

## POS Manual Processes

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<b>Description</b>	This document explains how to manually execute specific employee functions in the event that the POS is unavailable.
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Function	Process
<b>Air Pressure Calculator</b>	Use the calculator on the Knowledge Center. It can be found <a href="#">here</a> .
<b>Appointments</b>	Print weekly appointment list, the day before scheduled migration. Print Appointment PDF from POS Outage KC page. Write in known appointments on the spreadsheet from KC, leaving room to insert additional appointments as needed.
<b>BOPIS – 21 Day Refunds</b>	Any BOPIS orders older than 21 days will be automatically refunded once the POS systems are available and nightly processing runs.
<b>BOPIS – Delete (from Stores/Web Link)</b>	Monitor email
<b>BOPIS – Orders</b>	N/A
<b>Certificate Retails</b>	Create a BOPIS order, but do not finalize. See invoice instructions for additional info.
<b>Credit Application</b>	<p><b>Option 1 (recommended):</b> Use <a href="#">Website</a> for credit app. If customer is purchasing today and is approved, then complete a BOPIS order. Then follow BOPIS order process.</p> <p><b>Option 2:</b> Use <a href="#">Mapply</a> for application and then create a BOPIS order. Click <a href="#">here</a> to view Mapply instructions.</p>
<b>CSL Workflow</b>	Print out the CSL Log from POS Outage page and use that to manually keep track of basic CSL data.
<b>Customer History</b>	Unfortunately Customer History will not be accessible until the POS is available.
<b>Deposits (Manager menu)</b>	Do deposits as needed. Keep copy. Enter in POS when available.

<b>Email Form</b>	Any rekeyed forms will be emailed if we have email on file. Emails for prior transactions will not be available during POS outage.
<b>Employee Maintenance</b>	Employees cannot be added, modified or inactivated until POS is available.
<b>End of Day</b>	Perform End of Day, as normal, after any Recovery Steps have been completed.
<b>Execustar – Regional Offices</b>	Unfortunately Execustar will not be available and there is no workaround in place.
<b>Executive – Audited Forms</b>	Unfortunately Executive Forms Auditing will not be accessible until the POS is available.
<b>Fitment – Product Search</b>	Use the website.
<b>Fitment – Validation</b>	Use Website to create a BOPIS order, even if you don't finalize it. This will ensure proper product fitment. See Invoice Instructions for additional information.
<b>Free Air Checks</b>	Do air checks. Do not log them.
<b>Gift Certificates – Create</b>	N/A
<b>Gift Certificates – Redeem</b>	N/A
<b>Info Sheets</b>	Log into SHOP. Select desired product. Select InfoSheet button (see Info Sheets tab for screen shots)

<b>Inquiries / Reports</b>	Use BI Tool or KC reporting.
<b>Invoices – Adjustment Types</b>	Print out in case of outage and/or use direct link to Knowledge document <a href="#">here</a> .
<b>Invoices – Adjustments</b>	Use PDF to create an Adjustment Invoice.
<b>Invoices – AR Payments</b>	Capture PO # and Customer's AR Account Number on PDF form. Call Finance Dept for voice approval: 888-943-9707. To Look up an AR Account Number, click <a href="#">here</a> .
<b>Invoices – Auto Added Line Items</b>	If doing BOPIS, will include. If PDF, can manually key in.
<b>Invoices – Cash Payment</b>	Use PDF.
<b>Invoices – Check Payment</b>	Use PDF. Call UTA (United TranzActions) for authorization: 1-800-858-5875 Then attach check to PDF for when rekey.
<b>Invoices – Credit Card Payment</b>	This is a separate document.
<b>Invoices – Debit Card Payment</b>	Run as credit, else cannot do.
<b>Invoices – FET</b>	During a system outage, it is unnecessary to collect FET fees.

