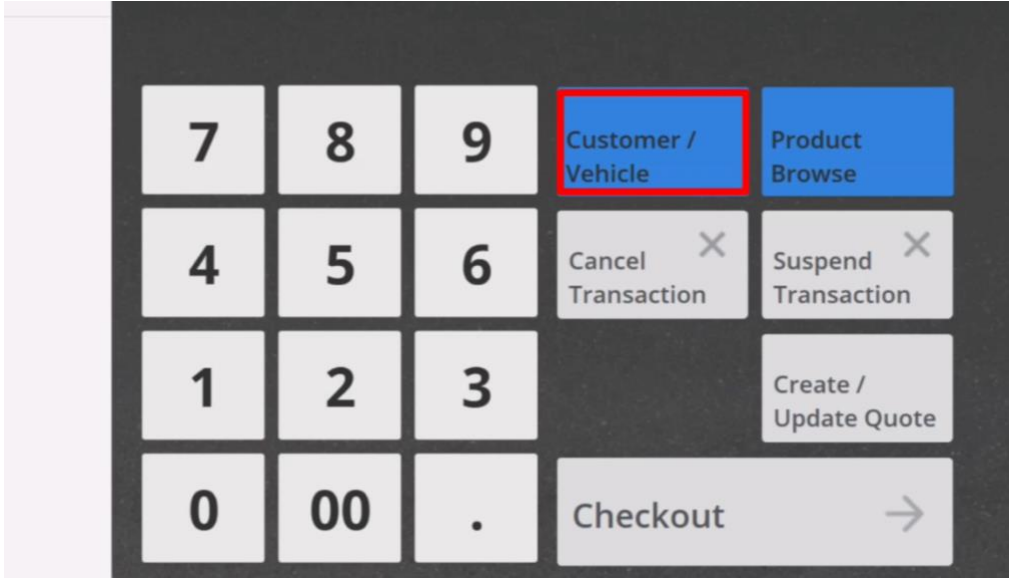
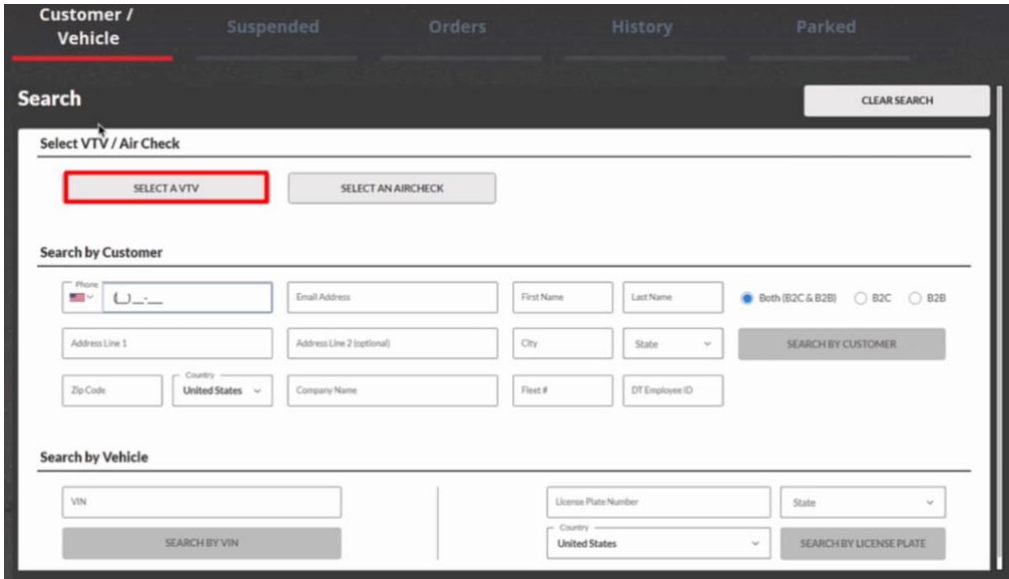


