

Patheon® Release 26 Notes

Patheon Release 26 includes the following features and enhancements. Click on one of the following links to get more details on specific highlights of this release:

Essential Web App (EWA)

• Introduction of Gift Card Sales

POS - Cashier

• View and Delete Alternate License Plate Information

Payments

• Worldpay Card Processing Now Includes Support for the Card Account Updater (CAU) Service

Patheon Reports

- New Plan Usage Dashboard
- Device Cash Report Enhancements
- House Account Activity Report Enhancements

If you have any questions about this or past releases, **please have your location code available** and contact the Patheon Support Team in the Knowledge Center at our new number **330.645.4201** or Knowledgecenter@drb.com

Purchase Gift Cards via the Essential Web App (EWA)

The Essential Web App (EWA) gift card feature now allows consumers to purchase gift cards on their personal devices through the app and share them.

Adding the Gift Card as a Product in the Portal

The steps below describe how to create and activate a gift card product in the Portal for use in the EWA. If you have existing gift card products, you can use them in the EWA; you will just need to activate the products in your e-commerce site.

Notes about Gift Cards in the EWA:

- Upsells are not supported in the EWA, so any existing products that have upsells configured, those configurations will be ignored by the EWA.
- Discounts are not supported in the EWA, so if a gift card product is configured with a discount, that discount will be ignored by the EWA.
- Gift cards support price overrides on the physical site.



- 1. In Patheon Portal, select **Products**. The **Products** panel appears.
- 2. Select **Add Product**. The **Product Details** panel appears.
- 3. In **Product Name**, enter the name of the gift card product.
- 4. In **Product Type**, select **Gift Card**.
- 5. In **Price (USD)** and **Price (CAD)**, enter the price of the gift card.
- 6. Select **Save**. A **Product Added** modal appears.



7. Select **ACTIVATE AT SITES**. The **Activated Sites** panel appears.



- 8. Select specific sites where the gift card product should be activated or select the **Select All** option. **Note**: Make sure the desired e-commerce site(s) are selected.
- 9. Select Save, and an Are you sure? modal appears.
- 10. Select **Yes**, and the gift card product is created.

Please Note: Prior to this release, you would been redirected to the page to generate a batch of codes at this point. However, if you only want to use the gift card product for EWA, you don't need to generate a batch of codes in advance. Generating a batch of codes is only needed if you want to print the codes on physical gift cards. The Generate Codes button is still available for the gift card product on the Product Details panel.

11. Note that the gift card product is automatically given a value in the E-**Commerce Link** field. This link can be used by the organization on their website or in print materials to direct their consumers to this specific gift card product for purchase in the app.



Purchasing a Gift Card Through the EWA

The steps below show the process for purchasing a gift card through the EWA when an existing customer is already logged in to the EWA.

1. Select the menu icon in the top right corner. A side-menu appears. Select Buy.



2. The **Buy** section of the app appears. A new **Gift Cards** tab is available if at least one gift card is configured and activated for the physical site that is selected as the default location in the app and the gift card product is also activated on an e-commerce site that is linked to that physical site.



3. Select the **Gift Cards** tab. A list of gift cards available for purchase on the app appears.



4. Select the desired gift card product. A **SUMMARY** screen appears showing the price, tax and total of the sale.



Note: If the customer was a new user instead of an existing customer, they would've been prompted to enter their profile information (name and email address) before being directed to the **SUMMARY** screen.

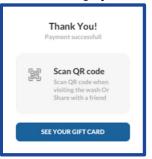
5. Select **NEXT** and the **PAYMENT** screen appears.



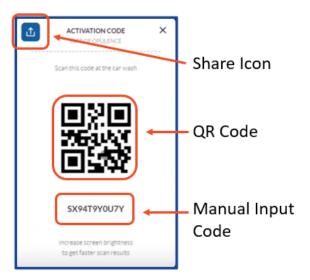
The customer can select an existing payment card already associated with their account and select **PAY** or select **Proceed with a new card** and select **PAY**.

