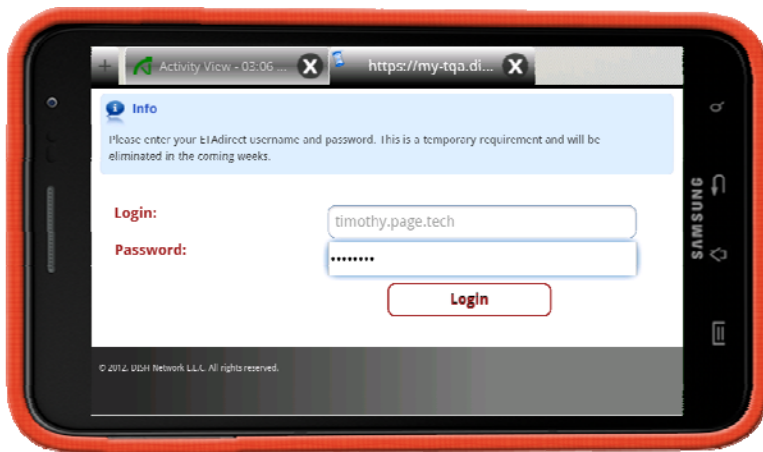


1. Start the appointment in ETAdirect
 - a. In order to access the Tech Store, the customer's appointment cannot be in the "Pending" status
 - b. Once the appointment is opened, Tech Store will be available as an Actions link in the Activity View (the mobility device must be online to access the store and submit orders)

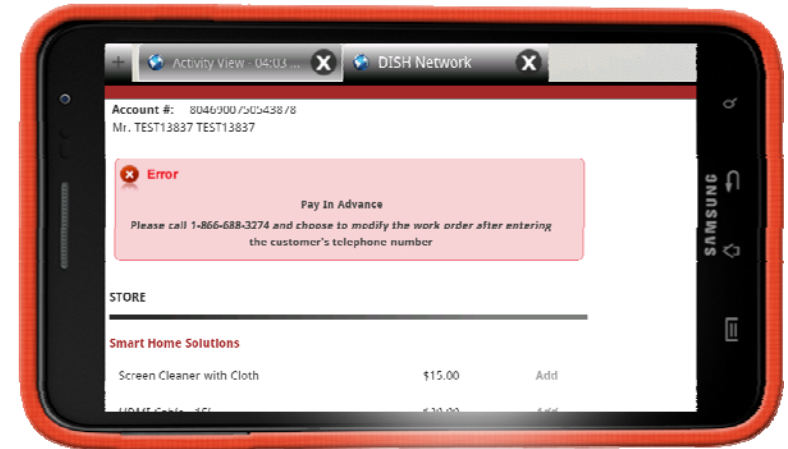


2. Identify the customer's needs and offer them the appropriate products and services
3. Select "Store" from the menu

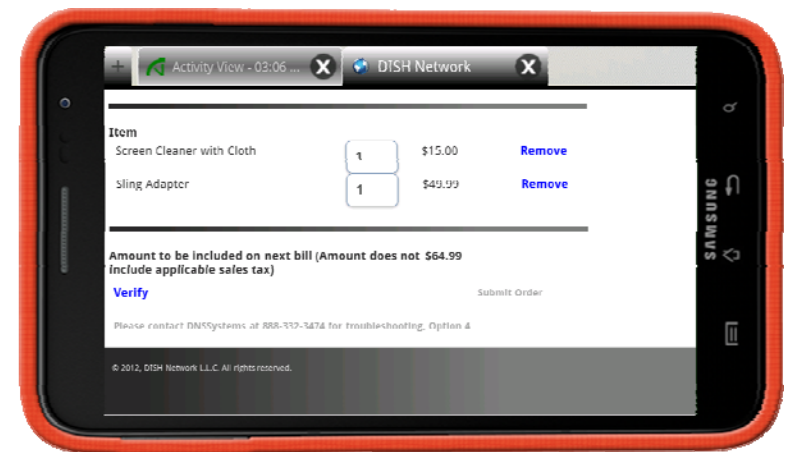


4. Log in to the store using your ETAdirect login and password. This is a temporary step that will be eliminated

5. Scroll down the list of products and locate what the customer has requested. Note: An error message will appear if the account is Pay In Advance. PIA customers can still take advantage of products and services via the CSC



6. Add the desired quantity for the correct products
7. Advise the customer that if they have an e-mail on file, they will receive an e-mail confirmation and the subtotal with applicable tax will appear on their next bill

