



October 6, 2025

Hello Store Managers and Stores,

We're looking forward to bringing the new Vision POS to your store on **Monday, October 13**.

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 10/6 – 10/12

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 8 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 with a completion date of 10/11:
- **Sales Apprentices and Service Professionals**
 - 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, Open Orders, & Managing Appointments
 - **Crew Chiefs and Service Coordinators**
 - Vision POS 101: Introduction
 - Vision POS 102: CSL Management
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!