

# Patheon® Release 22 Notes

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Patheon Release 22 includes the following new features and enhancements. Click on one of the following links to get more details on specific highlights of this release:

## Essential Web App (EWA)

[New EWA Pay-As-You-Go Feature \(EWA PAYG\)](#)

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[Redeeming EWA PAYG Wash at a Site Using LPR](#)

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## Tunnel Controller Integration

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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)

## New EWA Pay-As-You-Go Feature

Patheon's new EWA Pay-As-You-Go (EWA PAYG) feature is a great option for loyal retail customers who want the convenience of the membership experience but not the commitment of a recurring charge.

With EWA PAYG, customers can store their credit card and designate their preferred wash. When they arrive at the wash, their vehicle is identified by RFID or license plate recognition. They are then automatically charged for their preferred wash and let through the gate. This allows them to enjoy the plan member experience without a plan membership.

When a customer adds the EWA PAYG feature to their account, they select their desired wash and enter their credit card payment information. When they visit the car wash site for the first time, they either scan the QR code associated with their EWA PAYG and receive an RFID tag for future visits, or their EWA PAYG is automatically redeemed if the site is using License Plate Recognition (LPR).

The customer's credit card is only charged for the single wash **after** that wash has been received at the car wash site. There are no automatic, recurring charges or pre-payments made with the credit card on file.

**Please contact the DRB Knowledge Center at 330-645-3299 to configure and activate this feature in your Essential Web App (EWA).**

### Adding an EWA Pay-As-You-Go Wash

To add an EWA PAYG wash, the customer will need to either log in to their existing EWA app account or create a new account and enter their profile information after selecting a wash.

At the top of the app screen, if the car wash client has washes available on their EWA, there will be a tab for **Washes** in addition to a **Plans** tab.



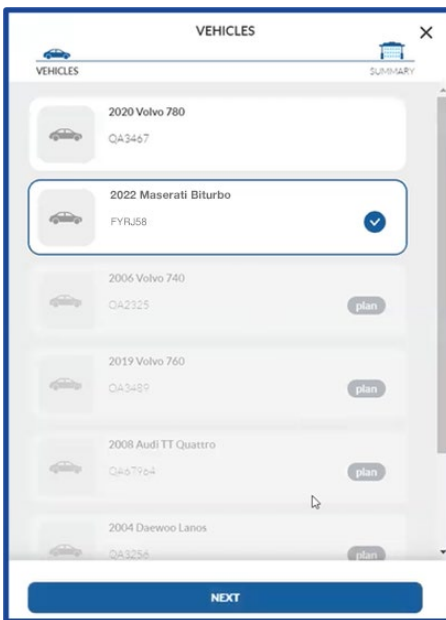
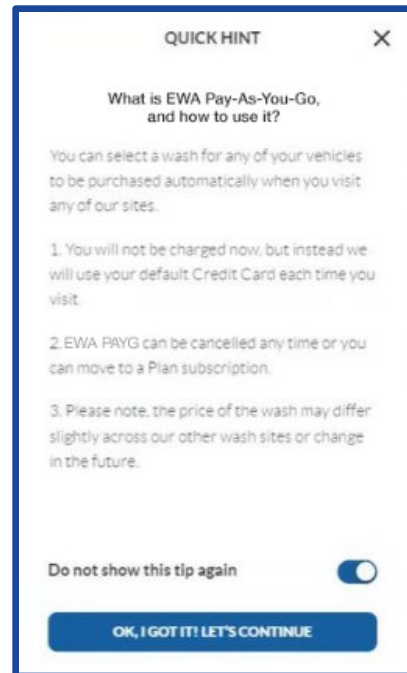
For EWA PAYG Pass options, select the **Washes** tab.



Wash card options are shown for available washes. Select **Choose** for the desired wash.

A **Quick Hint** modal appears explaining what the EWA PAYG is. Select **OK, I got it! Let's Continue**.

