

Vision POS – Managing Customer Records QRG

Purpose and Overview

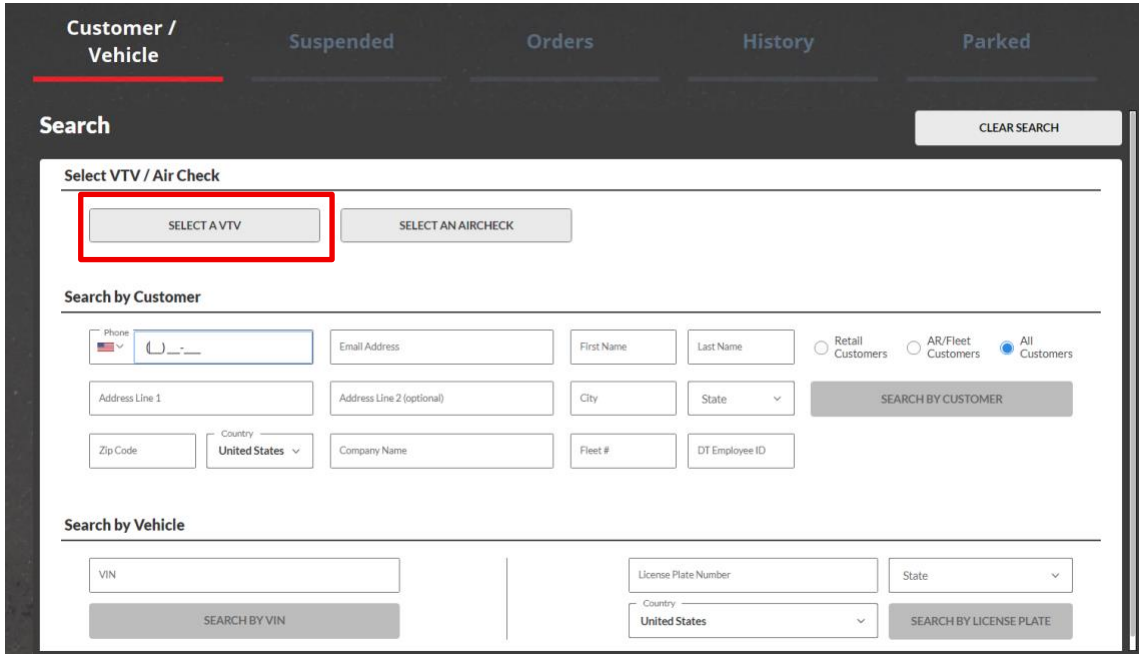
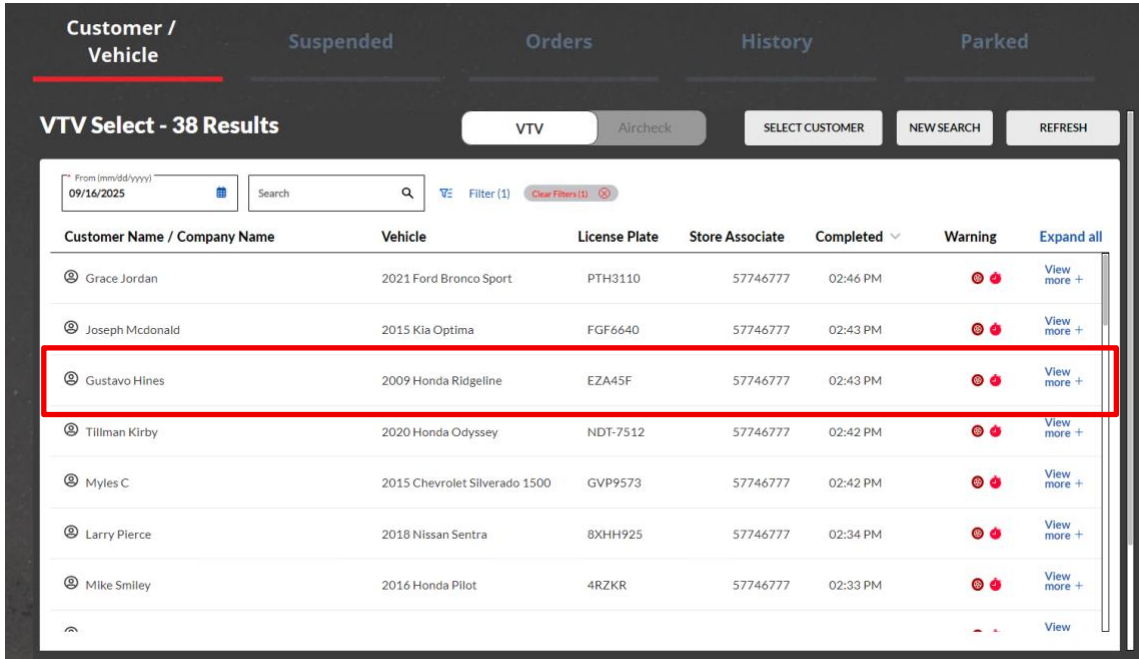
This document is designed to provide basic instructions on how to manage Customer Records in the Vision POS and is divided into the following sections:

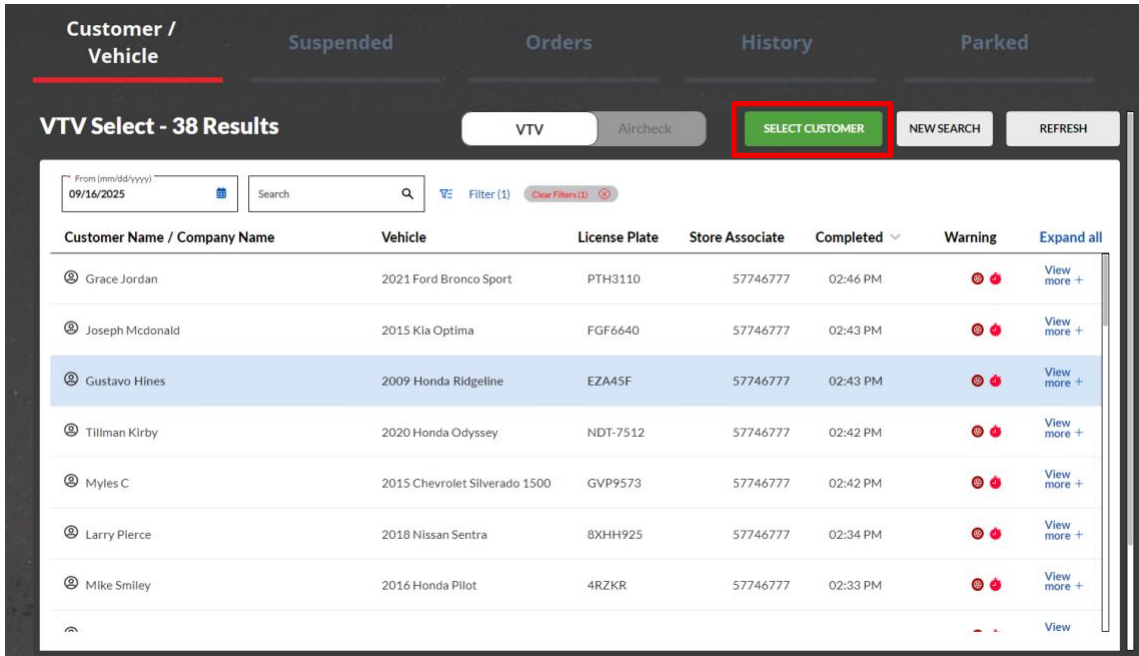
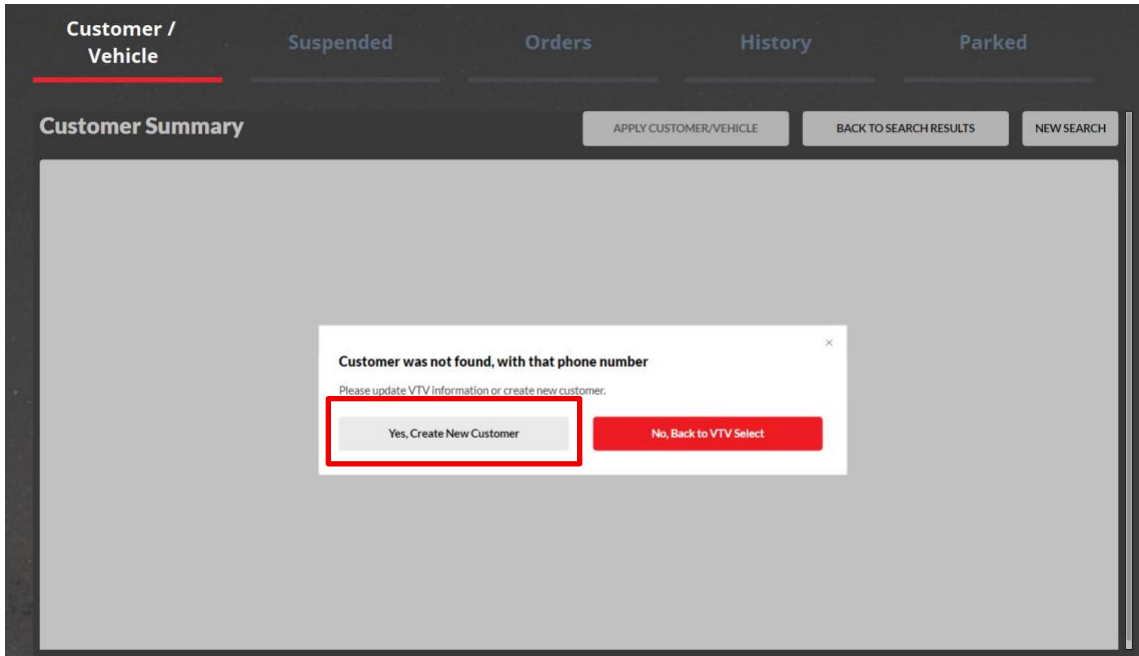
- [Creating a New Customer Record](#)
- [Updating Customer Information](#)
- [Deactivating a Vehicle](#)
- [Manually Adding a New Vehicle](#)
- [Manually Adding a New Vehicle \(No VIN or License Plate\)](#)
- [Adding a Generic Vehicle](#)

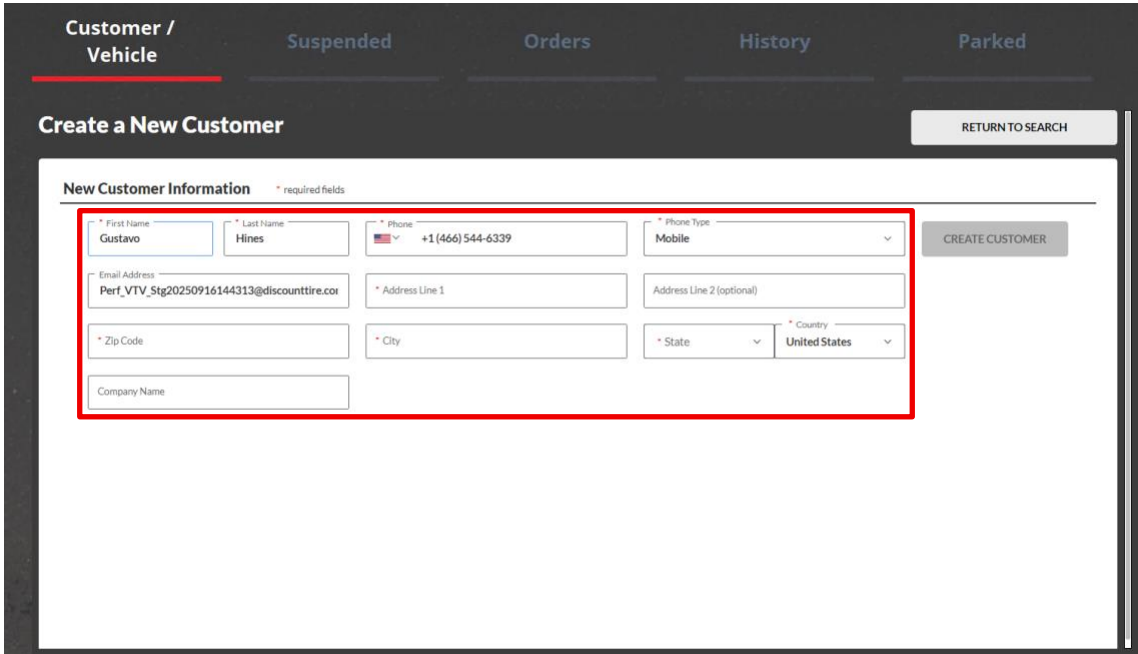
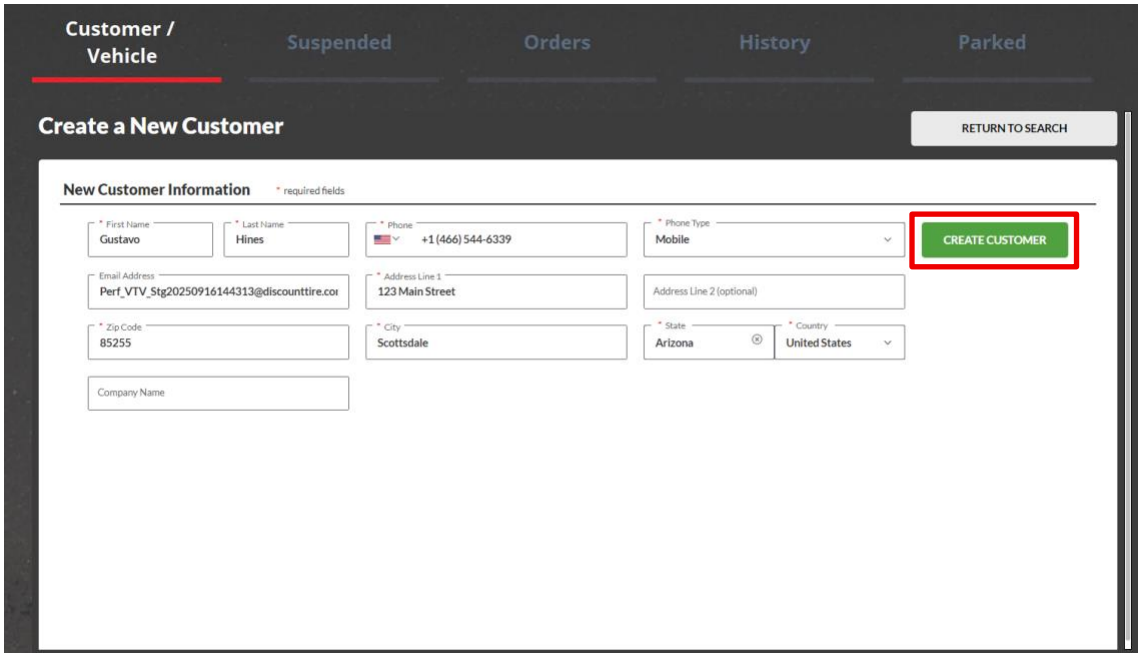
Note: The steps in most of these sections assume you are accessing the customers' account through an existing VTV that has already been completed. You can always access the Customer Record by searching using their name, phone number, etc.

Creating a New Customer Record

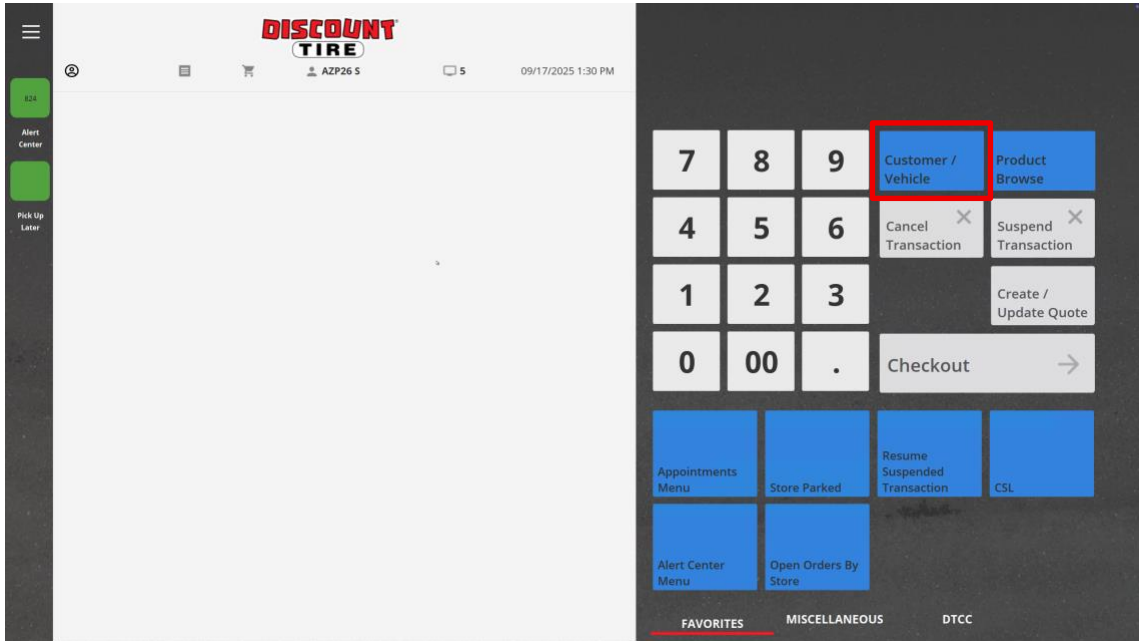
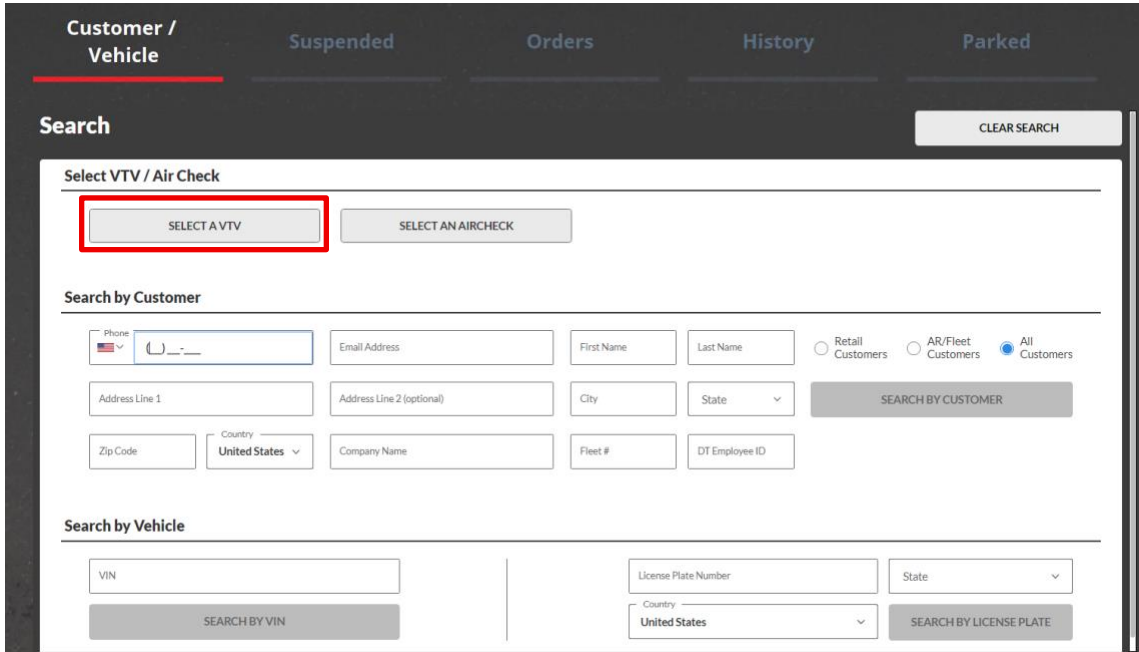
Step	Action
1	<p>From the main screen click Customer / Vehicle.</p>