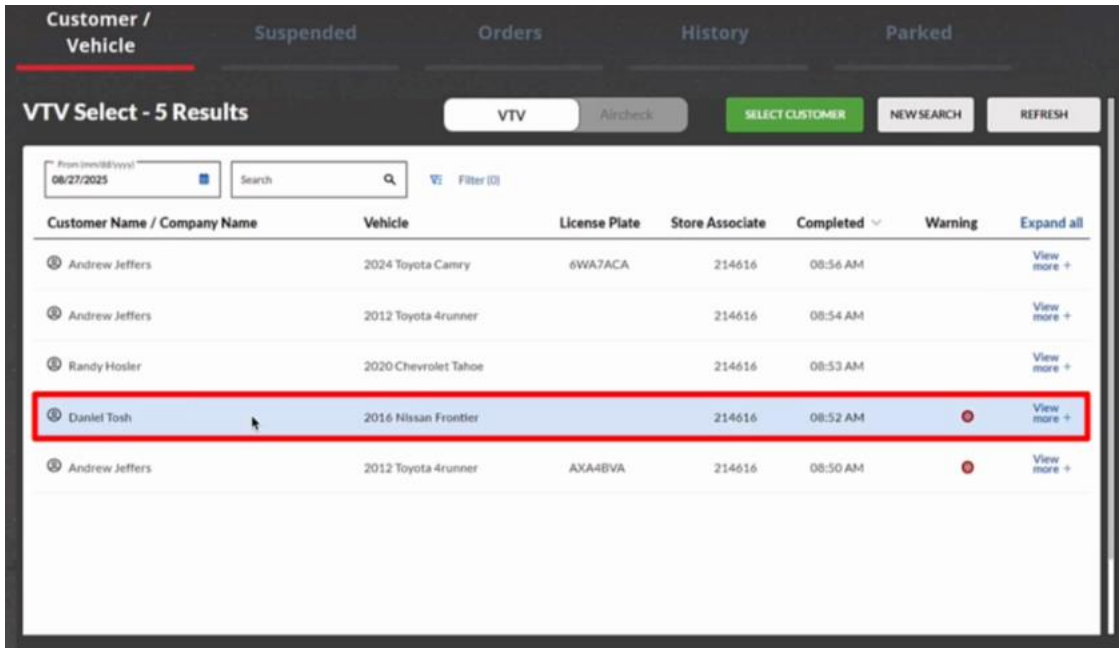
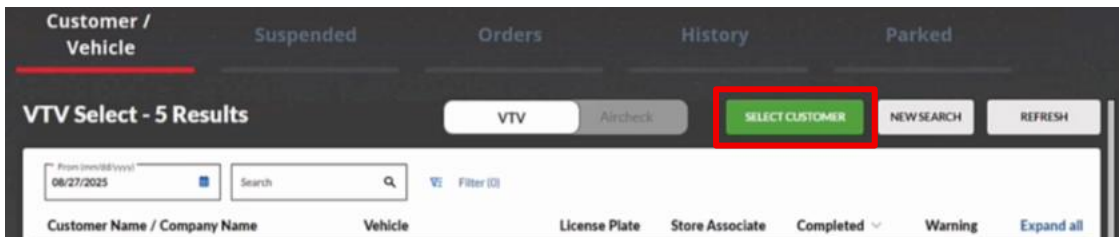
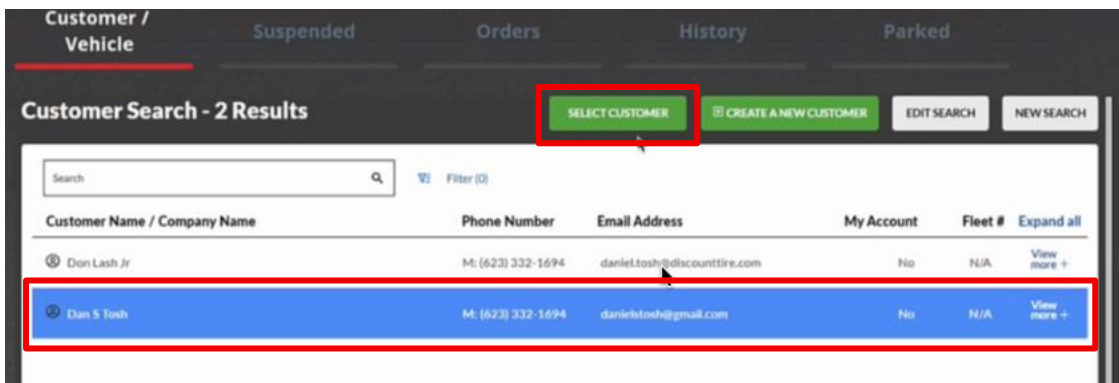
Vision POS – Sales Process Guide

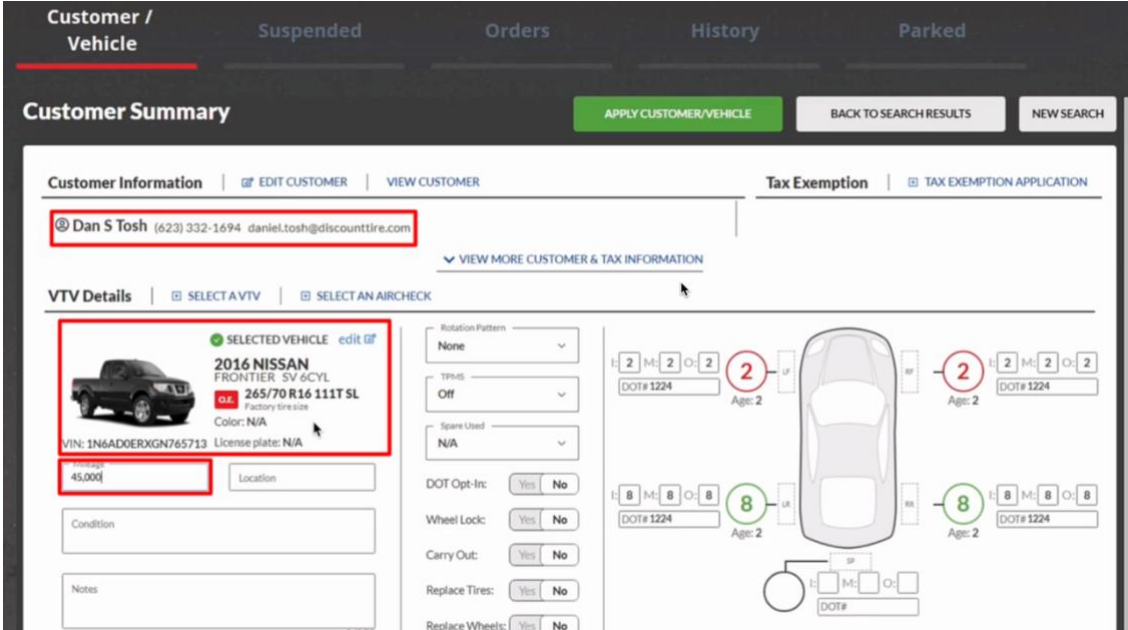
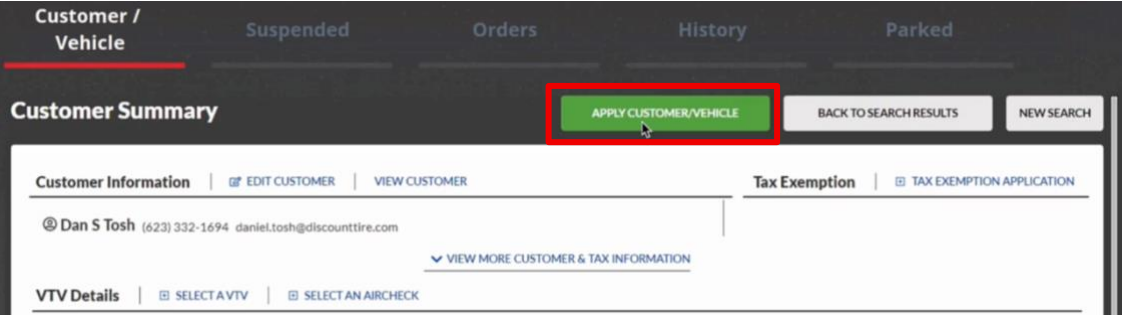
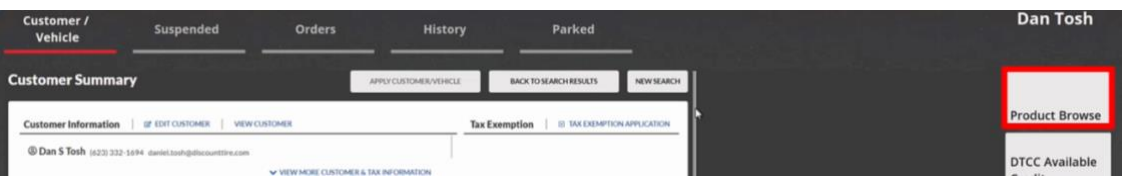
Purpose and Overview