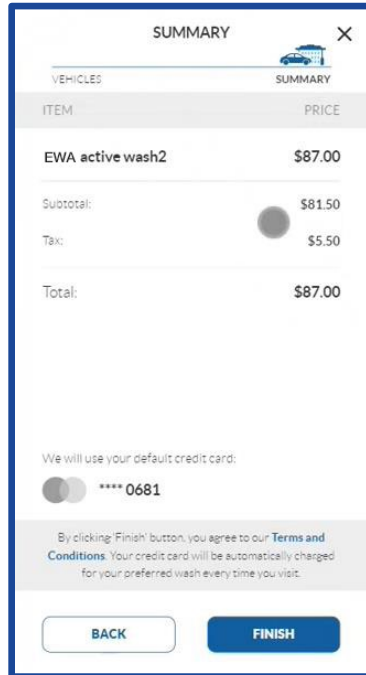
*Note: You can select the **Do not show this tip again** toggle to prevent this modal from appearing in the future.*



If the user doesn't already have a profile set up for their app account, a **Profile** screen appears and then a **Vehicles** screen. If the user already has a profile set up for their app account, a **Vehicles** screen appears.

On the **Vehicles** screen, add or select the vehicle that should be associated with the EWA PAYG and select **NEXT**

A **Summary** screen appears showing the total cost of the EWA PAYG with any applicable tax.

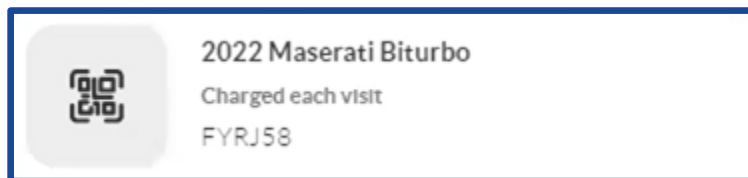


At the bottom of the **Summary** screen, either a message appears stating that a credit card will be added in the next step or a default credit card is shown.

**Note:** Customers can view the EWA PAYG Terms and Conditions by selecting the **Terms and Conditions** link in the disclaimer text at the bottom of the **Summary** screen.

Select **Finish**. The EWA PAYG is created, and the **Vehicles** tab appears.

The card for the vehicle associated with the EWA PAYG displays, “Charged each visit”.

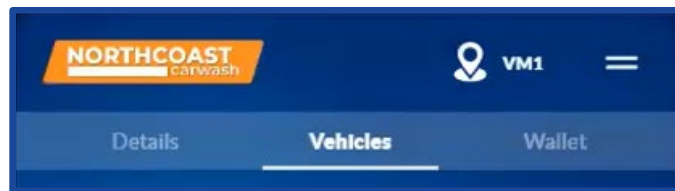


## Redeeming an EWA PAYG Wash at a Site Using RFID

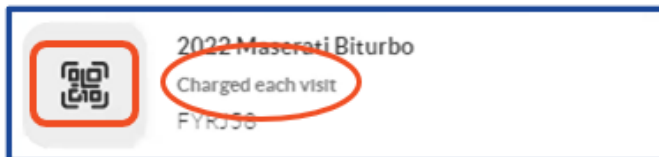
On the customer's first visit to a car wash using RFID technology, they will need to scan a QR code to redeem the EWA PAYG.

The car wash staff will assign an RFID tag number to their vehicle, and on future visits to the car wash the RFID tag will be read and the EWA PAYG redeemed automatically.

After logging in to the EWA, select the **Vehicles** tab.

