Patheon® Release 32 Notes

Patheon Release 32 includes the following feature enhancements. Click on one of the following links to get more details on specific highlights of this release:

[Employees Barcodes](#)

Portal
- [Suspend and Discontinue Plans](#)

Patheon Insights
- [Updated Wash Stats Dashboard](#)

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

Employee Barcodes

To increase security and speed up employee logins, employees can now scan the barcode on their employee ID card to log in to the cashier application.

Organizations can create their own barcodes or soon they will be able to purchase employee ID cards with barcodes from DRB. Watch for more information on when these ID cards will be available to order.

Click here to view the Employee Barcode training video.

Helpful Tip – If you don't want to require your employees to enter their pin after scanning their barcode, select "No" in the field "Require PIN for kiosk access?". You can find this field in an employee's credential settings in the Portal.

Portal

Suspend and Discontinue Unlimited Plans

To increase the operational efficiency by allowing wash team members to manage plans from anywhere, unlimited plans can now be suspended and discontinued from the Portal.

Click here to view the Suspend and Discontinue Plans training video.

Patheon Insights

Updated Wash Stats Dashboard

Improvements have been made to the Wash Stats Dashboard. While the focus is still on car wash counts, we've added a few new sections to the car count breakdown along with additional drill-down capabilities.
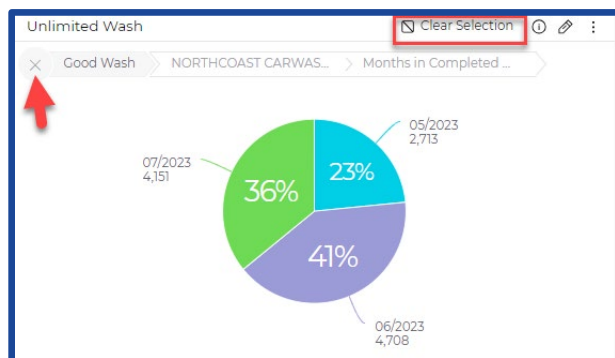
Car Count Breakdown Section

The Car Count Breakdown section now covers all wash counts by transaction types, broken out by product name in simple pie charts.

You are now able to drill down into the data in each 'slice' of the pie charts. Simply right-click on a pie slice and you will see the drill-down options. In this example, the options are to view by Month or by Site OR by Site and then Month.
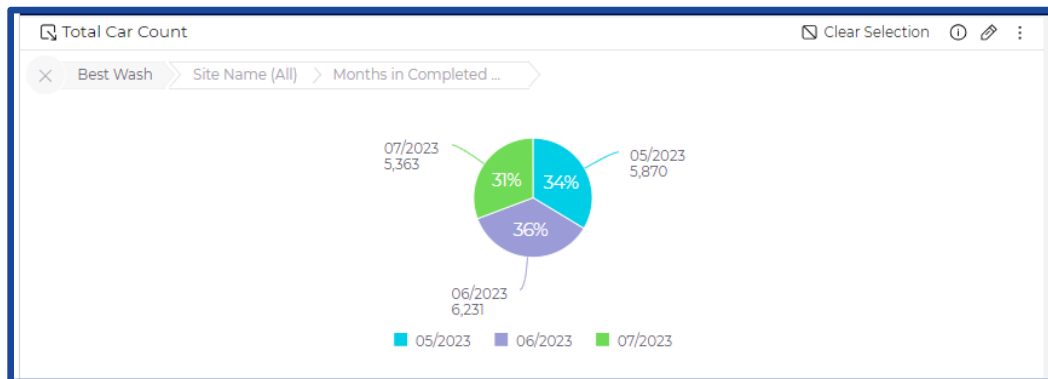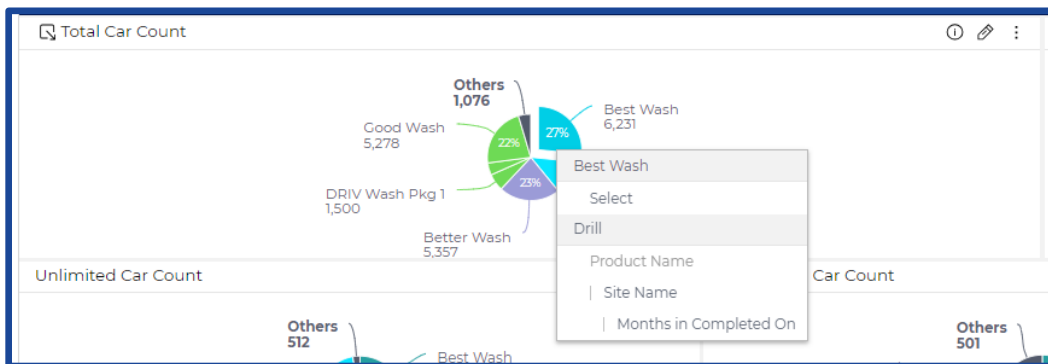
*Clicking on the **X** after drilling into the data will bring your widget back to its original state. Or you can use the **CLEAR SELECTION** option.

