

## Using the Mobility Device for VTV (Visit the Vehicle)

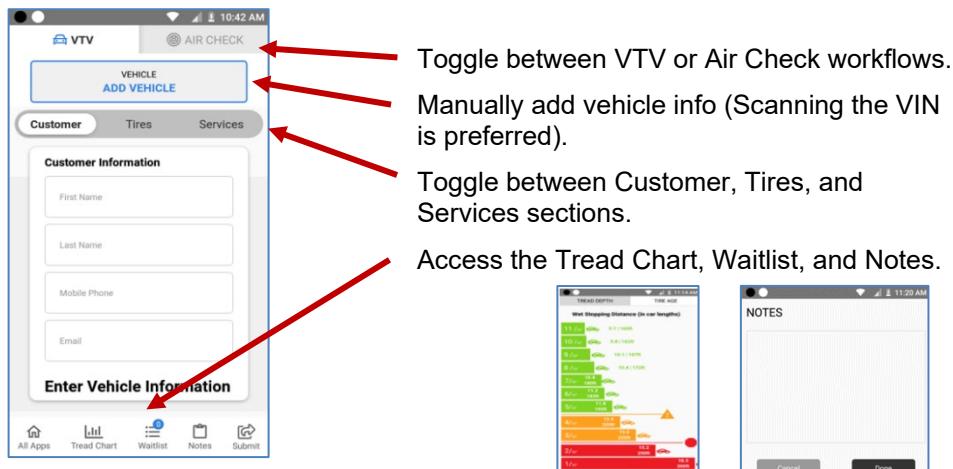
### Overview

- Use the mobility device and VTV app to collect vehicle, tire, and customer information. Data collected can be sent directly to the POS and the customer.
- This guide describes how to use the mobility device VTV app's VTV and Air Check features, scan the vehicle and tire, and access the data from the POS.
- **Important:** Collect customer email AND phone number.
- Related resources: Mobility/VTV Learn More page on the KC.

### Login

Step	Action
1	If you are a new employee, refer to the <a href="#">Secure VTV Login – Setting Up Your Store Mobility Account QRG</a> to configure your 4-digit PIN.
2	Select the VTV app from the device home screen. Note for first time login – You may need to reboot and enter your store code (ex: AZP99) to associate the device with your store.
3	Enter employee ID (example: 602242) and Password (4-digit PIN for your Store Mobility account, see step 1).
4	Select your desired action: <ul style="list-style-type: none"> <li>• Store details – Identify if store details are accurate. Change store location if needed (select store link in upper-right corner).</li> <li>• VTV   Air Check – Start the VTV or Air Check process.</li> <li>• Waitlist – Select a customer from the Waitlist.</li> <li>• VTV   Air List – View or edit a list of all VTV and Air Check transactions submitted by your store that day.</li> </ul>

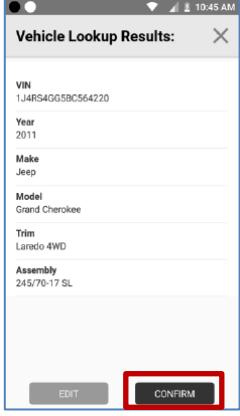
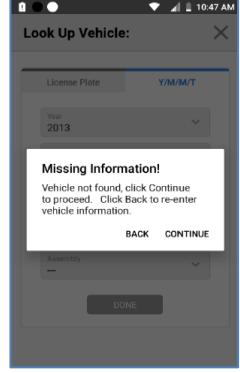
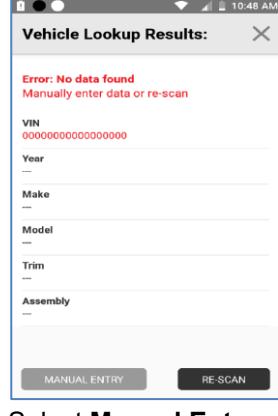
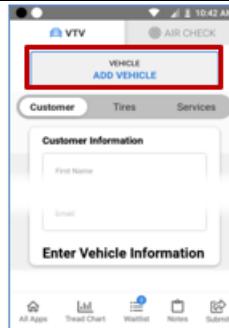
### VTV App Home Screen and Features