Step	Action																																																								
2	<p>Click SELECT A VTV.</p>  <p>The screenshot shows the 'Customer / Vehicle' tab selected. Under the 'Search' section, the 'SELECT A VTV / Air Check' area has a red box around the 'SELECT A VTV' button. Below this are search fields for customer information (Phone, Email Address, First Name, Last Name, Address Line 1, Address Line 2 (optional), City, State, Zip Code, Country, Company Name, Fleet #, DT Employee ID) and vehicle information (VIN, License Plate Number, State, Country). A 'SEARCH BY CUSTOMER' button is also visible.</p>																																																								
3	<p>Select the customer you are working with from the list.</p>  <p>The screenshot shows the 'VTV Select - 38 Results' table. The row for 'Gustavo Hines' is highlighted with a red box. The table has columns: Customer Name / Company Name, Vehicle, License Plate, Store Associate, Completed, Warning, and Expand all.</p> <table border="1"> <thead> <tr> <th>Customer Name / Company Name</th> <th>Vehicle</th> <th>License Plate</th> <th>Store Associate</th> <th>Completed</th> <th>Warning</th> <th>Expand all</th> </tr> </thead> <tbody> <tr> <td>Grace Jordan</td> <td>2021 Ford Bronco Sport</td> <td>PTH3110</td> <td>57746777</td> <td>02:46 PM</td> <td>Warning</td> <td>View more +</td> </tr> <tr> <td>Joseph McDonald</td> <td>2015 Kia Optima</td> <td>FGF6640</td> <td>57746777</td> <td>02:43 PM</td> <td>Warning</td> <td>View more +</td> </tr> <tr> <td>Gustavo Hines</td> <td>2009 Honda Ridgeline</td> <td>EZA45F</td> <td>57746777</td> <td>02:43 PM</td> <td>Warning</td> <td>View more +</td> </tr> <tr> <td>Tillman Kirby</td> <td>2020 Honda Odyssey</td> <td>NDT-7512</td> <td>57746777</td> <td>02:42 PM</td> <td>Warning</td> <td>View more +</td> </tr> <tr> <td>Myles C</td> <td>2015 Chevrolet Silverado 1500</td> <td>GVP9573</td> <td>57746777</td> <td>02:42 PM</td> <td>Warning</td> <td>View more +</td> </tr> <tr> <td>Larry Pierce</td> <td>2018 Nissan Sentra</td> <td>8XH925</td> <td>57746777</td> <td>02:34 PM</td> <td>Warning</td> <td>View more +</td> </tr> <tr> <td>Mike Smiley</td> <td>2016 Honda Pilot</td> <td>4RZKR</td> <td>57746777</td> <td>02:33 PM</td> <td>Warning</td> <td>View more +</td> </tr> </tbody> </table>	Customer Name / Company Name	Vehicle	License Plate	Store Associate	Completed	Warning	Expand all	Grace Jordan	2021 Ford Bronco Sport	PTH3110	57746777	02:46 PM	Warning	View more +	Joseph McDonald	2015 Kia Optima	FGF6640	57746777	02:43 PM	Warning	View more +	Gustavo Hines	2009 Honda Ridgeline	EZA45F	57746777	02:43 PM	Warning	View more +	Tillman Kirby	2020 Honda Odyssey	NDT-7512	57746777	02:42 PM	Warning	View more +	Myles C	2015 Chevrolet Silverado 1500	GVP9573	57746777	02:42 PM	Warning	View more +	Larry Pierce	2018 Nissan Sentra	8XH925	57746777	02:34 PM	Warning	View more +	Mike Smiley	2016 Honda Pilot	4RZKR	57746777	02:33 PM	Warning	View more +
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Step	Action
4	<p>Click SELECT CUSTOMER.</p>  <p>The screenshot shows the 'VTV Select - 38 Results' interface. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below the tabs, there are buttons for 'VTV', 'Aircheck', 'SELECT CUSTOMER' (highlighted with a red box), 'NEW SEARCH', and 'REFRESH'. A search bar is present with a date filter set to '09/16/2025'. Below the search bar is a table with columns: Customer Name / Company Name, Vehicle, License Plate, Store Associate, Completed, Warning, and Expand all. The table lists several customers, with 'Gustavo Hines' highlighted in blue.</p>
5	<p>Click Yes, Create New Customer on the pop-up window.</p> <p>Note: This pop-up only displays when no record is found with the information provided. You must verify that they are a new customer before creating a new Customer Record. If they are not a new customer, back out, search for their Customer Record, update it accordingly, and attach the VTV manually.</p>  <p>The screenshot shows the 'Customer Summary' page. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below the tabs, there are buttons for 'APPLY CUSTOMER/VEHICLE', 'BACK TO SEARCH RESULTS', and 'NEW SEARCH'. A large gray area is in the center. A pop-up window is displayed in the center, with the text 'Customer was not found, with that phone number' and 'Please update VTV information or create new customer.' Below the text are two buttons: 'Yes, Create New Customer' (highlighted with a red box) and 'No, Back to VTV Select'.</p>

Step	Action
6	<p>Fill out all required fields marked with an *.</p>  <p>The screenshot shows the 'Create a New Customer' form. A red box highlights the following fields: First Name (Gustavo), Last Name (Hines), Phone (+1 (466) 544-6339), Phone Type (Mobile), Email Address (Perf_VTV_Stg20250916144313@discounttire.co), Address Line 1 (123 Main Street), Zip Code (85255), City (Scottsdale), State (Arizona), and Country (United States). The 'CREATE CUSTOMER' button is visible on the right.</p>
7	<p>Click CREATE CUSTOMER.</p>  <p>The screenshot shows the same 'Create a New Customer' form. The 'CREATE CUSTOMER' button is now highlighted with a red box, indicating it should be clicked.</p>

Updating Customer Information

Step	Action
1	<p>On the main screen click Customer / Vehicle.</p> 
2	<p>Click SELECT A VTV.</p> 

Step

Action

3

Select the customer you are working with from the list.

Customer / Vehicle

Suspended

Orders

History

Parked

VTV Select - 38 Results

VTV

Aircheck

SELECT CUSTOMER

NEW SEARCH

REFRESH

From (mm/dd/yyyy)

09/16/2025

Search

Filter (1)

Clear Filters (1)

Customer Name / Company Name	Vehicle	License Plate	Store Associate	Completed	Warning	Expand all
Grace Jordan	2021 Ford Bronco Sport	PTH3110	57746777	02:46 PM	<div><div></div><div></div></div>	View more +
Joseph Mcdonald	2015 Kia Optima	FGF6640	57746777	02:43 PM	<div><div></div><div></div></div>	View more +
Gustavo Hines	2009 Honda Ridgeline	EZA45F	57746777	02:43 PM	<div><div></div><div></div></div>	View more +
Tillman Kirby	2020 Honda Odyssey	NDT-7512	57746777	02:42 PM	<div><div></div><div></div></div>	View more +
Myles C	2015 Chevrolet Silverado 1500	GVP9573	57746777	02:42 PM	<div><div></div><div></div></div>	View more +
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Mike Smiley	2016 Honda Pilot	4RZKR	57746777	02:33 PM	<div><div></div><div></div></div>	View more +
					<div><div></div><div></div></div>	View

4

Click **SELECT CUSTOMER**.

Customer / Vehicle

Suspended

Orders

History

Parked

VTV Select - 38 Results

VTV

Aircheck

SELECT CUSTOMER

NEW SEARCH

REFRESH

From (mm/dd/yyyy)

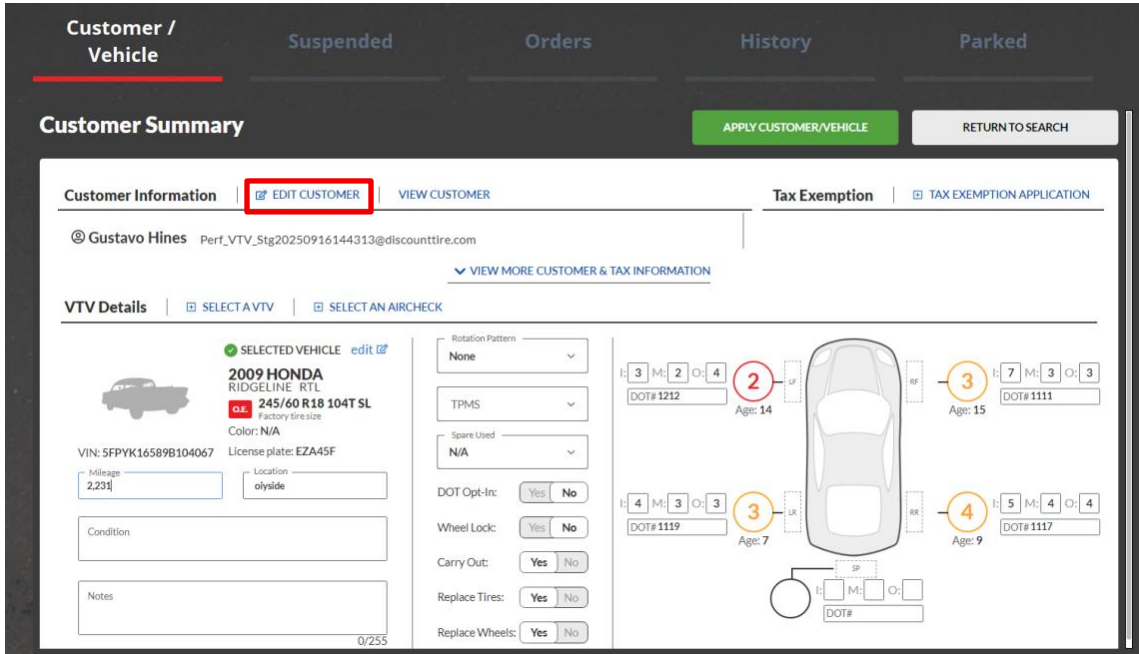
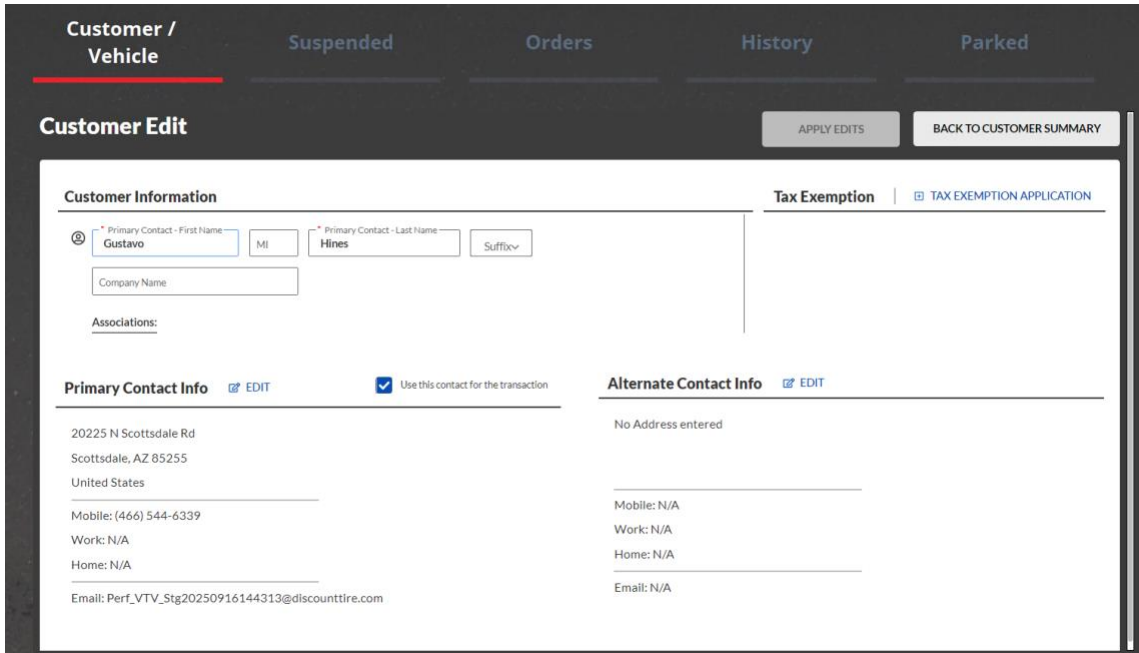
09/16/2025

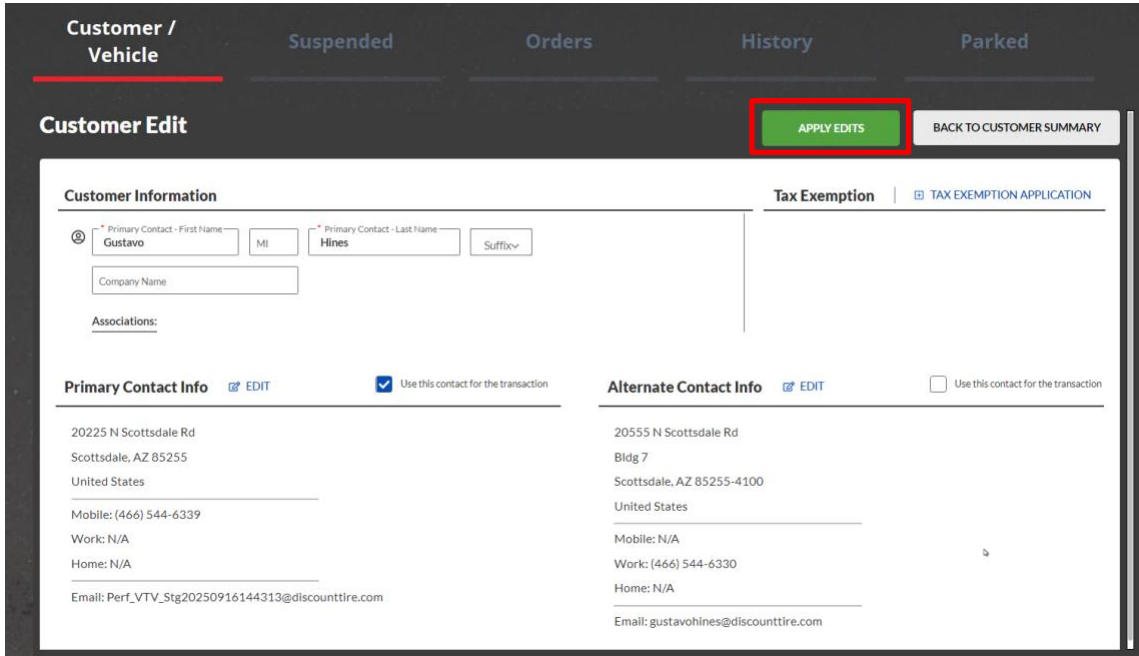
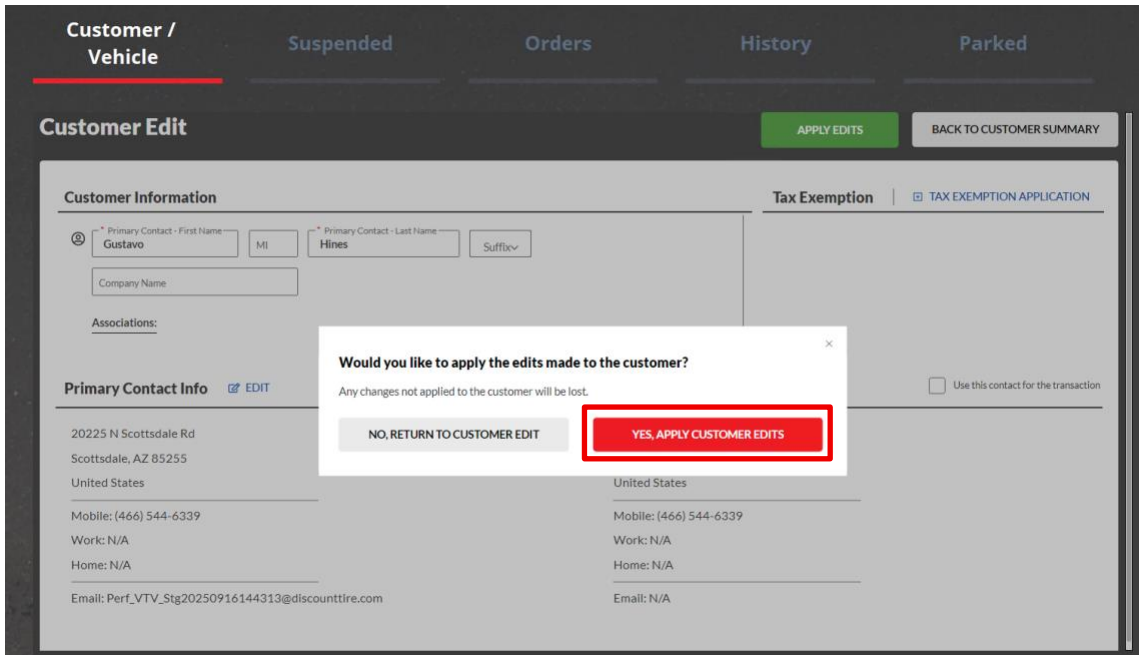
Search

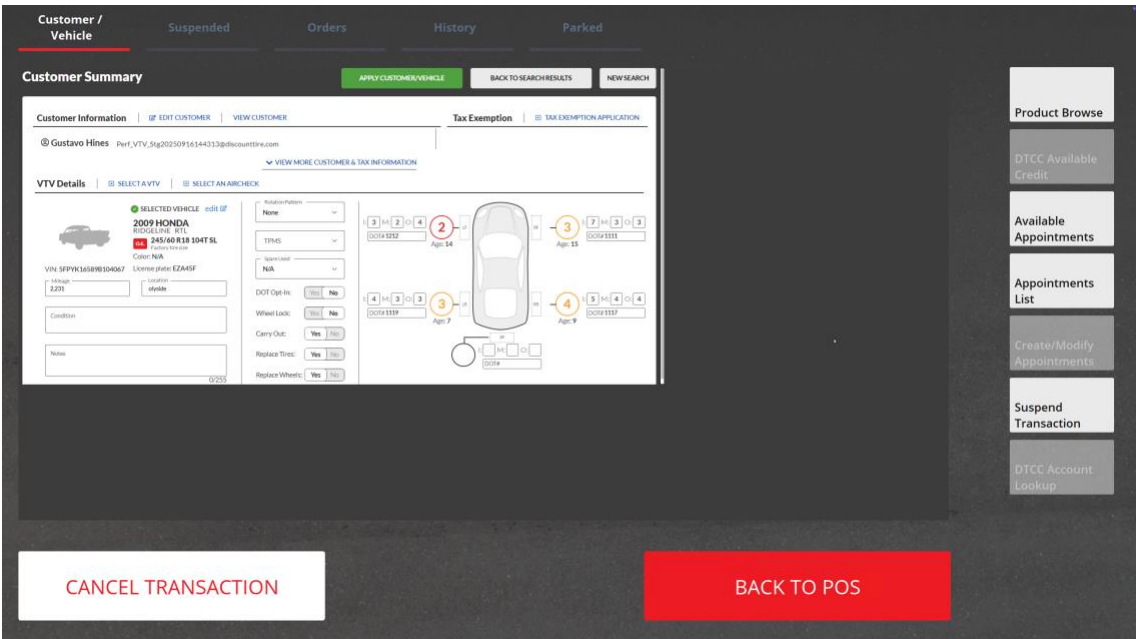
Filter (1)

Clear Filters (1)

Customer Name / Company Name	Vehicle	License Plate	Store Associate	Completed	Warning	Expand all
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Gustavo Hines	2009 Honda Ridgeline	EZA45F	57746777	02:43 PM	<div><div></div><div></div></div>	View more +
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					<div><div></div><div></div></div>	View

Step	Action
5	<p>Click EDIT CUSTOMER.</p>  <p>The screenshot shows the 'Customer / Vehicle' page with tabs for 'Suspended', 'Orders', 'History', and 'Parked'. The 'Customer Summary' section is active, showing customer information for Gustavo Hines and vehicle details for a 2009 Honda Ridgeline. The 'EDIT CUSTOMER' link is highlighted with a red box.</p>
6	<p>Make the required updates to the Customer Record.</p>  <p>The screenshot shows the 'Customer Edit' page with tabs for 'Suspended', 'Orders', 'History', and 'Parked'. The 'Customer Edit' section is active, showing fields for 'Primary Contact - First Name', 'Primary Contact - Last Name', 'Company Name', and 'Associations'. The 'Primary Contact Info' section is expanded, showing address and contact details.</p>

