

Patheon® Release 24 Notes

Patheon Release 24 includes the following features and enhancements. Click on one of the following links to get more details on specific highlights of this release:

POS

- [Internet Connection Status Indicator Now on Cashier Terminals](#)
- [Access Customer Records for Vehicles in the Wash Queue](#)
- [Scan Discount Barcodes for Plan Sales at Cashier Terminals and Kiosk Terminals](#)

KIOSK

- [Update Customer Vehicle Image from the Kiosk Staff Screen](#)

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

POS

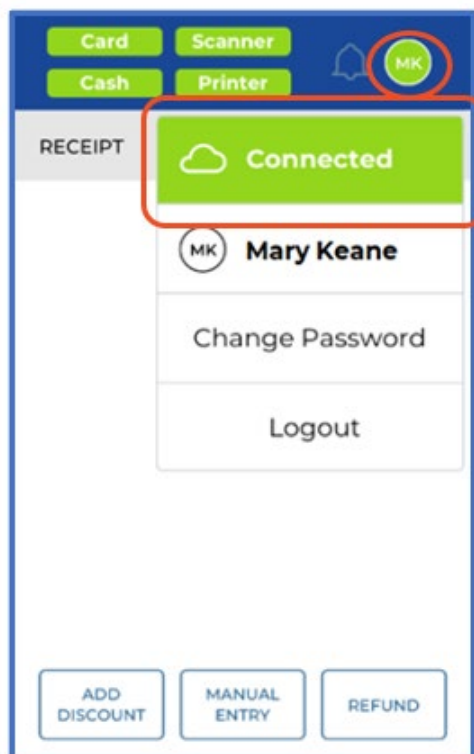
Internet Connection Status Indicator Now on Cashier Terminals

To make internet outage troubleshooting easier, the cashier terminal now includes a visual indicator that displays the status of the internet connection.

The cashier terminal's user icon color indicates the internet connection's status. When the cashier terminal is connected to the internet, the user icon is green. For example, the current user icon below (**MK**) indicates the terminal is connected to the internet.



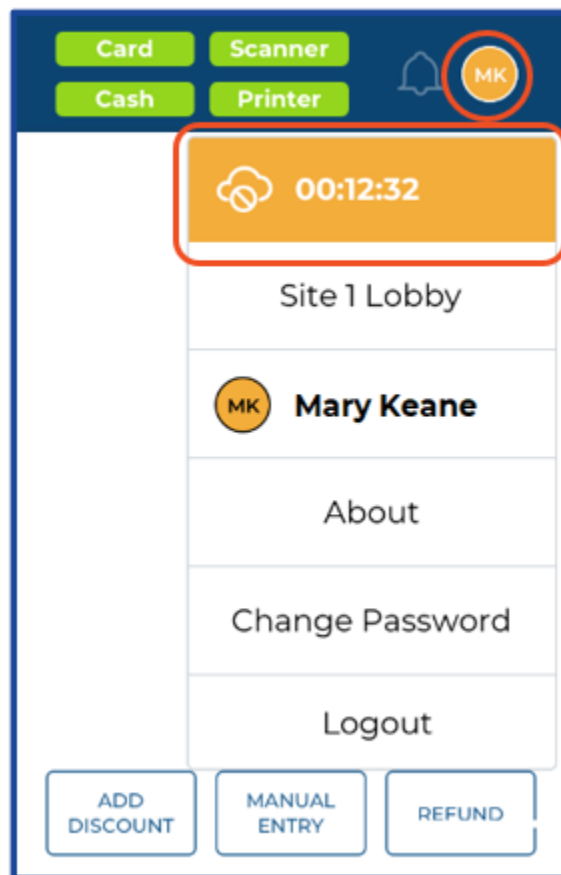
When the icon is selected, the user menu also displays **Connected**, providing further confirmation of the internet connection's status.



If the cashier terminal is **Disconnected** from the internet, the current user icon is yellow.



Select the icon to view the length of time the connection has been disconnected, in hh:mm:ss format.

