



## Patheon<sup>®</sup> Release 9 Notes

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Patheon Release 9 includes a group of enhancements related to the Essential Web App (EWA), kiosk functions, wash plan subscriptions, a new Patheon Insights dashboard, and additional bug fixes and useability improvements. Click on one of the following to get more details on specific highlights of this release:

- [Essential Web App \(EWA\) enhancements](#)
- [Kiosk enhancements](#)
- [Wash plan subscription enhancements](#)
- [Patheon Insights dashboard enhancement](#)

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

## Patheon Essential Web App (EWA) Enhancements

Patheon's Essential Web App (EWA) combines the features of a modern browser with the benefits of a mobile eCommerce experience.

Add your brand elements to the EWA and allow consumers to buy washes, prepaid cards, and unlimited monthly passes from any internet connected device.

### Operator's Client Name is No Longer Displayed on the EWA Login Page

An operator's *Client Name* and *Site Name* are not always identical - or even similar. To prevent EWA customer confusion, the Client Name is no longer displayed on the app login page.

### EWA Plan Purchase Success Messages Can be Customized

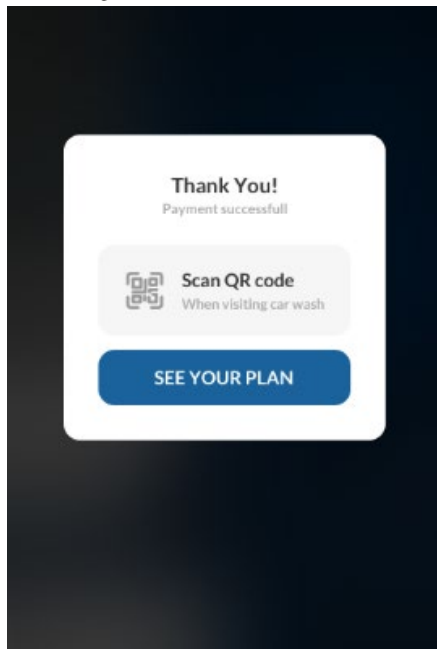
Operators can configure custom success messages for plan purchases so that the message relates to the operator workflow and the action taken by the user.

#### RFID Example:

Text: Scan QR code

Description: When visiting car wash

Icon: QR code

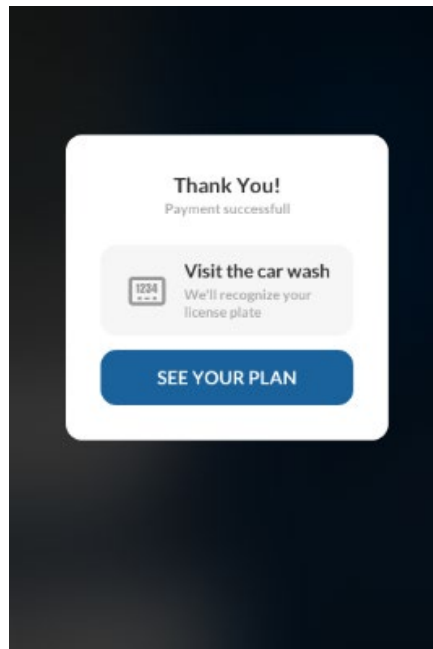


#### License Plate Example:

Text: Visit the car wash

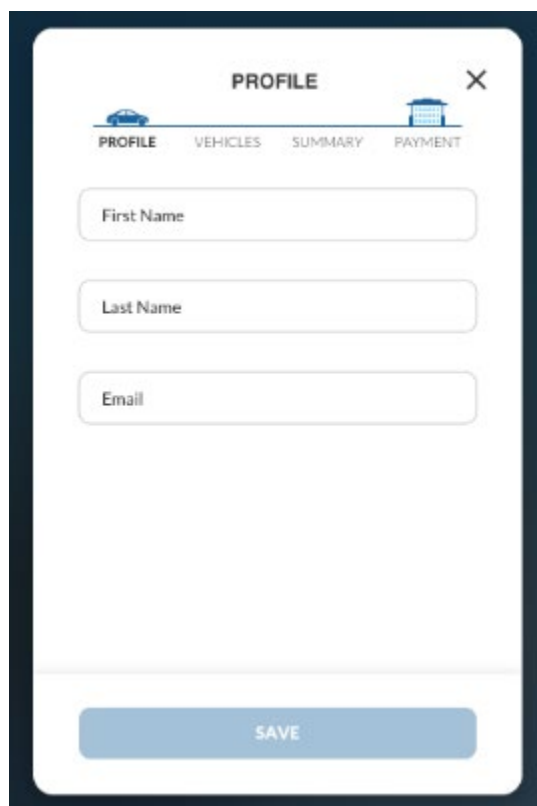
Description: We'll recognize your license plate