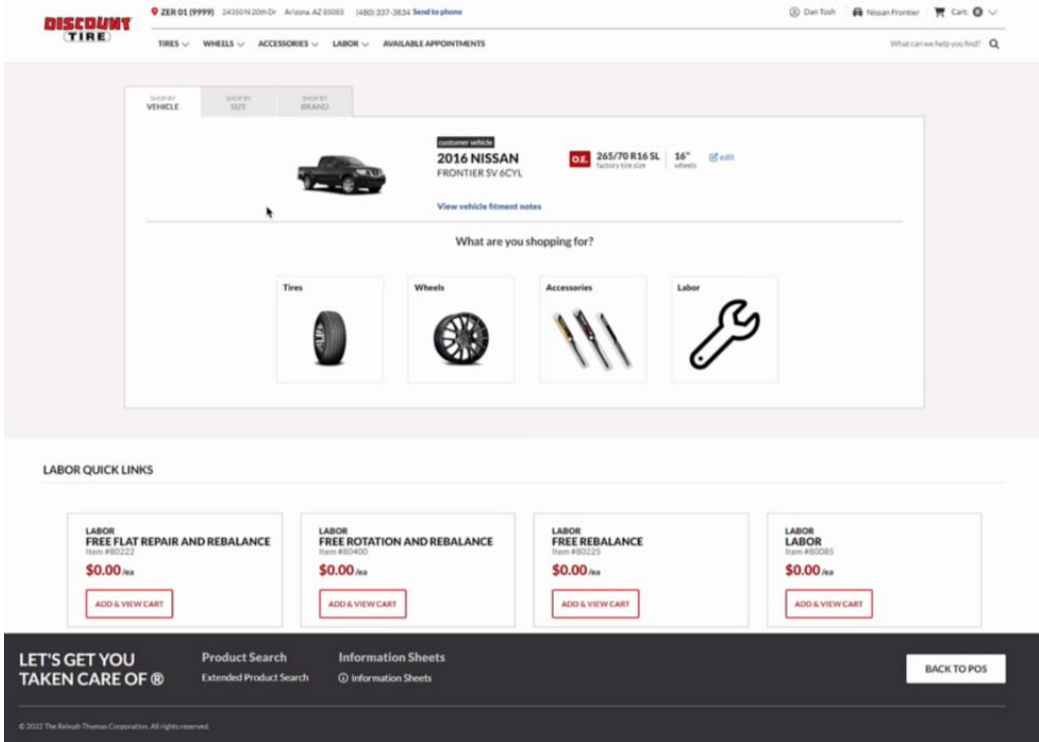
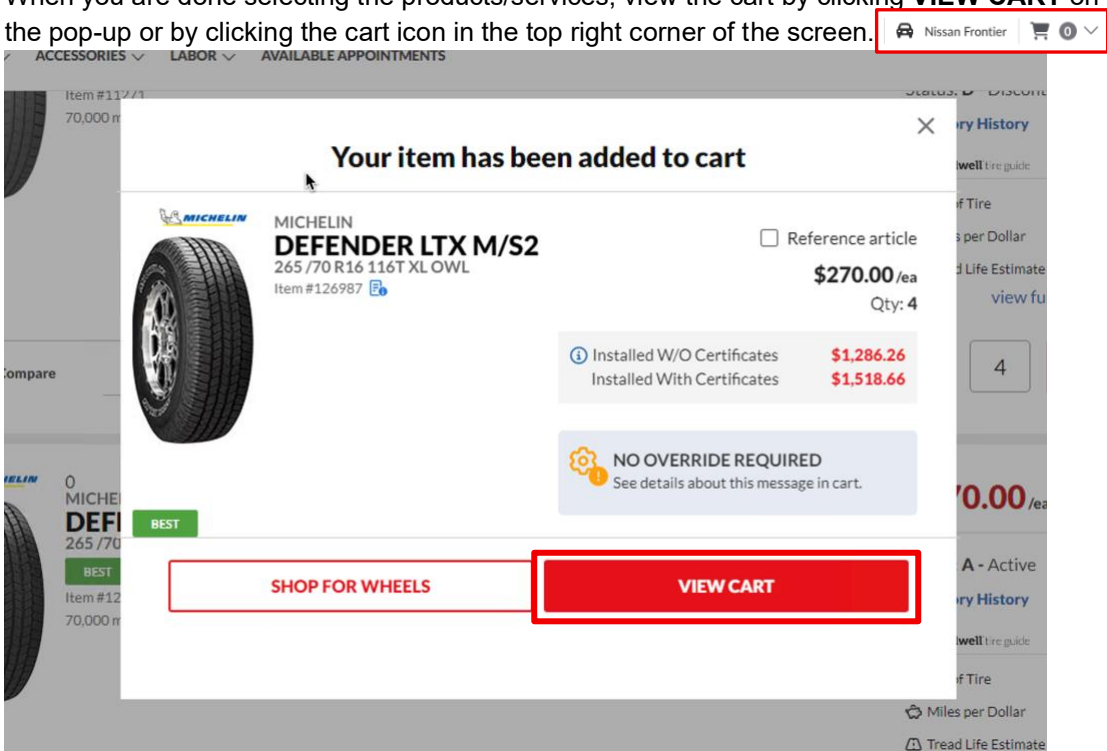
This guide provides the standard steps you will follow to process a sale assuming a VTV has been performed on the vehicle. The steps are written generically to be applicable for both product or service sales.

