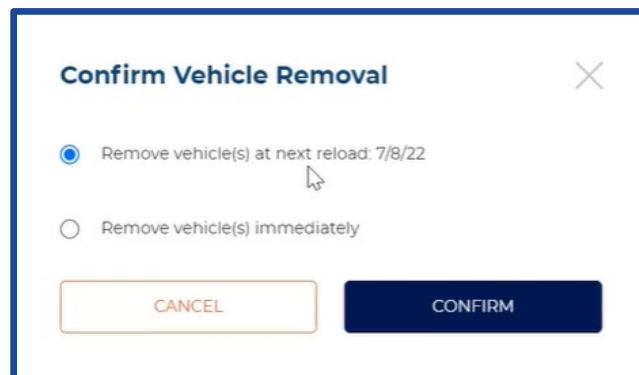


A vehicle can also be removed from an active plan through the **POS**.

Navigate to the **PLAN DETAILS** panel and select delete (the red trash can) for the desired vehicle.

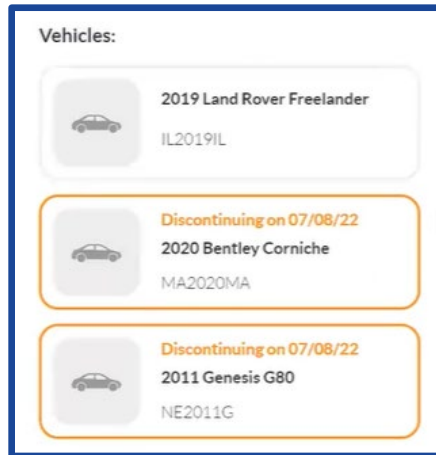


A **Confirm Vehicle Removal** modal appears.

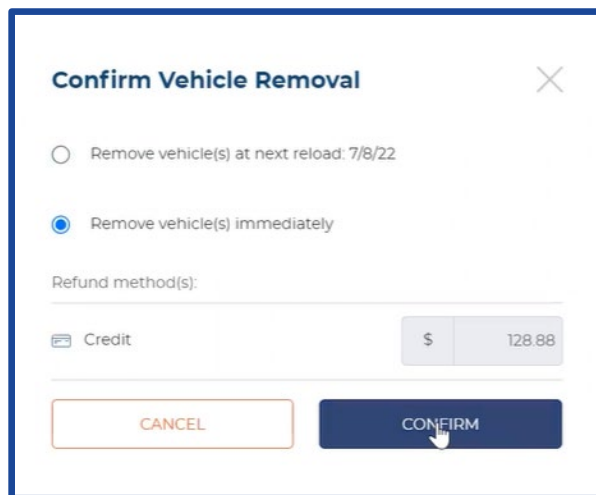


With the **Remove vehicle(s) at next reload:<Reload Date>** option selected, select **CONFIRM**.

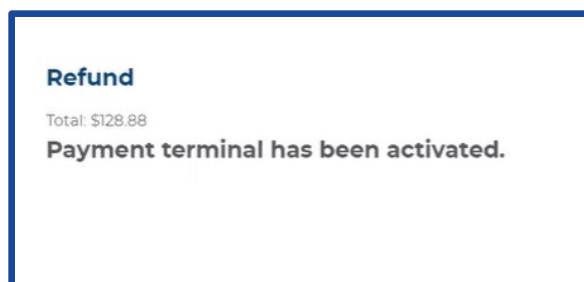
That vehicle now shows as **Discontinuing** on the active plan card in the app.



If the **Remove vehicle(s) immediately** option is selected in the **Confirm Vehicle Removal** modal, that vehicle is removed completely from the active plan card in the app.



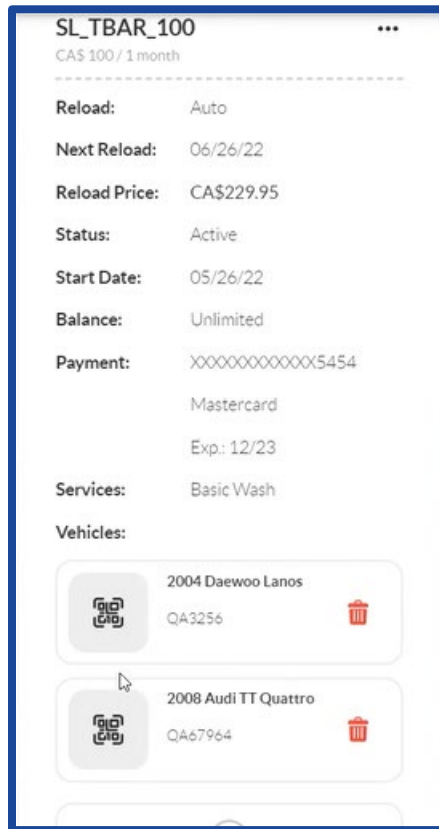
Upon selecting **CONFIRM**, a **Refund** modal appears.