Icon: LP



## New Customer Plan Purchase Enhancement

New users can create a *Profile* in a site's EWA so they can purchase a wash plan subscription (unlimited, time-based with renewal). When a new user initiates a plan purchase, while having no customer record linked to a consumer account, an alternative modal with step-by-step instructions is opened.



The image shows a mobile application modal titled "PROFILE" with a close button (X) in the top right corner. Below the title is a horizontal menu with four items: "PROFILE" (highlighted with a car icon), "VEHICLES" (with a car icon), "SUMMARY" (with a document icon), and "PAYMENT" (with a building icon). The main content area contains three text input fields labeled "First Name", "Last Name", and "Email". At the bottom of the modal is a blue "SAVE" button.

Once all mandatory information is provided, a new customer record is created and linked to a consumer account.

## QR Code Recognition Upgrade

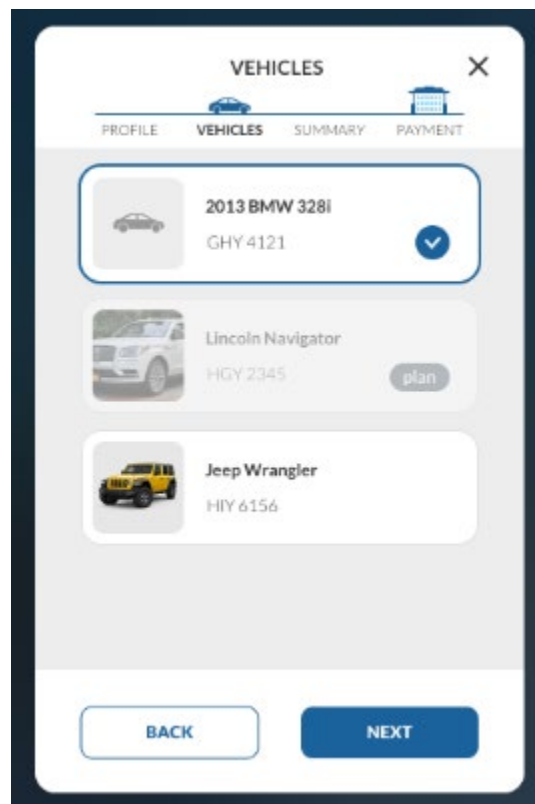
The customer plan QR code is deactivated once the EWA user successfully uses it for their first plan redemption.

This prevents a code from being shared or being fraudulently reused. This enhancement covers all operating environments - RFID flow, LPR flow, or a mixed flow - by invalidating the code as soon as the user redeems the plan.

## EWA General and Visual Enhancements

When a customer's vehicle list is in selection mode, any vehicles already assigned to a plan are disabled and cannot be selected.

All fonts and graphic elements (e.g., the navigation bar at the top) are aligned, scaled, and properly sized.



## EWA Transactions Are Distinguishable From Transactions Created at a Site

While in the POS, staff can easily identify and distinguish between transactions created from the EWA and those created at a site (cashier terminal, kiosk terminal, etc.)

From the Sales History panel, the **Site** column contains **E-Comm** instead of the site code after the site name.

The screenshot displays the Patheon POS system's Sales History panel. The interface includes a sidebar with navigation options like Sales, Active Sales, Sales History (highlighted), Wash Queue, Customers, Time Clock, Cash Balance, and Hardware. The main area shows a table of sales transactions. The table has columns for Date/Time, Site, Sale ID, Vehicle ID, Customer, Total, and Status. One transaction is highlighted with a red circle, showing 'Site B E-Comm' in the Site column.

