

Using the Mobility Device for VTV (Visit the Vehicle)

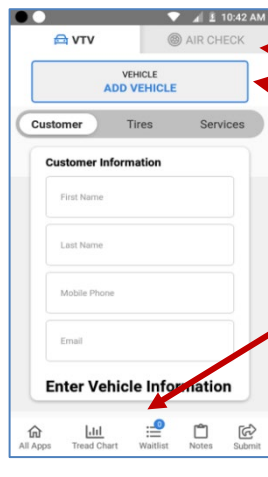
Overview

- 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


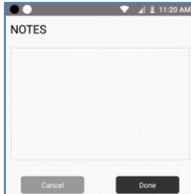
Step	Action
1	If you are a new employee, refer to the Secure VTV Login – Setting Up Your Store Mobility Account QRG to configure your 4-digit PIN.
2	Select the VTV app from the device home screen. Note for first time login – You may need to reboot and enter your store code (ex: AZP99) to associate the 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"> • Store details – Identify if store details are accurate. Change store location if needed (select store link in upper-right corner). • VTV Air Check – Start the VTV or Air Check process. • Waitlist – Select a customer from the Waitlist. • VTV Air List – View or edit a list of all VTV and Air Check transactions submitted by your store that day.

VTV App Home Screen and Features



Annotations for the VTV App Home Screen:



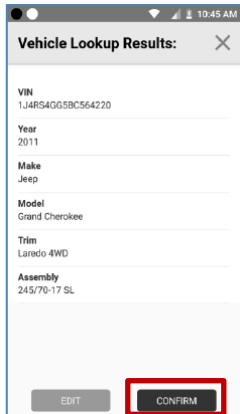
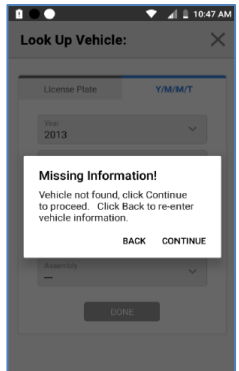
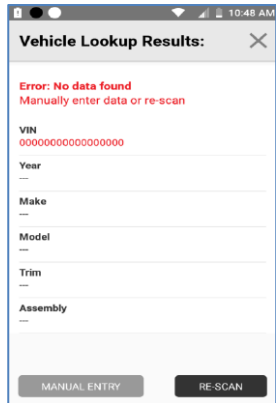
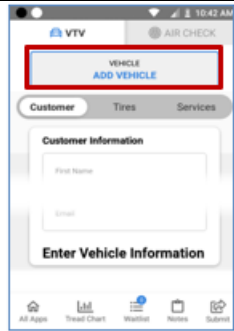
- Toggle between VTV or Air Check workflows.
- Manually add vehicle info (Scanning the VIN is preferred).
- Toggle between Customer, Tires, and Services sections.
- Access the Tread Chart, Waitlist, and Notes.

Identify and Add the Vehicle

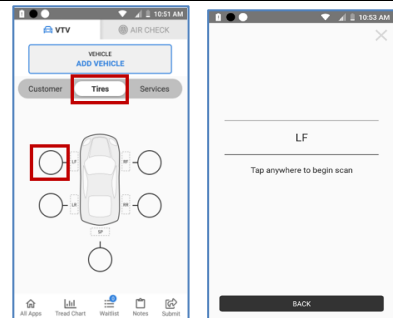


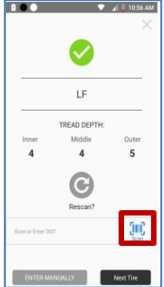
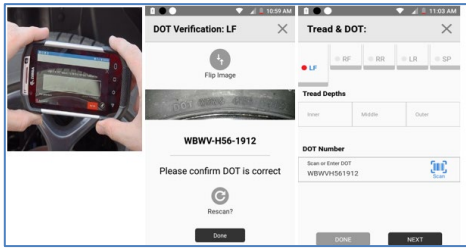
Identify and add the vehicle information in one of three ways:

- 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.	<div><p>THE VIN BAR OR QR CODE CAN BE FOUND ON THE INSIDE OF THE DRIVERS SIDE DOOR</p></div> <div><p>USE THE YELLOW BUTTON ON THE LEFT SIDE OF THE DEVICE TO SCAN THE VIN</p></div>	
2	After scanning a VIN, you will see one of three screens:		
	<div>Accepted Scan</div> <div></div> <div>Select Confirm and proceed to capture tread depths.</div>	<div>Partial Scan</div> <div></div> <div>Select Back to enter missing details, or Continue to skip this step.</div>	<div>Failed Scan</div> <div></div> <div>Select Manual Entry or Re-scan to capture vehicle details.</div>
3	If the VIN scan failed, you can also add the vehicle details manually using the Add Vehicle button.		<div></div>

