

## BOPIS FAQs

### Out of Stock, Discontinued Product

**Q The product my customer ordered is not available in SHOP. How should I handle this?**

A If you need to order product that is not available from the vendors available in SHOP, select the **External Ordering** button at the top of the **Item Checkout** screen and find an external vendor that has the product you need.

Select the Vendor Type and Vendor from the dropdown lists on the **Review Cart and Order** popup and follow the process for ordering from external vendors. See [Shop Training](#) for more information.

Company Stock	Vendor Stock
My Store: 0 My Region: 0 Company Wide: 0	Local: 0 National: 0

  

Review Cart and Order	
Order Data	
Article:	10003
Quantity:*	<input type="text" value="1"/>
Vendor Type:*	Transfer Program
Vendor:	<input type="text"/>
Delivery Date:*	AMERICAN TIRE DIST 0000010129 NATIONAL TIRE WHOLESALE-NTW 0000010087
PO Comments:	<input type="text"/>

**Q I cannot find the product in SHOP or through any other vendors. How should I handle this?**

A To help us correct inventory on the website, submit POS feedback with the specific article number and let the inventory team know about the real availability. Provide all details.

To provide the best customer experience, contact your customer immediately. Under our Best Practice, if a BOPIS customer orders product that is not available, we can substitute comparable or better product at the same price.

### Ordered Wrong Product

**Q My customer ordered the wrong product. How should I handle this?**

A If your customer transacted using **SET PAY** (card number begins with **524007**), then follow the instructions listed in the [Set Pay QRG](#) “If/Then” section. For all other payment types, you can refund the invoice and start over. However, the refund may take up to ten days to be refunded to the customer’s account. Work with your manager to take care of the customer if necessary.

### Appointments

**Q Can customers set up an appointment online after processing a BOPIS order?**

A Yes, they can create an appointment for service. Please note that this service appointment will not be connected to the BOPIS order; we should still provide the Pit Stop Experience for the customer. Always communicate with your customer to ensure product is available and ready to install when they arrive.

**Q What can we do if the customer schedules an appointment for their BOPIS order before the product arrives in the store?**

A As soon as each BOPIS order arrives, verify that product will be available by the appointment time. If it will not be available, contact the customer and let them know when product will actually arrive. You can reschedule the appointment or offer an equivalent or better product that meets the customer’s needs.

**Q My customer couldn’t make an appointment for their BOPIS order because we were already booked up, so they just showed up. How can we meet their expectations?**

A BOPIS customers without an appointment should receive the Next in Bay experience. See [BOPIS and Delivering the Pit Stop Experience](#) for details.

## Staggered Fitments

**Q My BOPIS customer told me they couldn't place a staggered fitment order.**

A There are three tabs on the screen for staggered fitments – Sets, Front, and Rear. If the customer selects “Sets,” they can order a set of tires for their vehicle.

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## Wheel Orders

**Q On wheel BOPIS orders, it is selecting the wrong lug kits and hub rings. How do I handle this?**

A First, put on the right size and make sure the customer leaves safe. Then send POS feedback with the details for this transaction, before correcting your inventory.

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## Adjustments

**Q How can I adjust a tire on a BOPIS order?**

A You can either do the adjustment on a separate order, or you can refund the BOPIS order and start over. Remember that refunds may take up to ten days to be credited back to the customer's account.

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## Our Scores

**Q How does BOPIS affect our Treadwell score?**

A Web orders and BOPIS orders are not included in Treadwell conversions metrics.

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**Q Do BOPIS orders without an appointment affect our Appointment Next in Bay numbers?**

A No, they have no effect, because technically they don't count as an appointment.

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**Q Do BOPIS orders post to our daily sales figures when they place the order or when they come in to finalize the transaction?**

A BOPIS orders post to your store sales figures the day that they are finalized in the POS.

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## Refunds

**Q Do refunds have to be refunded after 21 days? My customer wants to wait to come in.**

A Credit card regulations require us to refund BOPIS orders that are not fulfilled within 21 days.

It is extremely important for you to contact every BOPIS customer and work with them to ensure that they come in and finalize their BOPIS order within the 21-day period.

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**Q My customer hasn't received their refund yet. What can I do to help?**

A The customer's bank may take up to ten days to process their refund. Online, most banks will show the upcoming refund in the “Pending” section. Customers should contact their bank directly.

If you have a question about a BOPIS customer refund, please email [dtstoreinquiries@discounttire.com](mailto:dtstoreinquiries@discounttire.com). Please include, Store Number, Date of Transaction, and Invoice Number.

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## Possible Fraud

**Q Can we check on credit card purchases for possible fraud?**

A To reduce the risk of a fraudulent order, check the customer's ID and make sure it matches the order.

Also look for other signs of possible fraud:

- Is this a new customer who hasn't done business with us?
- Have they placed multiple BOPIS orders in a short period of time?
- Do they have orders at different stores?
- Is the customer's address on the BOPIS order an out-of-state address?

If you suspect an order may be fraudulent, contact your AVP.

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## Gift Cards

**Q Can customers use a Discount Tire gift card to pay for a BOPIS order?**

A No, this is not a payment option for BOPIS orders.

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## Discount Tire Card

**Q Can BOPIS customers use their Discount Tire card to pay for BOPIS orders?**

A Yes, BOPIS customers can use their Discount Tire card at checkout as a payment type.

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**Q Can BOPIS customers apply for and pay for their BOPIS order with a new Discount Tire card?**

A Yes, Apply and Buy is available. Customers can apply for the card and purchase product the same day. Please note that a temporary CVV number is issued with the email confirmation. It is only good for a one-time use. When the customer receives the card, they will get a new CVV number.

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## Rebates

**Q If the BOPIS customer orders during the rebate period, but the order isn't finalized until after the rebate period ends, does the customer still qualify for the rebate?**

A Yes, the rebate centers are honoring all rebates submitted.

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## Wrong Store

**Q A BOPIS customer ordered from another store but showed up at my store. What can I do?**

A Take care of the customer in the event they arrive at the wrong store. Then work with the originating store to finalize the BOPIS order.

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## BOPIS Materials

**Q What BOPIS materials do we need? Where should they be displayed?**

A BOPIS materials needed: A-frame, Pit Stop insert, showroom sign, and Online Customer Check In Here insert.

The Marketing Assistant Manager is responsible for placing the showroom sign wherever you want to separate BOPIS customers from walk-in customers.

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**Q How do we order BOPIS materials?**

A You can order replacement material:

Sign inserts: Order on the [DTPrints website](#).

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