## Identify and Add the Vehicle

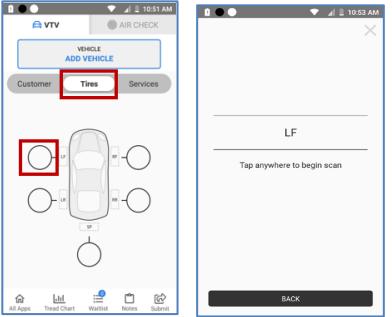
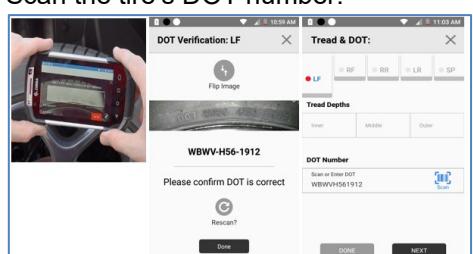
Identify and add the vehicle information in one of three ways:

- Scan the VIN (preferred)
- Manually look up the License Plate.
- Manually lookup the vehicle Year, Make and Model

Step	Action		
1	Scan the VIN using the yellow button on the side of the mobility device.		
2	After scanning a VIN, you will see one of three screens:		
	Accepted Scan	Partial Scan	Failed Scan
	 <p>Select <b>Confirm</b> and proceed to capture tread depths.</p>	 <p>Select <b>Back</b> to enter missing details, or <b>Continue</b> to skip this step.</p>	 <p>Select <b>Manual Entry</b> or <b>Re-scan</b> to capture vehicle details.</p>
3	If the VIN scan failed, you can also add the vehicle details manually using the <b>Add Vehicle</b> button.		
			

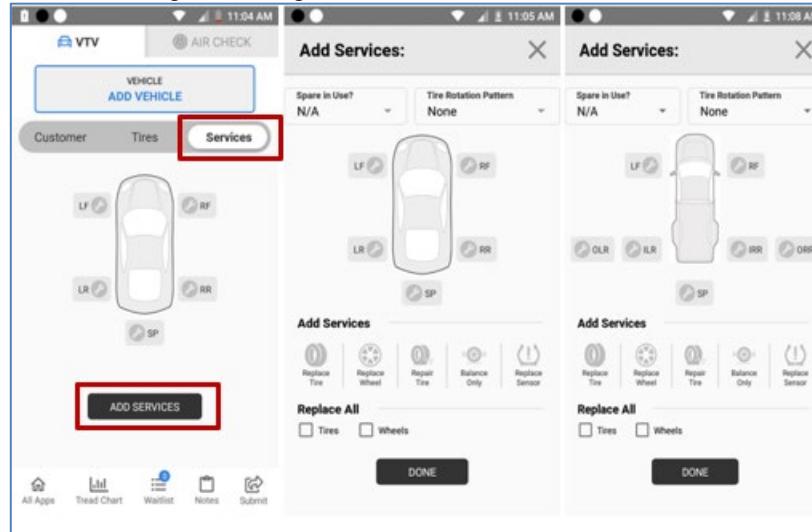
## Capture Tread Depths and DOT Number

The tread depth and DOT number help determine if tires should be replaced.

Step	Action
1	<p>After capturing vehicle information, go to the VTV app's Vehicle screen and tap/select one of the tires.</p> <p>After selecting a tire, you should see the "tap anywhere" screen.</p> 
2	<p><b>Scanning tips:</b></p> <ul style="list-style-type: none"> <li>• Clean the tread out of mud, snow, or debris. If tread cannot be cleaned, use the tread depth gauge to manually enter the tread depths.</li> <li>• When scanning, the device should touch the tire throughout the scan.</li> <li>• Avoid scanning the sidewalls.</li> </ul> <p>Go to the tire, reach past the inside edge of the tire, and tap the screen to begin the scan.</p> 
3	<p>Keep the device flat against the tire and pull the device towards you, clearing the outside edge while avoiding the sidewalls.</p> 
4	<p>Review tread depth results screen.</p> <p>If needed, rescan treads or enter manually.</p> <p>Proceed to collect the DOT number by tapping Scan.</p> 
5	<p>Scan the tire's DOT number.</p> 

## Add Services

After collecting tire info, go to the Services section and add services.

