

POS Update – Promise Time

Starting Monday, your store will receive an update for the POS. Please review this change with your team.



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

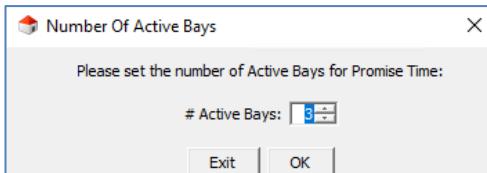
- **Improved Promise Time information** – The POS provides an improved calculation for Promise Times, but needs to know the number of Active Bays:
 - **Set Active Bays** – During Start of Day, set the number of active bays.
 - **Active Bays button in CSL** – the **Air Check** button has been replaced with **Active Bays**. Use this to change the number of Active Bays during the day.
- **Promise Time on Payment screen** – no longer need to press **Confirm** button.

Important: **Clicking vehicles in and out must be consistent.** If not, the Promise Time app will constantly be making adjustments to the promise time that are not based on what is actually happening, creating artificial inflation or deflation of the actual promise time. Follow [SC Flow of Task](#) and [Using the CSL Correctly Best Practice](#).

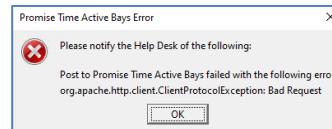
Set Active Bays

During the Start of Day process, select the **Active Bays** button and set the number of bays that you will be working out of, based on your workflow play.

(4 man play = 2 bays; two separate 3 man plays = 4 bays)

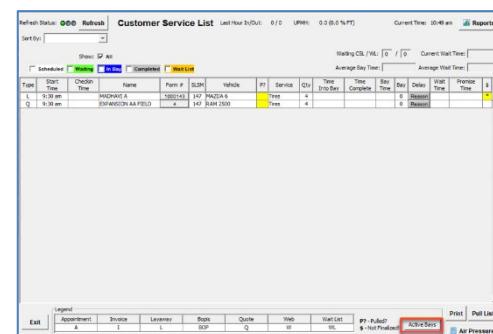


If you get an error message when setting the number of Active Bays, contact the Help Desk immediately and confirm Promise Times until the issue is resolved.



Change Active Bays

When the number of active bays changes during the day, select the **Active Bays** button in the CSL and update the number.



This button replaces the **Air Check** button.

Tips:

- Be pro-active. 1 hour before a scheduled change in the backroom, change active bays. This ensures that promise times will be adjusted by the time of the scheduled change.

Ex: If you are starting lunches at 11:30 AM in the backroom, adjust active bays at 10:30 to reflect the workflow plays during lunch.

- It is not necessary to make adjustments for minor deviations from the number of active bays.

Ex: If you set active bays to 2 and workflow allows you to utilize 3 bays for a short time (4 man play - next 3 cars are flats), you don't need to change active bays.

Promise Time on Payment screen

The Promise Time displays on the Payment screen.

- ⊕ Plus sign means the Promise Time is calculated automatically based on Bay Count, what you have in the CSL, In Bay, Waiting, etc. The Confirm button is grayed out.
- If the call to the new Promise Time process fails, the HOUR and MINUTE fields will display blanked-out, and the stores will be forced to manually enter a Promise Time before they can hit the Confirm button.

Promise Time	+	<input type="text" value="11"/>	:	<input type="text" value="16"/>	AM	<input type="button" value="Confirm"/>
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Promise Time	<input type="text"/>	:	<input type="text"/>	AM	<input type="button" value="Confirm"/>
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IF YOU NEED HELP contact the Service Desk at 800 366-4399 or email Support@discounttire.com.