



## Patheon® Release 18 Notes

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Patheon Release 18 includes an enhancement and three new features. Click on one of the following to get more details on specific highlights of this release:

[Consistent Phone Number Format on Receipts & Receipt Templates](#)

[Kiosk - Improved Handling of Lapsed Wash Plan Subscriptions](#)

[POS - Stacking Prepays in a Single Sale](#)

[Essential Web App \(EWA\) - Plan Price Override](#)

If you have any questions about this or past releases, please contact the Knowledge Center at 330.645.3299 or [Knowledgecenter@drb.com](mailto:Knowledgecenter@drb.com)

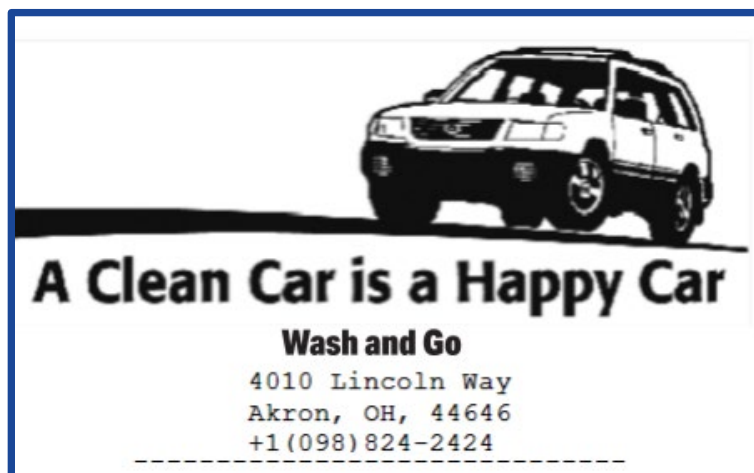
## Consistent Phone Number Format on Receipts & Receipt Templates

Whether they are printed from a cashier terminal or kiosk terminal, print receipt headers are identical.

All receipt headers include the following elements:

- Logo
- Site name
- Site address
- Site phone number

This release ensures that the format of the phone number is consistent on all receipts and receipt templates. The site phone number is formatted as +C (RRR) NNN-NNNN (where C is country code, RRR is region code/area code and NNN-NNNN is the phone number.)



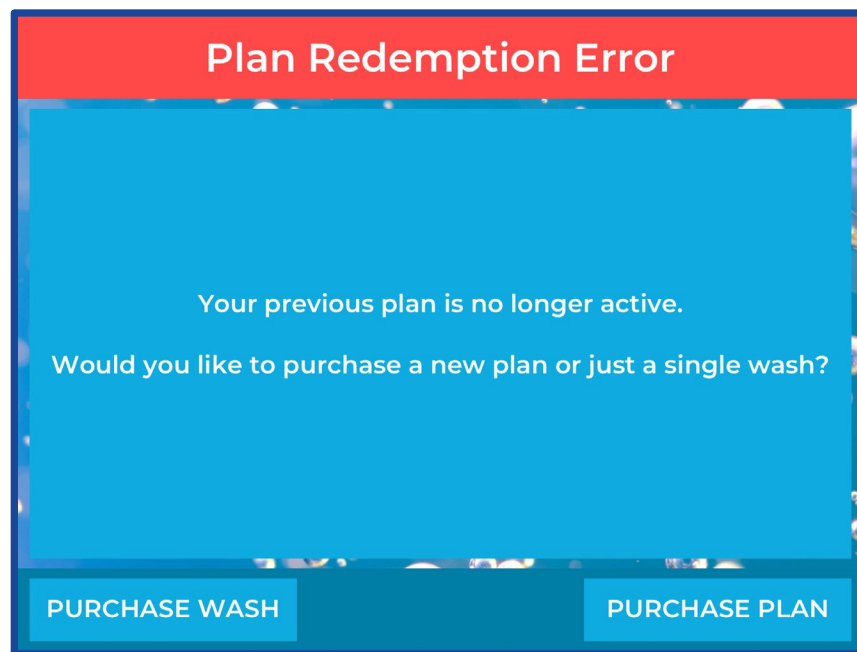
## Kiosk – Improved Handling of Lapsed Wash Plan Subscriptions

Patheon helps reduce churn by prompting lapsed wash plan subscription customers with the option of renewing their plan when they arrive at a kiosk terminal.