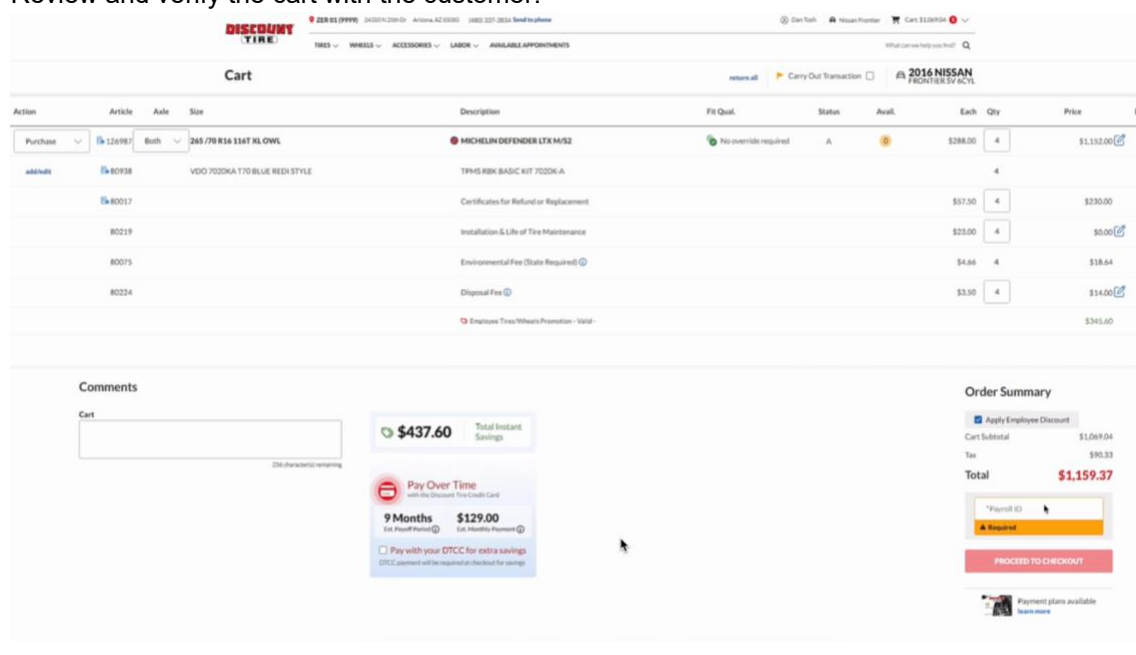
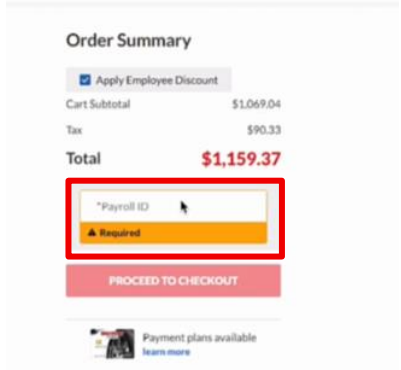
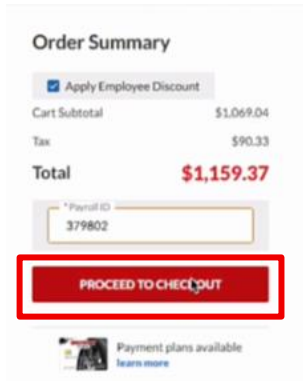
Process Steps