If adding a new payment card, a screen appears where the customer can enter payment information.

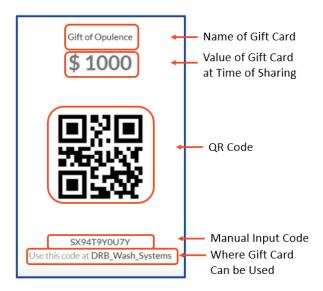
6. If an existing payment card is selected, a payment confirmation screen appears.



7. If you select **SEE YOUR GIFT CARD**, a QR code modal appears. **Note**: A human-readable code is shown below the QR code in case the site has issues reading the barcode with a scanner, the code can be entered manually.



- 8. The gift card code can be shared by selecting the share icon in the top left corner of the modal. When the icon is selected, the customer is presented with the default sharing options for their device. The QR code can be shared using any app that supports sharing an image.
- **9.** The QR code image file contains the name of the gift card/product, the value of the gift card at the time of sharing, the QR code, the human-readable version of the code and the text, "Use this code at {app name}".



Viewing Purchased Gift Cards Through the EWA

The steps below show the process for viewing purchased gift cards when the customer is already logged in to the EWA.

1. Select the menu icon in the top right corner. A side-menu appears. Select Manage.



2. A new **My Gift Cards** tab is available if there is at least one purchased gift card product to display here or at least one gift card product is available in the **Gift Cards** tab in the **Buy** section of the app.



3. Select **My Gift Cards**. All gift card products the customer has purchased through the app are listed here.



Each gift card represented contains the app logo, the date the gift card was purchased, the remaining value of the gift card, the name of the gift card product and the human-readable code for the gift card.

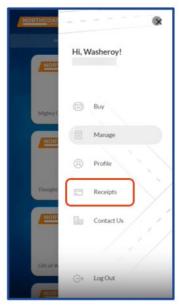
Note: This list includes gift card products that are active and have more than \$0 value remaining.

4. To redeem or share a gift card from this list, select the desired gift card and tap it. A QR code modal appears, and the customer can proceed to redeem it using the QR code or manual input code or share it by tapping the share icon.

Viewing Receipts for Gift Cards Purchased Through the EWA

The gift card transaction receipt can be viewed on both the EWA and the POS.

1. From the EWA, select the menu icon in the top right corner. A side-menu appears, select **Receipts**.



2. The **Receipts** section of the app appears with the most recent transaction listed at the top.



The gift card transaction is noted with a "Gift Card" tag on the transaction card.

In the event the customer has lost access to their app or is experiencing some other issue accessing their gift card information, site managers can access gift card transaction details and retrieve the code and remaining balance of the gift card from the POS.

- 1. To view the transaction information, log in to the POS as a manager. Select **Customers** and the **CUSTOMERS** panel appears.
- 2. On the **Individuals** tab, use the search feature to search for the desired customer.



- 3. From the search results list, select the desired customer. The details are shown for that customer.
- 4. Scroll down to the **Transactions** section. The gift card purchase made through the app is included in the list of transactions.



5. Select the edit icon in the row for the gift card transaction and the transaction details appear.



The transaction details for the gift card include the human-readable code for the gift card and the remaining balance of the gift card.

POS - Cashier

View and Delete a Vehicle's Alternate License Plate

Cashier staff can now delete a vehicle's alternate license plate value from the cashier terminal.

- 1. From the cashier terminal, select **Customers**. The **CUSTOMERS** panel opens.
- 2. Search for and select the customer with the alternate license plate to delete. The **CUSTOMER** panel opens.
- 3. Navigate to the **VEHICLES** section.
- 4. Select **Edit**. The **CUSTOMER DETAILS** panel opens.
- 5. Navigate to the **VEHICLE** # **DETAILS** section.
- 6. For **Alt License Plate**, select **X**. The alternate license plate value is removed from the vehicle.
- 7. Save the changes.