The screen informs the customer that their plan can no longer be used but offers them a choice to purchase a wash or purchase a plan.

- If the customer purchases a plan, the plan is associated with the customer's vehicle.
- If the customer purchases a wash, the sale is associated with the customer's profile and vehicle.

When a customer arrives at a kiosk terminal, the system displays a lapsed plan screen.



This screen is the same for all lapsed plan statuses:

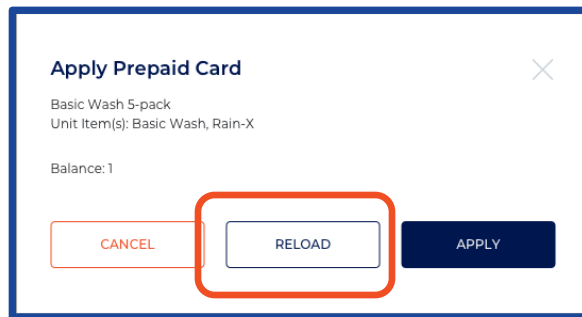
- **Terminated**
- **Discontinued**
- **Expired**
- **Out Of Units**
- **Unpaid**

## POS - Stacking Prepays in a Single Sale

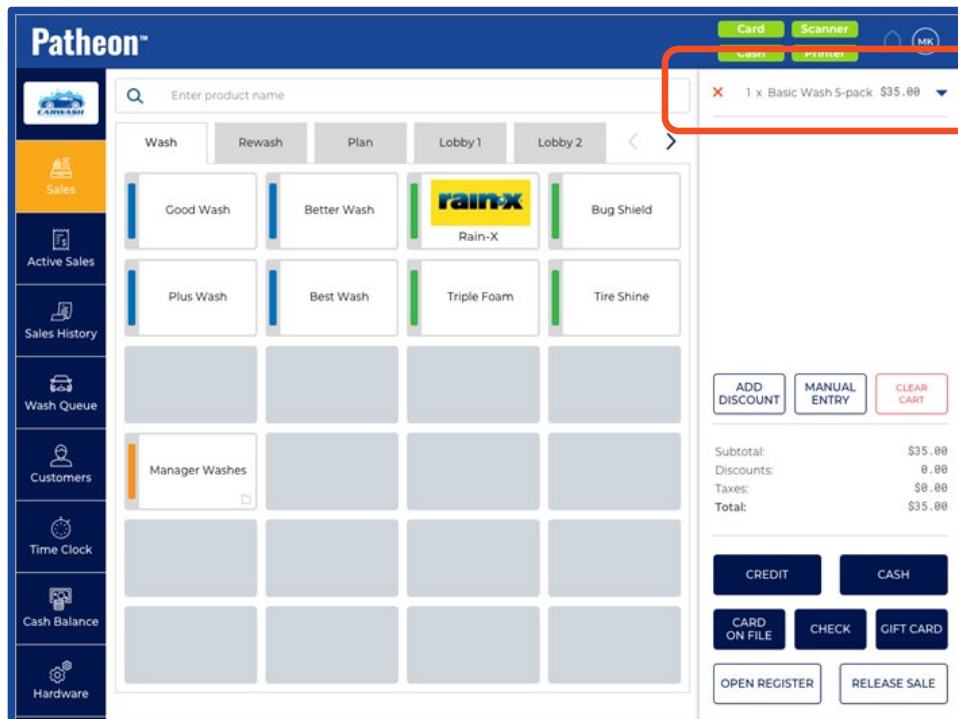
Now when a cashier stacks multiple prepaid cards in a single sale, the correct balance is added to a previously activated prepaid card. This happens when a previously activated prepaid card with a balance of one or more is scanned at the POS.

