

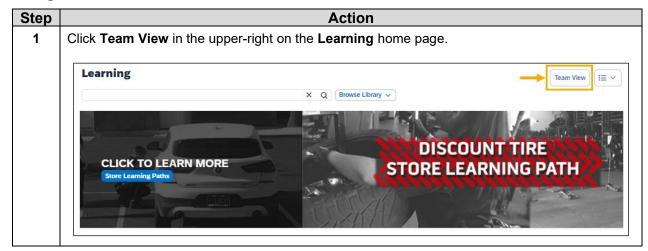
DTU Learning: Assign Vision Courses

Purpose and Overview

This document details the process for store managers to use when assigning Vision courses.

Course Title	Course Description	Role
Vision POS 100: Introduction	This course provides an overview of the Vision POS to include how to log in and the common features used every day.	Store Manager, Sr. Asst. Manager, Asst. Manager, Apprentice, Service Coord, and Crew Chief
Vision POS 101: Order Management	This course provides information on creating a sales order, the basic flow for Fleet customers, ETV, and multi-user sessions.	Store Manager, Sr. Asst. Manager, Asst. Manager, and Apprentice
Vision POS 101: Customer Management	This course provides information on modifying an order, working with adjustments, and using the extended product search for miscellaneous articles.	Store Manager, Sr. Asst. Manager, Asst. Manager, and Apprentice
Vision POS 101: CSL Management	This course provides an overview of the Customer Service List (CSL) and the common features used every day to manage the work being performed on vehicles.	Store Manager, Sr. Asst. Manager, Asst. Manager, Apprentice, Service Coord, and Crew Chief
Vision POS 102: Return for Service, Open Orders, & Managing Appointments	This course provides details on properly flagging return for service orders, as well as appointments, open orders, and BOPIS.	Store Manager, Sr. Asst. Manager, Asst. Manager, and Apprentice
Vision POS 102: Operational Tasks & End of Day	This course provides an overview of vouchers, the parked list, refunds and voids, and end of day tasks in the Vision POS.	Store Manager and Sr. Asst. Manager