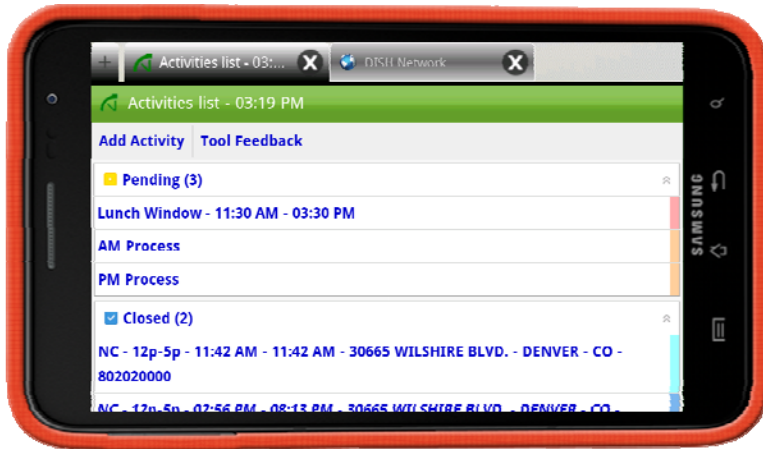


8. Give the customer the product they purchased

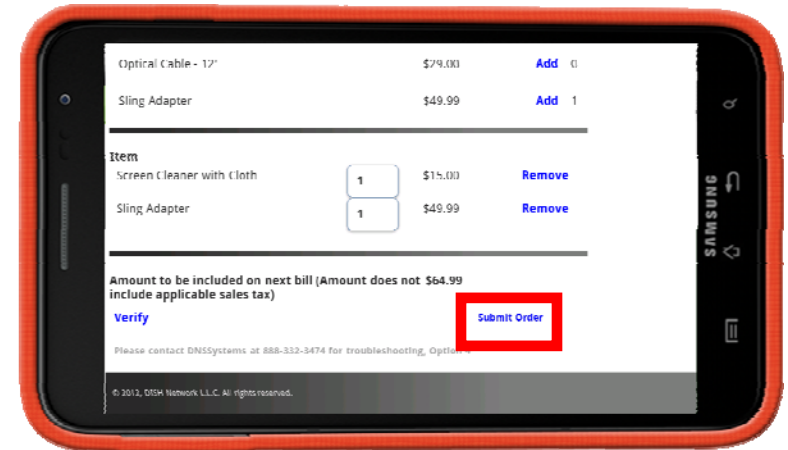
9. Toggle back to ETAdirect and complete the scheduled work order after all work has been completed (including adding all equipment into ETAdirect that has been used and/or sold as part of the appointment)
 - a. Until you complete the appointment in ETAdirect, you will not be able to submit the Tech Store order



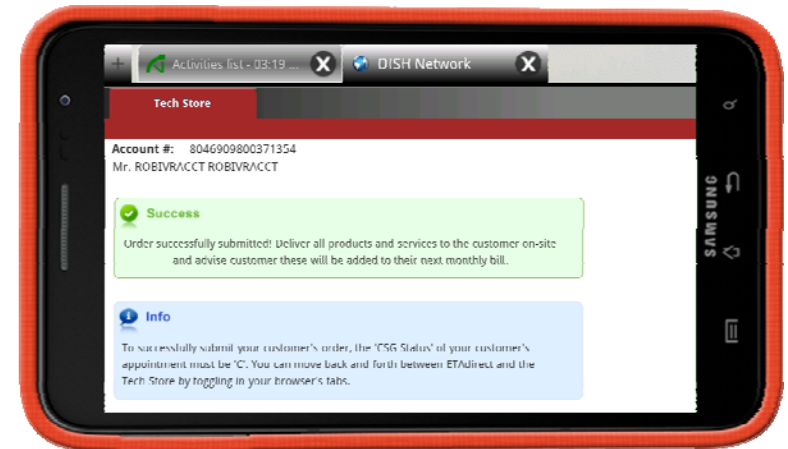
10. Toggle back to the Tech Store on your mobility device



11. When the appointment has been completed in the system, select "Verify." The "Submit Order" button will change from grey to blue if the order is ready for completion. Otherwise, you will see a red "Error" banner



12. Click "Submit Order" to complete the transaction
 - a. When successful, you'll see a green "Success" banner
 - b. If unsuccessful, wait two minutes and retry. If the issue persists, contact the CSC



13. Close out of the Tech Store tab once the order has been submitted successfully
14. Depart for your next appointment