

## POS Update - BOPIS to Web Order

Your store will receive an update for the POS. Please review these changes with your team.



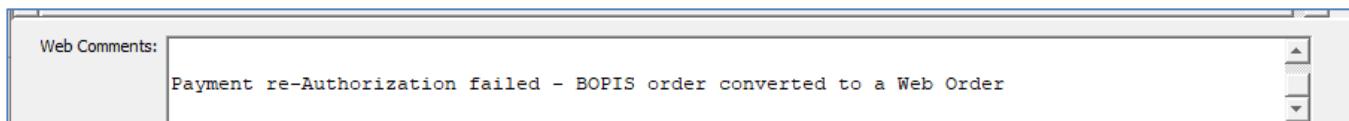
**Important:** Keep your workstations powered on so they can receive the update.

- In situations where a BOPIS re-authorization fails, the BOPIS order converts to a web order.
- Indicator on main invoice screen shows when a BOPIS order is canceled and moved into a web order.

### Re-authorization failure – BOPIS converts to web order

**BEFORE THIS UPDATE:** When a BOPIS order re-auth failed, the order and all information was deleted from the POS.

**NOW:** When a BOPIS customer comes into the store and you can't find their order on the BOPIS page, check the Web Orders page to find their order. In the web comments, the message: Payment Re-Authorization failed – BOPIS order converted to a Web Order, will appear:



#### What does re-authorization failure mean and what should you communicate to your customers?

When a customer places a BOPIS order, Discount Tire does not take funds from their account until the order is finalized at our store.

Generally, re-authorization occurs 7, 14, and 21 days after the order is placed.

(On the 28<sup>th</sup> day, the BOPIS order is deleted completely if the customer has not come in to finalize the transaction.)

Re-authorization sometimes fails. This does not mean the customer no longer has the funds. It just means that, at the time of re-authorization, the system could not give us an authorization.

Instead of deleting the BOPIS, now we are converting it to a web order. This allows you to complete the sale when the customer comes in. **You will need to take a payment from the customer for this reason.**

### BOPIS to web order indicator

On the main invoice screen, the BOPIS button will show a negative number in red, and Web Orders will show a positive number in black on the day the payment reauthorization fails. The days following these numbers will no longer appear, but the customer's name will appear in the Web Order list.



**IF YOU NEED HELP** contact the Service Desk at 800 366-4399 or email [Support@discounttire.com](mailto:Support@discounttire.com).