In the following example a customer has already used four units, presents the card with a balance of one and wishes to reload 10 more units.

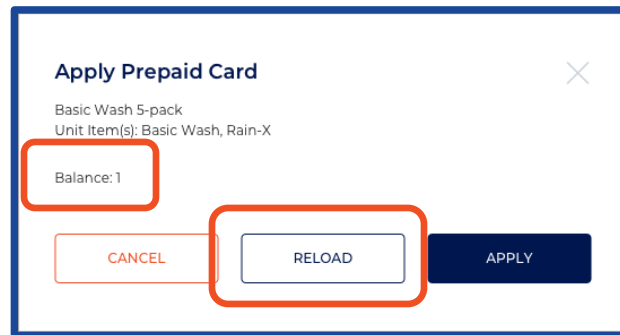
1. Scan a previously activated prepaid card with a balance of at least one at the POS. An **Apply Prepaid Card** modal appears.



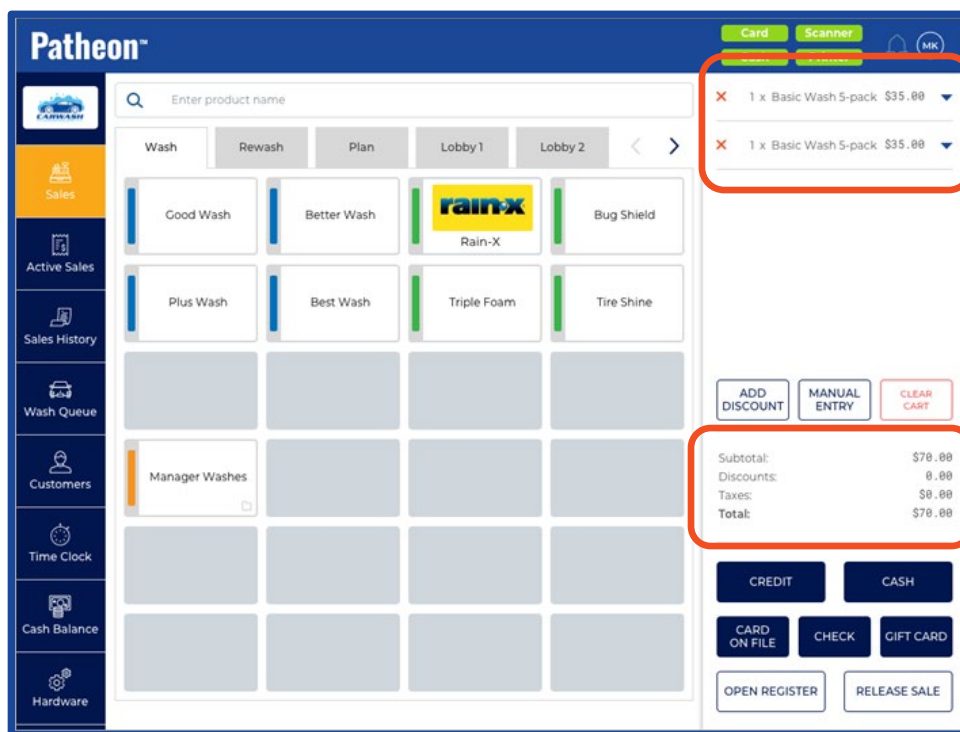
2. Select **Reload**. The prepaid item goes into the sale.



3. Scan the same prepaid card a second time. An **Apply Prepaid Card** modal appears. **Note:** The balance hasn't been updated yet because the sale for the first reload hasn't been tendered.