Date/Time	Site	Sale ID	Vehicle ID	Customer	Total	Status
10/22/18 3:22:32pm	Site A BTH001	000204122100	--	--	\$11.20	Purchased
10/22/18 3:21:32pm	Long Name Site BTH006	000204122100	12345+123456	Kita Chihoko Von Streudel Abro...	\$0.00	Redeemed
10/22/18 3:20:32pm	Site B BTH002	000204122100	ABC1234	--	\$5.00	Purchased
10/22/18 3:19:32pm	Site A BTH001	000204122100	76345+663451	Sophie Asveld	\$16.60	Item(s) Voided
10/22/18 3:18:32pm	Site A BTH001	000204122100	123456785	--	\$23.00	Purchased
10/22/18 3:17:32pm	Site A BTH001	000204122100	123456784	Niek Bove	\$10.70	Refunded
10/22/18 3:16:32pm	The Other Site BTH003	000204122100	123456783	Fukuyo Kazutoshi	\$0.00	Purchased
10/22/18 3:15:32pm	Site A BTH001	000204122100	123456782	--	\$4.00	Redeemed
10/22/18 3:14:32pm	Site B E-Comm	000204122100	--	Wulf Kindler	\$0.00	Purchased
10/22/18 3:13:32pm	Site B BTH002	000204122100	123456780	--	\$12.20	Purchased

\* Also visible in the Transactions table on the Customer Detail panel.

## The EWA is Now Available and Supported in Canada

Plans are configured with a CAD price and display the CAD price as "CA\$" in the EWA.

Canadian EWA users can sign up and register their profile with a Canadian phone number (correct country code and number).

Canadian EWA users can select their province when adding a vehicle. Available provinces include Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, Quebec, and Saskatchewan.

## Moneris Support is Now Available for the EWA in Canada

Canadian operators can configure a Moneris hosted tokenization profile ID so EWA users can tender sales with their card-on-file.

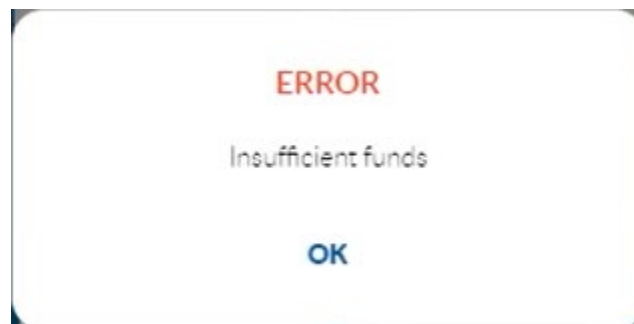
Canadian operators can provide Moneris a hosted tokenization profile ID in payment processor settings. This option is only available if all the following conditions are met:

- The E-commerce feature is enabled for the organization
- Moneris is selected as the payment processor
- Hosted Tokenization Profile ID field does not exceed 30 max alphanumeric characters (a-z, A-Z, 0-9)

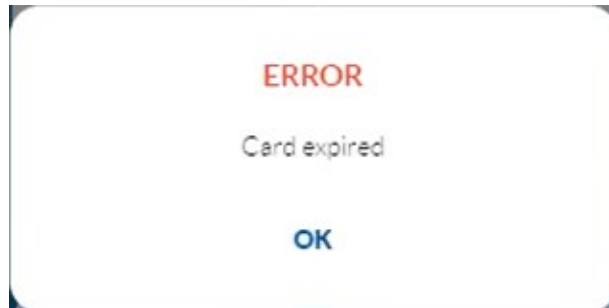
## Canadian EWA: Users Are Presented with an Error Message if Payment Fails

EWA users with a home site that uses Moneris as the payment processor are presented with an error message when an attempt to purchase a plan (new card or existing card) is declined. The displayed error message corresponds with Moneris response codes.

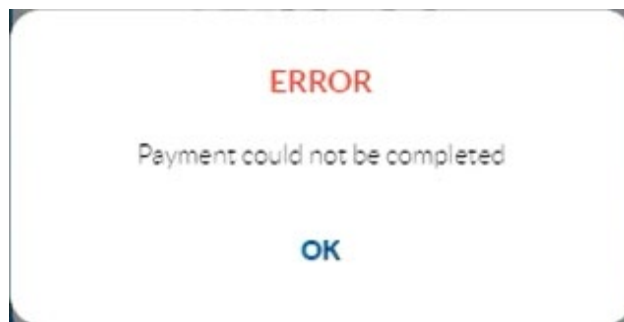
Insufficient funds: Moneris response code **51**



Card expired: Moneris response code 54



Payment could not be completed:  
All other Moneris decline responses



## Canadian EWA: Users Can Purchase a Plan Using Card-On-File Feature

EWA users with a home site that uses Moneris as the payment processor can purchase a wash plan subscription using a card-on-file.