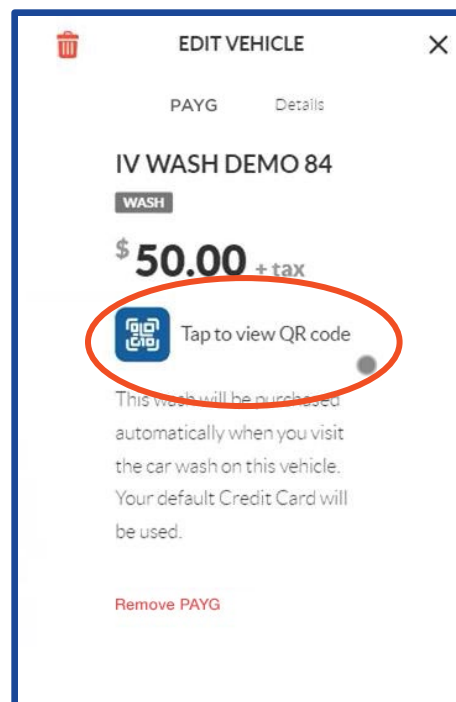


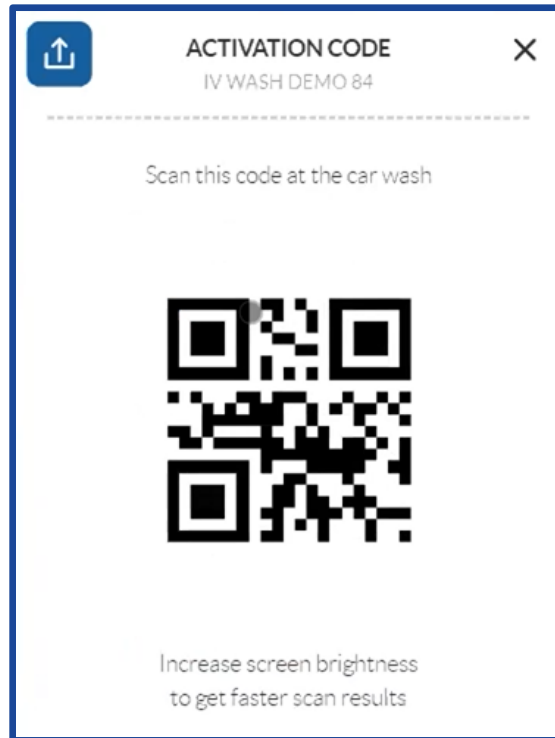
Find the card for the vehicle associated with the EWA PAYG. It will contain a QR code icon and the text, "Charged each visit".



Select the vehicle card. An **Edit Vehicle** screen appears.

Select the **Tap to view QR code** option and a QR code modal opens.





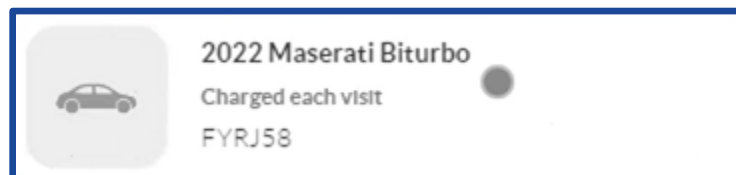
This QR code can be scanned at a wash terminal at the car wash or it can be shared with friends or family by selecting the share icon in the top left corner.

The QR code can be scanned at a kiosk or an attended terminal to redeem the associated wash.

The car wash staff will assign an RFID tag number to the vehicle for the EWA PAYG.

On future visits to the car wash site, the customer does NOT need to open the app or use a QR code. Instead, their vehicle will be identified automatically by the RFID tag.

Once a customer successfully receives their first plan redemption, the QR code is deactivated and the QR code icon on the vehicle card is replaced by the CarPics icon placeholder.



