



Now that you are live with the Vision POS, below are some key updates/reminders to be aware of:

1. Capture Emails and Confirm Phone Number

- To ensure a complete Journey Tracker experience and establish unique customer identifiers, it is critical that we collect an email and phone number for all of Our Customers.
- Some customer information may not have been transferred from Legacy to the Vision POS, so it's critical that you validate to make sure you don't need to re-enter the email address, even if they've shopped with us before.
- When sending the receipt, select **Email** every time.

2. Parked List

- It is critical that all Vision stores follow the Best Practices for managing the Parked List throughout each day.
- If an order is shown on your Parked List, you have not been paid for that order yet.
- For orders older than 7 days, the payment authorization may have dropped off and a new payment may need to be collected.
- More details and resources can be found in the [Parked List Reminders document](#).

3. End-of-Day Process: Cash and Check Deposits

- When entering in cash and checks during your End-of-Day process, you **MUST** have two **separate** deposit bags going to the bank:
 - One for Cash
 - One for ChecksPlease do **NOT** combine them into one deposit bag.
- Full details on the End-of-Day process can be found in the [QRG](#).

4. Support Flow

BEFORE contacting the Service Desk, follow the [Support Flow](#) to resolve any questions or **urgent** issues you may be experiencing.

1. Review training materials on the KC or Self-Service list

2. Contact your AVP
3. Contact your Buddy Store
4. If it is still unresolved, call Service Desk Support at 480-606-6007 or 800-366-4399

NOTE: If your issue is non-urgent, please email Support@discounttire.com instead of calling. Please **DO NOT** email other groups or individual employees that are not listed above to submit an issue, question, or feedback.

Thank you for striving to be the BEST!