



October 6, 2025

Hello Store Managers and Stores,

As part of our ongoing efforts to provide the highest level of support to stores being onboarded to the Vision POS, we identified an opportunity to improve on the training we delivered. Buddy Stores and our new General Release 6 and 7 stores have completed, or are in the process of taking, new courses through our DTU Learning System.

To ensure all our stores have the same level of knowledge and training with this POS, these courses are being assigned as a “Recertification” to all current Vision stores.

NOTE: If you are a Buddy Store that has previously completed these courses, they have not been reassigned.

What you need to know

- Starting **Monday, October 6**, the following Vision POS courses will be assigned:

Course	Description
100: Introduction <i>(Crew Chiefs – Store Managers)</i>	Introduces the Vision POS, how to log in, and the common features used every day.
101: CSL Management <i>(Crew Chiefs – Store Managers)</i>	Overview of the CSL and common features used to manage the work being performed on vehicles.
101: Order Management <i>(Sales Apprentices – Store Managers)</i>	Overview of the Order Management process, including creating a sales order, the basic flow for Fleet customers, ETV, and multi-user sessions.
101: Customer Management <i>(Sales Apprentices – Store Managers)</i>	Details the Customer Management process, including modifying an order, working with adjustments, and using the extended product search for miscellaneous articles.

102: Return for Service, Open Orders, & Managing Appointments <i>(Sales Apprentices – Store Managers)</i>	Details how to properly flag orders when an additional service is needed for work that was previously completed on a customer vehicle. Also, the various types of orders are reviewed that include appointments, open orders, and BOPIS.
102: Operational Tasks & End of Day <i>(Senior Assistants & Store Managers)</i>	Outlines the processes for vouchers, the parked list, refunds and voids, and end of day tasks.

Our ask of you

- Please click the following link: [DTU Learning System](#) to log in and complete your assigned Vision POS courses.
- Store Managers – Sales Apprentices should complete their courses **by end of day Saturday, October 18.**
- Service Coordinators and Crew Chiefs should complete their courses **by end of day Saturday, November 8.**

NOTE: If at any point you need to reference the training material after you have completed the course in the DTU Learning System, you can leverage the new training tabs on the updated [Vision KC page](#).

If you have any questions about the training, please contact DTU_Learning@discounttire.com.

For all other Vision-related questions, please continue to follow the Support Flow shown on the [Vision KC page](#).

Thank you for striving to be the BEST!