Payments

Worldpay Card Processing Now Includes Support for the Card Account Updater (CAU) Service

The Worldpay payment card processing integration for Patheon can help reduce recurring charge declines due to expired cards and/or outdated payment account numbers. It does this by automatically updating payment card account data for payment cards saved in Patheon for recurring plans. This feature is not available for merchants who use Moneris.

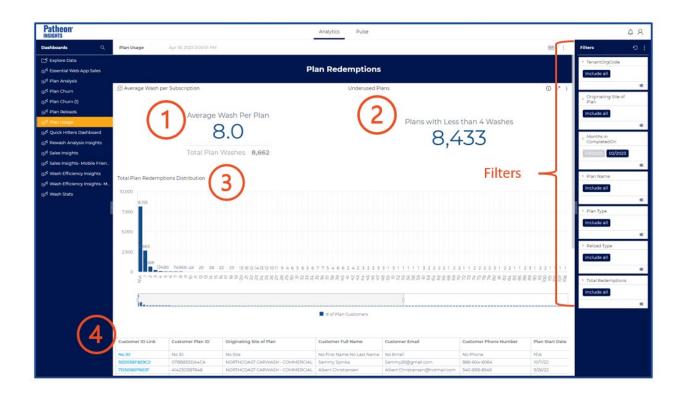
- Q: Which payment card brands can be updated?
 A: Only *Mastercard* and *Visa* payment cards can be updated; American Express and Discover payment cards can't be updated.
- Q: Which payment card data can be updated?
 A: Only the payment card *account number* and *expiration date* can be updated; no other payment card account data can be updated.
- **Q:** How often does the CAU service run? **A:** The CAU service checks for declines (due to code 20, 21 or 24) every hour, and then updated account data from Worldpay is checked after 24 hours once submitted, and then every 24 hours for 10 days.

- Q: When does the CAU service run?
 A: The CAU service starts at the beginning of each hour.
- **Q:** Where does the CAU service run? **A:** The CAU service runs in the cloud.
- **Q:** Can Patheon customers manually run the CAU service? **A:** No.
- **Q:** Can Patheon customers see how many cards were updated? **A:** No.
- **Q:** Can Patheon customers see which cards were updated? **A:** No.
- **Q:** Can Patheon customers see how many cards failed to update? **A:** No.
- **Q:** Can Patheon customers see which cards failed to update? **A:** No.

Patheon Dashboards & Reports

New Plan Usage Dashboard

The new Plan Usage Dashboard allows you to easily review your sites' plan usage, review which customers are using their plans, which have low usage and the average wash per plan.



Filter Options:

- Tenant Org Code: Organization code
- Originating Site Name: The site from which the plan was originally purchased
- **Date Filter:** Allows users to choose from a set of smart filters or choose their own date range with the provided date filter option
- Plan Name: Allows users to filter the dashboard down to specific plans
- Plan Type: Allows users to view all plan types, Unlimited or Unit plans
- Reload Type: Allows users to choose between Auto Reloading plans versus Manual Reloading plans

Widgets:

- 1. **Average Washes Per Subscription:** This is an indicator widget that provides the user with the average number of washes per subscription (plan) for the selected date range.
 - This widget also provides a secondary calculation which contains the Total Plan Washes, which is the number of washes redeemed for the selected parameters.
 - This widget has a Jump to Dashboard attached to it, allowing the user to drill
 into their redemption data. By clicking on this widget, an additional
 Dashboard will display and all the filters from the original dashboard will pass
 through to this one.
- 2. **Underused Plans:** This indicator widget will display the total number of plans that are older than 31 days that have been redeemed three times or less.
- 3. **Total Plan Redemptions Distribution:** This column chart is a simple graph that breaks down the number of plans that are based on their redemption total for the life of their plan. For example, plans that only have one redemption will be included in the count for one redemption. (N/A indicates that plan record does not have any wash redemptions against it, or zero Wash redemptions)
 - This chart can be used to filter the data down to just these plans, which may be desired for the **Plan Use by Customer** widget.
- 4. **Plan Use by Customer:** This widget, displayed as a chart shows each plan for each customer record that had an active status for the specific date range. In this chart, you will see the following basic details for each customer plan. This chart is easily exported so you can drill down further.
 - Customer Plan Link Links back to the customer record
 - **Customer PlanID** Unique identifier for that plan subscription
 - **Originating Site of Plan** Site or Location from which the customer purchased
 - Customer Full Name
 - Customer Email
 - Customer Phone Number
 - Plan Start Date
 - Current Plan Status
 - **Number of Vehicles** Active Plans Vehicle counts (only those currently assigned to that plan)