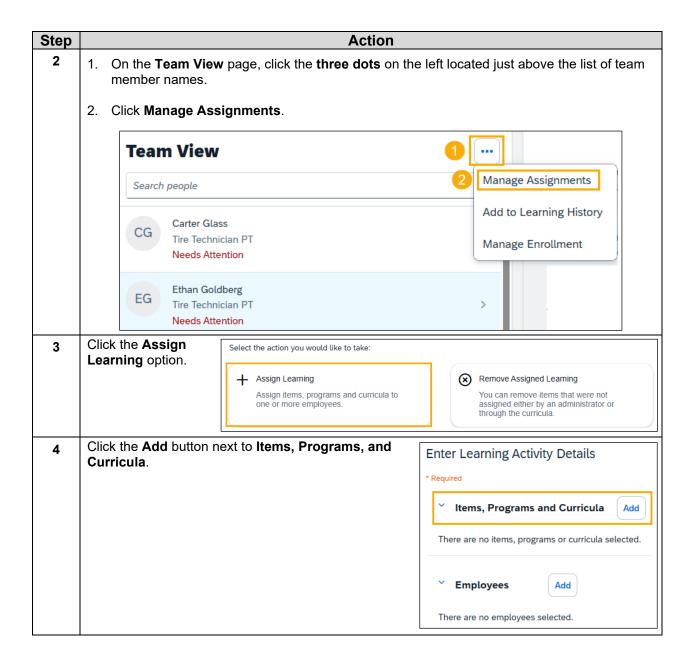
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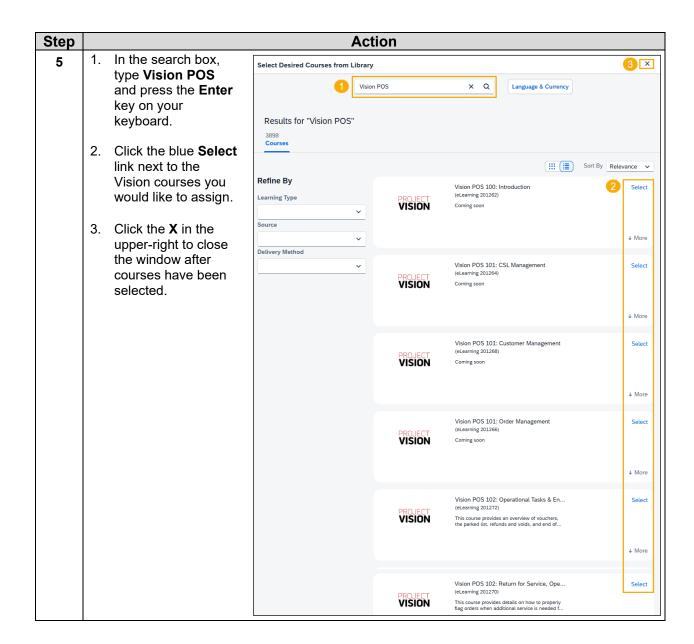
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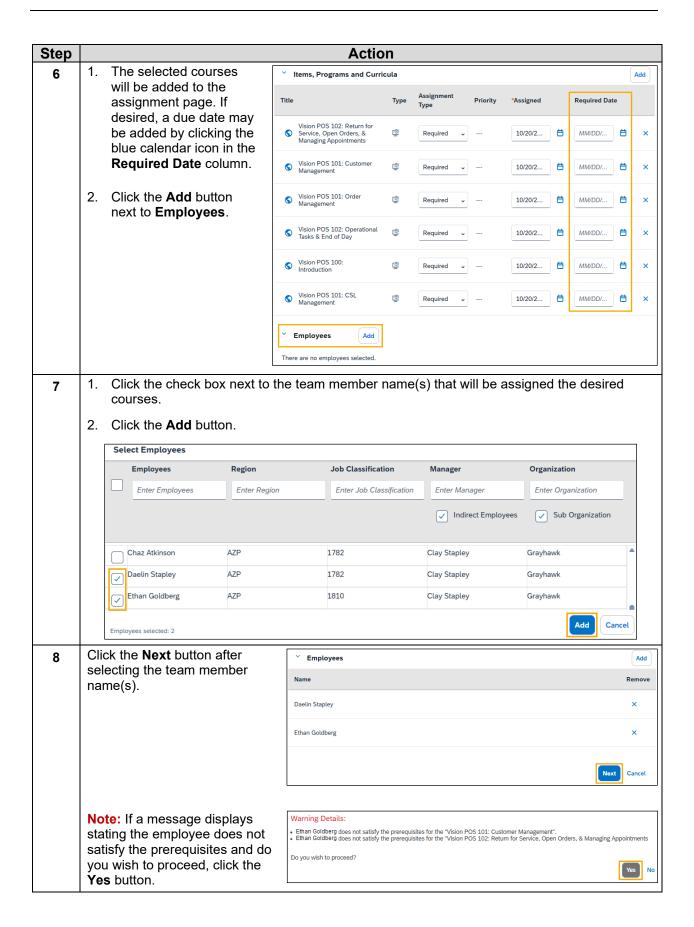
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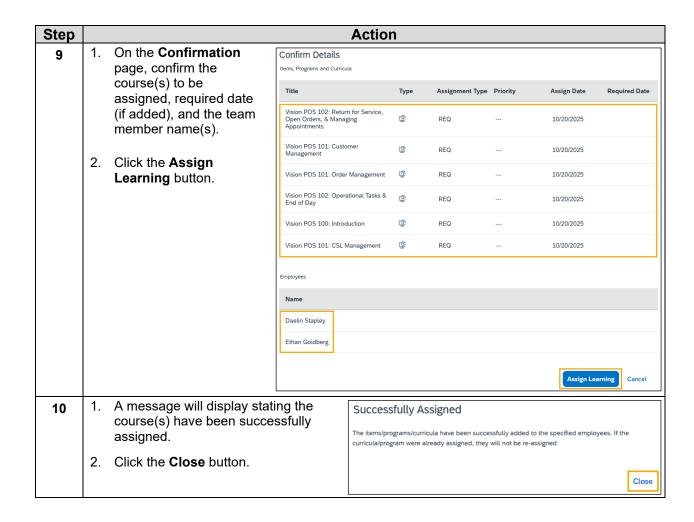


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Contact

Contact DTU Learning@discounttire.com if you have any questions.

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