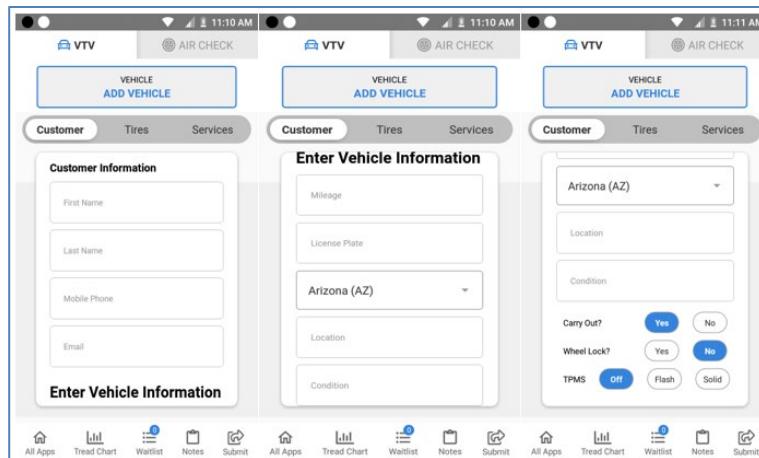


## Customer Information

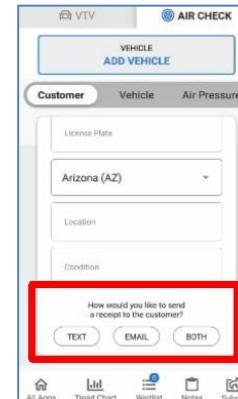
Enter customer information.

**Important:** Collect customer phone number and email.

Tab Submit.

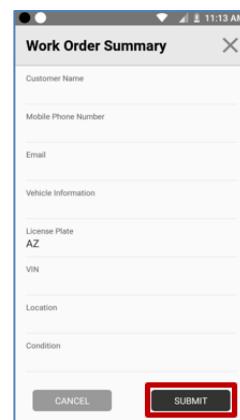


If you are doing an air check, you can send the customer the information from the Customer section of the app.



## Work Order Summary

Review the Work Order Summary for accuracy and tap **Submit** when done. Submitting the Work Order will send the information to the POS.



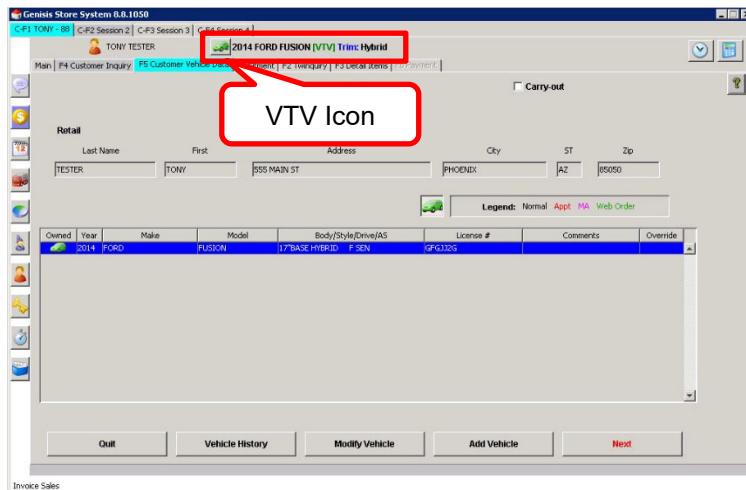
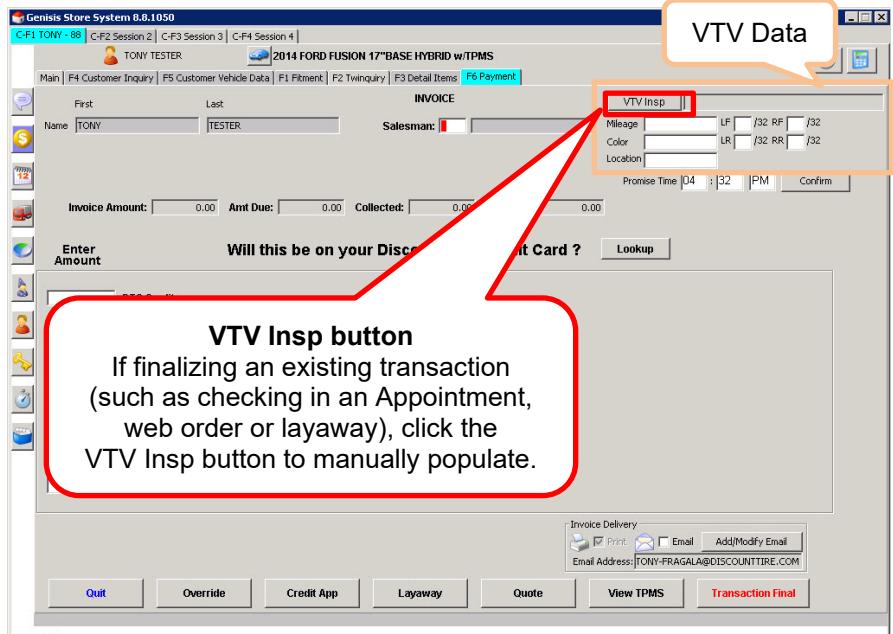
## The POS