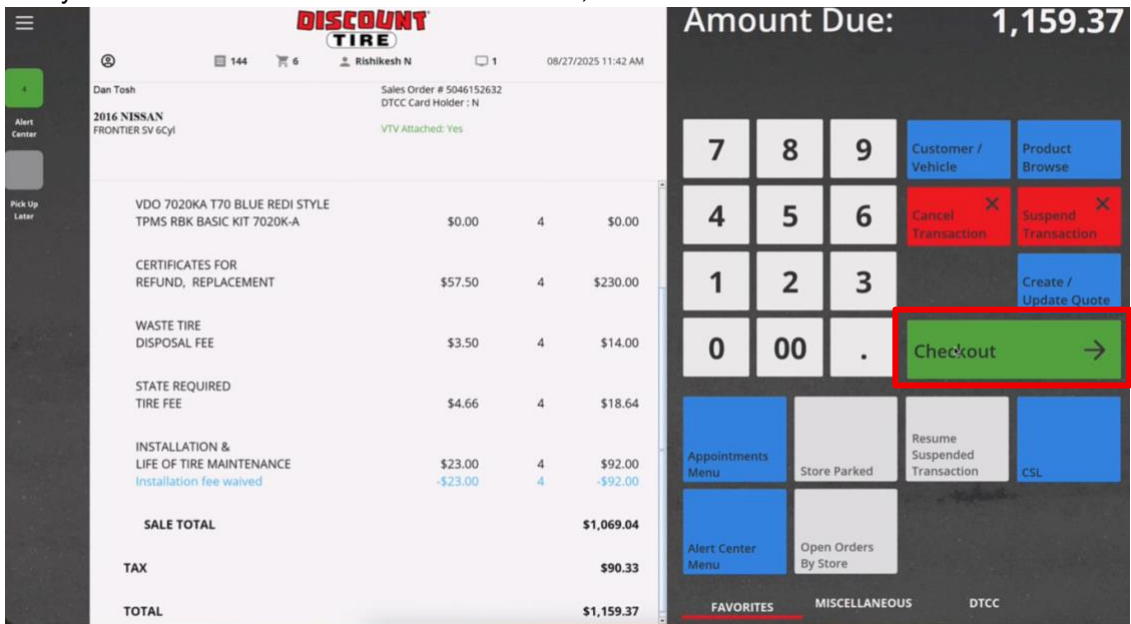
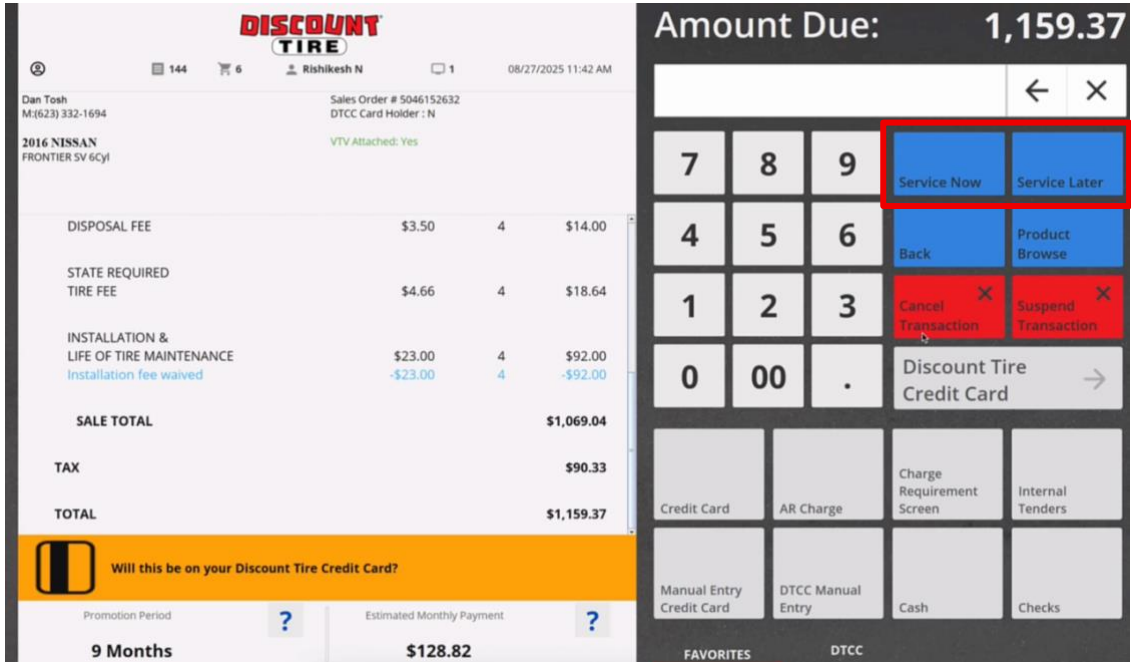
Step	Action
1	<p>From the main screen click Customer / Vehicle.</p> 
2	<p>Click the SELECT A VTV button.</p> 

Step	Action																																										
3	<p>Select the VTV of the person you are working with.</p>  <p>The screenshot shows the 'VTV Select - 5 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', 'NEW SEARCH', and 'REFRESH'. A search bar with the date '08/27/2025' and a 'Filter' button are also present. The main table lists 5 results with columns: Customer Name / Company Name, Vehicle, License Plate, Store Associate, Completed, Warning, and Expand all. The row for 'Daniel Tosh' is highlighted with a red box.</p> <table><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>Andrew Jeffers</td><td>2024 Toyota Camry</td><td>6WA7ACA</td><td>214616</td><td>08:56 AM</td><td></td><td>View more +</td></tr><tr><td>Andrew Jeffers</td><td>2012 Toyota 4runner</td><td></td><td>214616</td><td>08:54 AM</td><td></td><td>View more +</td></tr><tr><td>Randy Hosler</td><td>2020 Chevrolet Tahoe</td><td></td><td>214616</td><td>08:53 AM</td><td></td><td>View more +</td></tr><tr style="border: 2px solid red;"><td>Daniel Tosh</td><td>2016 Nissan Frontier</td><td></td><td>214616</td><td>08:52 AM</td><td></td><td>View more +</td></tr><tr><td>Andrew Jeffers</td><td>2012 Toyota 4runner</td><td>AXA4BVA</td><td>214616</td><td>08:50 AM</td><td></td><td>View more +</td></tr></tbody></table>	Customer Name / Company Name	Vehicle	License Plate	Store Associate	Completed	Warning	Expand all	Andrew Jeffers	2024 Toyota Camry	6WA7ACA	214616	08:56 AM		View more +	Andrew Jeffers	2012 Toyota 4runner		214616	08:54 AM		View more +	Randy Hosler	2020 Chevrolet Tahoe		214616	08:53 AM		View more +	Daniel Tosh	2016 Nissan Frontier		214616	08:52 AM		View more +	Andrew Jeffers	2012 Toyota 4runner	AXA4BVA	214616	08:50 AM		View more +
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Andrew Jeffers	2012 Toyota 4runner	AXA4BVA	214616	08:50 AM		View more +																																					
4	<p>Click the SELECT CUSTOMER button.</p>  <p>The screenshot shows the same 'VTV Select - 5 Results' interface. The 'SELECT CUSTOMER' button is highlighted with a red box.</p>																																										
5	<p>If multiple records are found, select the correct record and click SELECT CUSTOMER.</p>  <p>The screenshot shows the 'Customer Search - 2 Results' interface. At the top, there are buttons for 'SELECT CUSTOMER', 'CREATE A NEW CUSTOMER', 'EDIT SEARCH', and 'NEW SEARCH'. A search bar and a 'Filter' button are also present. The main table lists 2 results with columns: Customer Name / Company Name, Phone Number, Email Address, My Account, Fleet #, and Expand all. The row for 'Dan S Tosh' is highlighted with a red box, and the 'SELECT CUSTOMER' button is also highlighted with a red box.</p> <table><thead><tr><th>Customer Name / Company Name</th><th>Phone Number</th><th>Email Address</th><th>My Account</th><th>Fleet #</th><th>Expand all</th></tr></thead><tbody><tr><td>Don Lash Jr</td><td>M: (623) 332-1694</td><td>daniel.tosh@discounttire.com</td><td>No</td><td>N/A</td><td>View more +</td></tr><tr style="border: 2px solid red;"><td>Dan S Tosh</td><td>M: (623) 332-1694</td><td>daniel.tosh@gmail.com</td><td>No</td><td>N/A</td><td>View more +</td></tr></tbody></table>	Customer Name / Company Name	Phone Number	Email Address	My Account	Fleet #	Expand all	Don Lash Jr	M: (623) 332-1694	daniel.tosh@discounttire.com	No	N/A	View more +	Dan S Tosh	M: (623) 332-1694	daniel.tosh@gmail.com	No	N/A	View more +																								
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Dan S Tosh	M: (623) 332-1694	daniel.tosh@gmail.com	No	N/A	View more +																																						

