



September 29, 2025

Hello Store Managers and Stores,

We're looking forward to bringing the new Vision POS to your store on **Monday, October 6.**

To help you and your store prepare, we've outlined the activities that should be completed **this week.**

Review the [Final Cutover Activities tab](#) on the Vision KC page for a day-by-day breakdown of the actions required of you this week.

Readiness Activities for 9/29 – 10/5	
1. Store Managers and Assistant Manager AORs should spend at least one full day getting hands-on experience with the new POS at their Buddy Store.	
Refer to the Buddy Store Visits tab to prepare for your visit and track the processes you need to be trained on.	
2. Review the list of the Latest Aged Layaways (six months and older) on the Final Cutover Activities tab and begin clearing them out as outlined in the Layaway and Gift Certificates Transition QRG .	
These MUST be cleared out from the POS no later than EOD Wednesday, October 1 to go live with the Vision POS.	
3. Follow the Environment Ready Checklist to ensure all Vision equipment (PEDs, Mobility devices, printers, etc.) is working properly.	
If any equipment is not working, please contact the Service Desk as soon as possible to have a ticket opened.	
4. Ensure ALL open Layaways and quotes with units associated are printed and cleared out by close of business Friday.	
5. Ensure all Net Stations and printers remain powered on all week. Please do NOT move (turn off, plug-in, unplug) any printers, PEDs, or Net Stations through Sunday evening.	

6. Print and review your Day 1 support procedures ([Opening Day Reminders](#), [End of Day Process](#), [Before Starting Books](#)).

7. On Wednesday, the following training will be assigned in the DTU Learning System:

- **Sales Apprentices and Service Professionals (Due by 10/4)**
 - Vision POS 100: Introduction
 - Vision POS 101: Order Management
 - Vision POS 101: Customer Management
 - Vision POS 101: CSL Management
 - Vision POS 102: Return for Service
- **Crew Chiefs and Service Coordinators (Due by 10/4)**
 - Vision POS 101: Introduction
 - Vision POS 102: CSL Management
- **Store Managers and Senior Assistant Managers (Due by 10/3)**
 - Vision POS 102: End of Day

8. Aim for completing your books and closing by 7PM local time on Saturday so your equipment conversion can begin as soon as possible.

Ensure no open Layaways and quotes with units remain in your POS when you close.

IMPORTANT: While closing at 7PM will allow your conversion to begin quickly, please continue to provide a World-Class Employee Experience to any walk-in customers as you normally would.

If you have questions, please first reach out to your AVP or Buddy Store. If you need additional assistance beyond this, please follow the Support Flow shown on the [Project Vision KC page](#).

Thank you for being on this journey with us!