## Redeeming EWA PAYG Wash at a Site Using LPR

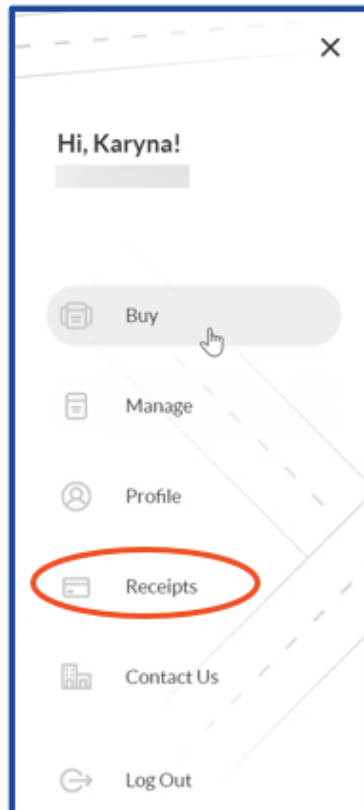
When a customer visits a car wash that is using License Plate Recognition (LPR), the license plate camera will read the customer's license plate and match it to the license plate associated with the PAYG they selected through the EWA. The EWA PAYG then automatically redeems, the customer receives their selected wash, and the credit card associated with the PAYG is charged.

## Viewing PAYG Receipts in the EWA

Each time an EWA PAYG is used/redeemed, the associated credit card is charged and the transaction is recorded in the transaction history for the customer.



Select the menu shortcut in the top right of the EWA app screen.



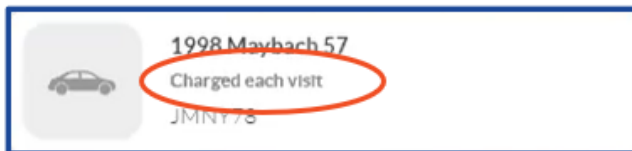
A side-menu appears. Select **Receipts**.

A **Receipts** screen appears and displays the most recent transactions (up to 50), including EWA PAYG transactions, which are designated with a “PAYG” tag.

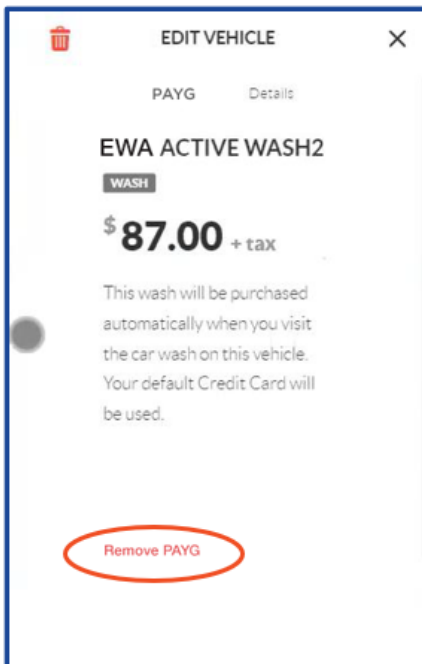


## Removing EWA PAYG

After logging in to your account on the EWA, select the **Vehicles** tab.



Find the card for the vehicle associated with EWA PAYG. It will contain the text, “Charged each visit.”



Select the vehicle card. An **Edit Vehicle** screen appears.

To remove the EWA PAYG, select **Remove PAYG**. A confirmation modal appears.

Select **Confirm**. The EWA PAYG is removed from the customer’s account.



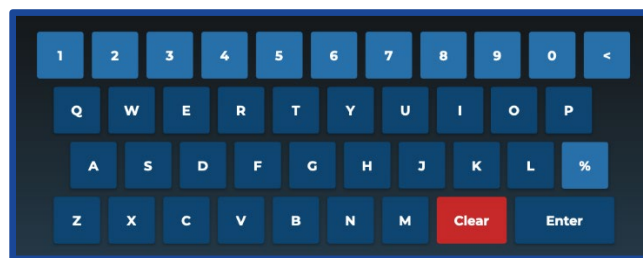
# Kiosk

## Improved Kiosk Staff Screen Workflow and Design

Improvements have been made to the kiosk staff screen workflow and design. The changes are intended to increase efficiencies by implementing more tools that allow wash staff to service customers and get them to the tunnel quickly.