Step	Action
6	<p>Verify the VTV information is correct including mileage, vehicle, and customer information.</p> 
7	<p>Once verified, click APPLY CUSTOMER/VEHICLE.</p> 
8	<p>Click Product Browse.</p> 


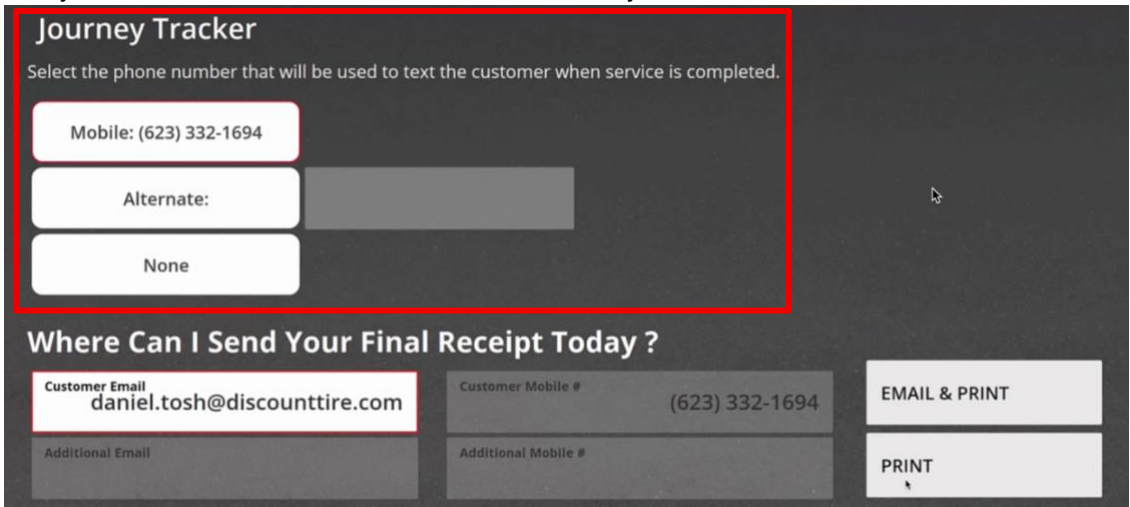
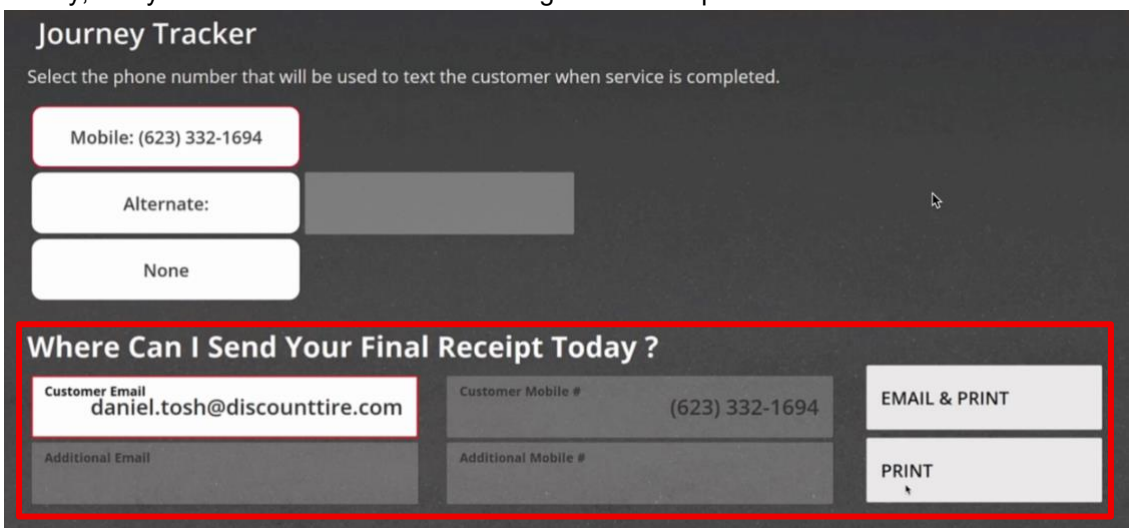
Step	Action
9	<p>Select product(s) and/or service(s) which will add the selection to the cart.</p> 
10	<p>When you are done selecting the products/services, view the cart by clicking VIEW CART on the pop-up or by clicking the cart icon in the top right corner of the screen.</p> 

Step	Action
11	<p>Review and verify the cart with the customer.</p> 
12	<p>Enter your Payroll ID (e.g., 123456).</p> <p>Note: The Payroll ID entered here will reflect in reporting.</p> 
13	<p>Click PROCEED TO CHECKOUT.</p> 

