

# PROJECT VISION

## PARKED LIST REMINDER



It is critical that all Vision stores follow the Best Practices for managing the Parked List **throughout each day.**

### Orders Older than 7 Days

- The payment authorization may have dropped off, and a new payment may need to be collected.

### To Clear the Parked List

For each order, look up the customer's account and view the customer's history to see if another order was created.

- If **YES**, the order on the Parked List must be Deleted by following the steps in the [Parked List QRG](#).
- If **NO**, the order on the Parked List must be Finalized by calling the customer to collect payment.

**NOTE:** If the customer will not provide payment, the order must be finalized under "Uncollectable"

If a store knows with **absolute certainty** that an order on the Parked List has previously been finalized with collected payment, please submit a ticket to Support for that order.

If you have any questions, please continue to follow the [Support Flow](#).



**ORDERS ON  
PARKED LIST =  
NOT BEEN PAID!**

### Parked Transactions

Park Date/Time	Customer Name	Sales Order #
09/15/2025 3:11 PM	Blankenship Maeve	5066378630
09/15/2025 3:11 PM	Santoro Lana	5066378516

### Best Practices & Supporting Resources

- [Parked List QRG](#)
- [End of Day Process QRG](#)
- [Uncollectable Guided Simulation](#)
- [Uncollectable Unguided Simulation](#)
- [End of Day Procedures Simulations](#)