Widgets
Car Count Breakdown Section
- **Total Wash:** This widget displays the total number of completed transactions that contained a wash product (not including cancelled or voided transactions).
- **Rewash:** This widget displays the total number of completed transactions that contained a wash with a transaction type of Rewash.
- **Unlimited Wash:** This widget displays the total number of redeemed transactions that contained a wash product and were redeemed by an unlimited monthly plan member. Both Auto Reloading and Manual Reloading (ARM AND CLUB) transactions are included.
- **Single Paid Wash:** This widget displays the total completed transactions that contain a wash product and **were not** part of an Unlimited Plan redemption, Rewash OR Prepaid code redemption.
- **Prepaid Wash:** This widget displays the total number of completed unit plan redemptions.
- **Wash Counts-Wash Transaction Types:** This new chart displays wash stats by location for the selected date range. The chart includes the following information:
  - **Total Washes:** The total number of completed transactions that contained a wash product
  - **Total $ Per Wash**: The total revenue received per total wash count.
  - **Unltd Wash:** Also known as Unlimited Wash, this is the total number of redeemed transactions that contained a wash product and were redeemed by an unlimited monthly plan member. Both Auto Reloading and Manual Reloading (ARM AND CLUB) transactions are included.
  - **% Unltd Wash:** Unlimited washes divided by the Total Car Count to show what percentage of total washes were for unlimited wash plans.
  - **$ Per Unltd Wash:** Total unlimited plan revenue divided by the unlimited wash count.
  - **Single Paid Wash:** The total completed transactions that contain a wash product and were not part of an Unlimited redemption, Rewash OR Prepaid Code redemption
  - **% Single Paid Wash:** Paid Car Count divided by the Total Car Count. The percentage of purchased washes that were for single paid consumers.
  - **$ Per Single Paid Wash:** The total single wash revenue divided by the single wash car count.
  - **Rewash:** The total number of completed transactions that contained a wash with a transaction type of Rewash.

o **% Rewash:** Rewash car count divided by the total car count. The percentage of total washes that were entered as a rewash.

o **Prepaid Wash:** The total unit code count redemptions.

o **% Prepaid Wash:** Prepaid washes redeemed divided by the total wash count. Percentage of total washes that were part of a prepaid unit plan redemption.

Users can drill down into the data in this chart and view stats by Date. Right-click on the site name to access this capability.

This data can be easily exported. Simply click on the three dots and select an export type. Exporting the data as a CSV provides the best experience when looking at dates.
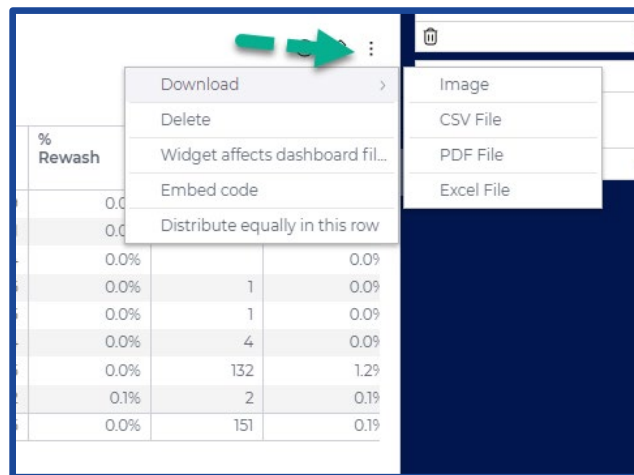
Wash Count Stats Section

The **Data Aggregation Level** allows you to choose how you want to view the data in the column charts of the **Wash Count Stats Section** (Years, Quarters, Months, Weeks, Days).

Once the timeframe is selected, the **Wash Counts by Wash Transaction Types Chart** breaks down wash transactions by transaction type which include Prepaid, Rewash, Single Paid Wash and Unlimited Washes.