Step	Action
14	<p>Verify all the information is correct on this screen, then click Checkout.</p>  <p>The screenshot shows the Discount Tire POS interface. On the left, there's a sidebar with 'Alert Center' and 'Pick Up Later' buttons. The main area displays a transaction summary for a 2016 Nissan Frontier SV 6Cyl. The summary includes items like 'VDO 7020KA T70 BLUE REDI STYLE TPMS RBK BASIC KIT 7020K-A', 'CERTIFICATES FOR REFUND, REPLACEMENT', 'WASTE TIRE DISPOSAL FEE', 'STATE REQUIRED TIRE FEE', and 'INSTALLATION & LIFE OF TIRE MAINTENANCE'. The total amount due is \$1,159.37. On the right, there's a numeric keypad and several action buttons. The 'Checkout' button is highlighted in a red box.</p>
15	<p>Select Service Now or Service Later.</p>  <p>The screenshot shows the Discount Tire POS interface. On the left, there's a sidebar with 'Alert Center' and 'Pick Up Later' buttons. The main area displays a transaction summary for a 2016 Nissan Frontier SV 6Cyl. The summary includes items like 'DISPOSAL FEE', 'STATE REQUIRED TIRE FEE', and 'INSTALLATION & LIFE OF TIRE MAINTENANCE'. The total amount due is \$1,159.37. On the right, there's a numeric keypad and several action buttons. The 'Service Now' and 'Service Later' buttons are highlighted in a red box.</p>
16	<p>Go to the appropriate section:</p> <ul style="list-style-type: none"> • <i>Service Now (Page 7)</i> • <i>Service Later – Product Available (Page 9)</i> • <i>Service Later – Product Needs to be Ordered (Page 11)</i>




Service Now

Step	Action																																																										
16	<p>Share the Promise Time with the customer.</p> <p>Estimated Completion Time: 12:27 PM</p> <p>Waiting Drop-off</p> <p>Balance Remaining: \$1,159.37</p> <p>CANCEL PAY LATER PAY NOW</p>																																																										
17	<p>Select if they will be Waiting or are going to Drop-Off their vehicle.</p> <p>Estimated Completion Time: 12:27 PM</p> <p>Waiting Drop-off</p> <p>Balance Remaining: \$1,159.37</p> <p>CANCEL PAY LATER PAY NOW</p>																																																										
18	<p>Click PAY NOW.</p> <p>Estimated Completion Time: 12:27 PM</p> <p>Waiting Drop-off</p> <p>Balance Remaining: \$1,159.37</p> <p>CANCEL PAY LATER PAY NOW</p>																																																										
19	<p>Select the appropriate payment type.</p> <div> <div> <p>DISCOUNT TIRE</p> <p>144 6 Rishikesh N 1 08/27/2025 11:43 AM</p> <p>Dan Tosh M:(623) 332-1694</p> <p>2016 NISSAN FRONTIER SV 6Cyl</p> <p>Sales Order # 5046152632 DTCC Card Holder : N</p> <p>VTV Attached: Yes</p> <table border="1"> <tr> <td>DISPOSAL FEE</td> <td>\$3.50</td> <td>4</td> <td>\$14.00</td> </tr> <tr> <td>STATE REQUIRED TIRE FEE</td> <td>\$4.66</td> <td>4</td> <td>\$18.64</td> </tr> <tr> <td>INSTALLATION & LIFE OF TIRE MAINTENANCE</td> <td>\$23.00</td> <td>4</td> <td>\$92.00</td> </tr> <tr> <td>Installation fee waived</td> <td>-\$23.00</td> <td>4</td> <td>-\$92.00</td> </tr> <tr> <td>SALE TOTAL</td> <td></td> <td></td> <td>\$1,069.04</td> </tr> <tr> <td>TAX</td> <td></td> <td></td> <td>\$90.33</td> </tr> <tr> <td>TOTAL</td> <td></td> <td></td> <td>\$1,159.37</td> </tr> </table> <p>Will this be on your Discount Tire Credit Card?</p> <p>Promotion Period ? Estimated Monthly Payment ?</p> <p>9 Months \$128.82</p> </div> <div> <p>Amount Due: 1,159.37</p> <p>← ×</p> <table border="1"> <tr> <td>7</td> <td>8</td> <td>9</td> <td>Service Now</td> <td>Service Later</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>Back</td> <td>Product Browse</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>Cancel Transaction</td> <td>Suspend Transaction</td> </tr> <tr> <td>0</td> <td>00</td> <td>.</td> <td>Discount Tire Credit Card →</td> <td></td> </tr> <tr> <td>Credit Card</td> <td>AR Charge</td> <td>Charge Requirement Screen</td> <td>Internal Tenders</td> <td></td> </tr> <tr> <td>Manual Entry Credit Card</td> <td>DTCC Manual Entry</td> <td>Cash</td> <td>Checks</td> <td></td> </tr> </table> <p>FAVORITES DTCC</p> </div> </div>	DISPOSAL FEE	\$3.50	4	\$14.00	STATE REQUIRED TIRE FEE	\$4.66	4	\$18.64	INSTALLATION & LIFE OF TIRE MAINTENANCE	\$23.00	4	\$92.00	Installation fee waived	-\$23.00	4	-\$92.00	SALE TOTAL			\$1,069.04	TAX			\$90.33	TOTAL			\$1,159.37	7	8	9	Service Now	Service Later	4	5	6	Back	Product Browse	1	2	3	Cancel Transaction	Suspend Transaction	0	00	.	Discount Tire Credit Card →		Credit Card	AR Charge	Charge Requirement Screen	Internal Tenders		Manual Entry Credit Card	DTCC Manual Entry	Cash	Checks	
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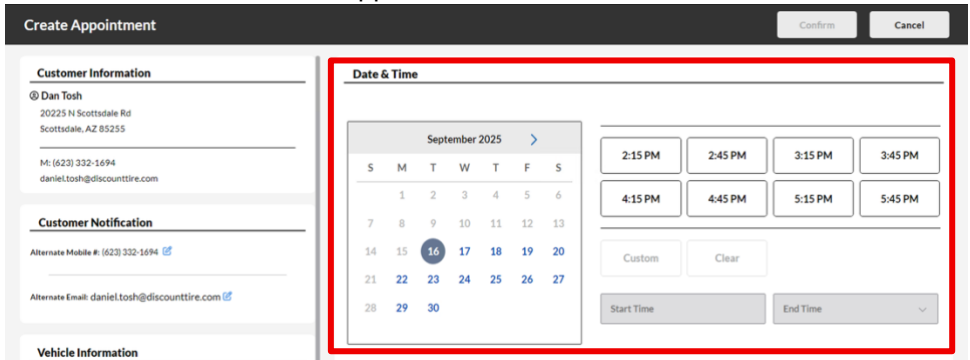
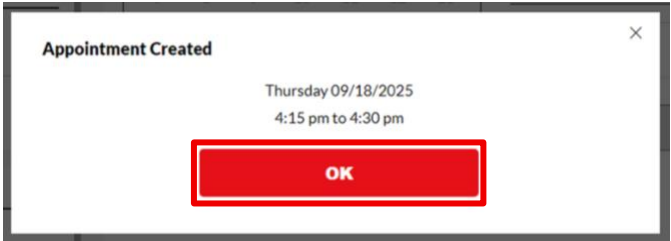
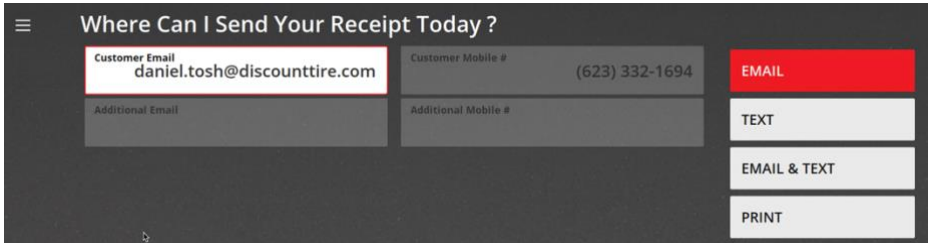
Step	Action
20	<p>Complete the payment by pressing OK.</p> 
21	<p>Verify the information that will be used for the Journey Tracker.</p> 
22	<p>Finally, verify how the customer would like to get their receipt.</p> 