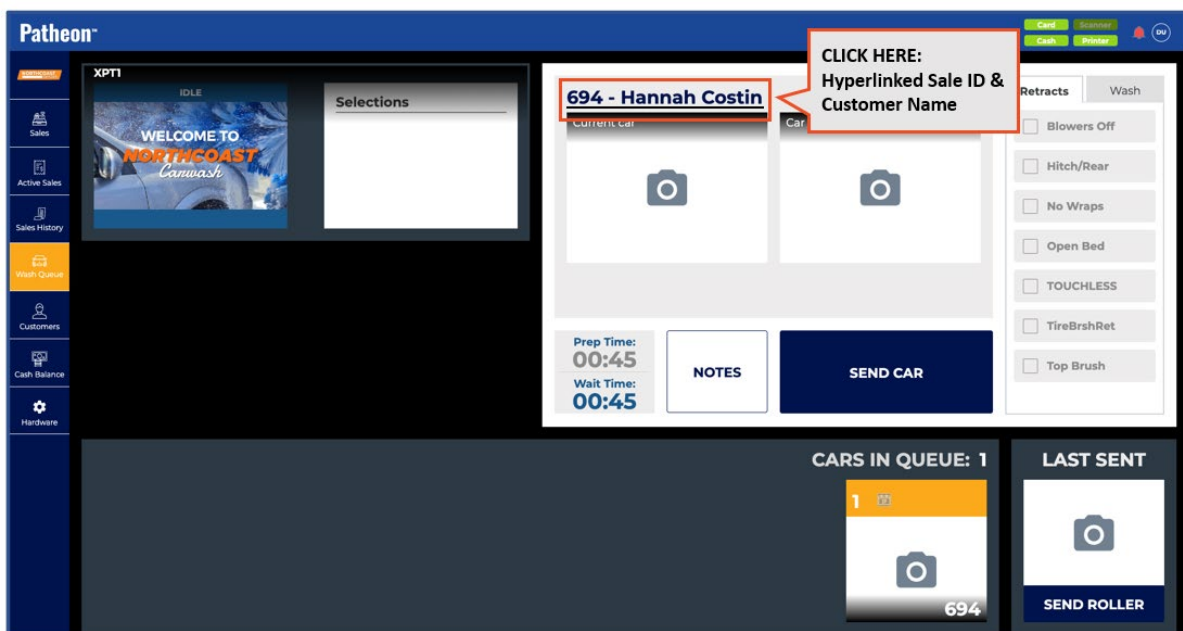


The user can return to the cashier application at any time, by selecting (tapping) their initials or tapping anywhere outside the menu.

Access Customer Records for Vehicles in the Wash Queue

When wash staff need to review or update customer information for vehicles already in their queue, they can now easily access those customer record details directly from the wash queue.

On the **WASH QUEUE** panel, if the selected car is assigned to an existing customer record, the sale ID and customer name is an active hyperlink (underlined). Vehicles in the wash queue without an associated customer record, are not linkable.



Select the link to open the **CUSTOMERS** panel and view that customer's information. From there, staff can:

- Select the edit icon;
- Edit the customer record; and
- Save the changes.

To navigate back to the wash queue, select **WASH QUEUE**. The **CUSTOMERS** panel closes, and the **WASH QUEUE** panel opens.

[Video Access Customer Records for Vehicles in the Wash Queue](#)

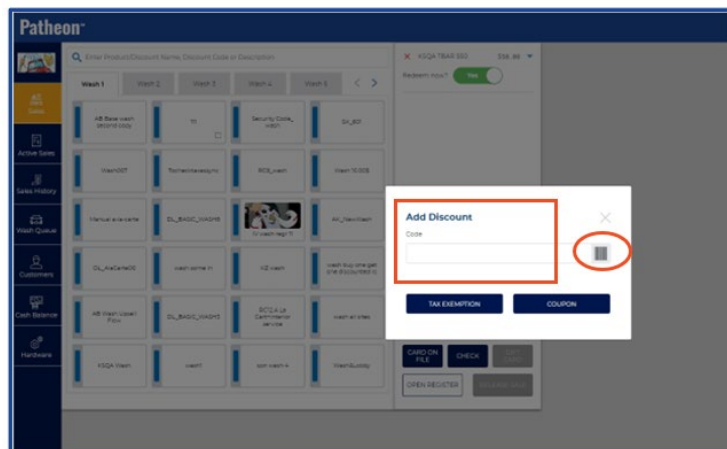
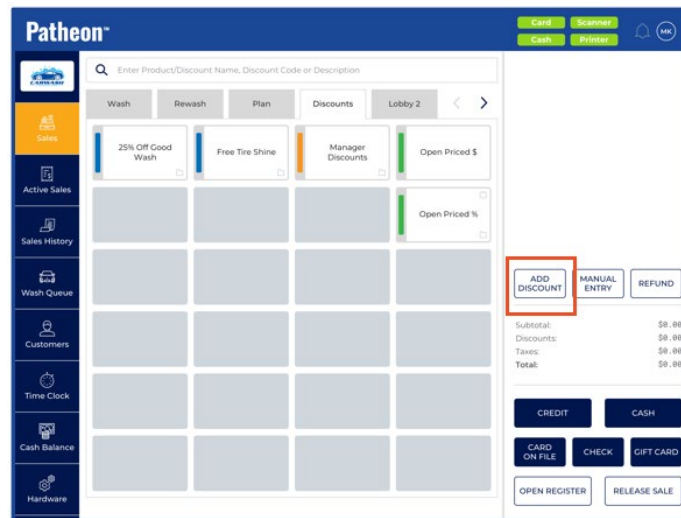
Scan Discount Barcodes for Plan Sales at Cashier Terminals and Kiosk Terminals

Staff can now apply a discount (scan or manually enter) for plan purchases from a cashier terminal and a kiosk terminal.