## Canadian EWA: Users Can Add a New Payment Card to Purchase a Plan From the EWA

EWA users with a home site that uses Moneris as the payment processor can purchase a plan by entering a payment card that hasn't already been associated with their profile.

Once the user completes the last step of a plan purchase (payment), they are redirected to a Moneris-hosted page. Upon completion of the actions on the Moneris-hosted page, the user is returned to the EWA and experiences the remaining sequence for a successful purchase.

The new payment card is then saved to the customer profile where it is synced for plan renewal transactions and available for future card-on-file transactions.





## Kiosk Enhancements

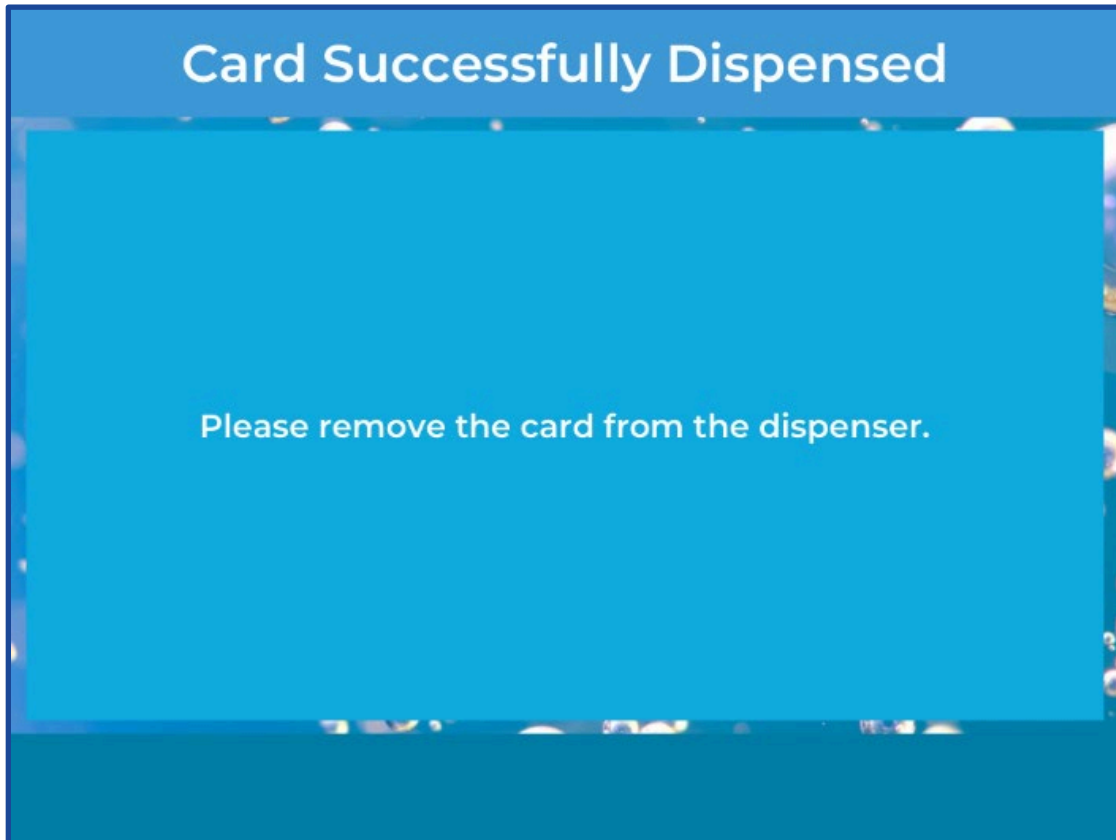
### Gift Cards and Prepaid Wash Cards Can Now be Sold and Dispensed From Kiosks

Operators can now configure their kiosk terminal workflows to sell and dispense gift cards and prepaid wash cards.



Upon payment, the card is dispensed, associated with the transaction, and assigned the corresponding gift card and/or prepaid wash card balance.