Service Later – Product Available

Step	Action
16	<p>Click YES if the product is available in the store now.</p> <p>Balance Remaining: \$17.64</p> <p>Would customer like to make payment now?</p> <p> <input type="button" value="CANCEL"/> <input type="button" value="NO"/> <input type="button" value="YES"/> </p>
21	<p>Select the appropriate payment type.</p> <div> <p>The screenshot shows a sales order for a 2016 Nissan Frontier SV 6Cyl. The total amount due is \$1,159.37. The payment selection screen on the right has a red box around the 'Discount Tire Credit Card' option.</p> </div>
22	<p>Complete the payment by pressing OK.</p> <div> <p>The screenshot shows the 'Cash' payment screen with the amount \$1,159.37. The 'OK' button is highlighted with a red box.</p> </div>

Step	Action
	<p>Click YES to add an Appointment.</p> <p>Would customer like to Add/Modify Appointment?</p> <p>CANCEL NO YES</p>
	<p>Select a Time and Date for the customer's appointment.</p> <p>Create Appointment Confirm Cancel</p> <p>Customer Information</p> <p>  Dan Tosh 20225 N Scottsdale Rd Scottsdale, AZ 85255 M: (623) 332-1694 daniel.tosh@discounttire.com </p> <p>Customer Notification</p> <p> Alternate Mobile #: (623) 332-1694  Alternate Email: daniel.tosh@discounttire.com  </p> <p>Vehicle Information</p> <p> 2016 NISSAN FRONTIER SV 6CYL </p> <p>Date & Time</p> <p>September 2025</p> <p> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 </p> <p> 2:15 PM 2:45 PM 3:15 PM 3:45 PM 4:15 PM 4:45 PM 5:15 PM 5:45 PM Custom Clear Start Time End Time </p>
	<p>Click Confirm.</p> <p>Confirm Cancel</p>
	<p>Click OK on the confirmation pop-up.</p> <p>Appointment Created</p> <p>Thursday 09/18/2025 4:15 pm to 4:30 pm</p> <p>OK</p>
24	<p>Finally, verify how the customer would like to get their receipt.</p> <p>Where Can I Send Your Receipt Today ?</p> <p> Customer Email: daniel.tosh@discounttire.com Customer Mobile #: (623) 332-1694 Additional Email: Additional Mobile #: </p> <p> EMAIL TEXT EMAIL & TEXT PRINT </p>

Service Later – Product Needs to be Ordered

Step	Action
16	<p>Click NO if the product is not available in the store and must be ordered.</p> <p>Balance Remaining: \$1,159.37</p> <p>Would customer like to make payment now?</p> <p><input type="button" value="CANCEL"/> <input type="button" value="NO"/> <input type="button" value="YES"/></p>
17	<p>Click YES to add an Appointment.</p> <p>Would customer like to Add/Modify Appointment?</p> <p><input type="button" value="CANCEL"/> <input type="button" value="NO"/> <input type="button" value="YES"/></p>
18	<p>Select a Time and Date for the customer's appointment.</p> 
19	<p>Click Confirm.</p> <p><input type="button" value="Confirm"/> <input type="button" value="Cancel"/></p>
	<p>Click OK on the confirmation pop-up.</p> 
20	<p>Verify how the customer would like to get their receipt.</p> 

Contact

If you have any questions, please contact your Buddy Store or your AVP.