<b>Invoices – Fleet</b>	<p>Create a PDF invoice. Be sure to capture the Fleet account number on the form.</p> <p>For <b>ARI</b>: Continue using existing approval process, directions found <a href="#">here</a>.</p> <p>For <b>Auto-Integrate Customers</b>: EFM: The number is 800-325-8838. For tires: option 1, option 4, option 7.</p> <p><b>Fleetio</b> - voice approvals are not available so an invoice could not be processed.</p> <p><b>EMKAY</b>: Call center is 800-621-2001 opt 1.</p> <p><b>GSA</b>: TBD</p>
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<b>Invoices – Labor</b>	Use the PDF Invoice to create a labor invoice.
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<b>Invoices – Order Total Changes / Accessories etc.</b>	Use PDF for price adjustments
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<b>Invoices – Split Payment</b>	Split order – two BOPIS orders if two credit cards used. Else PDF if necessary.
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<b>Invoices – Taxes</b>	Please refer to Tax Info document on KC for your tax rate. Enter tax rate into your PDF invoice for automatic calculation.
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<b>Invoices – Units</b>	BOPIS or PDF depending on payment and transaction type
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<b>Layaways – Deposits</b>	PDF and rekey
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<b>Layaways – Refunds</b>	Use a PDF if they have record of it on the layaway balance list they preprinted. Enter a line of the PDF for "prior layaway deposit" with a negative \$ amount to help with record keeping and calculation of correct amount due
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<b>Lift Instructions</b>	Refer to the ALI Lift Manual
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<b>Manual Costing Activity</b>	N/A
<b>MY Account – Create Orders</b>	Monitor for emails and track manually
<b>MY Account – Modify Appointments</b>	Monitor for emails and track manually
<b>Physical Inventory</b>	MIM
<b>Promise Time</b>	On PDF or write on BOPIS if desired print out. If it's written on BOPIS printout, be sure to write on store copy so that everyone is aware of the time promised to customer
<b>Quote</b>	Write up a PDF.
<b>Receiving Activities</b>	MIM
<b>Reprint a Form</b>	N/A
<b>Resale Customer</b>	Use PDF and 0 tax
<b>ROPIS – Create</b>	Monitor for emails and track manually (appointments)
<b>ROPIS – Delete</b>	Monitor email

<b>Scheduling – CREW Time</b>	For those stores on CREW Time, please continue using the CREW Time application.
<b>Scheduling – KD18</b>	Finalize Schedule before your scheduled migration and print out.
<b>SHOP</b>	Access SHOP via the icon on your desktop, or navigate <a href="#">here</a> . Put detailed comments in the SHOP order, to tie back to customer order.
<b>Special Verbiage on Forms</b>	N/A
<b>Start of Day</b>	See <a href="#">End of Day</a>
<b>State Specific – CA</b>	License Number should print on PDF. For BOPIS Orders, CA Stores should write their license number on the BOPIS printout/invoice.
<b>State Specific – CA / Invoice – AAA Discount</b>	Use PDF. Reduce the tire retail by appropriate amount.
<b>State Specific – FL</b>	License Number should print on PDF. Be sure to print out the 2 copies of the FL Verbiage page and have customer sign it for our records.
<b>Terms &amp; Conditions on PED Device</b>	Terms and conditions are part of the invoice PDFs. No special action required.
<b>Text When Done</b>	Capture on BOPIS printout or on PDF and text from your phone.
<b>TPMS – Kits</b>	Visit <a href="#">Dill Air Control Products</a> and <a href="#">Schrader TPMS</a> .

<b>TPMS – Sensors</b>	Bartec Scan tools list appropriate TPMS sensors for each vehicle using our terminology. You may also visit <a href="#">Schrader TPMS</a> .
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<b>TPMS Reset Instructions</b>	Use Bartec Tool
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<b>TPMS Torque</b>	Visit the <a href="#">Wheel Torque Chart</a> page of the KC.
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<b>Transfer of Products to Other Stores</b>	Use SHOP or MIM
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<b>Vouchers – CPV</b>	N/A
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<b>Vouchers – CRV</b>	N/A
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<b>VTV Select – Beta Stores</b>	Follow current best practice. Beta stores will not use scanner.
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<b>Work Order</b>	PDF will also be used as work order.
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