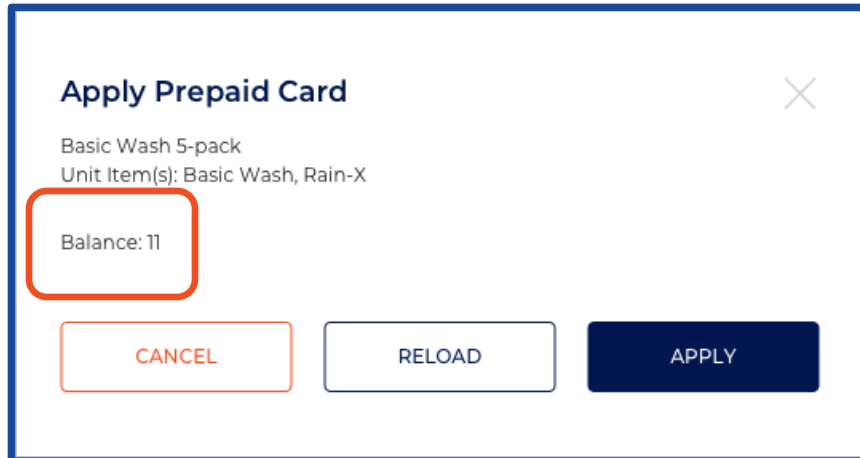


4. Select **Reload**. The prepaid item goes into the sale as a second item and the total updates.



5. Tender the sale. The prepaid balance on the card is updated.

6. Scan the same prepaid card. An **Apply Prepaid Card** modal appears and shows the correct balance.



## Essential Web App (EWA) Plan Price Override

To allow for maximum flexibility when setting and controlling prices between a physical site and the EWA touchpoints, physical site configuration and e-commerce site configuration both include price overrides.

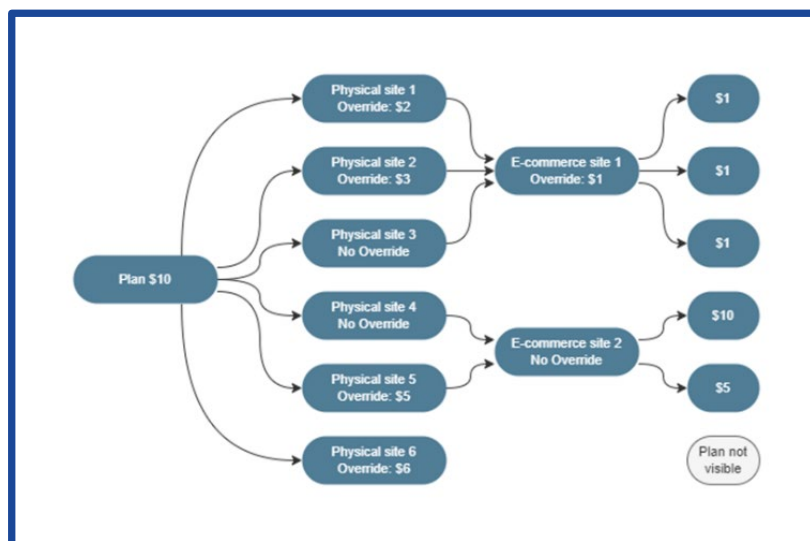
### Requirements for an override to be implemented

1. A plan is configured
2. A physical site is linked to an e-commerce site
3. The plan is activated for both the physical and linked e-commerce site

*To be visible in the EWA, the plan must be also activated for an e-commerce site that's linked to the physical site.*

### Price Override Scenarios

Note that overrides in the following scenarios affect both price and tax-inclusive settings.



- If the physical site has a price override and the linked e-commerce site has no override, when an app user views the plan, the price uses the physical site override.
- If the physical site has a price override and the linked e-commerce site has a price override, when an app user views the plan, the price uses the e-commerce site override.
- If the physical site has no price override and the linked e-commerce site has a price override, when an app user views the plan, the price uses the e-commerce site override.
- If the physical site has no price override and the linked e-commerce site has no price override, when an app user views the plan, the price uses the base price.