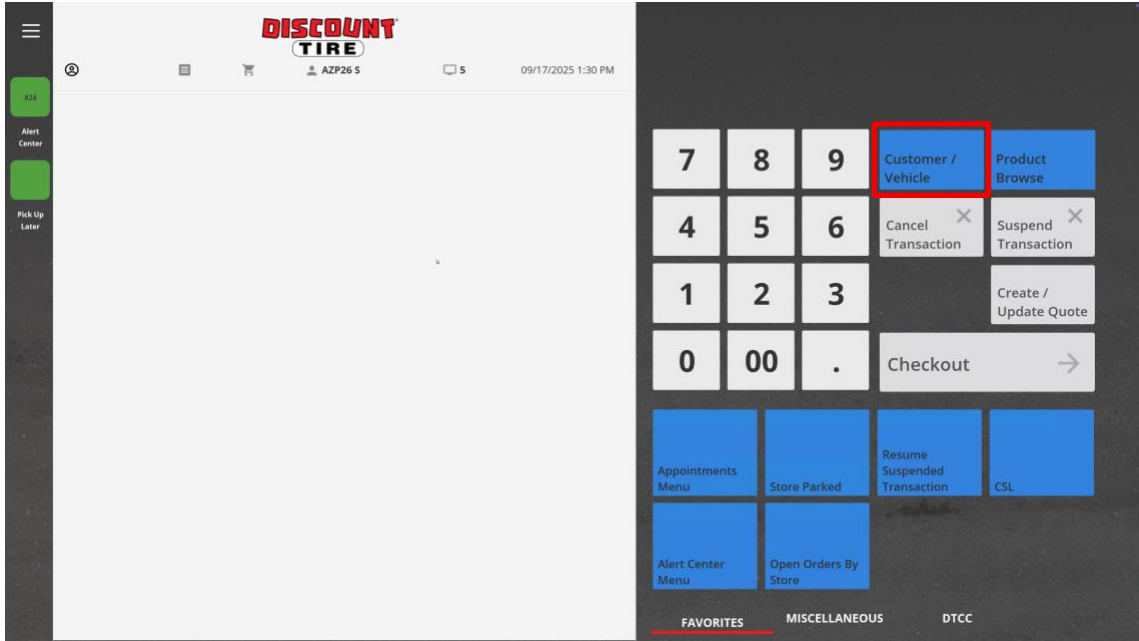
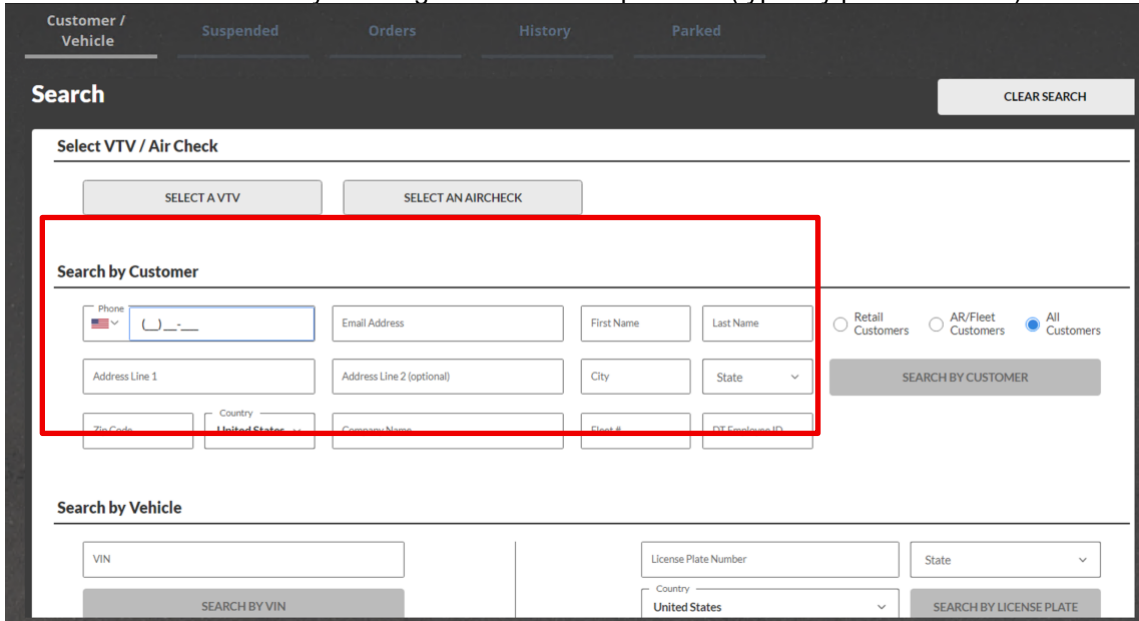
Step	Action
7	<p>Click APPLY EDITS.</p> 
8	<p>Click YES, APPLY CUSTOMER EDITS on the pop-up window.</p> 

Step	Action
9	<p>Continue the customer interaction as normal.</p>  <p>The screenshot displays the 'Customer Summary' interface. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below these, a 'Customer Summary' section includes fields for 'Customer Information' (Gustavo Hines), 'VTV Details' (2009 HONDA RIDGELINE), and 'Tax Exemption'. A central vehicle diagram shows tire positions with numbers 1-4 and arrows indicating rotation patterns. On the right, a vertical sidebar contains buttons for 'Product Browse', 'DTCC Available Credit', 'Available Appointments', 'Appointments List', 'Create/Modify Appointments', 'Suspend Transaction', and 'DTCC Account Lookup'. At the bottom of the main area, there are two large buttons: 'CANCEL TRANSACTION' (white with red text) and 'BACK TO POS' (red with white text).</p>

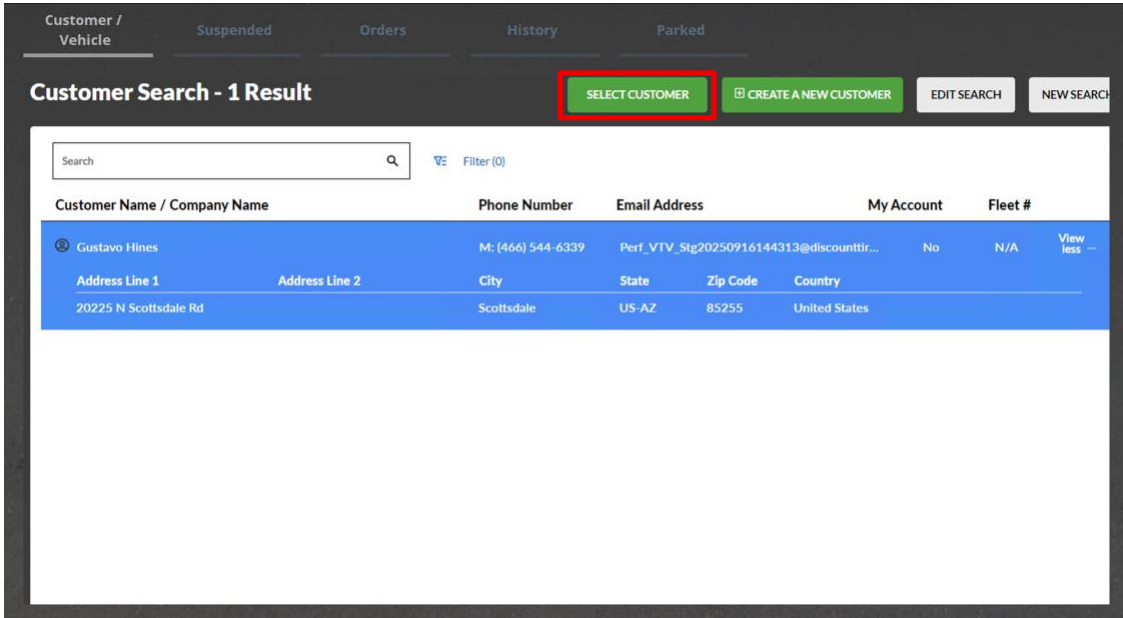
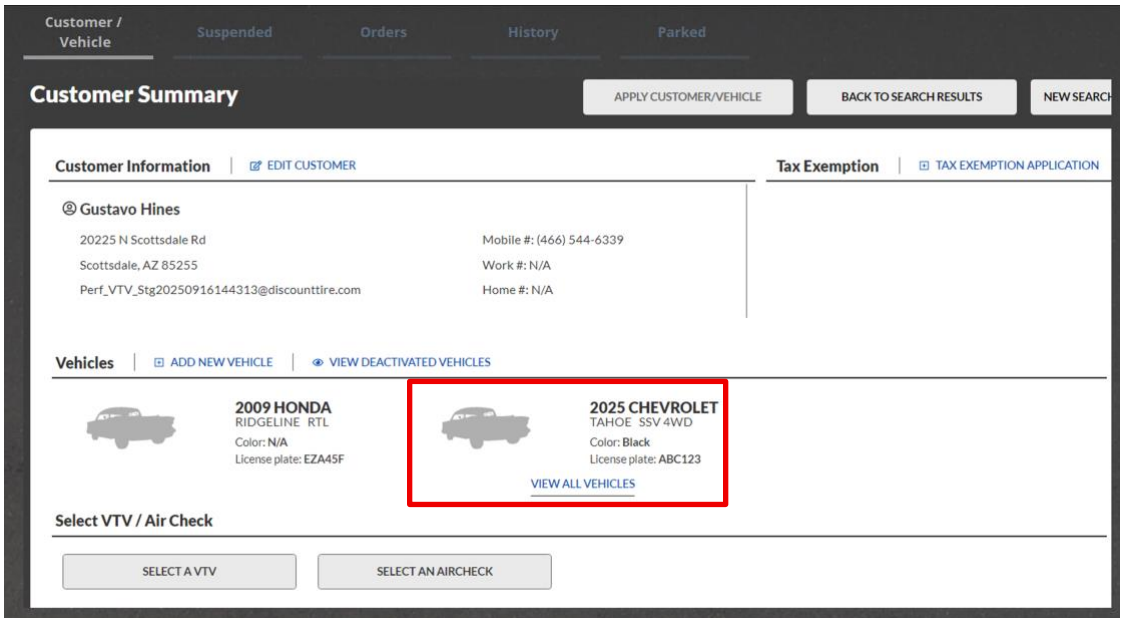
Deactivating a Vehicle

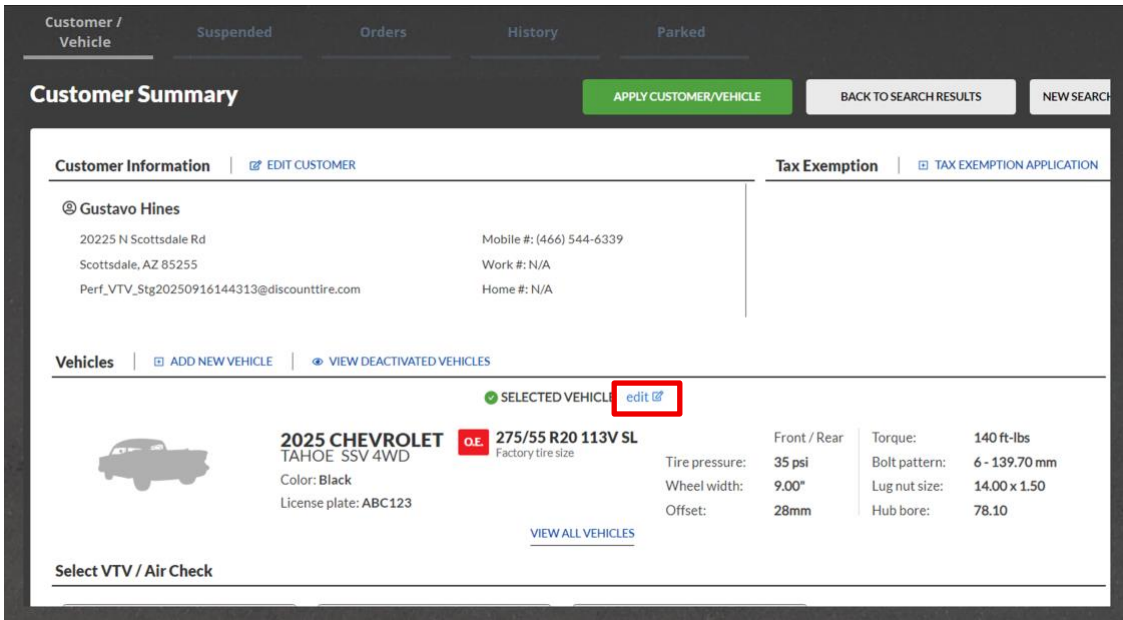
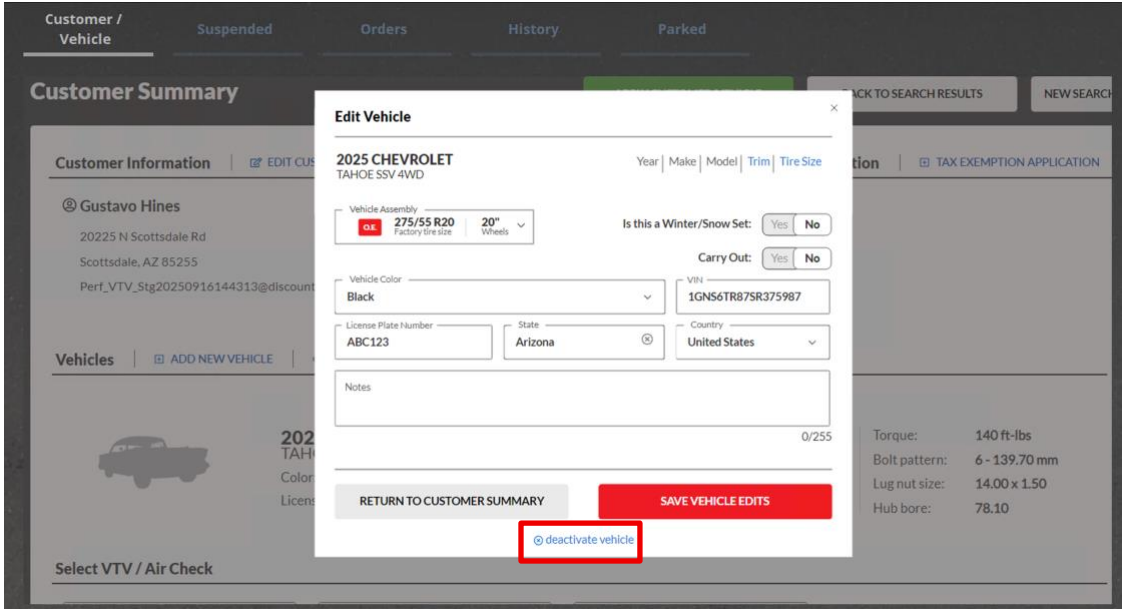
This process allows you to deactivate a vehicle on a Customer Record they no longer have.

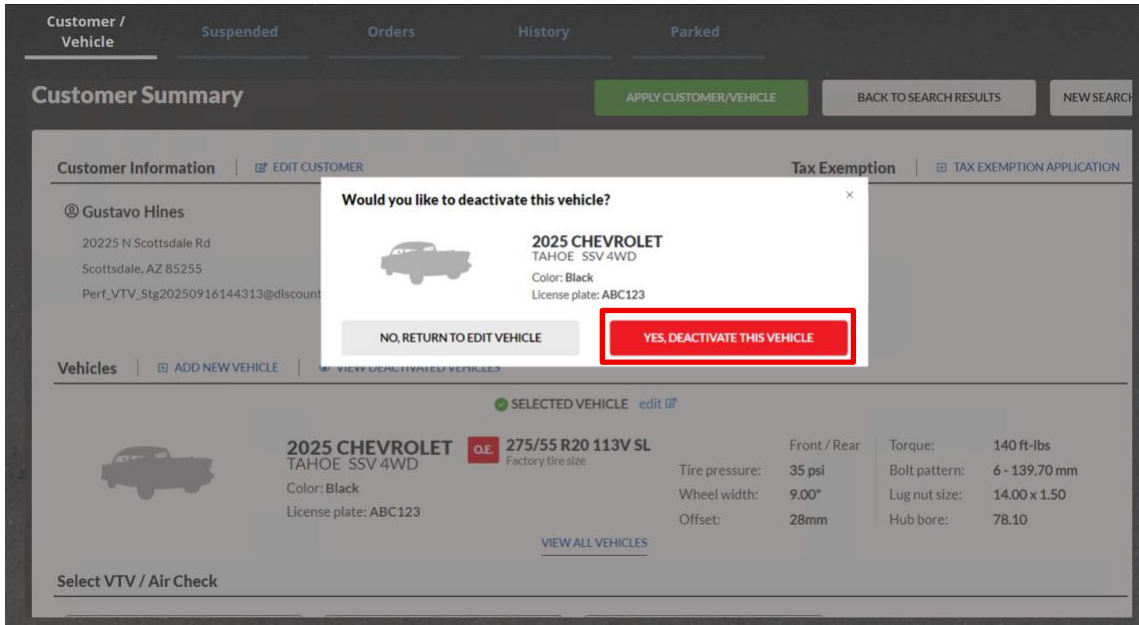
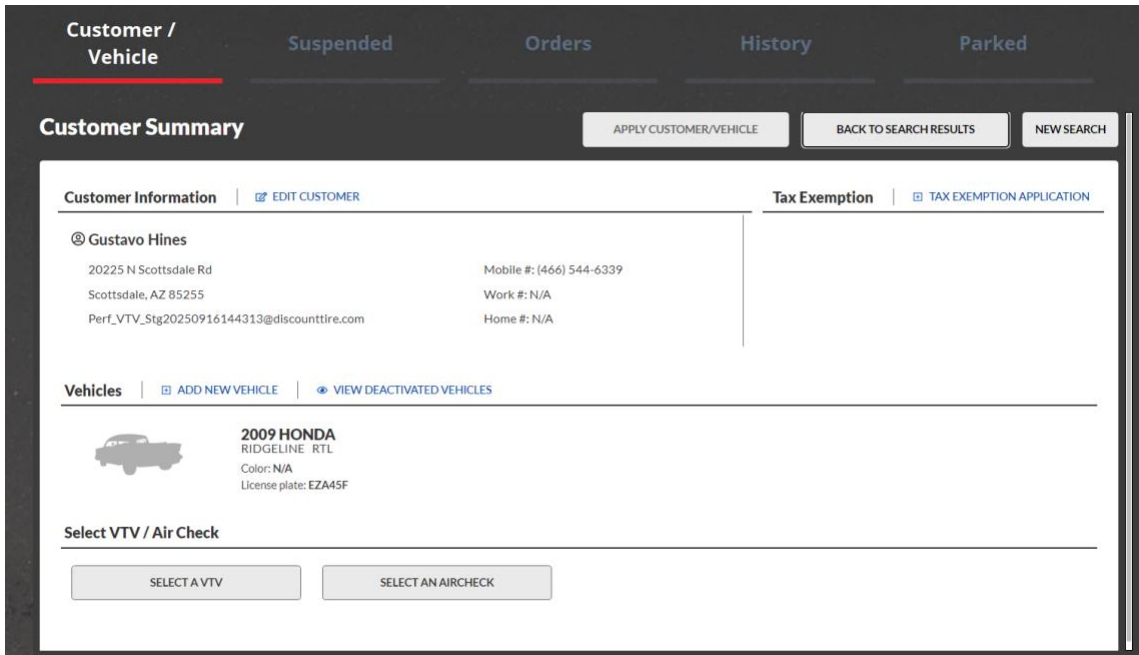
Note: All deactivated vehicles information can still be viewed from the 'Customer Summary' screen by clicking the 'View Deactivated Vehicles' button.