- **Total Redeemed** Total washes redeemed for the life of that plan
- **Plan Redeemed for Period** Total redemptions for that plan for the filtered date range
- **Plan Revenue** Total plan revenue for the selected filters

Jump to Dashboards:

You can further explore plan usage by selecting the **Average Washed per Subscription** Widget from the main dashboard page. The detail on this Jump To Dashboard allows you to easily review basic stats on plan redemptions and determine your average plan usage for each month for the selected date range.



Widgets on the Jump to Dashboard:

- **1. Total Plan Washes** This indicator widget provides the user with the total number of redeemed washes for the date range.
- **2. Average Wash Per Plan** This indicator widget provides the user with the total number of washes divided by the total number of plans. This widget also has a secondary calculation that provides the average number of washes for plans that at the time of the redemption were older than 30 days.
- **3. Total Plan Redemptions Per Site** This chart allows multi-site operators to easily review the total washes redeemed per location for the selected date range.

- This data is based on the transaction site, so filtering for a specific Originating Site of Plan will allow the user to see where those washes are redeemed.
- **4. Plan Usage Stats** This chart provides the following stats for each month/year in the selected date range and Wash Location:
 - **Total Plan Redemptions** Total washes redeemed for plans, for the selected parameters and date range
 - # Plans w/Redemptions Total number of plans with at least one redemption for the selected date range
 - Average Washes Per Plan >1 Month This represents the average washes per plan that is older than 30 days at the time of the wash redemption.
 - Average Washes Per Plan > 6 Months This represents the average washes per plan that were older than six months at the time of the redemption.
 - **Oldest Plan Redeemed** This calculation provides the user with the oldest plan that was redeemed during the selected date range.

Filter Options:

The filters from the Plan Usage Dashboard will pass through to the Jump to Dashboard

- **Tenant Org Code** Organization code
- **Originating Site Name** The sites from which the plan was originally purchased
- Plan Type Filter for choosing Unlimited or Unit plans
- **Reload Type** Filter to select Auto Reloading plans or Manual Reloading plans
- **Date filter** Users can choose from a set of smart filters or choose their own date range with the provided date filter option.

Device Cash Report Updates

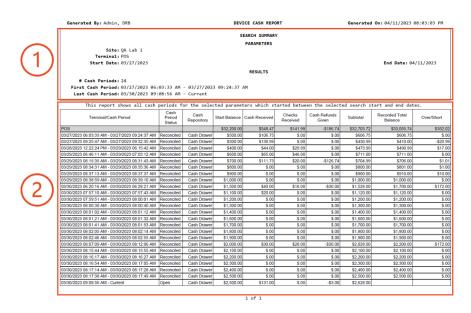
The Device Cash Report has been updated to allow Patheon users to easily review cash activity at their POS terminals, including total starting balance, cash paid in, cash refunds provided, ending balances and terminal over/short amounts.

NOTE: Due to changes made in cash handling, this report will not provide details for cash periods prior to July 2022.

Preview Parameters (Report Parameters):

- **Start/End Date:** Users can choose a date range for the data they would like to return in the report. The results will display all cash periods which began and ended within the selected date range, relevant to all other selected parameters.
- **Sites:** This is a single select option that allows a user to choose the site they would like to review in the report.
- **Terminal:** This is a single select option that allows the user to choose which terminal they would like to see in the report.