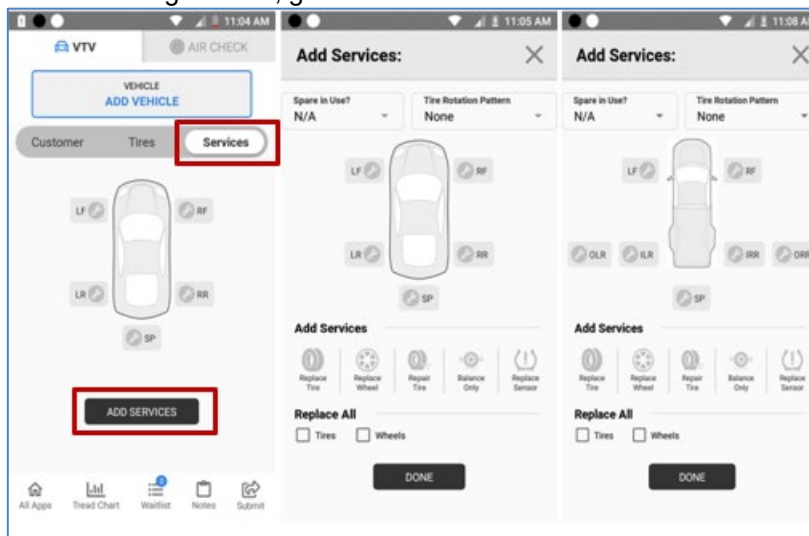
Capture Tread Depths and DOT Number

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>Scanning tips:</p> <ul style="list-style-type: none"> • 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. • When scanning, the device should touch the tire throughout the scan. • Avoid scanning the sidewalls. <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> 

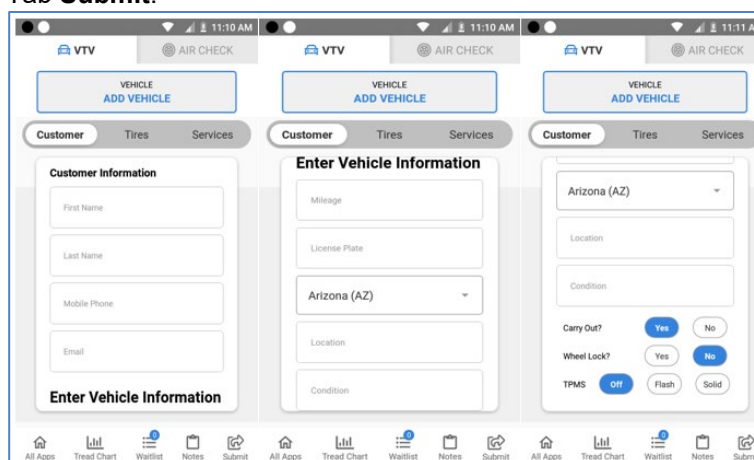
Add Services

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

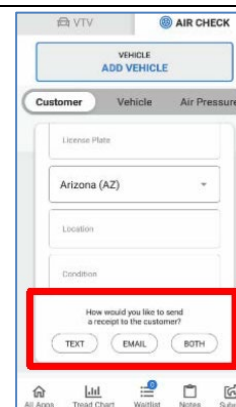
**Customer Information**

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.