Step	Action
1	<p>From the main screen click Customer / Vehicle.</p> 
2	<p>Search for the customer by entering the information provided (typically phone number).</p> 

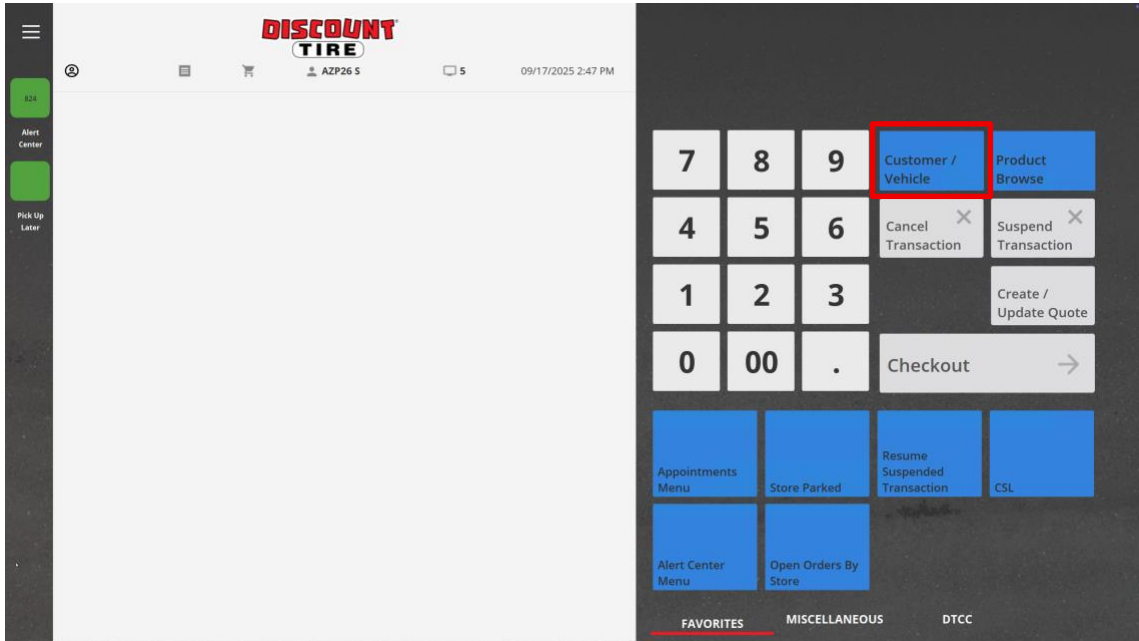
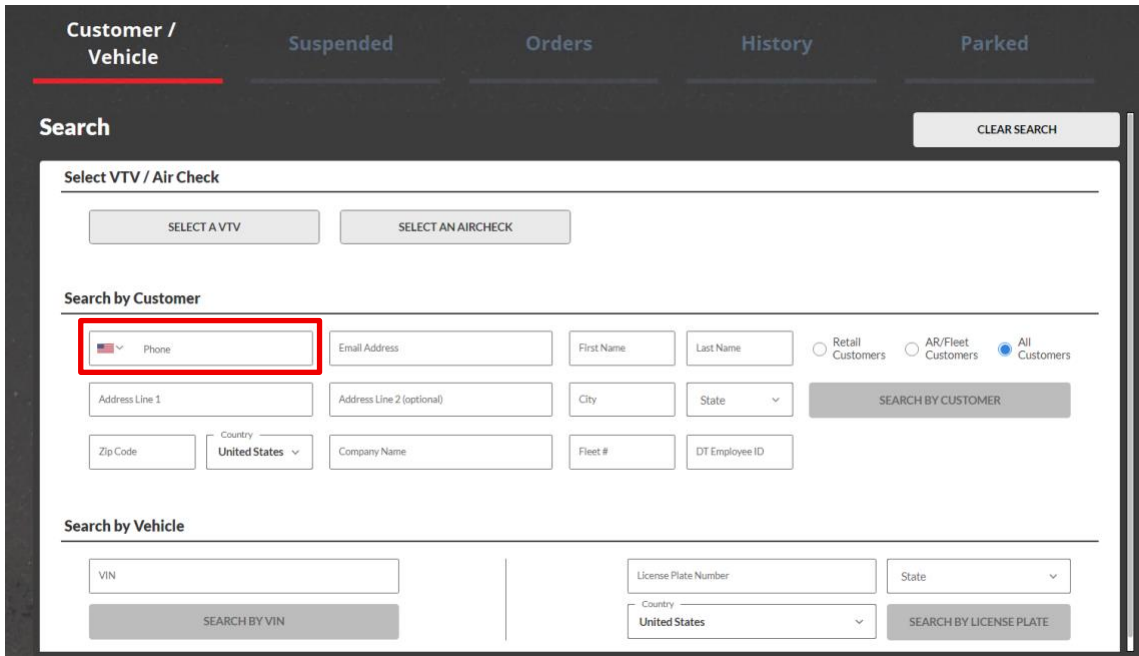
Step	Action																										
3	<p>Click SEARCH BY CUSTOMER.</p> <div><div>Customer / Vehicle</div><div>Suspended</div><div>Orders</div><div>History</div><div>Parked</div></div> <div><div>Search</div><div>CLEAR SEARCH</div></div> <div><div>Select VTV / Air Check</div><div><div>SELECT A VTV</div><div>SELECT AN AIRCHECK</div></div></div> <div><div>Search by Customer</div><div><div>Phone<div>United States</div>(466) 544-6339</div><div>Email Address</div><div>First Name</div><div>Last Name</div><div><div><div></div>Retail Customers</div><div><div></div>AR/Fleet Customers</div><div><div></div>All Customers</div></div></div><div><div>Address Line 1</div><div>Address Line 2 (optional)</div><div>City</div><div>State<div></div></div></div><div><div>Zip Code</div><div>Country<div>United States</div></div><div>Company Name</div><div>Fleet #</div><div>DT Employee ID</div></div><div><div>SEARCH BY CUSTOMER</div></div></div> <div><div>Search by Vehicle</div><div><div>VIN</div><div>License Plate Number</div><div>State<div></div></div></div><div><div>SEARCH BY VIN</div><div><div>Country<div>United States</div></div><div>SEARCH BY LICENSE PLATE</div></div></div></div> <tr><td>4</td><td><p>Select the Customer Record from the list.</p><p>Note: If only one result is found, the record will be auto selected.</p><div><div>Customer / Vehicle</div><div>Suspended</div><div>Orders</div><div>History</div><div>Parked</div></div><div><div>Customer Search - 1 Result</div><div>SELECT CUSTOMER</div><div>CREATE A NEW CUSTOMER</div><div>EDIT SEARCH</div><div>NEW SEARCH</div></div><div><div>Search</div><div>Filter (0)</div></div><div><table><tr><th>Customer Name / Company Name</th><th>Phone Number</th><th>Email Address</th><th>My Account</th><th>Fleet #</th><th></th></tr><tr><td><div><div></div>Gustavo Hines</div></td><td>M: (466) 544-6339</td><td>Perf_VTV_Stg20250916144313@discounttir...</td><td>No</td><td>N/A</td><td><div>View less</div></td></tr><tr><td>Address Line 1</td><td>Address Line 2</td><td>City</td><td>State</td><td>Zip Code</td><td>Country</td></tr><tr><td>20225 N Scottsdale Rd</td><td>Scottsdale</td><td>US-AZ</td><td>85255</td><td>United States</td><td></td></tr></table></div></td></tr>	4	<p>Select the Customer Record from the list.</p> <p>Note: If only one result is found, the record will be auto selected.</p> <div><div>Customer / Vehicle</div><div>Suspended</div><div>Orders</div><div>History</div><div>Parked</div></div> <div><div>Customer Search - 1 Result</div><div>SELECT CUSTOMER</div><div>CREATE A NEW CUSTOMER</div><div>EDIT SEARCH</div><div>NEW SEARCH</div></div> <div><div>Search</div><div>Filter (0)</div></div> <div><table><tr><th>Customer Name / Company Name</th><th>Phone Number</th><th>Email Address</th><th>My Account</th><th>Fleet #</th><th></th></tr><tr><td><div><div></div>Gustavo Hines</div></td><td>M: (466) 544-6339</td><td>Perf_VTV_Stg20250916144313@discounttir...</td><td>No</td><td>N/A</td><td><div>View less</div></td></tr><tr><td>Address Line 1</td><td>Address Line 2</td><td>City</td><td>State</td><td>Zip Code</td><td>Country</td></tr><tr><td>20225 N Scottsdale Rd</td><td>Scottsdale</td><td>US-AZ</td><td>85255</td><td>United States</td><td></td></tr></table></div>	Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #		<div><div></div>Gustavo Hines</div>	M: (466) 544-6339	Perf_VTV_Stg20250916144313@discounttir...	No	N/A	<div>View less</div>	Address Line 1	Address Line 2	City	State	Zip Code	Country	20225 N Scottsdale Rd	Scottsdale	US-AZ	85255	United States	
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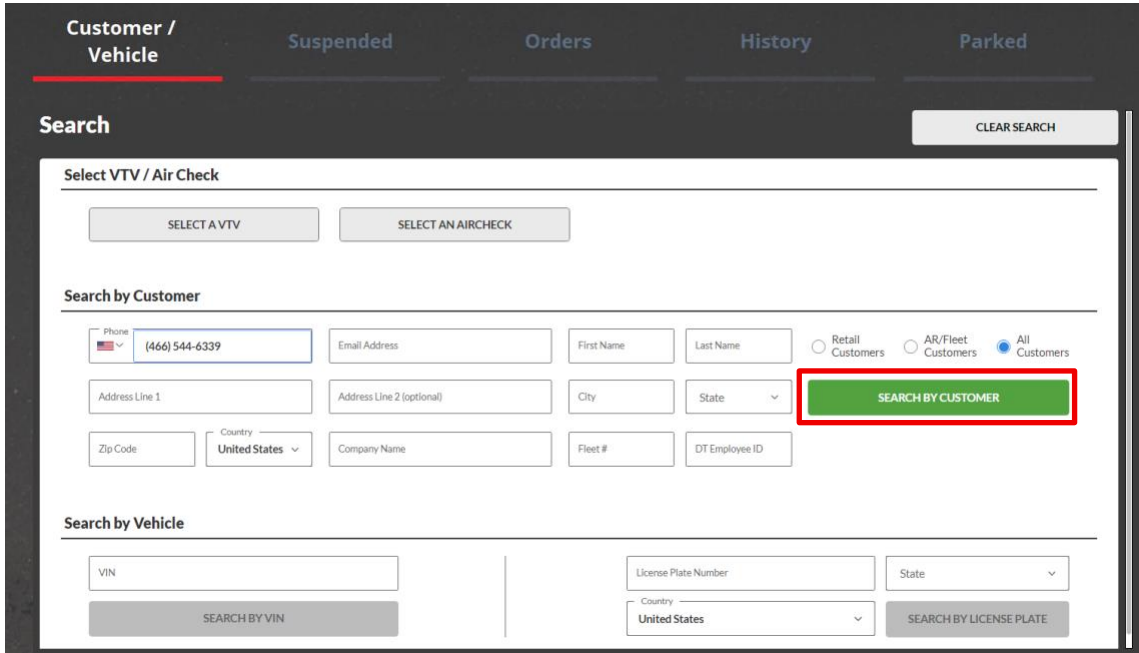
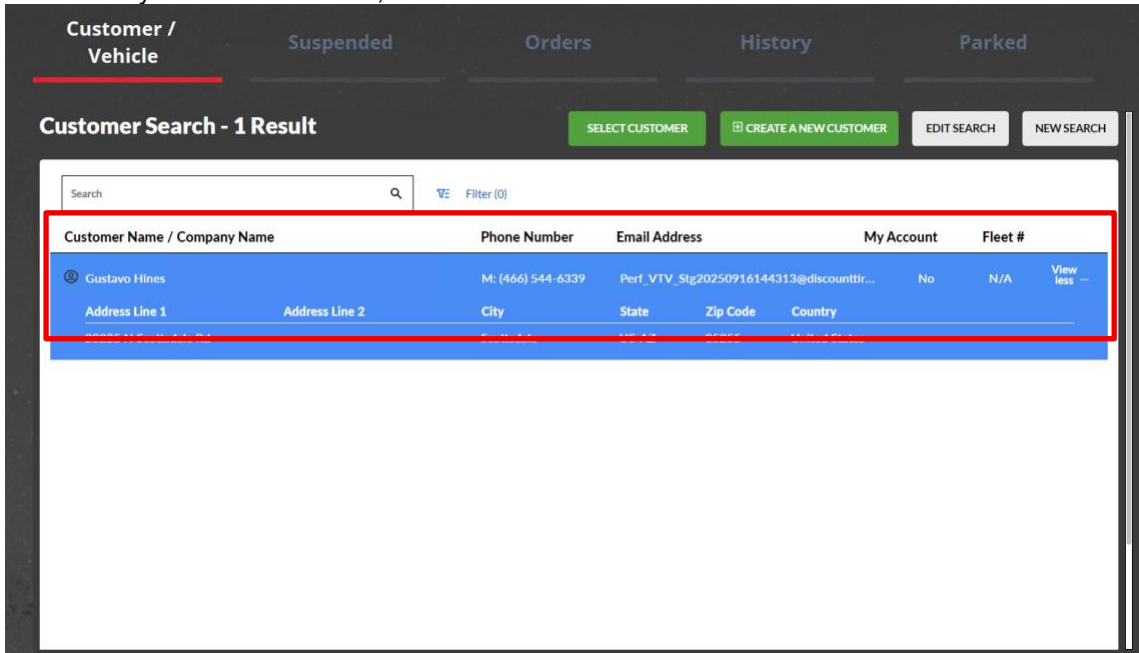
Step	Action
5	<p>Click SELECT CUSTOMER.</p>  <p>The screenshot shows the 'Customer Search - 1 Result' page. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below the tabs, there are buttons for 'SELECT CUSTOMER' (highlighted with a red box), 'CREATE A NEW CUSTOMER', 'EDIT SEARCH', and 'NEW SEARCH'. A search bar is present with a magnifying glass icon. Below the search bar, there is a table with columns: 'Customer Name / Company Name', 'Phone Number', 'Email Address', 'My Account', and 'Fleet #'. The table contains one entry for 'Gustavo Hines' with phone number 'M: (466) 544-6339', email 'Perf_VTV_Stg20250916144313@discounttir...', 'No' for 'My Account', and 'N/A' for 'Fleet #'. Below this, there is a section for 'Address Line 1', 'Address Line 2', 'City', 'State', 'Zip Code', and 'Country'. The address is '20225 N Scottsdale Rd', 'Scottsdale', 'US-AZ', '85255', and 'United States'.</p>
6	<p>Select the vehicle you want to deactivate.</p> <p>Note: If not shown on this screen, click the VIEW ALL VEHICLES link and select the appropriate vehicle from that screen.</p>  <p>The screenshot shows the 'Customer Summary' page. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below the tabs, there are buttons for 'APPLY CUSTOMER/VEHICLE', 'BACK TO SEARCH RESULTS', and 'NEW SEARCH'. The page is divided into two main sections: 'Customer Information' and 'Tax Exemption'. The 'Customer Information' section shows details for 'Gustavo Hines', including address, phone numbers, and email. The 'Tax Exemption' section has a link for 'TAX EXEMPTION APPLICATION'. Below these sections, there is a 'Vehicles' section with links for 'ADD NEW VEHICLE' and 'VIEW DEACTIVATED VEHICLES'. The 'Vehicles' section displays a list of vehicles. The first vehicle is a '2009 HONDA RIDGELINE RTL' with color 'N/A' and license plate 'EZA45F'. The second vehicle is a '2025 CHEVROLET' (highlighted with a red box) with color 'Black' and license plate 'ABC123'. Below the vehicle list, there is a 'VIEW ALL VEHICLES' link. At the bottom, there is a 'Select VTV / Air Check' section with buttons for 'SELECT A VTV' and 'SELECT AN AIRCHECK'.</p>

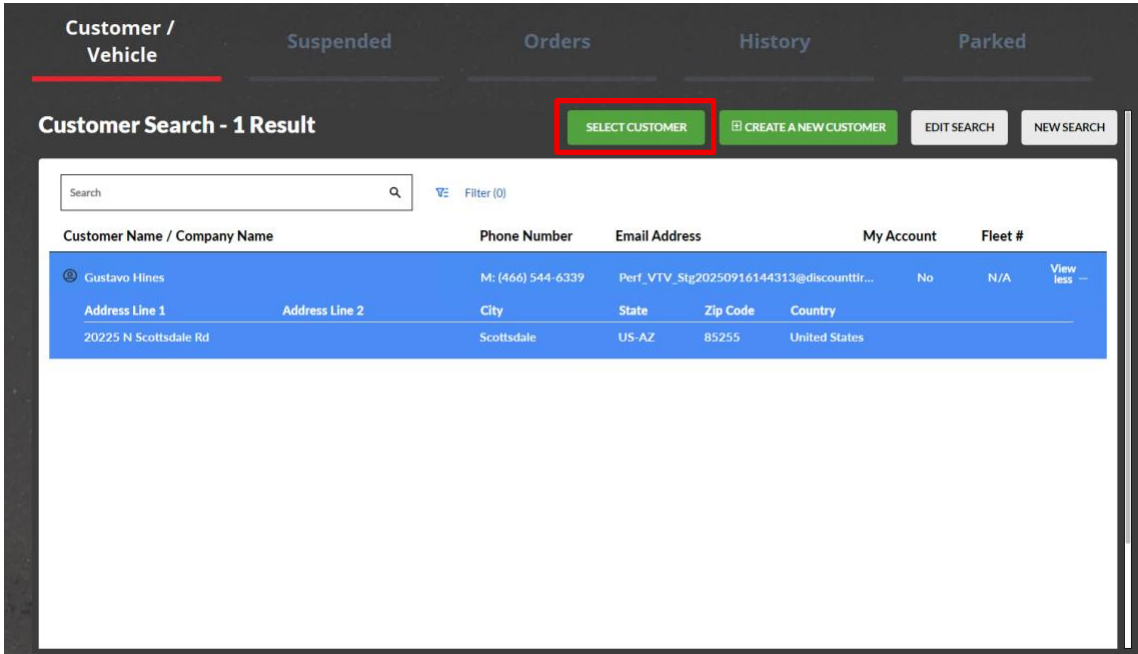
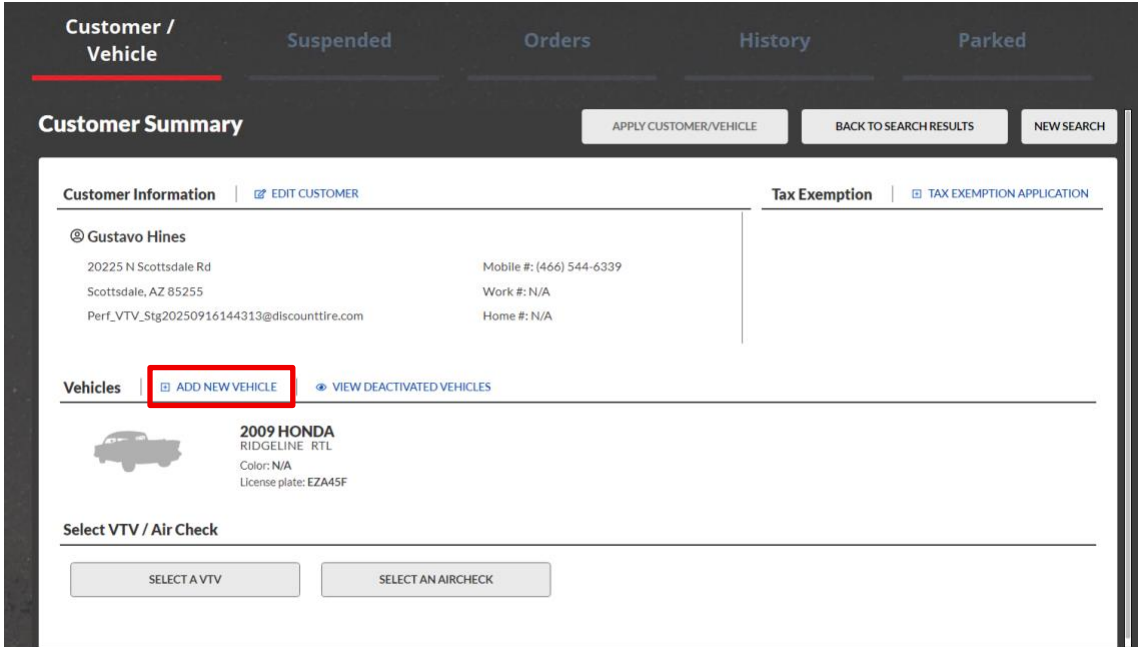
Step	Action
7	<p>Click the edit link.</p>  <p>The screenshot shows the 'Customer Summary' page for Gustavo Hines. Under the 'Vehicles' section, the '2025 CHEVROLET TAHOE SSV 4WD' is selected. An 'edit' link is highlighted with a red box next to the vehicle name.</p>
8	<p>Click the deactivate vehicle link on the pop-up window.</p>  <p>The screenshot shows the 'Edit Vehicle' pop-up window for the 2025 Chevrolet Tahoe. At the bottom of the window, a 'deactivate vehicle' link is highlighted with a red box. The background shows the 'Customer Summary' page with the vehicle details.</p>

