

## Store Mobility FAQs

### Q Can the store mobility device scan QR codes to display vehicle information?

A Although QR code scanning is not officially supported, some QR codes can be scanned for VIN information.

### Q Why do I get the “Incomplete VIN Data” error so often when searching for a vehicle on the store mobility device?

A The VIN scan will return year, make, and model, and (sometimes) trim. Trim and assembly may need to be manually selected.

### Q Does the store mobility device build the invoice from the data collected during the VTV process?

A Certain fields will be transmitted from the device to the POS including general customer information, mileage, tread depths, and any notes captured during the VTV. The device does not transmit information on services needed for the vehicle.

### Q Where can you retrieve VTV data in the POS once it's been transmitted from the store mobility device?

A You can access this data before the invoicing process starts using the **VTV Select** button in the Lists section of the Invoice Sales screen. You can also access the data while finalizing the transaction using the **VTV Insp** button on the F6 Payment tab.