VTV and Aircheck information is sent to the POS upon submission from the device. This functionality eliminates the need to manually enter information into the POS after it is captured, allowing for a shorter and more efficient customer visit and experience. Follow these steps to view VTV or Aircheck information in the POS.

Step	Action
1	From the Invoice Sales Screen, click <b>VTV Select</b> .
2	Click <b>View</b> on the desired VTV or Air Check item in the Customer Summary Screen
3	<p>Check the VTV information for accuracy, then click <b>Select</b> to return to the POS.</p> <p>The POS will attempt to search (retail customers only) and match on the year, make, and model of the vehicle.</p>
4	When a match is found, click <b>Yes</b> on the confirmation popup.

**The POS**

VTV information is sent to the POS upon submission from the device. This functionality eliminates the need to manually enter the VTV information into the POS after it is captured, allowing for a shorter and more efficient customer visit and experience. Follow these steps to view VTV information in the POS.

Step	Action
5	<p>Once the customer is confirmed, a VTV icon displays at the top of the POS.</p> 
6	<p>On the Payment tab of the POS, some VTV-captured data will automatically display (such as tread depths and mileage). If finalizing an existing transaction (such as checking in an Appointment, web order or layaway), VTV data must be populated manually using the "VTV Insp" button.</p> 

**The POS****VTV Comments, Notes, and Email Address**

When you key in the customer's Email address or Notes on the VTV scanner, this information displays in the VTV record on the POS. The email address also displays on the Customer Details screen and Notes can be added from the VTV record to the Sales Comments field on the Detail Items screen.

Customer Details		Vehicle
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           Customer            Name: New Tony            Phone:   <b>E-Mail: cool@gmail.com</b> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           Notes:  <b>Needs two new tires please</b> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">           Year/Make: 2014 BMW            Model:             Trim: 328D            Assembly:             Plate:             VIN: DTCVIN7289D290026         </div>	

**VTV Comments**

In the POS, on the Detail Items screen, select the **VTV Comments** button to view VTV comments:

Select "Yes" to add your VTV comments to Sales Comments on Details Items screen. **These comments will also print on the invoice.**

Select "Cancel" to close window without adding comments to the Detail Items screen.

**Email Address**

For new customers, the email address and other customer information entered into the mobility device displays on the Add Retail Customer Data screen:

For existing customers, the email address entered on the mobility device is compared to the email address in POS.

If the VTV email address does **NOT** match the POS email, you are prompted to ask the customer to confirm their email address or update it with the VTV email address.

To use the VTV email address, check the box and select OK. The VTV email address will update on the Modify Customer Data screen.

**Contact**

Please contact the Service Desk at 800-366-4399 or support@discounttire.com if you have questions.