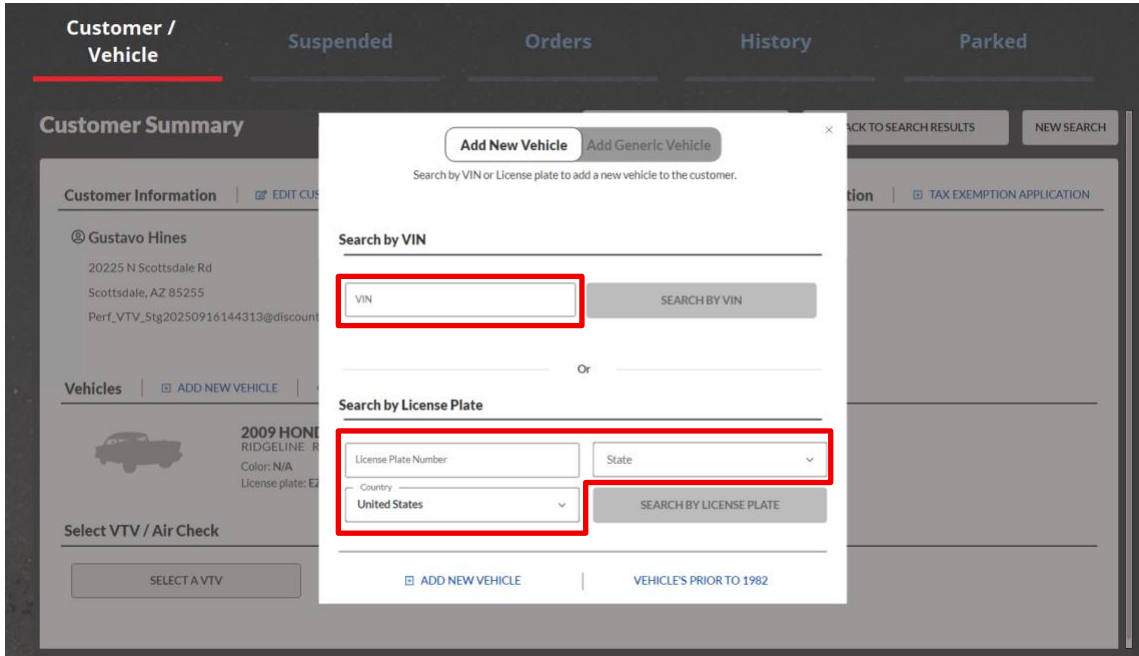
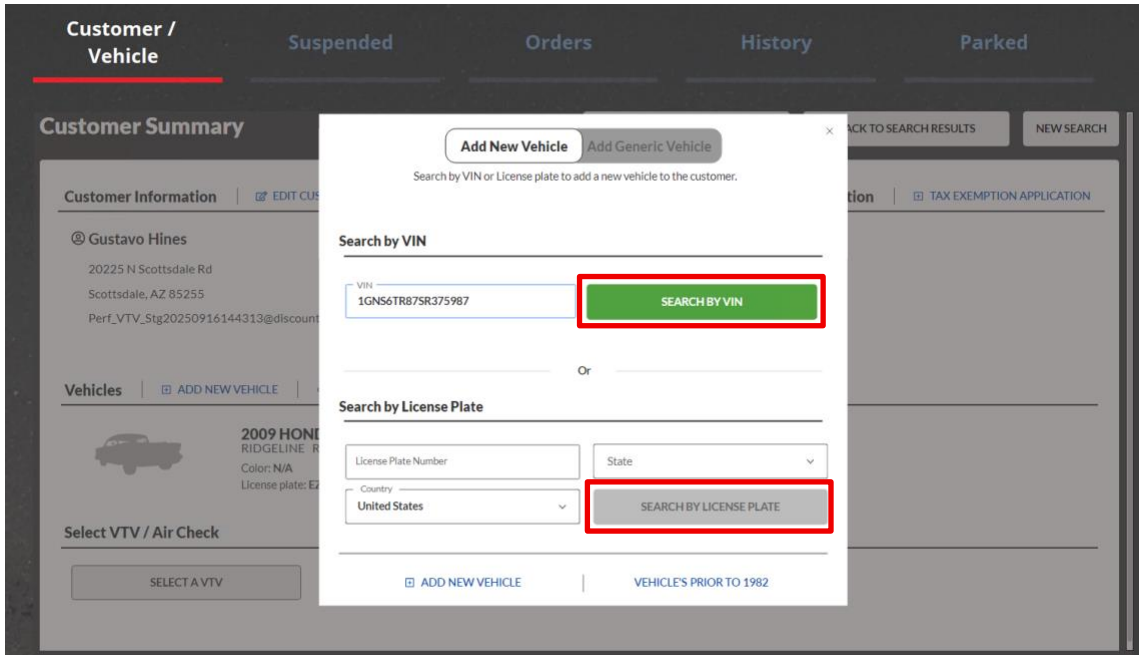
Step	Action
9	<p>Click YES, DEACTIVATE THIS VEHICLE on the pop-up window.</p> 
10	<p>Continue as normal.</p> 

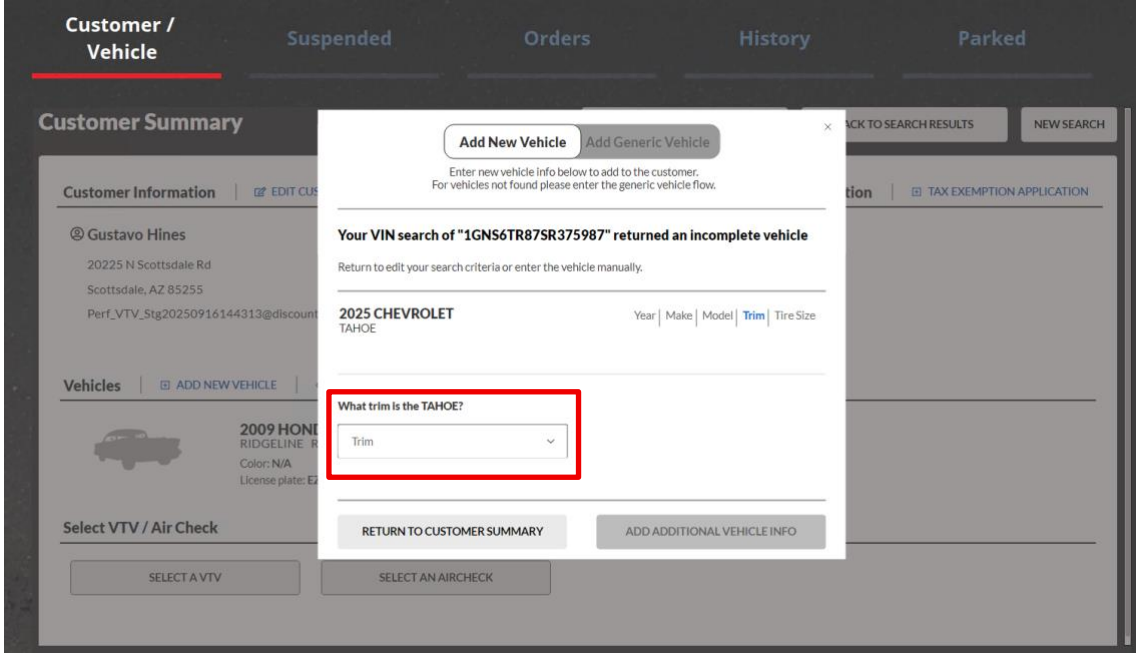
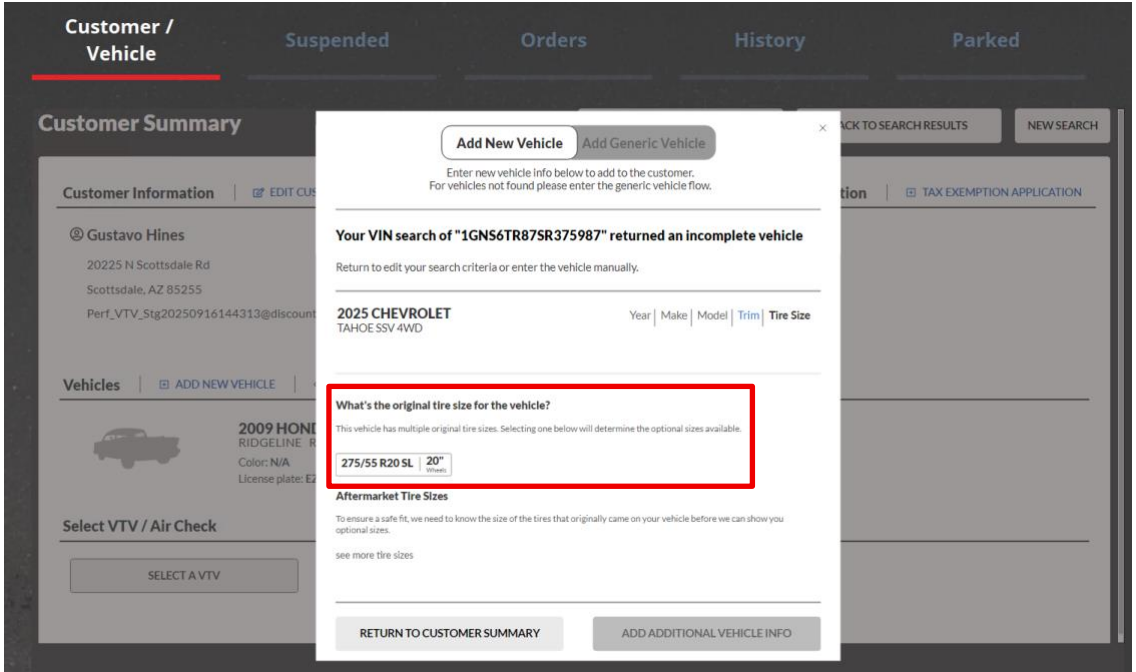
Manually Adding a New Vehicle

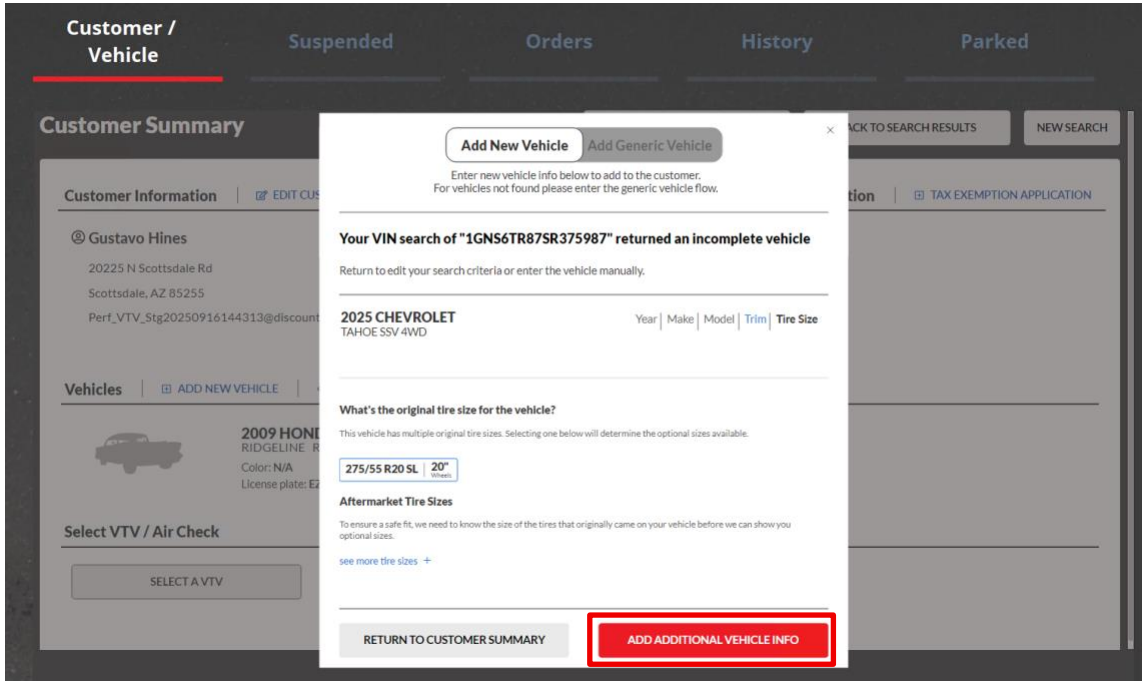
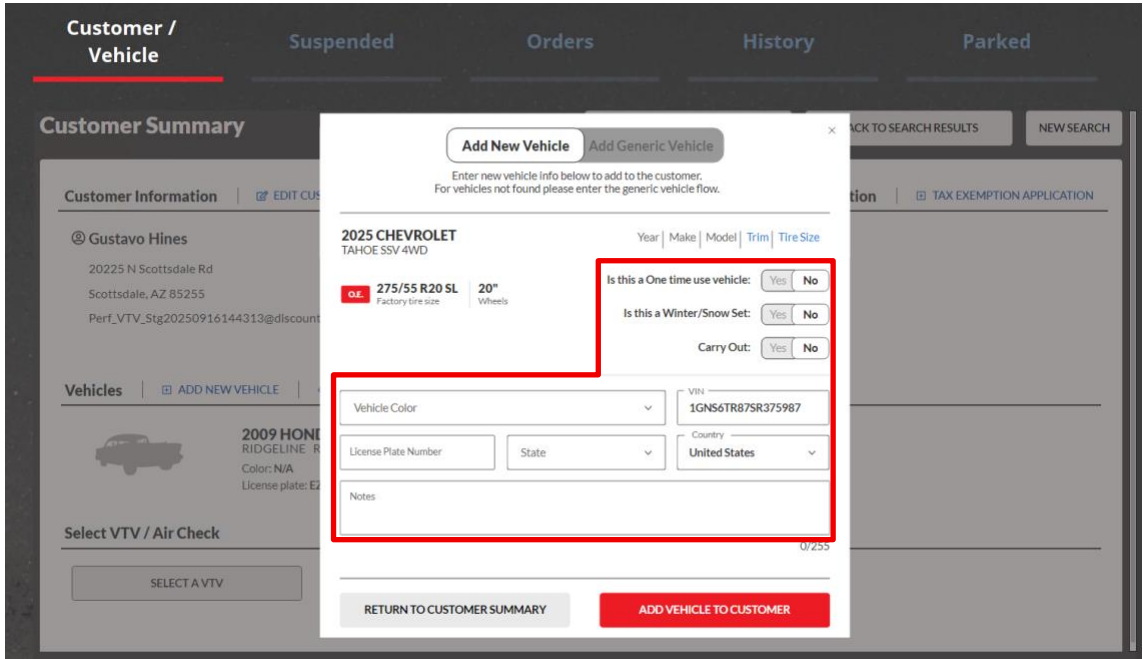
Step	Action
1	<p>Click Customer / Vehicle.</p> 
2	<p>Enter the customer's phone number.</p> 

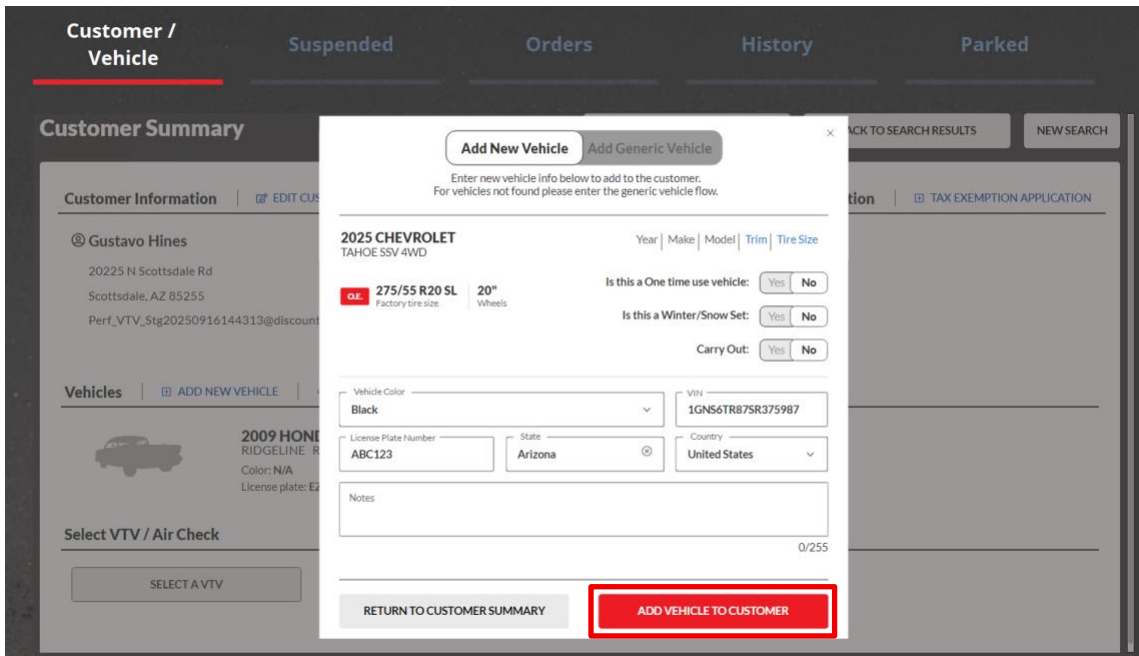
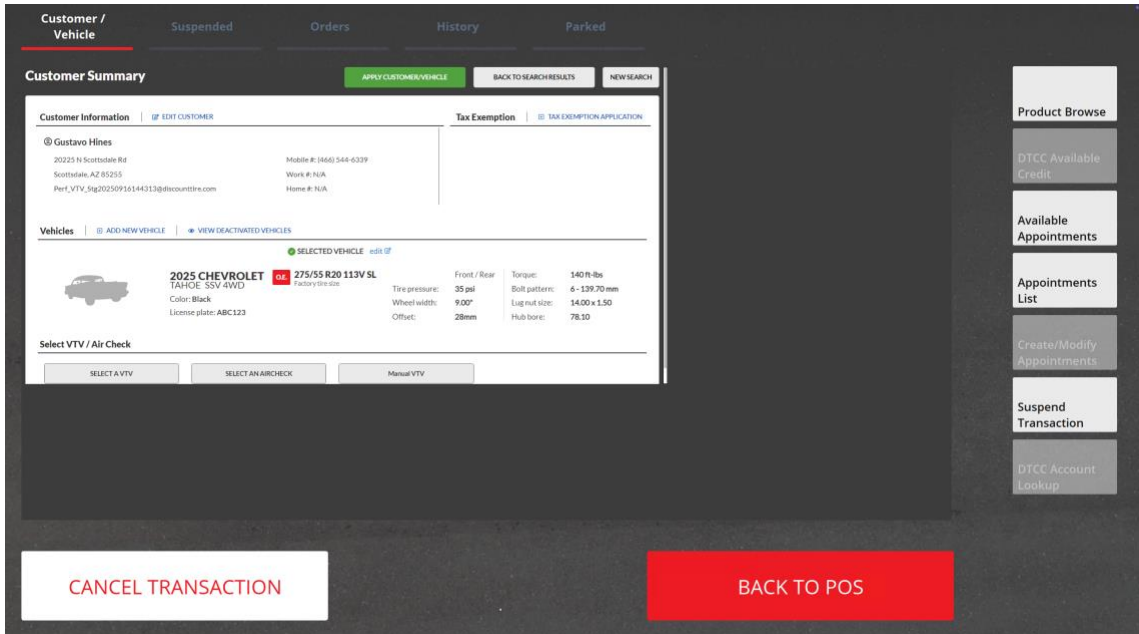
Step	Action																				
3	<p>Click SEARCH BY CUSTOMER.</p> 																				
4	<p>Select the Customer Record from the list.</p> <p>Note: If only one result is found, the record will be auto selected.</p>  <table border="1"> <thead> <tr> <th>Customer Name / Company Name</th><th>Phone Number</th><th>Email Address</th><th>My Account</th><th>Fleet #</th></tr> </thead> <tbody> <tr> <td>① Gustavo Hines</td><td>M: (466) 544-6339</td><td>Perf_VTV_Stg20250916144313@discountt...</td><td>No</td><td>N/A</td></tr> <tr> <td>Address Line 1</td><td>Address Line 2</td><td>City</td><td>State</td><td>Zip Code</td></tr> <tr> <td colspan="5">Country</td></tr> </tbody> </table>	Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #	① Gustavo Hines	M: (466) 544-6339	Perf_VTV_Stg20250916144313@discountt...	No	N/A	Address Line 1	Address Line 2	City	State	Zip Code	Country				
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Step	Action
5	<p>Click SELECT CUSTOMER.</p>  <p>The screenshot shows the 'Customer Search - 1 Result' page. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below the tabs, there are buttons for 'SELECT CUSTOMER' (highlighted with a red box), 'CREATE A NEW CUSTOMER', 'EDIT SEARCH', and 'NEW SEARCH'. A search bar with a magnifying glass icon is present. Below the search bar, there is a table with the following columns: Customer Name / Company Name, Phone Number, Email Address, My Account, and Fleet #. The table contains one row for Gustavo Hines. Below the table, there are fields for Address Line 1, Address Line 2, City, State, Zip Code, and Country.</p>
6	<p>Click ADD NEW VEHICLE.</p>  <p>The screenshot shows the 'Customer Summary' page. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below the tabs, there are buttons for 'APPLY CUSTOMER/VEHICLE', 'BACK TO SEARCH RESULTS', and 'NEW SEARCH'. The page is divided into two main sections: 'Customer Information' and 'Tax Exemption'. The 'Customer Information' section includes fields for Customer Name, Address, Phone Number, Mobile Number, Work Number, and Home Number. The 'Tax Exemption' section includes a 'TAX EXEMPTION APPLICATION' button. Below these sections, there is a 'Vehicles' section with a button for 'ADD NEW VEHICLE' (highlighted with a red box) and a button for 'VIEW DEACTIVATED VEHICLES'. The 'Vehicles' section also displays information for a 2009 Honda Ridgeline RTL, including its color and license plate. At the bottom, there is a 'Select VTV / Air Check' section with buttons for 'SELECT A VTV' and 'SELECT AN AIRCHECK'.</p>