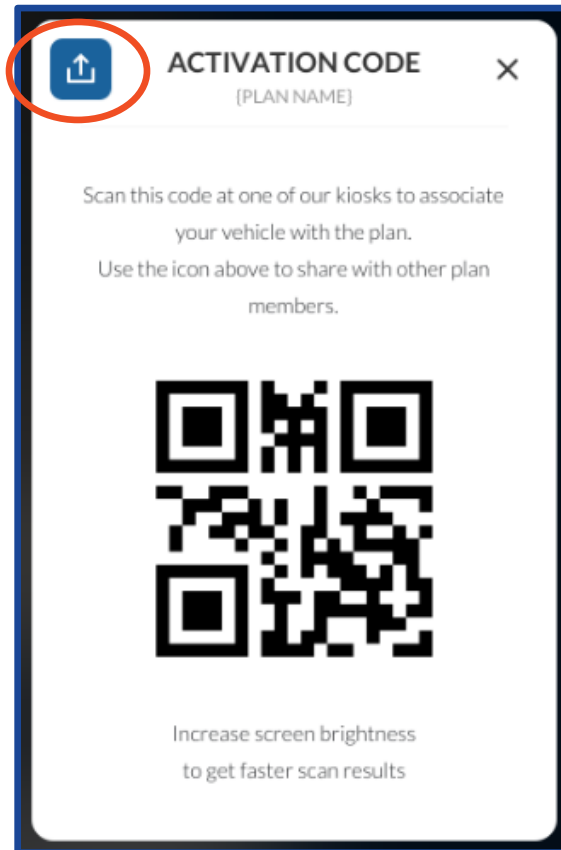
QR Code Sharing for Multi-Vehicle Plans

When a multi-vehicle plan is purchased in the EWA, a QR code is created for each vehicle on the plan. This QR code can be easily shared from the app.

Open the active plan card for the plan with multiple vehicles associated with it.



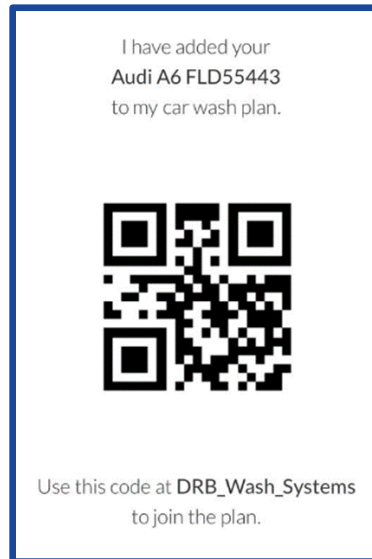
In the **Vehicles** section of the plan card, select one of the vehicles that has a QR code icon on its vehicle card. A QR code modal appears.



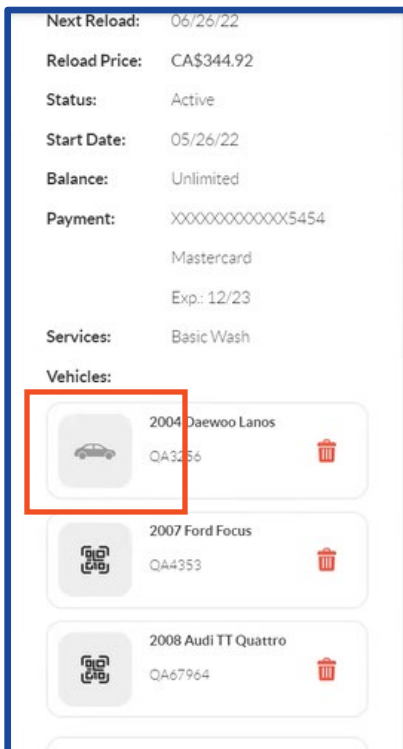
Select the share icon in the top left corner of the modal. The QR code is shown as a PNG image, and the default image sharing options of the device are displayed.

The QR code image file that is shared contains the QR code and the following text:

“I have added your {Make} {Model} {State code} {LP#} to my car wash plan. Use this code at {app name} to join the plan.”



The recipient of the QR code can scan this code at the noted car wash to associate their vehicle with the purchased wash plan.