Cashier Terminal

1. Scan Discount Barcode

- Select **ADD DISCOUNT**. The **Add Discount** modal opens.



- Scan the discount barcode.

Please note: The barcode reader is active and accessible from all screens on the cashier terminal.

2. Manually Enter Discount Barcode

- Select **ADD DISCOUNT**. The **Add Discount** modal opens.
- Enter the discount barcode code, *with or without* the **\$D** prefix.

3. Use the Discounts Tab on SALES Panel.

- Select the **Discounts** tab on the **SALES** panel.
- Select the discount to apply.

Staff can also apply a new discount to plan purchases or Pay-As-You-Go washes. The new discount replaces the already applied automatic discount.

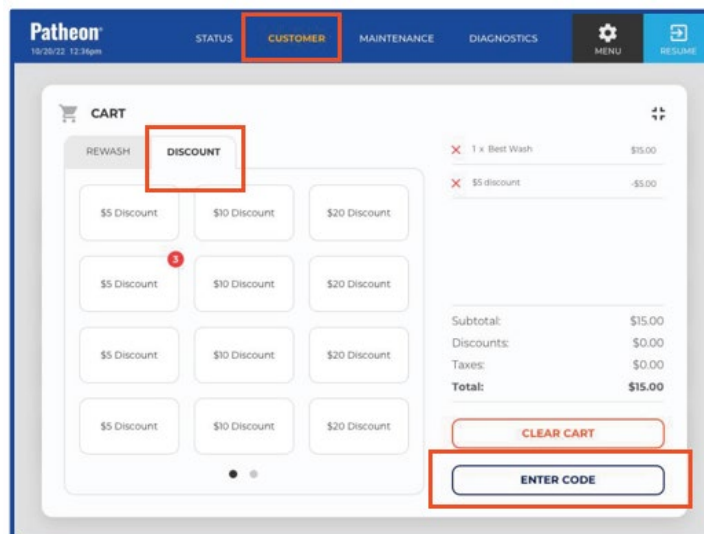
Kiosk Terminal

1. Scan Discount Barcode

- Scan the discount barcode using the kiosk terminal barcode scanner.

2. Manually Enter Discount Barcode

- Open the staff screen.
- Select **CUSTOMER > CART > DISCOUNT**



- Select **ENTER CODE**.
- Enter the discount barcode code *without* the **\$D** prefix.

3. Select from Discount Tab on CART Panel

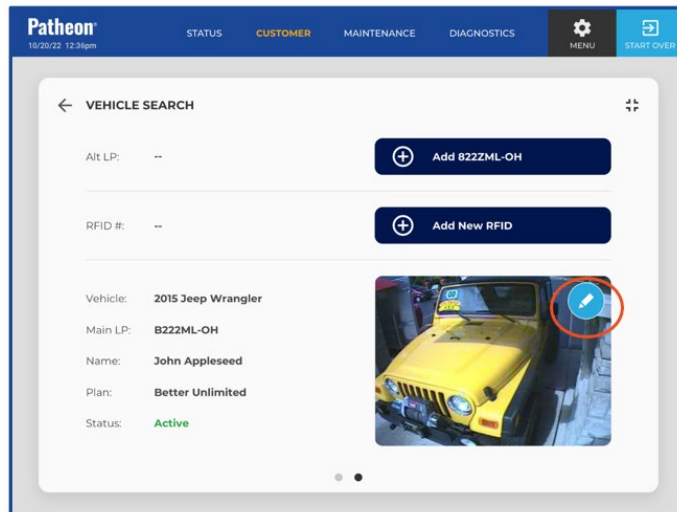
- Open the staff screen.
- Select **CUSTOMER > CART > DISCOUNT**.
- Select a discount button.

KIOSK

Update Customer Vehicle Image from the Kiosk Staff Screen

For customers with an active plan, wash staff can now replace an existing image or add a new vehicle image from the kiosk.

- To do this, navigate to the staff screen and find the vehicle in question. Select the **Edit Icon** from the top right corner of the vehicle image screen.



- The **VEHICLE IMAGE** modal opens, and a **Camera Icon** is active. Select the Camera Icon, and a new image of the vehicle is visible. Select **SAVE**, the image is saved and the modal closes.