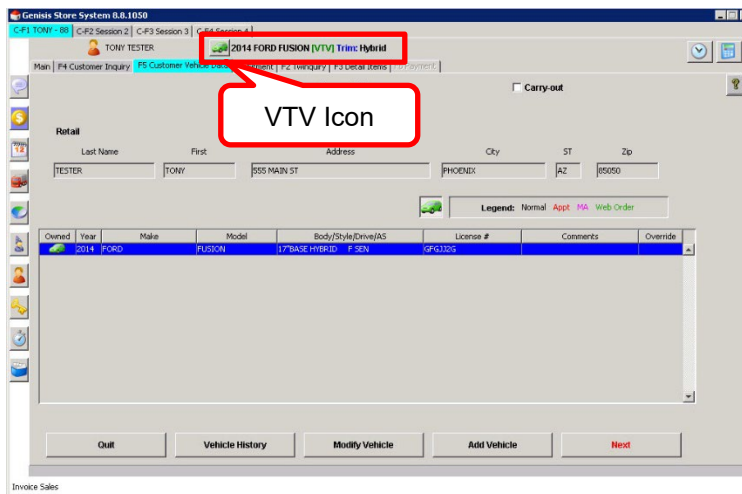
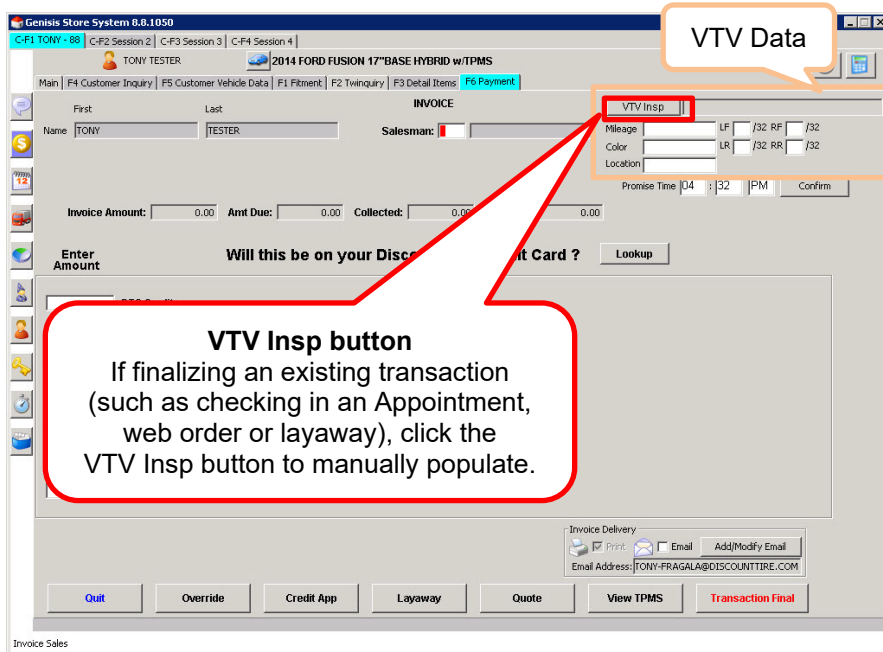
The POS

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 VTV Select .	
2	Click View on the desired VTV or Air Check item in the Customer Summary Screen	
3	Check the VTV information for accuracy, then click Select to return to the POS. The POS will attempt to search (retail customers only) and match on the year, make, and model of the vehicle.	
4	When a match is found, click Yes 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>  <p>VTV Insp button If finalizing an existing transaction (such as checking in an Appointment, web order or layaway), click the VTV Insp button to manually populate.</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

Customer	Vehicle
Name: New Tony	Year/Make: 2014 BMW
Phone: [Redacted]	Model: [Redacted]
E-Mail: cool@gmail.com	Trim: 328D
Notes: Needs two new tires please	Assembly: [Redacted]
	Plate: [Redacted]
	VIN: DTCVIN7289D290026

VTV Comments

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

HONDA CIVIC COUPE 16"BASE EXEX-L w/TPMS

Department: F2 Twinquiry F3 Detail Items F6 Payment

AAA Member ID: [Redacted] Add Tax Rate(s): [Redacted]

Size	Description
91H SL BSW	MCH DEFENDER T + H
ES FOR	REFUND, REPLACEMENT
WRED	TIRE FEE
	DISPOSAL FEE
N &	LIFE OF TIRE MAINTENANCE
440 RED	TPMS RBK BASIC KIT 2045K

Web Comments [Redacted] **VTV Comments** Discount Tire Credit [Redacted]

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.

VTV Comments

VTV Customer: New Tony

VTV Vehicle: 2014 BMW 328d

Needs two new tires please

Add VTV comments to selected Detail Item?

Cancel Yes

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:

Add Customer Data

Add Retail Customer Data

* Name (Last/First/MI): TONY POS TESTER

* Address: 303 MAIN ST

* City / State / Zip: SCOTTSDALE AZ 85258

Home Phone: (480) 300-1000 Work Phone: () () ()

Mobile Phone: () () () Email: TONY.FRAGALA@DISCOUNTTIRE.COM

☒ United Phone Number ☒ Email Invoice? ☐ Fleet Order (F/O)

* Company / Driver Name: [Redacted] Charge Sales Tax? ☐ N

Business Owner? ☐ Charge Embr. Fee? ☐ N

Cancel Clear Add

* Required Fields for Retail Customers

** Additional Required Fields for Resale Customers

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.

Email

Please ask the customer for their email address and enter here

TONY.FRAGALA@DISCOUNTTIRE.COM

☒ Or, use VTV email address?

VTV Email Address:

TONY.FRAGALA@DISCOUNTTIRE.COM

Cancel Ok

Contact

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