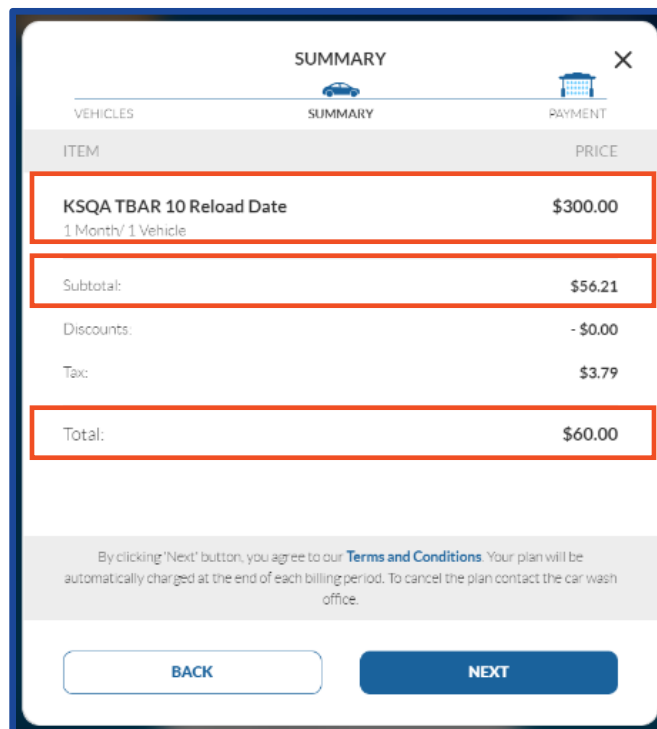
Once the code has been redeemed, the QR code icon on the vehicle card on the active plan card in the app is replaced by the CarPics icon placeholder.

Note: If someone attempts to scan a QR code at a kiosk that has already been redeemed, an **Invalid QR Code** message appears.

Updated Price Calculation For Plans With a Set Reload Date

When purchasing a plan with a specific date set for reload, the plan's price is calculated for the remainder of the plan period and that price is displayed on the **SUMMARY** screen of the app.

- The plan price shows the full price of the plan for an entire month.
- The **Subtotal** shows the current cost of the plan based on the number of days remaining until the first reload.
- The **Total** on the **SUMMARY** screen is what the customer will be billed at the time of purchase.



The screenshot shows the 'SUMMARY' screen of an app. At the top, there are three tabs: 'VEHICLES', 'SUMMARY' (selected), and 'PAYMENT'. Below the tabs is a table with two columns: 'ITEM' and 'PRICE'. The table contains the following items:

ITEM	PRICE
KSQA TBAR 10 Reload Date 1 Month/ 1 Vehicle	\$300.00
Subtotal:	\$56.21
Discounts:	-\$0.00
Tax:	\$3.79
Total:	\$60.00

Below the table, there is a disclaimer: "By clicking 'Next' button, you agree to our [Terms and Conditions](#). Your plan will be automatically charged at the end of each billing period. To cancel the plan contact the car wash office." At the bottom, there are two buttons: 'BACK' and 'NEXT'.

After purchasing the plan, the **Reload Price** on the active plan card shows the full price of the plan.

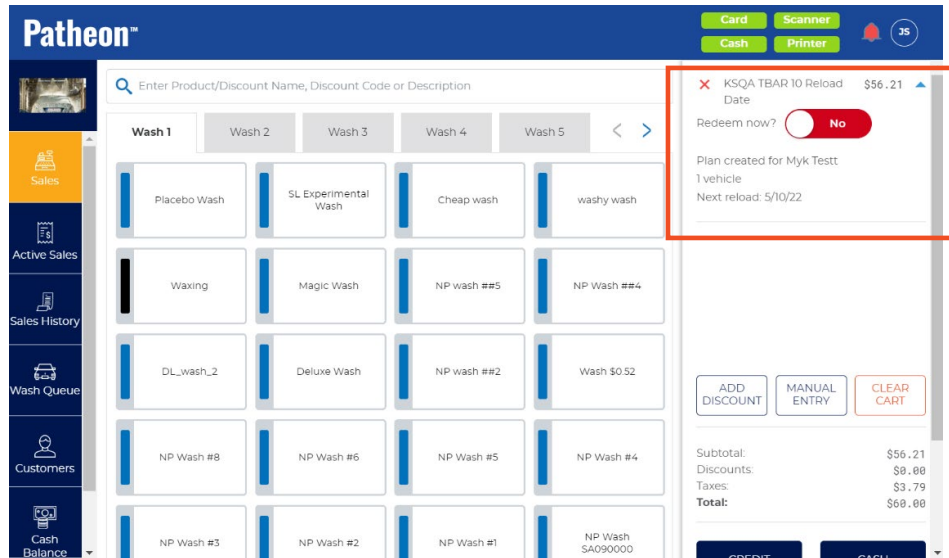
When the plan reloads on the **Next Reload** date, the customer will be charged the full price of the plan.