Device Cash Report:



- **1. Search Summary** This section of the report will provide the user with a summary of their selected parameters.
 - **Site** This will list the site the user selected when running the report.

- **Terminal** This is the POS terminal the user selected when running the report.
- **Start and End Dates** This represents the beginning and ending date ranges selected by the user for which the report data is returned.
- **# Cash Periods** This represents the total number of periods where the terminal had a new starting and ending balance.
- First Cash Period Date This represents the first date a starting balance was
 entered with its closing date and time, if applicable.
- Last Cash Period Date This represents the last date a starting balance was entered for that terminal. This may or may not include an ending date.

2. Report Details

- **Terminal/Cash Period** This column represents the Terminal Name the user selected along with the date range for each Cash Period in the selected date range.
- Cash Period Status This column shows if the cash period is Reconciled or Open. A Reconciled Cash Period occurs when a user records an Ending Balance for the terminal on the Cash Balance tab. An Open Cash period is a cash period that is still active, and an Ending Balance was not entered.
- **Cash Repository** This represents the Cash Drawer.
- **Starting Balance** This is the beginning balance that is entered at the start of a day when opening the terminal for use. A user must go to the Cash Balance page and Record Starting Balance to begin completing transactions.
- Cash Received The net amount of money paid into the cash drawer
- Checks Received The total dollar amount entered for checks
- **Cash Refunds Given** The total dollar amount given back to consumers in cash refunds or voided/cancelled transactions.
- **Subtotal** The sum of the Starting Balance, Cash Received, Checks Received, and Cash Refunds given.
- Recorded Balance The total amount entered on the Cash Balance tab with the Ending Balance at the end of the day when the cash drawer is counted down.
- **Over/Short** This is the difference between the Recorded Total Balance and the Subtotal.
 - o If this amount is negative, the cash drawer is short.
 - o If the amount is positive, the drawer is over.

 If the wrong ending balance is entered it can be edited, using the Cash Balance tab on the POS Terminal.

House Account Activity Report Enhancements

The House Account Activity Report has been updated to combine the Summary and Detail Report into one output when a user runs this report. The Summary Detail filter has been removed from the preview parameter options.

When this report is run, it will provide a summary section and detail section for each house account selected, allowing users to easily review the totals and their corresponding transactions for each house account. Each section will display on a separate page.



Generated By	r: Admin, DRB		House Account Activity Report					Generated On: 04/17/2023 11:41:01 AM			
Transaction Type	Sale ID	Date	Location	Member	Detail Vehicle	Vehicle ID	Secondary ID	Products	Charges	Payments	
Sale	000102082368676	2/8/2023 11:30 AM	QA Lab 1	Tested HouseAccou nt				Basic Wash	0.00	14.92	
Sale	000102082368675	2/8/2023 11:30 AM	QA Lab 1	Tested HouseAccou nt	2022/Mercedes Benz/GLS450/or ange	33333+444444		Basic Wash	8.00	0.00	
Sale	000102082368674	2/8/2023 11:29 AM	QA Lab 1	Tested HouseAccou nt	2022/Mini/Coop er Countryman/blu e	22222+333333		Basic Wash	8.00	0.00	
Sale	000102032368582	2/3/2023 12:56 PM	QA Lab 1	Tested HouseAccou nt	2022/Hercedes Benz/GLS450/or ange	33333+444444		Basic Wash	8.00	0.00	
Sale	000102032368580	2/3/2023 12:33 PM	QA Lab 1	Tested HouseAccou nt				Basic Wash	0.00	0.00	
Sale	000102032368580	2/3/2023 12:33 PM	QA Lab 1	Tested HouseAccou nt				Basic Wash	8.00	0.00	
Sale	000102032368580	2/3/2023 12:33 PM	QA Lab 1	Tested HouseAccou nt	2022/Mini/Coop er Countryman/blu			Basic Wash	8.00	0.00	