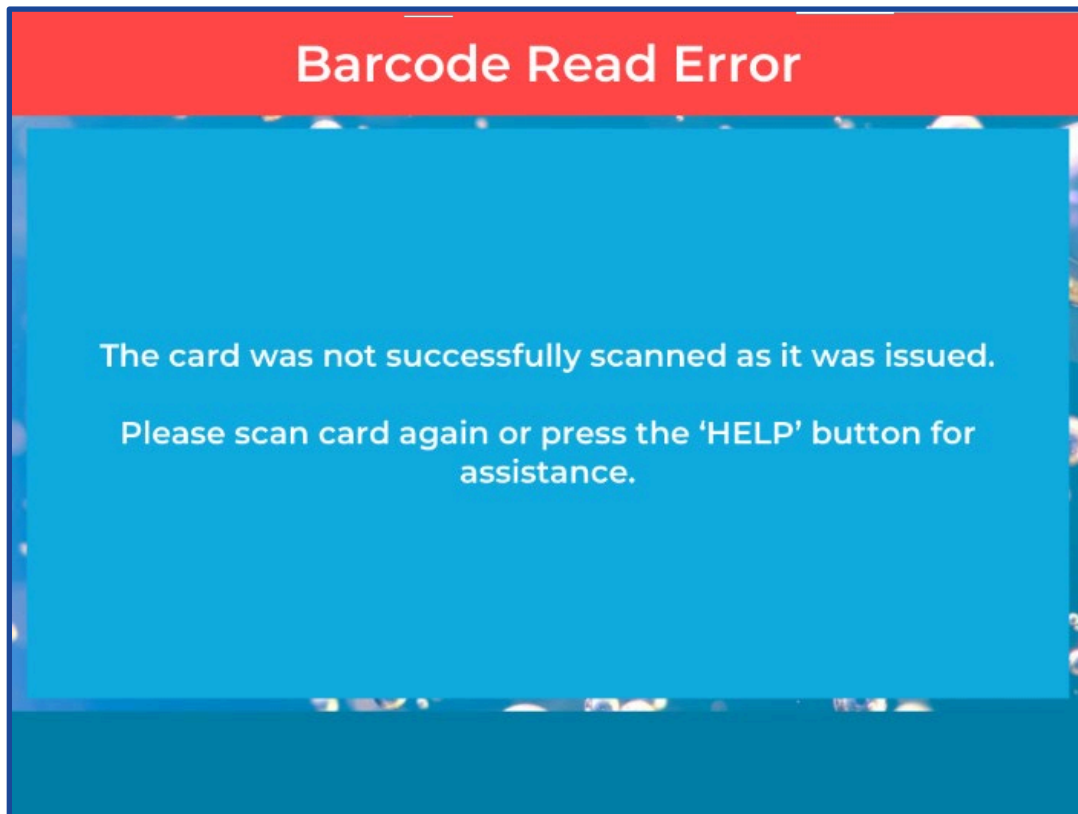
When a customer purchases a gift card from a kiosk terminal, a **Card Successfully Dispensed** screen is displayed, prompting the customer to remove the card from the dispenser.



As soon as the dispensed card is taken, the **Please Wait** screen is displayed. If the user doesn't remove the card from the kiosk during the general 'timeout' period, the **Please Wait** screen remains displayed, and the gate raises.

