



December 16, 2022

Hello Store Managers and Senior Assistant Managers,

Last month, we shared in the Quarterly POS Update communication that the Quote to BOPIS functionality would be arriving soon. Effective today, your store's POS has been updated to allow you to pilot Quote to BOPIS.

What you need to know

- The Quote to BOPIS functionality will allow you to send a quote to retail customers via email or text, with a link for them to finalize their transaction as a BOPIS order.
- A QRG has been developed to help guide you through the processes for creating a Quote to BOPIS. This QRG can be accessed from the BOPIS/Web Orders and Quotes and Layaway pages of the KC, or by clicking the following link: [Quote to BOPIS QRG](#).

Our ask of you

Senior Assistant Managers:

- Please share this information and the QRG with your people so they are aware of the new Quote to BOPIS feature in the POS.

IMPORTANT: When reviewing the QRG, please note the scenarios in the "Delivering on Expectations" section that will impact the ability to send the quote or allow customers to check out online.

- Since you are a pilot store, please share your feedback with us so we can make any necessary changes or improvements before launching this to all stores.

If you have any questions, or to provide your feedback, please contact the Service Desk.

Thank you for striving to be the BEST!