

## Configuring Store Appointments - AVPs

### Introduction

AVPs will use the Appointment Store Configurations tool to configure time slot capacities for your stores. Customer demand dictates what each store's time slots need to be configured to.

- AVPs can change appointments slots for any store in their region.

Our intent is to drive more customers to "Buy & Book". To support this, you are encouraged to make more time slots available to our web customers and set those higher than store-created appointments.

### Basic information

Here are some things to know about the Appointment Store Configurations:

- Monday through Friday slots may be scheduled together, or in any combination.
- Saturday slots must be edited separately from the Monday through Friday slots, because store hours are different on Saturday. If you select Saturday from the dropdown list, checkboxes for the other days cannot be activated.
- By default, the **Effective Date** of your changes will be the next business day. You can select the calendar icon to select any other date up to 30 days in the future.
- Customer-scheduled appointments on the web generate a front room appointment at the scheduled time, and a service (back room) appointment 15 minutes later.


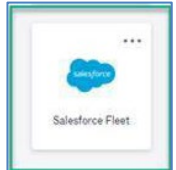
Effective Date

Feb 16, 2022



### Logging in

Follow these steps to log into the Appointment Store Configurations tool:

Step	Action
1	Click the desktop icon. 
2	Follow OKTA prompts to log in.
3	<b>NON-store computers:</b>  From the OKTA dashboard, select the icon labeled Salesforce Fleet to open the app. 

**Note:** The first time you log in, you will need to provide your credentials and verify your identity. For more information, please review [OKTA Activation Instructions](#).

**Selecting the store to edit**

AVPs may edit appointment slots for any store in their region. Select the **Store Select** option in the upper left, then select the store you want to edit.



**IMPORTANT:** Verify that the correct store is selected before you begin editing timeslots.

**Editing appointment slots**

Follow these steps to edit the store's appointment slots:

Step	Action																																																																																																																								
1	<div>If needed, change the <b>Effective Date</b> for the change.<div>Effective Date<div>Feb 16, 2022</div></div><b>Note:</b> By default, changes go into effect on the next business day. You can set the Effective Date up to 30 days ahead.</div>																																																																																																																								
2	<div>Select a day you want to edit from the <b>Day of Week</b> dropdown list.<div>Select Day of Week<div>Monday 8:00AM - 6:00PM</div></div></div>																																																																																																																								
3	<div>If you want to edit more than one day at the same time, and you have selected any day <b>EXCEPT</b> Saturday, select the checkboxes for any or all of Monday through Friday.<b>Note:</b> Saturday must be edited separately from the other days.<div><div><input checked="" type="checkbox"/> Monday 8:00AM - 6:00PM</div><div><input type="checkbox"/> Tuesday 8:00AM - 6:00PM</div><div><input type="checkbox"/> Wednesday 8:00AM - 6:00PM</div><div><input type="checkbox"/> Thursday 8:00AM - 6:00PM</div><div><input type="checkbox"/> Friday 8:00AM - 6:00PM</div></div></div>																																																																																																																								
4	<div>As needed, make changes to the number of available appointments in the four columns of appointments slots:<ul style="list-style-type: none"><li>Web columns affect appointments available for customers who book appointments on tires.com.</li><li>Store columns affect appointments available for our store employees to book for phone or in-person customers.</li></ul><table><tr><th colspan="4">Retail</th><th colspan="4">Fleet</th></tr><tr><th colspan="2">Store</th><th colspan="2">Web</th><th colspan="2">Store</th><th colspan="2">Web</th></tr><tr><th>Front</th><th>Back</th><th>Front</th><th>Back</th><th>Front</th><th>Back</th><th>Front</th><th>Back</th></tr><tr><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>2</td><td>2</td><td>2</td><td>2</td><td>2</td><td>2</td><td>2</td><td>2</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>1</td><td>0</td><td>1</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>0</td><td>1</td><td>0</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td></tr><tr><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td><td>1</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>0</td><td>1</td><td>0</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>1</td><td>0</td><td>1</td></tr><tr><td>0</td><td>1</td><td>1</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></table><b>NOTE:</b> Stores cannot book Front room appointments for either Retail or Fleet customers. Appointment slots you enter in the Store Front columns will be ignored, and unavailable for store use.</div>	Retail				Fleet				Store		Web		Store		Web		Front	Back	Front	Back	Front	Back	Front	Back	0	0	0	0	0	0	0	0	2	2	2	2	2	2	2	2	0	1	1	1	0	1	0	1	0	1	1	1	0	0	0	0	0	1	1	1	0	0	0	0	0	1	1	1	0	0	1	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	0	0	0	0	0	1	1	1	0	0	1	0	0	1	1	1	0	1	0	1	0	1	1	1	0	0	0	0
Retail				Fleet																																																																																																																					
Store		Web		Store		Web																																																																																																																			
Front	Back	Front	Back	Front	Back	Front	Back																																																																																																																		
0	0	0	0	0	0	0	0																																																																																																																		
2	2	2	2	2	2	2	2																																																																																																																		
0	1	1	1	0	1	0	1																																																																																																																		
0	1	1	1	0	0	0	0																																																																																																																		
0	1	1	1	0	0	0	0																																																																																																																		
0	1	1	1	0	0	1	0																																																																																																																		
0	1	1	1	1	1	1	1																																																																																																																		
1	1	1	1	1	1	1	1																																																																																																																		
0	1	1	1	0	0	0	0																																																																																																																		
0	1	1	1	0	0	1	0																																																																																																																		
0	1	1	1	0	1	0	1																																																																																																																		
0	1	1	1	0	0	0	0																																																																																																																		
5	<div>To undo all changes you have made to this screen, you may select <b>Revert</b>. This will clear out all changes you have made in this session.</div> <div>To save your changes, select <b>Update</b>.</div>																																																																																																																								
6	<div>After updating your changes, review these updates. Only cells that have been changed will display.</div> <div>If everything looks good, select <b>Finalize</b>.</div> <div>These changes will go into effect starting on the Effective Date selected.</div>																																																																																																																								

## Contact

If you experience technical issues, please submit a support ticket with the Help Desk. Email: [support@discounttire.com](mailto:support@discounttire.com)

If you have other questions or concerns, please contact Matt Palmaymesa.

---