



March 11, 2022

Hello Store Managers and Stores,

To help provide a consistent customer experience and reinforce the expectations for identifying and servicing Fleet customers, effective today, a new Fleet course is now available: **Business-to-Business (B2B) Support**.

### **What you need to know**

- This new course will explain the benefits of having B2B customers, how to identify current and potential B2B customers, and the steps for processing B2B transactions.
- The course should take approximately 15-20 minutes to complete, and while it has not been assigned at this time, we encourage all Apprentice Techs and up to complete it as time permits.
- The Business-to Business (B2B) Support course can be accessed by clicking the following link: [LMS](#) and log in to DTU, or from the tile on the [Learning Path page](#).

If you have any questions, please contact [L&D\\_LogisticsMembers@discounttire.com](mailto:L&D_LogisticsMembers@discounttire.com).

Thank you for striving to be the BEST!