

Using Dual Monitors

Promote social distancing

The Safety of Our People and Our Customers is always our first consideration.

Adding a customer-facing monitor at the service desk promotes social distancing and makes transacting with Our Customers easier. Instead of swiveling the monitor to allow the customer to see the transaction details, while standing next to the Sales Associate, customers can now stand back and watch the mirror image of the transaction details from a safe distance.

Protect customer privacy

Do not display customer name and address on the customer-facing screen.

Because the monitor will be facing the customer, and any customers waiting in line, or standing nearby may be able to read the screen, we must protect our customers private information, and their physical security, by not displaying their names and address on the customer-facing screen.

Using dual monitors

Follow these steps to use the dual monitor with your customer:

Step	Action
1	Ask Permission. Ask the customer if they would like to see Treadwell and their product options on the customer screen. Customer verbal permission is REQUIRED before any information is displayed on the customer screen.
2	Start Screen Sharing. With customer permission, turn on the customer screen after you have completed the <i>Customer Inquiry</i> tab and you are prompted to use Treadwell by the Treadwell pop-up. To start sharing the customer screen press and hold the “Windows key”, then press the “P” key. On the pop-up screen, select “Duplicate”. Information now displays on the employee and customer monitors.  
3	Stop Screen Sharing. Turn off the customer screen when you have completed the <i>Detail Items</i> tab and before you open the <i>Payment</i> tab. To stop sharing the customer screen, press and hold the “Windows key”, then press the “P” key. On the pop-up screen, select “Computer only”. Information should now be displayed on the employee monitor only.

Contact

If you have any questions or concerns, please email support@discounttire.com or phone the Service Desk at 800-366-4399.