The image shows a screenshot of a car wash plan card. The card is titled "KSQA TBAR 10 RELOAD DATE" and has a price of "\$ 300 / 1 month". The card is framed by a blue border. The following details are listed on the card:

- Reload:** Auto
- Next Reload:** 05/10/22
- Reload Price:** \$300.00
- Status:** Active
- Start Date:** 05/04/22
- Balance:** Unlimited
- Payment:** XXXXXXXXXXXXXXX0006
- Payment Method:** Visa
- Exp.:** 05/33
- Services:** Ultimate Wash, Extra Foam
- Vehicles:** 2021 Gem 825, FF 33445 C

The "Next Reload" date and "Reload Price" are circled in red in the original image.

The calculated price of the plan based on days remaining in the plan period is also shown on the Cashier Terminal when that plan is selected.



Improved RFID (FastPass®) Tag Experience

Saving car washers time and money, customers can now use their existing RFID (FastPass) tag when they rejoin a plan. This eliminates the need to apply a new tag to the vehicle and eliminates the creation of duplicate customer profiles.

Car washers can view the RFID associated with a vehicle everywhere the vehicle information is available on a cashier terminal.

Reuse Existing FastPass Tags

If a customer's wash subscription lapses, the RFID value (from the FastPass tag) associated with the vehicle remains associated with the vehicle. This eliminates the need for site staff to re-assign the RFID value to the vehicle if the customer rejoins a wash subscription. Specifically, it applies when a subscription lapses for any of the following reasons:

- Plan is terminated from a cashier terminal
- Plan is out of units
- Plan is discontinued
- Plan renewal fails
- Plan expires

FastPass/RFID Tag Vehicle Assignments Can Be Viewed on Cashier Terminals

Site staff can view the RFID associated with a vehicle everywhere the vehicle information is available on a cashier terminal.

The RFID tag assigned to a vehicle is now visible as part of the **VEHICLES** section of the **CUSTOMER** panel

From a cashier terminal, select **CUSTOMERS**. The **CUSTOMERS** panel opens. Select a customer from the customer list. The **CUSTOMER** panel opens for the selected customer. Navigate to the **VEHICLES** section.

VEHICLES

Vehicle Model	VIN	LIC. PLATE #	COLOR	COUNTRY	RFID	STATE
2010 Mini Cooper S	9093-BC923099-300	--	Red	--	12345+123456	--
2015 Jeep Wrangler	6577-YH987698-703	ABC3211	Yellow	USA	22457+576994	Ohio


SEE MORE

The **RFID** field (existing tag value or blank) can be edited for vehicles **that don't belong to an active plan**.

VEHICLE 1 DETAILS Plan

Year: Make: Model: Color:


RFID: License Plate*: Country*: State*:

Photo:  VIN:

VEHICLE 2 DETAILS Plan

Year: Make: Model: Color:

RFID: License Plate: Country*: State*:

Photo:  VIN:

The **RFID** field (existing tag value) can't be edited for vehicles **that do belong to an active plan**; In these instances, the RFID can only be edited when editing the plan.

From the **CUSTOMER** panel, navigate to the **PLANS** section and select **edit** for the active plan.

PLANS ADD PLAN

Active (1) Inactive (0)

Better 3 Mos Auto
3 months, Automatic reload

STATUS: Active

LAST RELOAD: 02/09/22

NEXT RELOAD ATTEMPT: 03/07/22

PAYMENT: Visa ****9029

EXPIRATION: 09/20

BALANCE: Unlimited


PRICE: \$30.00

START DATE: 10/07/19

VEHICLE 1

MAKE: Mini

MODEL: Cooper S

RFID #: 

LAST REDEMPTION: 3:22:37pm 10/04/19

Better 3 Mos Manual
3 months, Manual reload

STATUS: Active

LAST RELOAD: 10/06/19

END DATE: 03/12/20

BALANCE: 67 Uses


PRICE: \$100.00

START DATE: 09/12/19

VEHICLE 1

MAKE: Jeep

MODEL: Wrangler

RFID #: 

LAST REDEMPTION: 3:22:37pm 10/04/19

Segments Ad Hoc Builder Improvement

Car washers can now use **Transaction Data** to create customer segments.

They can add/configure/view segments based on: No transactions, Any transaction and/or Specific transactions (specific product, product type, discount, upsell, payment method, status, total and/or transaction type).

Transaction Field 1	Transaction Field 2	Transaction Field 3	Explanation of what the information is returned with the filter
Has no transaction			Customers with no transaction data
Has transaction	Any Transaction		Customers with any transaction
	Specific Transaction	Specific Product	Customers with specific products that correspond with the products offered at the wash
		Product Type	A La Carte Gift Card Lobby Prepaid Ticket Book Wash WashCAP WashCAP Package
		Has Discount	True False
		Has Upsell	True False
		Payment Method	Cash Check Credit Gift card
		Status	Abandoned Cancelled Purchased Refunded
		Total	<= < = >= >
		Type	Redemption Reload Rewash Sale