Vision POS - Planned BOPIS

Purpose and Overview

How to finalize a BOPIS order that has been paid for with no adjustments or changes. Then the vehicle is clicked in and out of the Service Area.

Steps

Step	Application	Action
1	Customer / Vehicle	Click on 'Customer / Vehicle'
2	Customer / Vehicle	Input the customer phone number
3	Customer / Vehicle	Click the 'SEARCH BY CUSTOMER' button
4	Customer / Vehicle	Select the customer record
5	Customer / Vehicle	Click the 'SELECT CUSTOMER' button
6	Customer / Vehicle	Select the customer vehicle from the 'Vehicles' area
7	Customer / Vehicle	Click 'APPLY CUSTOMER/VEHICLE'
8	GK OMNI	Select the 'Orders' tab
9	GK OMNI	Highlight Order on Orders tab
10	GK OMNI	Review the transaction details
11	GK OMNI	Click 'Product Browse'
12	Product Browse	Review the order in the cart
13	Product Browse	Click 'PROCEED TO CHECKOUT'
14	GK OMNI	Click the 'Checkout' button
15	GK OMNI	Click 'Service Now'
16	GK OMNI	Select 'Waiting' or 'Drop-off'
17	GK OMNI	Confirm the Estimated Completion Time (Promise Time) with customer
18	GK OMNI	Confirm a $0.00 Balance
19	GK OMNI	Click 'CONTINUE'
20	GK OMNI	Select the desired Receipt Method
21	GK OMNI	Click 'Store Parked' list to review the customers transation and see their

Step	Application	Action
		place in line
22	GK OMNI	Click 'EXIT'
23	CSL	Click 'CSL'
24	CSL	Click the 'ADD to BAY' button on the customers ticket in the Service Queue
25	CSL	Assign a Bay Number
26	CSL	Click the red 'ADD TO BAY' button to move the ticket to the In Bay queue
27	CSL	Click the blue 'Work Order' link of the customer ticket
28	CSL	Click the checkbox for 'PRE-BENEDICTION COMPLETED'
29	CSL	Click the 'SAVE EDITS' button
30	CSL	Type "Service Coordinator" in the 'Service Coordinator / Sign-Off' field
31	CSL	Click the red 'Bay Out' button

Contact

If you have any questions, please contact VisionStoreExperienceTeam@discounttire.com.