Step	Action
7	<p>Enter the VIN or License Plate information.</p> 
8	<p>Click SEARCH BY VIN or SEARCH BY LICENSE PLATE.</p> 

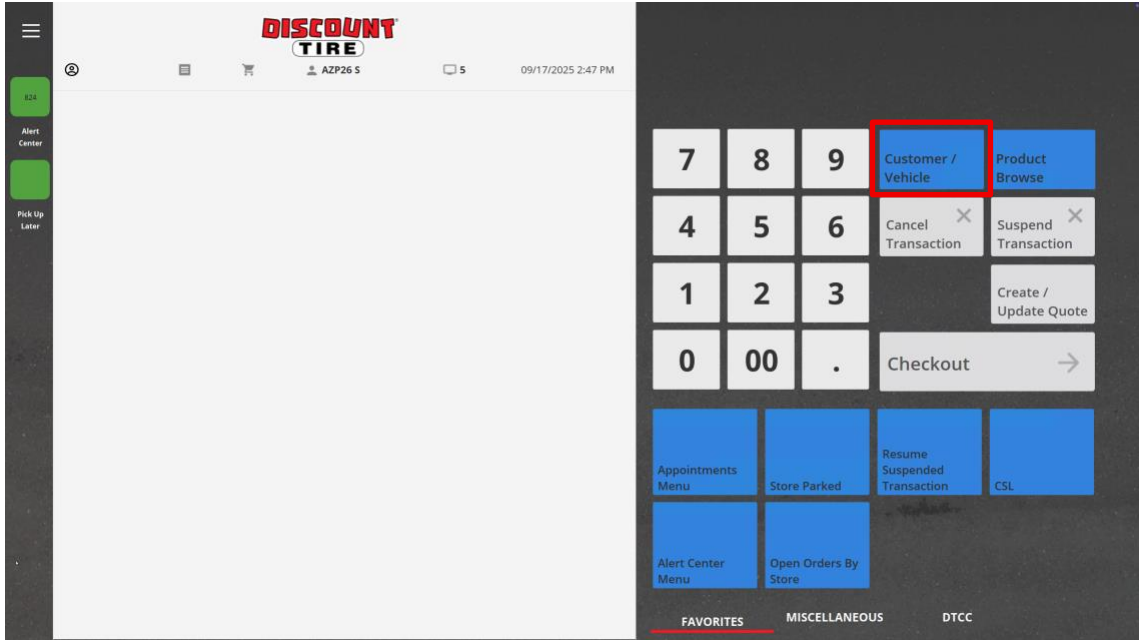
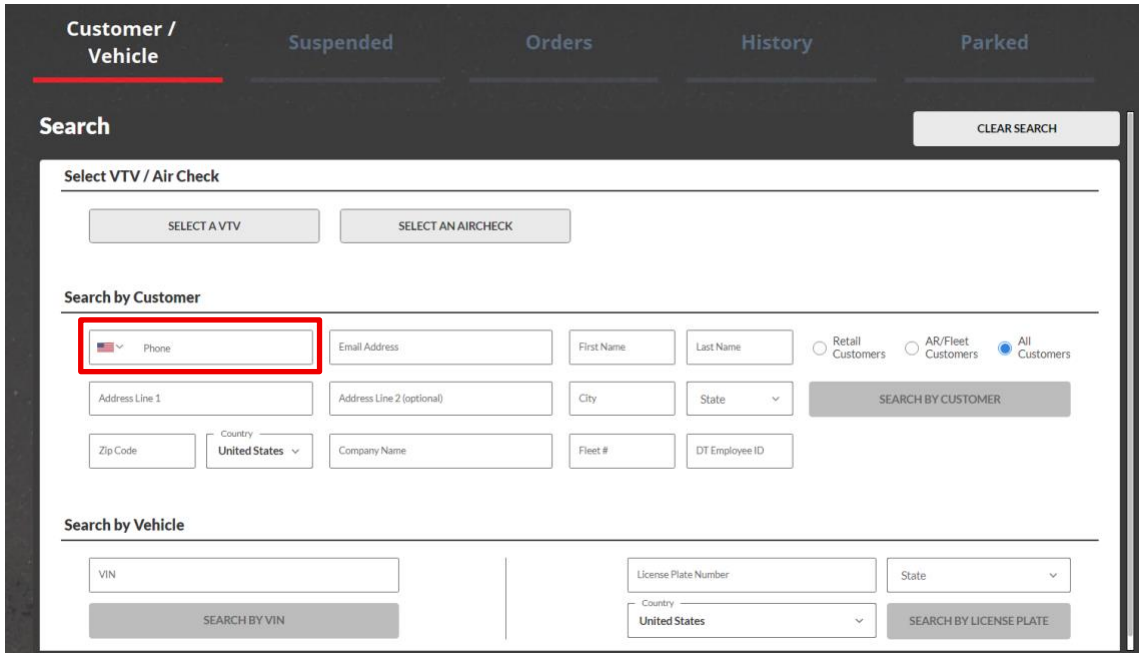
Step	Action
9	<p>Select the vehicle Make, Model, and Trim from the drop-down menu if required.</p> 
10	<p>Select the original tire size for the vehicle.</p> 

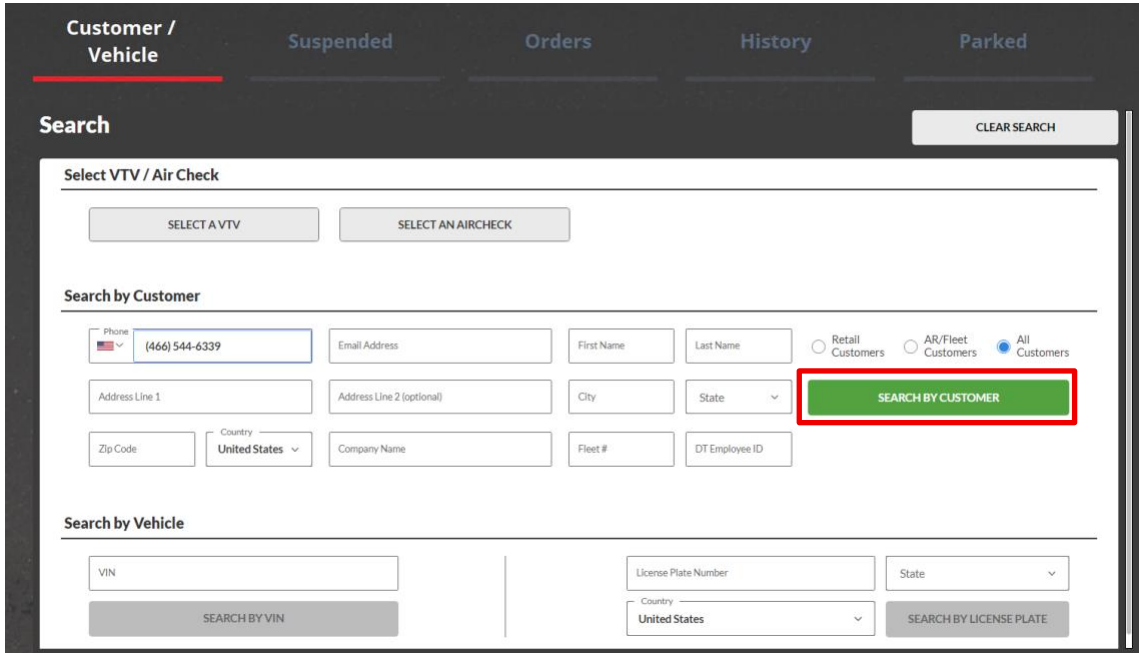
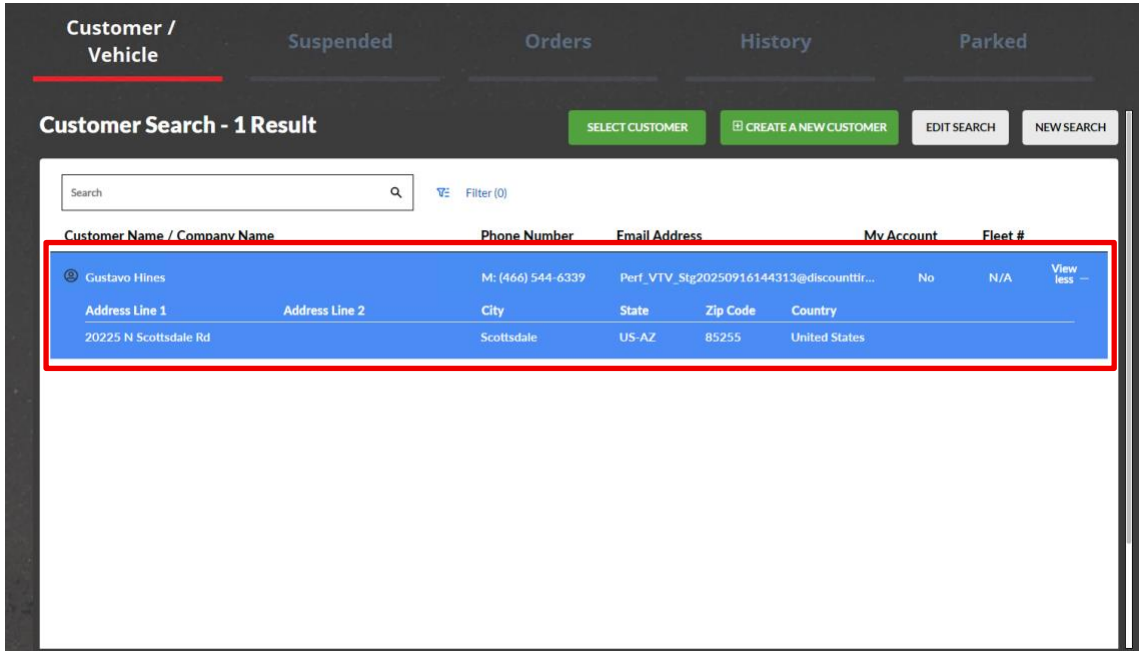
Step	Action
11	<p>Click ADD ADDITIONAL VEHICLE INFO.</p> 
12	<p>Enter/select any additional vehicle info.</p> 

Step	Action
13	<p>Click ADD VEHICLE TO CUSTOMER.</p> 
14	<p>Continue transaction as normal.</p> 

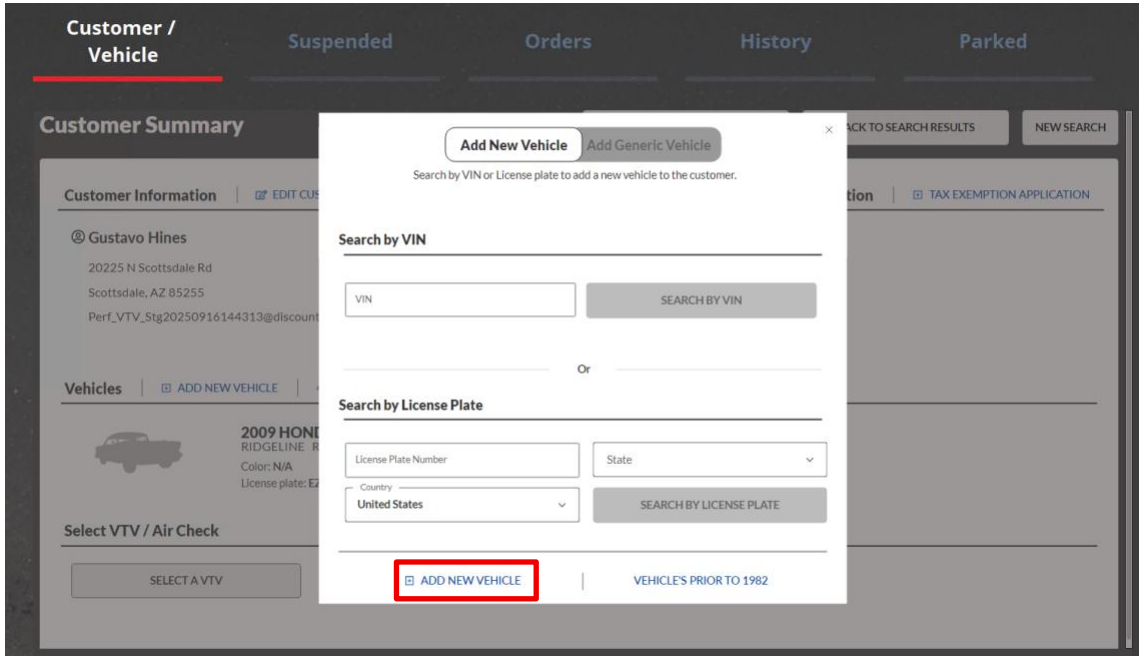
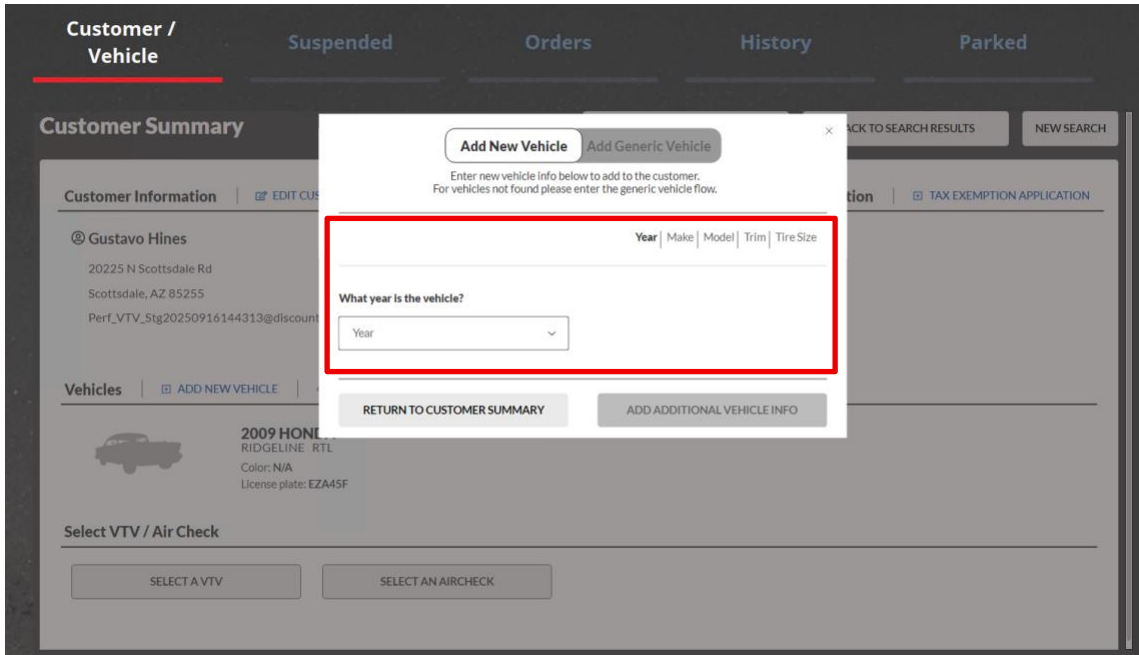
Manually Adding a New Vehicle (No VIN or License Plate)

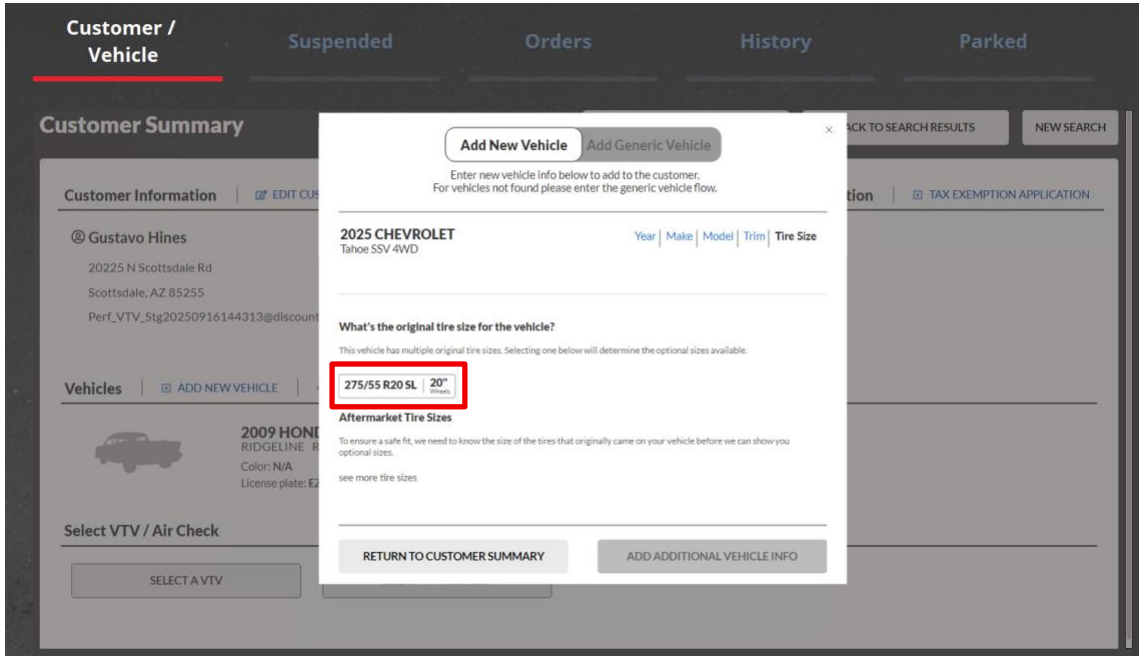
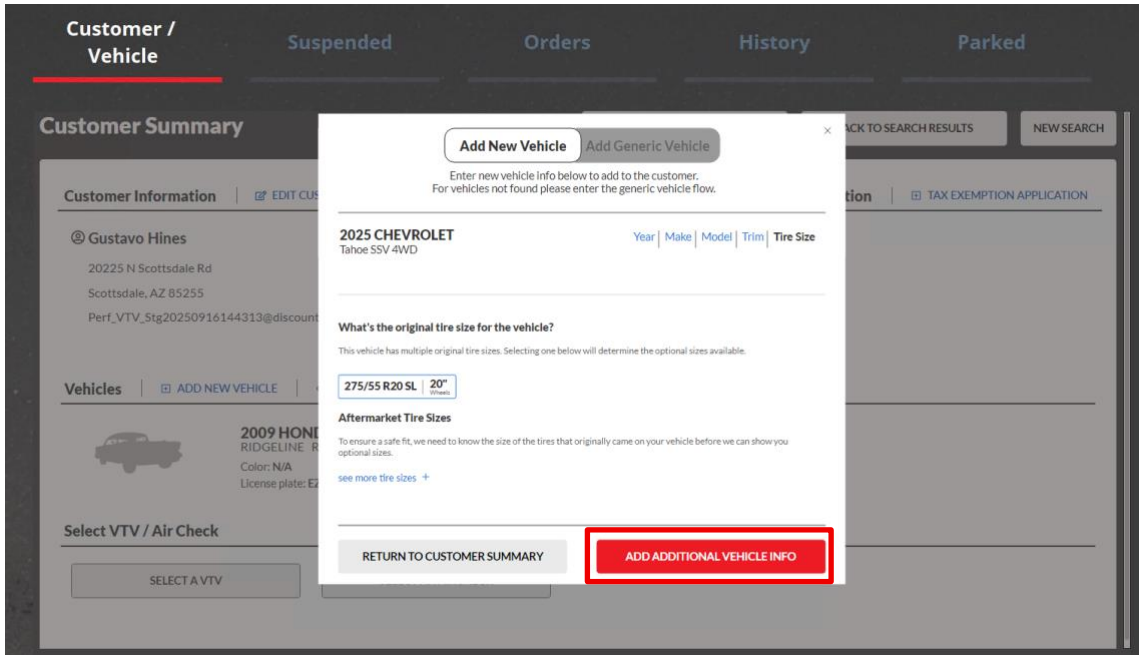
How to add a vehicle to a Customer Record that you do not have a license plate or VIN for. This is typically done when working with a customer over the phone.