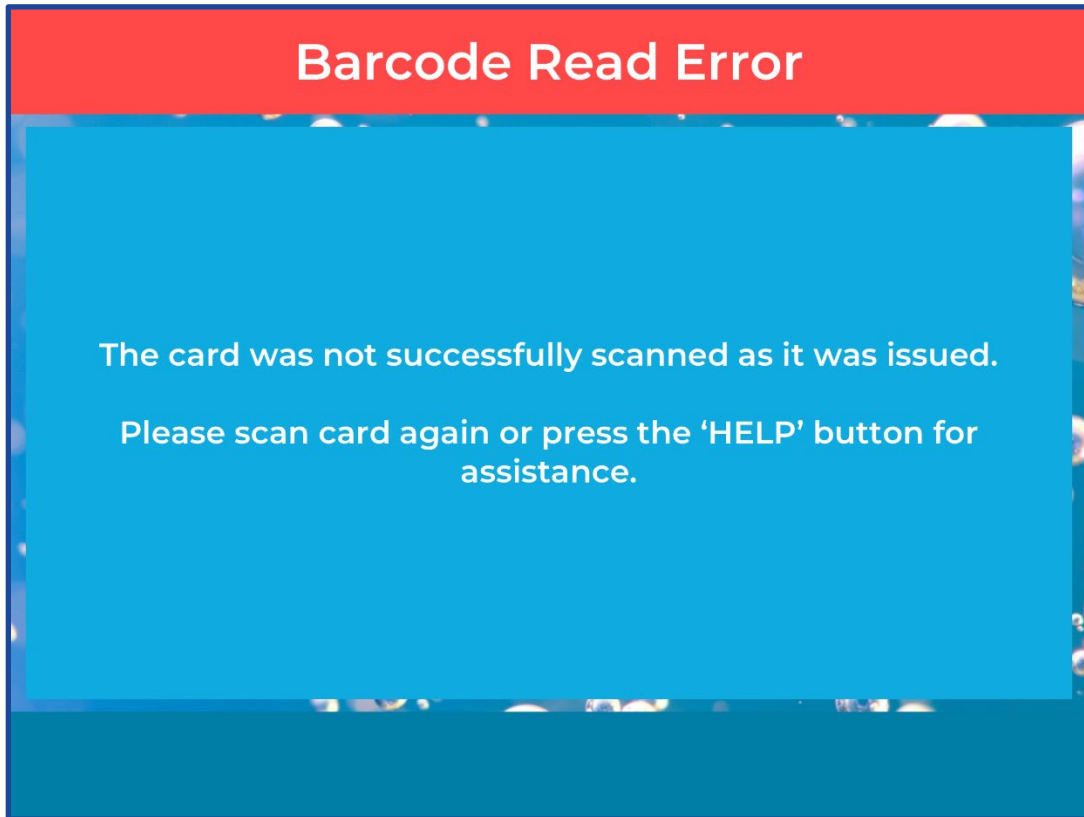
## Barcode Errors

If the internal barcode scan fails when the card is dispensed, the customer is prompted with an error screen to scan their card using the kiosk terminal's external barcode scanner.



If the manual barcode scan was successful, the card is tied to the corresponding transaction. At this point, the manually scanned card is converted into a Gift card or Prepaid card, the selected amount is added to the card, and the card is redeemed for one unit.

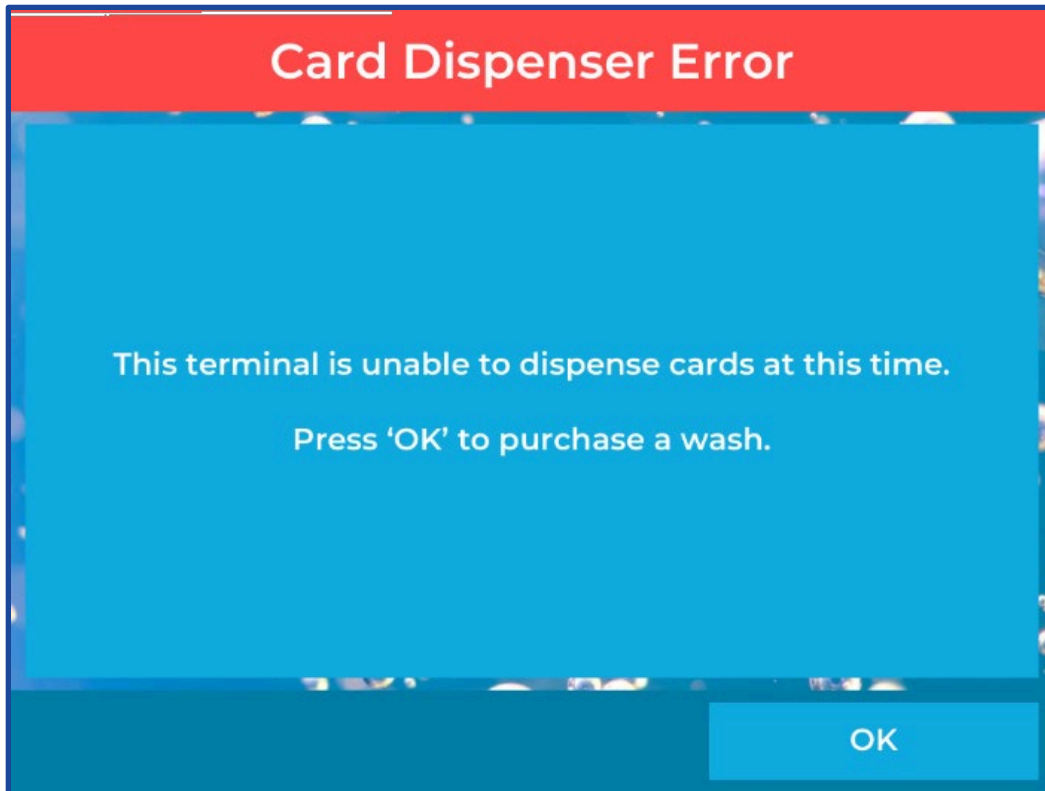
If the manually scanned barcode is not found in the list of 'generic' cards, the customer is prompted with another error screen instructing them to re-scan the card or press the "HELP" button for assistance.