This chart also provides drill-down capabilities. Users can view data by Site Name or Product, or they can choose to review a specific column at a lower date aggregation level. In the example below, if you are reviewing your data by Months and you right-click a specific month column (07/2023), you can then choose to review that Month by Weeks and Days.
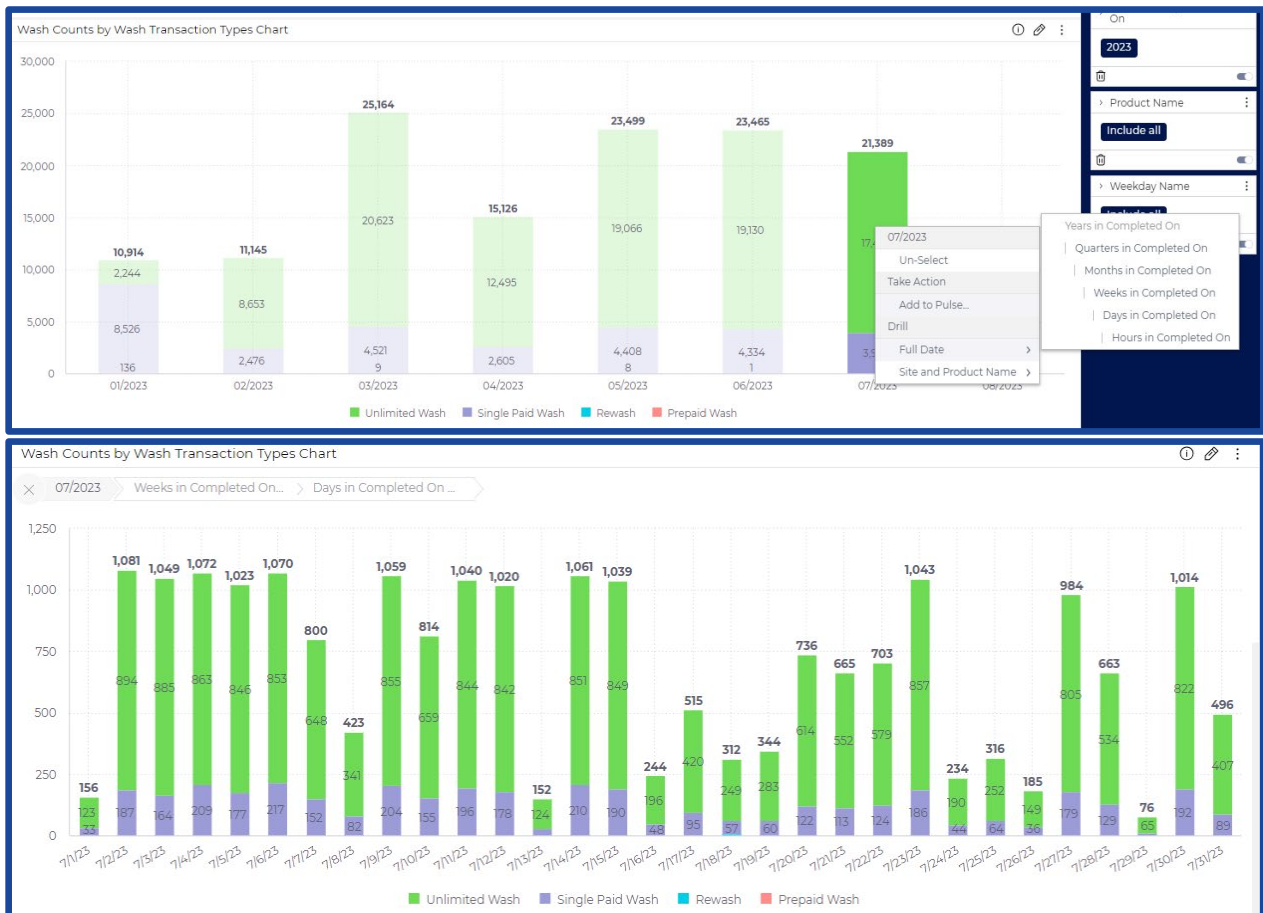
The **PayGo vs Plan Washes** chart is designed to breakdown total cars washed versus unlimited plan washes. In this section PayGo includes Prepaid Washes and Rewashes.

Widgets

- **Unlimited**: Any completed wash transaction that was an Auto Reloading (ARM) plan or a Manually Reloading (club) plan redemption.
- **PayGo:** Any wash that was not tied to an unlimited plan redemption or EWA member.
- **EWA PayGo**: Any wash that was purchased via the consumer signing up for EWA Wash Pass.

Like the **Car Count Breakdown** section, data in this section can be drilled down for further analysis and can be exported.

Wash Stats Dashboard Filter Options

- **Site Name:** Name of the site where the transactions were completed.
- **Completed On:** The date on which the transaction was completed. This filter is an open date filter that allows the user to select how they want to view the information. The choices are by Years, Months, Time Frame and an open calendar selection.
- **Product Name:** Filter to review the dashboard by product name.
- **Weekday Name:** Filter to review stats for specific days of the week.