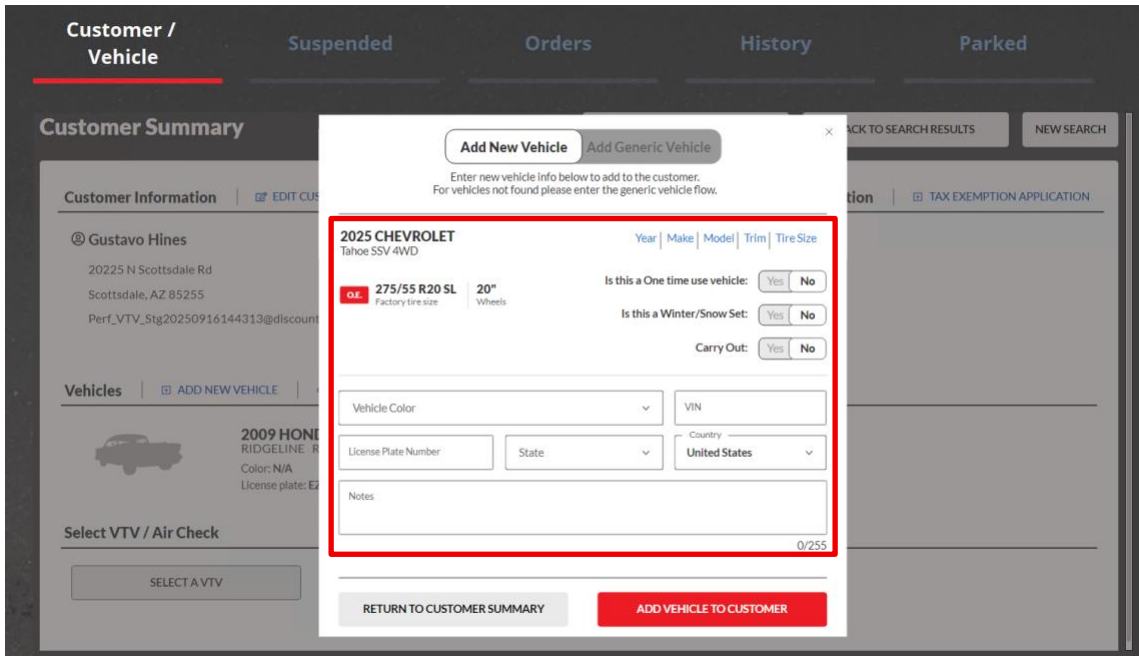
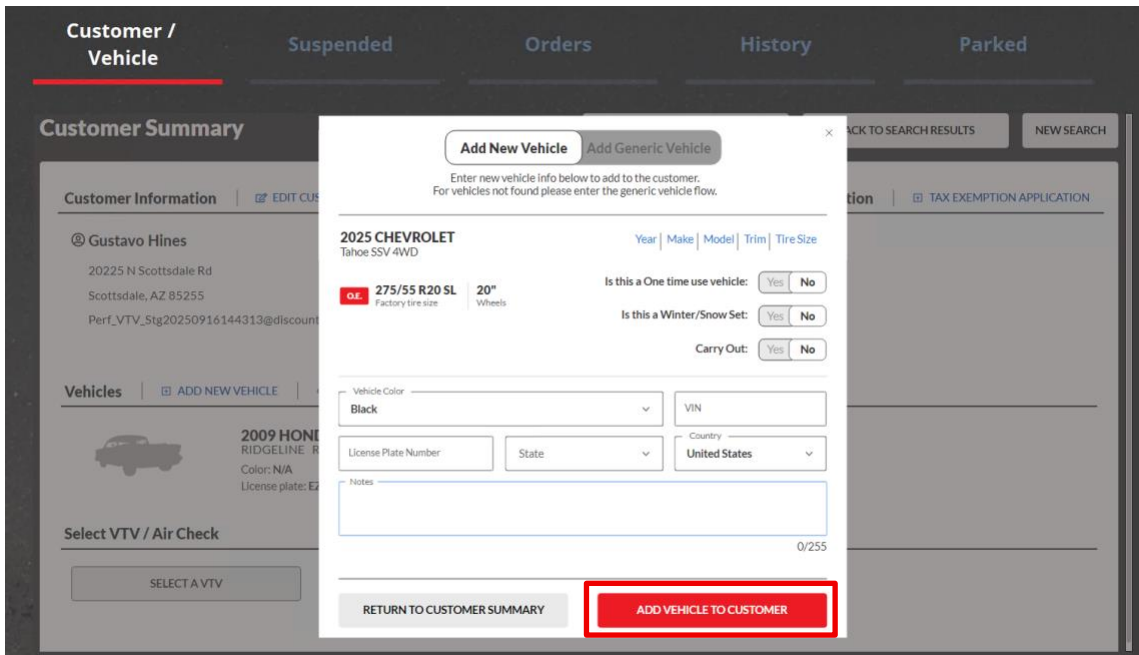
Step	Action
1	<p>Click Customer / Vehicle.</p> 
2	<p>Enter the customer's phone number.</p> 

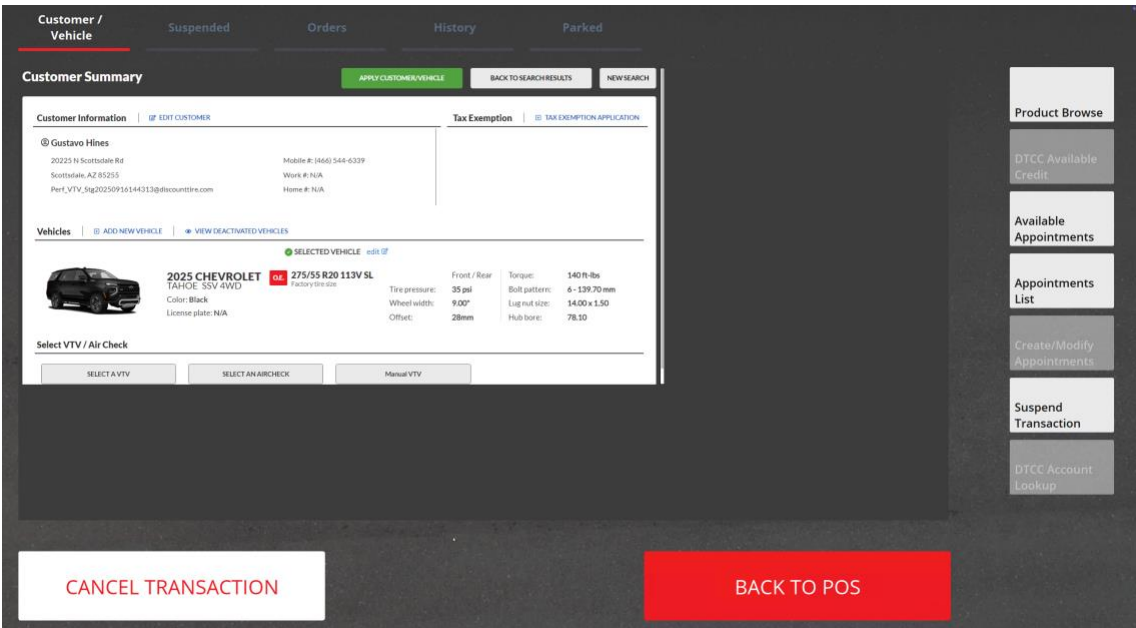
Step	Action										
3	<p>Click SEARCH BY CUSTOMER.</p> 										
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Gustavo Hines	M: (466) 544-6339	Perf_VTV_Stg20250916144313@discountt...	No	N/A							

Step	Action										
5	<div>Click SELECT CUSTOMER.</div> <div><div><div>Customer / Vehicle</div><div>Suspended</div><div>Orders</div><div>History</div><div>Parked</div></div><div><div>Customer Search - 1 Result</div><div>SELECT CUSTOMER</div><div>CREATE A NEW CUSTOMER</div><div>EDIT SEARCH</div><div>NEW SEARCH</div></div><div><div><div>Search</div><div>Filter (0)</div></div><div><table><tr><th>Customer Name / Company Name</th><th>Phone Number</th><th>Email Address</th><th>My Account</th><th>Fleet #</th></tr><tr><td><div><div><div>Gustavo Hines</div><div>Address Line 120225 N Scottsdale Rd</div><div>Address Line 2</div><div>CityScottsdale</div><div>StateUS-AZ</div><div>Zip Code85255</div><div>CountryUnited States</div></div></div></td><td>M: (466) 544-6339</td><td>Perf_VTV_Stg20250916144313@discounttir...</td><td>No</td><td>N/A</td></tr></table></div></div></div>	Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #	<div><div><div>Gustavo Hines</div><div>Address Line 120225 N Scottsdale Rd</div><div>Address Line 2</div><div>CityScottsdale</div><div>StateUS-AZ</div><div>Zip Code85255</div><div>CountryUnited States</div></div></div>	M: (466) 544-6339	Perf_VTV_Stg20250916144313@discounttir...	No	N/A
Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #							
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6	<div>Click ADD NEW VEHICLE.</div> <div><div><div>Customer / Vehicle</div><div>Suspended</div><div>Orders</div><div>History</div><div>Parked</div></div><div><div>Customer Summary</div><div>APPLY CUSTOMER/VEHICLE</div><div>BACK TO SEARCH RESULTS</div><div>NEW SEARCH</div></div><div><div><div>Customer Information</div><div>EDIT CUSTOMER</div></div><div><div><div><div><div><div><div>Gustavo Hines</div><div>20225 N Scottsdale Rd</div><div>Scottsdale, AZ 85255</div><div>Perf_VTV_Stg20250916144313@discounttire.com</div></div><div><div>Mobile #:(466) 544-6339</div><div>Work #: N/A</div><div>Home #: N/A</div></div></div></div></div><div><div>Tax Exemption</div><div>TAX EXEMPTION APPLICATION</div></div></div><div><div><div>Vehicles</div><div>ADD NEW VEHICLE</div><div>VIEW DEACTIVATED VEHICLES</div></div><div><div><div><div><div><div><div><div></div><div>2009 HONDA</div><div>RIDGELINE RTL</div><div>Color: N/A</div><div>License plate: EZA45F</div></div></div></div></div></div></div><div><div>Select VTV / Air Check</div><div><div>SELECT A VTV</div><div>SELECT AN AIRCHECK</div></div></div></div></div></div></div></div>										

Step	Action
7	<p>Click ADD NEW VEHICLE at the bottom of the pop-up window.</p> 
8	<p>Select the Year, Make, Model, and Trim from the dropdowns.</p> 

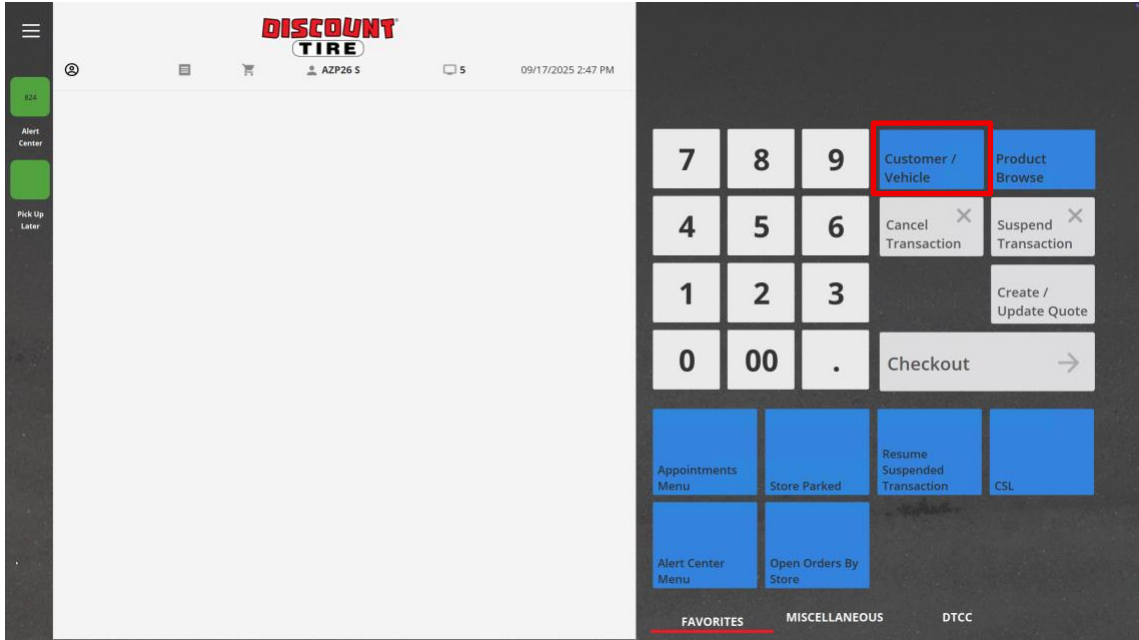
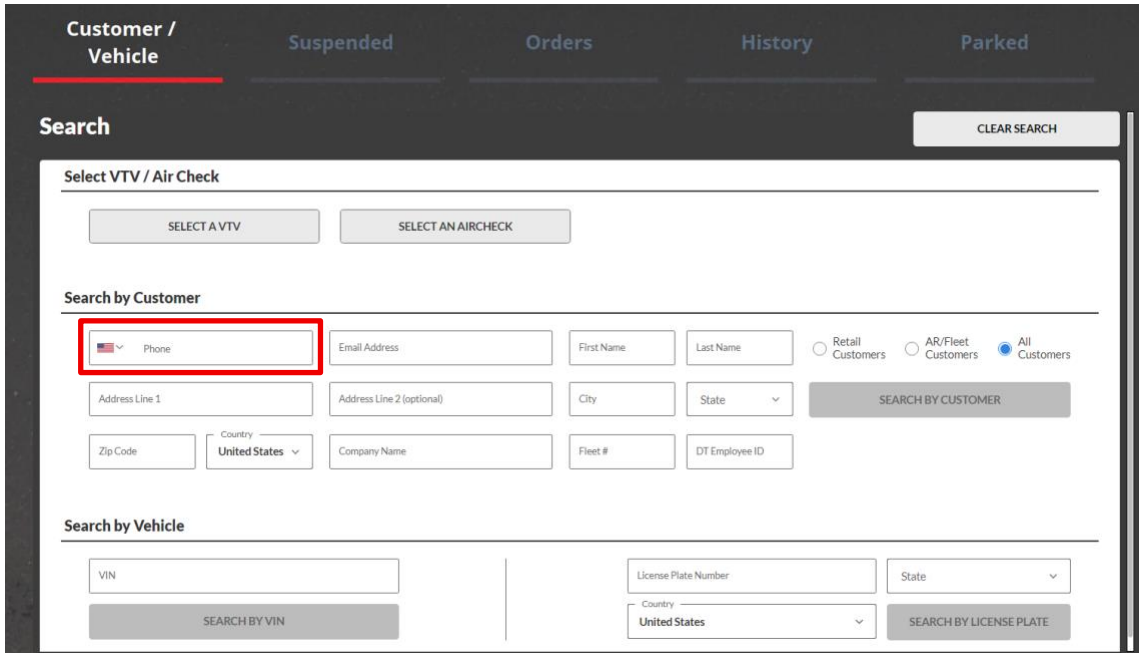
Step	Action
9	<p>Select the original tire size for the vehicle.</p>  <p>The screenshot shows the 'Customer / Vehicle' section with a 'Customer Summary' for Gustavo Hines. A modal titled 'Add New Vehicle' is open, displaying the vehicle details: 2025 CHEVROLET Tahoe SSV 4WD. It asks 'What's the original tire size for the vehicle?' and provides a list of options. The option '275/55 R20 SL 20" Wheels' is highlighted with a red box. Below this, there is a section for 'Aftermarket Tire Sizes' and a 'RETURN TO CUSTOMER SUMMARY' button.</p>
10	<p>Click ADD ADDITIONAL VEHICLE INFO.</p>  <p>The screenshot shows the same 'Customer / Vehicle' section and 'Add New Vehicle' modal as in Step 9. The '275/55 R20 SL 20" Wheels' option is still highlighted. In this step, the 'ADD ADDITIONAL VEHICLE INFO' button at the bottom right of the modal is highlighted with a red box.</p>

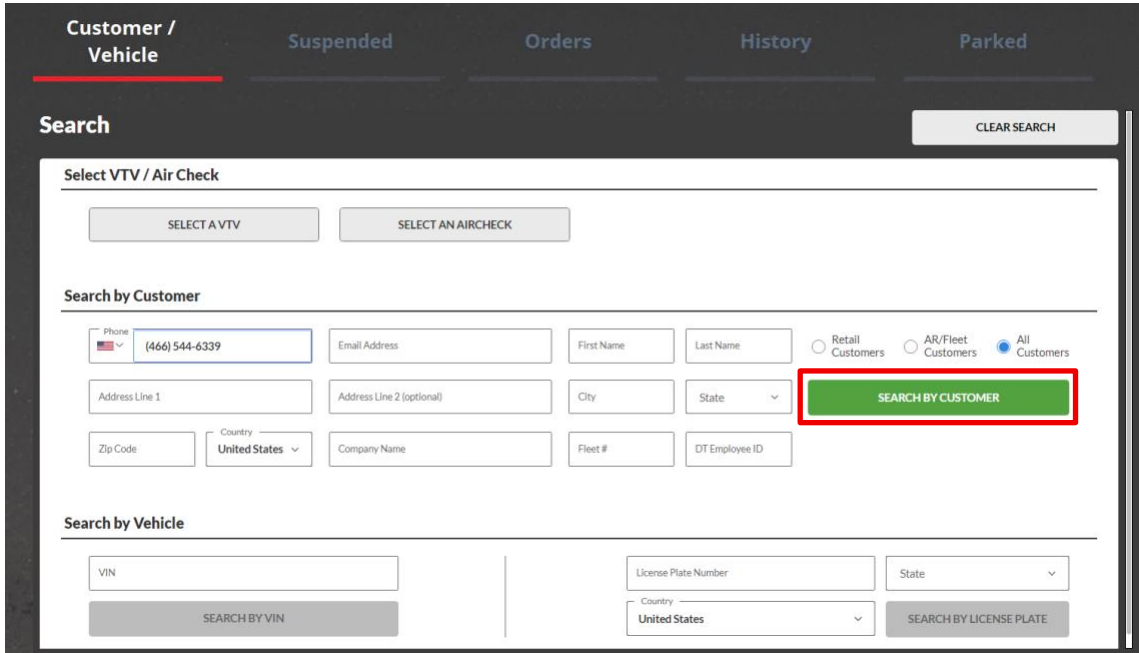
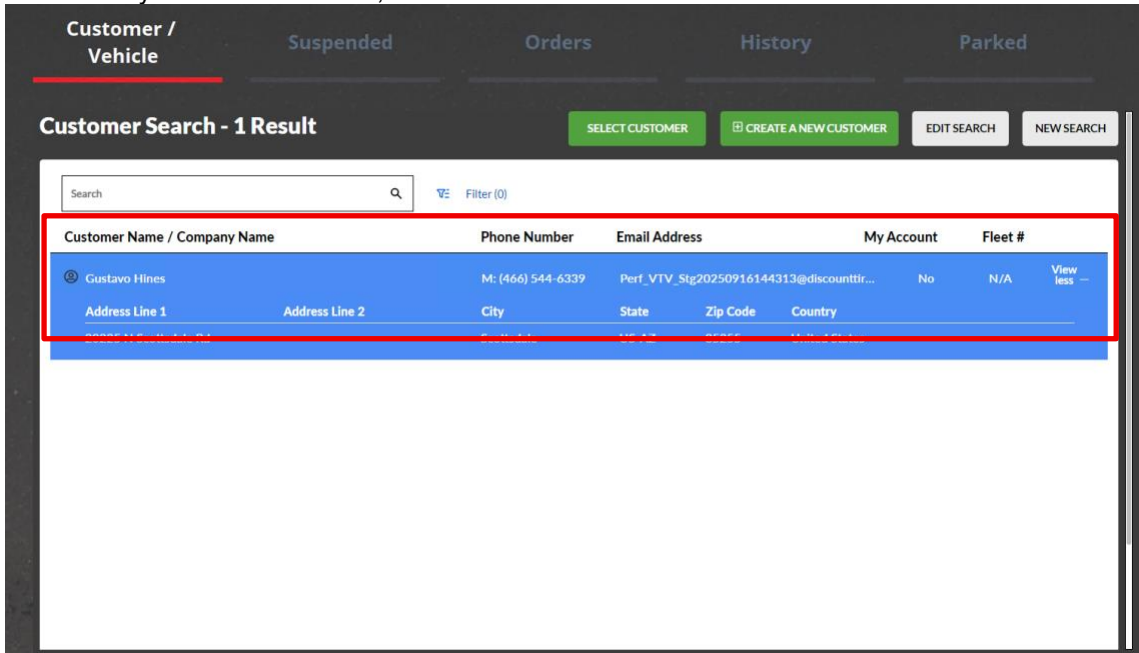
Step	Action
11	<p>Enter/select any additional vehicle information.</p> 
12	<p>Click ADD VEHICLE TO CUSTOMER.</p> 