The external barcode scanner remains active so the barcode can be scanned again and becomes inactive once the customer navigates away from the error screen.

## Card Dispenser Error

If the card(s) fails to dispense, a **Card Dispenser Error** screen is displayed, and the customer is instructed to press 'OK' to purchase a wash.



## Print Receipts for Gift Cards and Prepaid Cards

Customers who purchase gift cards and/or prepaid cards from a kiosk can print a receipt

Upon purchase, a screen is displayed: **Do You Want Receipt?** If the customer selects **Yes**, a receipt with the following information is printed:

Receipt Logo (if one is configured)

Receipt Header

- Company/site name
- Site address

Receipt Body

- Item lines: item quantity, item name, and item cost
- Subtotal
- Sales Tax
- Total
- Payment lines (one line per each payment):
  - payment type
  - card number (if card payment), format is \*\*\*\*4321.

Receipt Footer

- Terminal name
- Transaction date/time
- Shift number
- Transaction number

## Upsells Can Display After Gift Cards/Prepaid Cards Have Been Added to the Cart

An upsell screen can be configured to appear once the gift/prepaid card(s) have been added to the cart.

## Wash Plan Subscription Upgrades

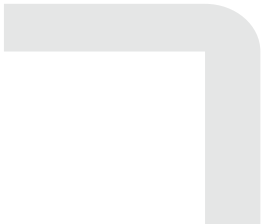
### Plan Status Descriptions are Enhanced

When the status of a customer plan is changed the list of transactions has expanded from only customer plan reloads to include any actions made to a customer plan.

The status is visible from the POS in the Plans section of the Customer panel. The status can also be seen in the POS under Sales History panel.

The actions or events that will now be available include:

- **Add Vehicle:** A vehicle is added to the plan
- **Added:** A new customer plan is created
- **Discontinued:** The customer plan becomes discontinued and moves to the Discontinued status
- **Discontinuing:** The plan is set to be discontinued and moves to the Discontinuing status
- **Expired:** The plan is expired and moves to the Expired status.
- **OutOfUnits:** The plan ends because it is out of units and moves to the OutOfUnits status
- **Payment Account Updated:** The payment account information is updated for a plan
- **Redeemed:** The plan is used to redeem a wash
- **Reload:** The plan is reloaded
- **Reloading:** The plan is in the reloading status. This occurs when the auto payment failed, but it still within the grace period and the customer can still use the plan
- **Remove Vehicle:** A vehicle is removed from the plan
- **Resumed:** A suspended plan is resumed
- **Reactivated.** The suspension of the plan is canceled. This occurs when a plan is in the Suspending status and goes back to an Active status
- **Suspended:** A plan is suspended. This occurs when a plan goes to a Suspended status
- **Suspending:** A plan is marked to be suspended. The plan will go into a Suspending status
- **Terminated:** A plan is Terminated
- **TransferredIn:** A plan is added by transferring to a new plan

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- TransferredOut: A plan is ended by transferring to a new plan
  - Unpaid: A plan is ended because of failure of payment
  - Vehicle Updated: When a vehicle is updated

## Reloading Status Enhancements

The Plan resume and Plan reactivate operations have been enhanced to provide clearer distinction between the two.


In previous releases, the two plan operations are represented by similar transactions:

- Plan reactivation: Available when plan is in Suspending status. It moves the plan back to Active status and creates a tenderless transaction.
- Plan resume: Available when plan is in Suspended status. It moves the plan back to Active status and results in a transaction with pro-rated reload for the remainder of the month.

While both transactions are executed using the same Resume Plan button, they have different financial outcomes.

Now if a plan has a Suspending status and it is reactivated, the system reverts the suspension and plan status back to Active and creates a reactivation transaction with a \$0 amount. The status is displayed as **Reactivated**.

