



May 10, 2023

Hello Store Managers, Senior Assistant Managers and Marketing Assistant Managers,

Effective **Monday, May 15**, we will be deploying Journey Tracker enhancements to provide more visibility to Our Customers and streamline the information we provide them about their visit with us.

### What you need to know

- The customer Waitlist and Service Tracker views will be combined under a single link to show one end-to-end experience.
- This Journey Tracker view will also allow customers to select their estimated arrival window and notify you when they have arrived at your store.

**NOTE:** The estimated arrival window and notification will be shown within the store view of the Wait List.

- To provide more information on these enhancements, a QRG has been created and can be accessed from the [Customer Wait Times and Appointments page](#) on the KC, or by clicking the following link: [Journey Tracker and Wait List Update](#).

### Our ask of you

- Please share this information with your people to ensure they are aware of the Journey Tracker updates that will be live on **Monday, May 15**.
- Continue to follow the [Journey Tracker Best Practice](#) and collect Our Customers' phone numbers to opt them into the Journey Tracker so they can stay up to date on their experience.

Additional enhancements will continue to be made throughout the year as we work toward a single check-in experience for Our Customers by integrating the Wait List and CSL functions.

If you have any questions, please use the Feedback button in the POS.

Thank you for striving to be the BEST!