



DISCOUNT TIRE UNIVERSITY

Store Mobility Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Air Check

Done	Action
	On the Zebra mobile device, taps “AIR CHECK” from the application home screen to begin the workflow.
	Uses the yellow button to scan the VIN to capture vehicle information. If VIN scan fails, performs a manual search for vehicle using vehicle or license plate lookup features.
	Captures each tire's tread depth by starting the scan past the inside shoulder of the tire.
	Pulls the scanner towards him/her and does not push the scanner.
	Ends the scan past the outside shoulder of the tire within the 2-3 second timeframe when the laser scan is active.
	Captures the entire 12-13 digit DOT number and ensures all customer information is accurate. If no customer information is present, employee adds customer information in applicable fields.
	When done with the inspection, reports out with the customer about his/her findings.
	If services are needed (e.g., tire repair), taps “ADD SERVICES” to transition to the VTV workflow. If no services are needed, proceeds to next step.
	Asks customer about his/her receipt preference and sends the receipt accordingly.

VTV

Done	Action
	On the Zebra mobile device, taps “VTV” from the application home screen to begin the workflow.
	Uses the yellow button to scan the VIN to capture vehicle information. If VIN scan fails, performs a manual search for vehicle using vehicle or license plate lookup features.
	Captures each tire's tread depth by starting the scan past the inside shoulder of the tire.
	Pulls the scanner towards him/her and does not push the scanner.
	Ends the scan past the outside shoulder of the tire within the 2-3 second timeframe when the laser scan is active.
	Captures the entire 12-13 digit DOT number and adds necessary services for the vehicle.
	Finalizes all necessary customer information, to include name, phone, email (if not already present), vehicle's location relative to the store, carry out, wheel lock, and TPMS information.
	Taps “SUBMIT” to send the information to the POS.
	Confirms employee knows how to access “VTV Select” in the POS.
	Selects the correct customer in “VTV Select.”

Comments