## Simplified Barcode Input Keyboard

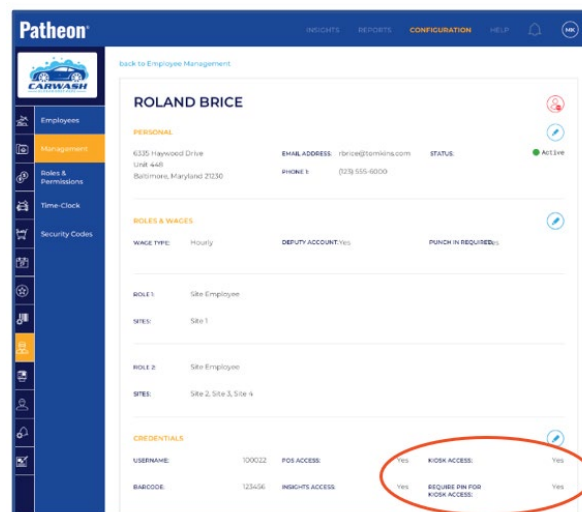
The keyboard used for the manual input of a barcode has been streamlined to limit options and avoid unnecessary keying of unrecognized characters.



## Streamlined Access to Maintenance Mode

Sites can now choose to disable the PIN requirement when logging into the Kiosk, allowing wash staff quicker access to the maintenance mode.

The option is enabled on the Employee Management panel in the Portal.



## New Promotional Mode on Welcome Screen

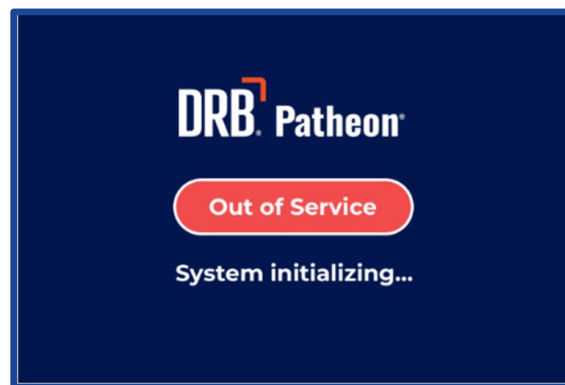
A new promotional mode has been introduced on the kiosk welcome screen. This option allows for a completely configurable welcome screen and eliminates the need for customers to tap the screen to start their transaction.

It also offers the ability to use full screen images to market wash products and services.

When the Welcome Screen Promotion Mode is enabled, a NO THANKS button is available at the bottom of the screen.

## New Start-up Screen Status Indicator

A start up status indicator has been added to the kiosk. This indicator allows wash staff to see that a system reboot is progressing.



## Improved Flexibility of Upsell Configuration

To allow car washers more flexibility with upsells, a new upsell configuration has been introduced.

Sites can choose zero, one, two, three or four upsell products. There are four product types available:

- Add A Wash: This upsell type is available for gift card products.
- Add An A La Carte Item: This upsell type is available for wash products.
- Add An Instant Prepaid: This upsell type is available for wash products.
- Replace With Another Wash: This upsell type is available for wash and ticketbook products.

## POS-Kiosk

## Start Transaction Over with a Partial Cash Payment

At a kiosk terminal, customers can now select **START OVER** after providing partial cash payment to abandon the current sale.

If a customer selects **START OVER** after adding partial cash payment, the amount is returned to the customer as a printed cash voucher. The Printed cash voucher can be scanned and redeemed one time at either a kiosk terminal or a cashier terminal.

If a printing error prevents a cash voucher from being printed, the sale can be canceled, and a site attendant can print the cash voucher from the kiosk terminal maintenance mode or by opening the canceled sale from the **SALES HISTORY** panel on a cashier terminal.

## Tunnel Controller Integration

### Retracts Improvements

To increase tunnel efficiency, extra rollers are no longer issued if retracts are added after **SEND CAR** is pressed.

Also, retracts can now be added, replaced or removed for a vehicle \*after\* the **SEND CAR** button is selected (the **SEND CAR** button is unavailable/disabled/gray), until the system receives a CarAdvanced signal from the tunnel.

Once the system receives that signal, the **SEND CAR** button is available/enabled/not gray and retract changes are no longer available for the sent car.