Step	Action
13	<p>Continue transaction as normal.</p>  <p>The screenshot displays the 'Customer Summary' interface in the Vision POS system. At the top, there are tabs for 'Customer / Vehicle', 'Suspended', 'Orders', 'History', and 'Parked'. Below these, the 'Customer Summary' section includes a green 'APPLY CUSTOMER/VEHICLE' button and a 'BACK TO SEARCH RESULTS' button. The 'Customer Information' tab is active, showing details for Gustavo Hines, including address, phone numbers, and email. A 'Vehicles' section lists a '2025 CHEVROLET TAHOE SSV 4WD' with various specifications like tire pressure, wheel width, and torque. At the bottom of the screen, there are two prominent buttons: 'CANCEL TRANSACTION' in white with red text and 'BACK TO POS' in red with white text.</p>

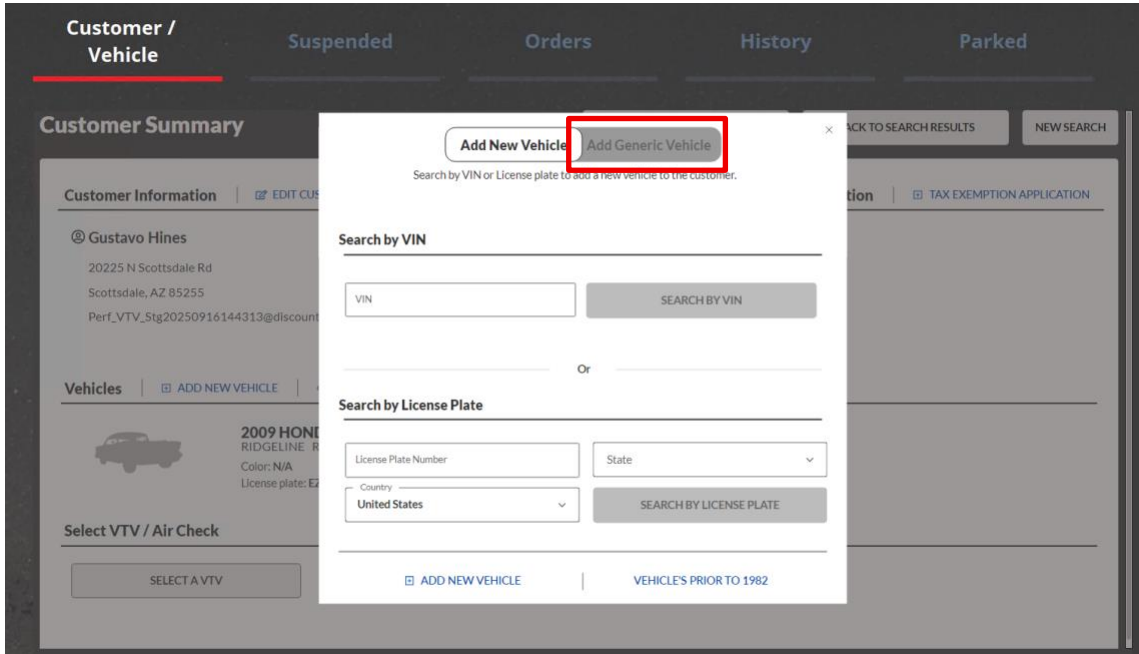
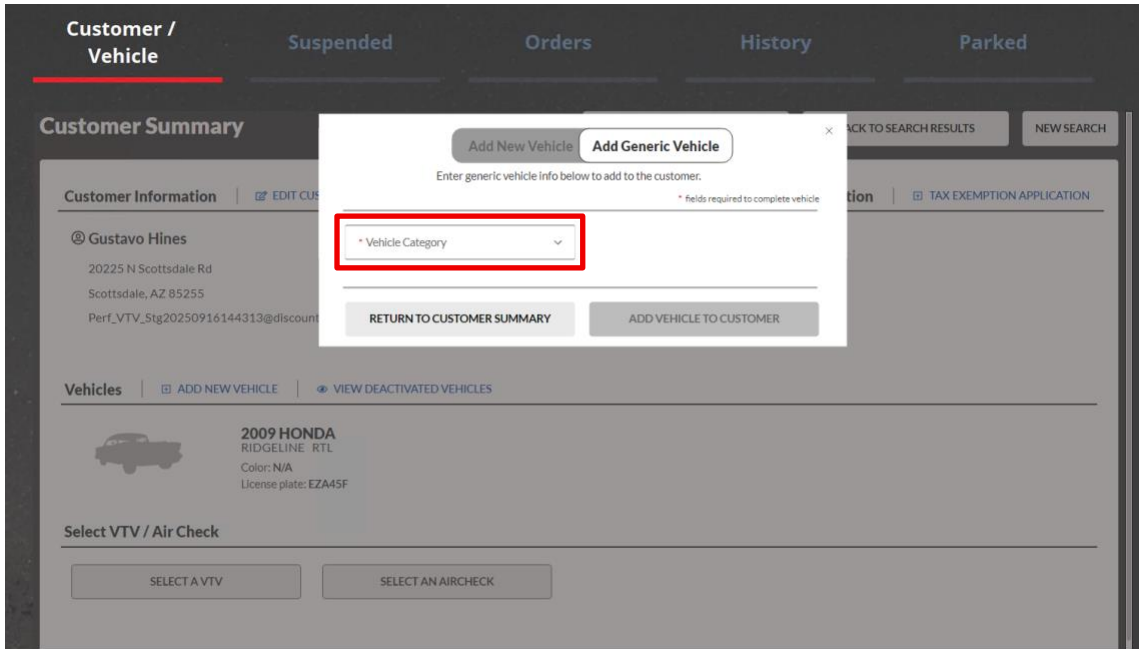
Adding a Generic Vehicle

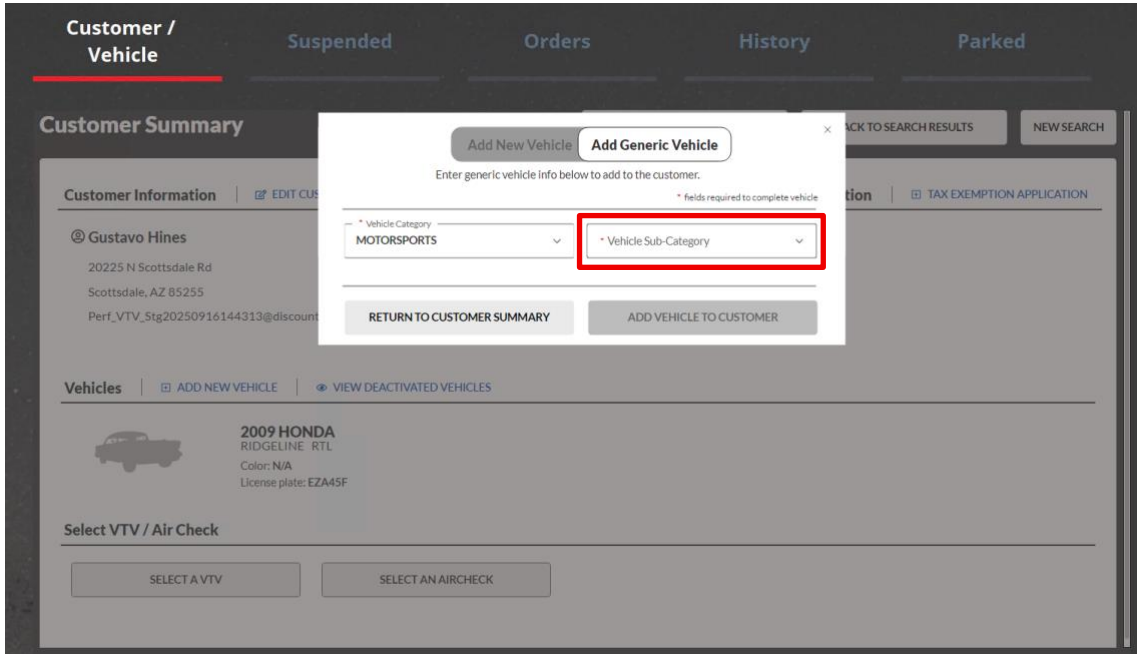
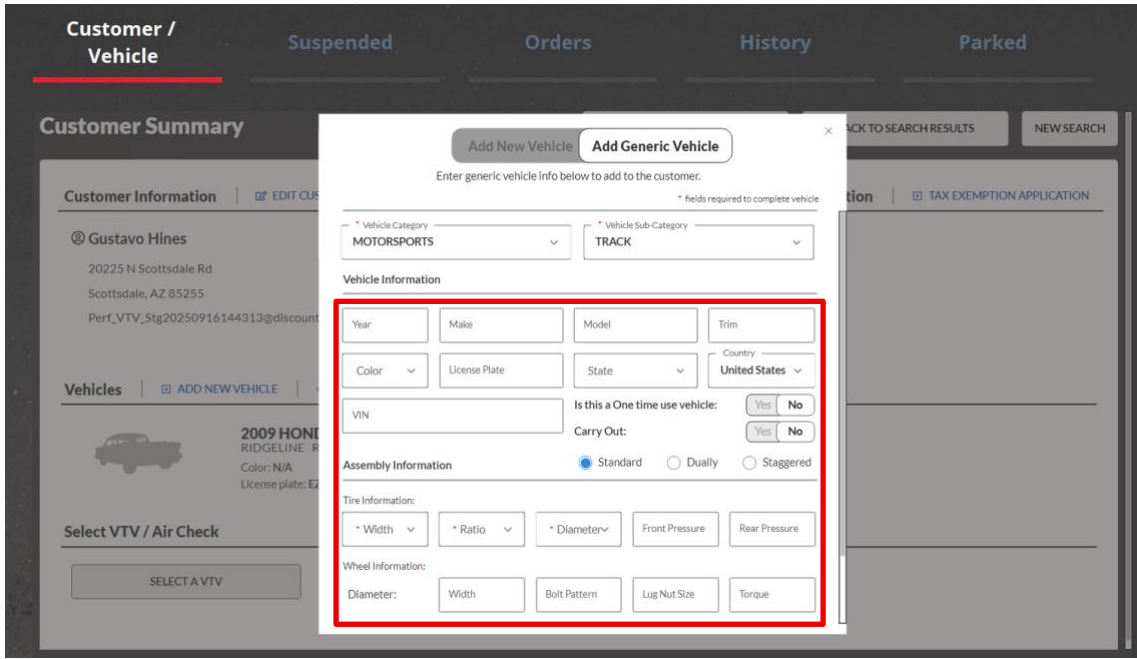
Generic vehicle types include Agriculture, ATV/UTV, Classic, Equipment, HD Application, Late Model, Lawn & Golf, Motorsports, Recreational Vehicle, and Trailer.

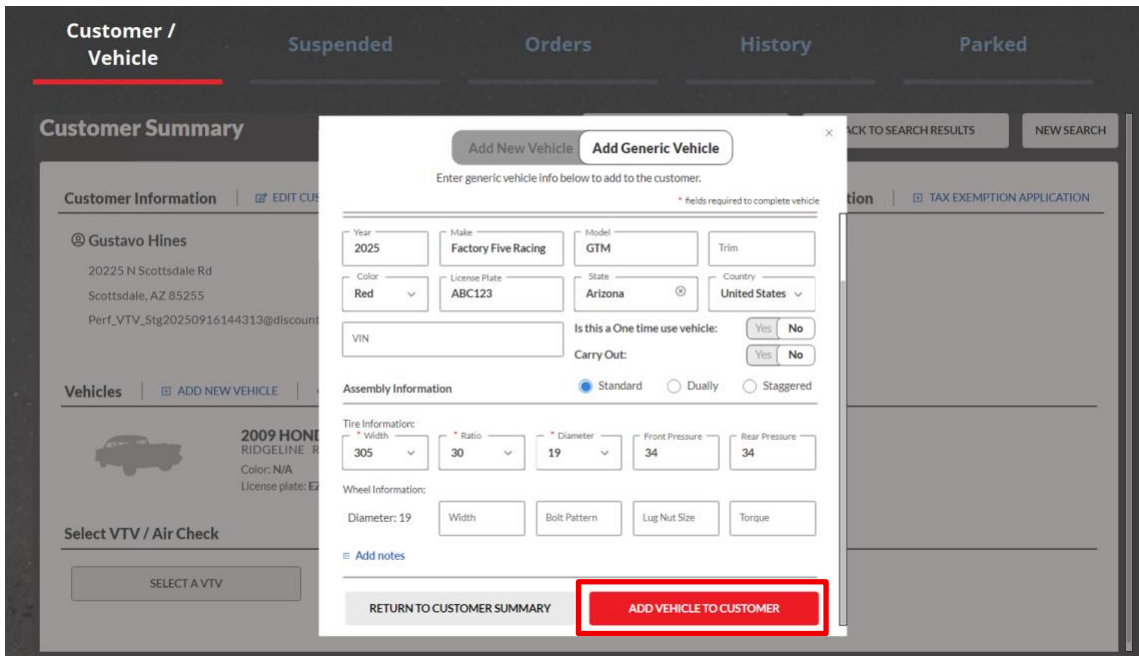
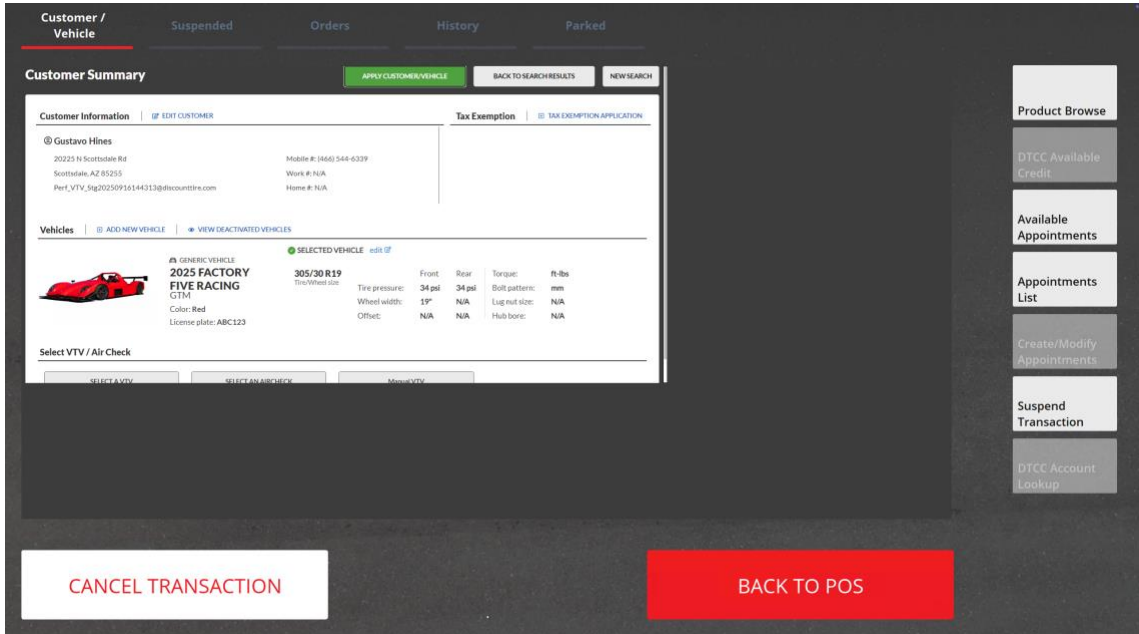
Step	Action
1	<p>Click Customer / Vehicle.</p> 
2	<p>Enter the customer's phone number.</p> 

Step	Action										
3	<p>Click SEARCH BY CUSTOMER.</p> 										
4	<p>Select the Customer Record from the list.</p> <p>Note: If only one result is found, the record will be auto selected.</p>  <table border="1"> <thead> <tr> <th>Customer Name / Company Name</th><th>Phone Number</th><th>Email Address</th><th>My Account</th><th>Fleet #</th></tr> </thead> <tbody> <tr> <td> <div> <div></div> <div>Gustavo Hines</div> </div> <div> <div>Address Line 1</div> <div>Address Line 2</div> <div>City</div> <div>State</div> <div>Zip Code</div> <div>Country</div> </div> </td><td>M: (466) 544-6339</td><td>Perf_VTV_Stg20250916144313@discountt...</td><td>No</td><td>N/A View less</td></tr> </tbody> </table>	Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #	<div> <div></div> <div>Gustavo Hines</div> </div> <div> <div>Address Line 1</div> <div>Address Line 2</div> <div>City</div> <div>State</div> <div>Zip Code</div> <div>Country</div> </div>	M: (466) 544-6339	Perf_VTV_Stg20250916144313@discountt...	No	N/A View less
Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #							
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Step	Action										
5	<div>Click SELECT CUSTOMER.</div> <div><div><div>Customer / Vehicle</div><div>Suspended</div><div>Orders</div><div>History</div><div>Parked</div></div><div><div>Customer Search - 1 Result</div><div>SELECT CUSTOMER</div><div>CREATE A NEW CUSTOMER</div><div>EDIT SEARCH</div><div>NEW SEARCH</div></div><div><div><div>Search</div><div>Filter (0)</div></div><div><table><tr><th>Customer Name / Company Name</th><th>Phone Number</th><th>Email Address</th><th>My Account</th><th>Fleet #</th></tr><tr><td><div><div><div></div><div>Gustavo Hines</div></div><div><div>Address Line 1</div><div>20225 N Scottsdale Rd</div></div><div><div>Address Line 2</div><div></div></div><div><div>City</div><div>Scottsdale</div></div><div><div>State</div><div>US-AZ</div></div><div><div>Zip Code</div><div>85255</div></div><div><div>Country</div><div>United States</div></div></div></td><td>M: (466) 544-6339</td><td>Perf_VTV_Stg20250916144313@discounttir...</td><td>No</td><td>N/A</td></tr></table></div></div></div>	Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #	<div><div><div></div><div>Gustavo Hines</div></div><div><div>Address Line 1</div><div>20225 N Scottsdale Rd</div></div><div><div>Address Line 2</div><div></div></div><div><div>City</div><div>Scottsdale</div></div><div><div>State</div><div>US-AZ</div></div><div><div>Zip Code</div><div>85255</div></div><div><div>Country</div><div>United States</div></div></div>	M: (466) 544-6339	Perf_VTV_Stg20250916144313@discounttir...	No	N/A
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6	<div>Click ADD NEW VEHICLE.</div> <div><div><div>Customer / Vehicle</div><div>Suspended</div><div>Orders</div><div>History</div><div>Parked</div></div><div><div>Customer Summary</div><div>APPLY CUSTOMER/VEHICLE</div><div>BACK TO SEARCH RESULTS</div><div>NEW SEARCH</div></div><div><div><div>Customer Information</div><div>EDIT CUSTOMER</div></div><div><div><div><div><div></div><div>Gustavo Hines</div></div><div><div>20225 N Scottsdale Rd</div><div>Scottsdale, AZ 85255</div><div>Perf_VTV_Stg20250916144313@discounttire.com</div></div><div><div>Mobile #: (466) 544-6339</div><div>Work #: N/A</div><div>Home #: N/A</div></div></div></div><div><div><div>Tax Exemption</div><div>TAX EXEMPTION APPLICATION</div></div></div></div><div><div><div>Vehicles</div><div>ADD NEW VEHICLE</div><div>VIEW DEACTIVATED VEHICLES</div></div><div><div><div><div></div><div>2009 HONDA RIDGELINE RTL</div><div>Color: N/A</div><div>License plate: EZA45F</div></div></div></div><div><div>Select VTV / Air Check</div><div><div>SELECT A VTV</div><div>SELECT AN AIRCHECK</div></div></div></div></div></div>										

Step	Action
	<p>Click Add Generic Vehicle.</p> 
	<p>Select a Vehicle Category from the drop-down list.</p> 

Step	Action
	<p>Select a subcategory from the drop-down list (if applicable).</p> 
	<p>Fill out all available fields.</p> 

Step	Action
	<p>Click ADD VEHICLE TO CUSTOMER.</p> 
	<p>Continue transaction as normal.</p> 

Contact

Contact the Service Desk at support@discounttire.com or 800-366-4399.