When a plan is in the Suspended status and it is moved to Active status, it results in a transaction with a pro-rated reload for the remainder of the month and the status is displayed as **Resumed**.

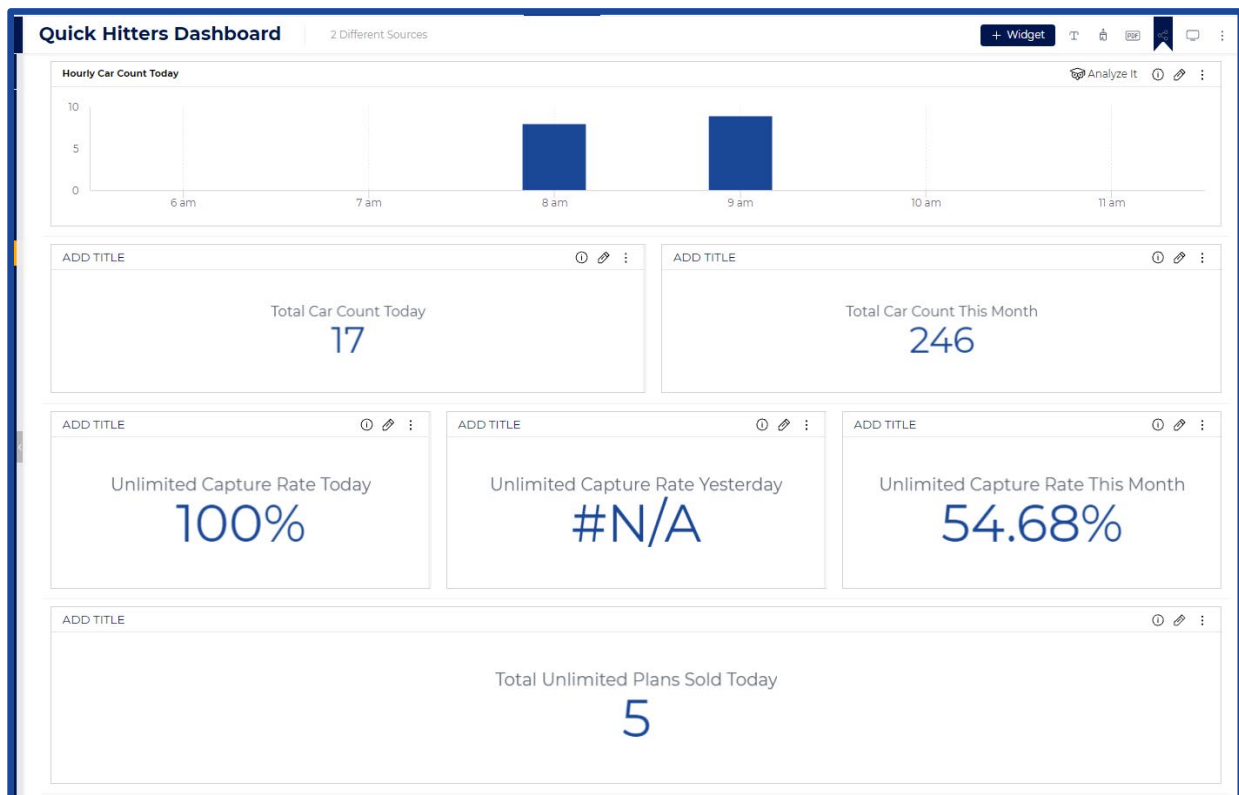




## Patheon Insights Enhancement

### New “Quick Hitters” Dashboard Now Available

The “Quick Hitters” Dashboard provides a concise overview of daily KPIs. Because the report includes important operating metrics without disclosing financial information, the new dashboard can be shared with non-manager employees.



The Patheon Insights "Quick Hitters" dashboard includes the following widgets:

**Hourly Car Count Today:** Matches the General Sales Report total for the hour

**Total Car Count Today:** Matches the General Sales Report total for the day.

**Total Car Count this Month:** Matches the General Sales Report total for the month.

**Unlimited Capture Rate Today:** Matches the Plans Sold/(car counts - redemptions) for the current day.

**Unlimited Capture Rate Yesterday:** Matches the Plans Sold/(car counts - redemptions) for the previous day.

**Unlimited Capture Rate this Month:** Matches the Plans Sold/(car counts - redemptions) for the current month.