

Responding to KC Feedback Best Practice

Expectations and Guidelines

Anyone in the business can submit feedback through the KC. When our employees take the time to provide feedback, they deserve to be heard and responded to.

Business/Content Owners are expected to:

- Respond to or acknowledge employee feedback within 1 business day.
- Notify the KC Team about changes to business area/content ownership.
- Inform the KC Team about needed changes to content (like updating, adding, or removing a document or webpage).

The KC Team will support Business Owners by:

- Coordinating content updates.
- Maintaining the feedback process infrastructure.

Manager AOR Page Feedback

If you're having technical issues, please contact support@discounttire.com or call (800) 366-4399.

I would like to ...*

Talk with a Trusted Expert

Leave Feedback

Report a Problem

KC Feedback menu

Process and Response Options

As a business/content owner, you will receive feedback response emails based on your area of ownership. Take action within 1 business day.

KC Feedback Action Email

Submitted by
Todd Seiler - FLG 02

Submitted from
[Lug Nuts](#)

Feedback
I need a set of OE lugs from West Coast, but do not have the West Coast part number is DPC60210. These lugs are and I need 24 of them.

TAKE ACTION ON FEEDBACK

Feedback Action Options

Submitted by
Todd Seiler - FLG 02

Submitted from
[Lug Nuts](#)

Feedback
I need a set of OE lugs from West Coast, but do not have number is DPC60210. These lugs are designed to secure

Select an action *

☐ Respond to feedback

☐ I followed up by phone

☐ Forward feedback

☐ Submit issue to support

Action Options	Description
Respond to feedback	Respond directly to the employee by entering your contact information and a written response.
I followed up by phone	Use this option after you follow-up with the employee via phone. Enter your name and notes from the conversation.
Forward feedback	If the feedback doesn't apply to your business area, forward the feedback to another group by selecting a group from the dropdown list. Note: Choose Other to enter a different email. Separate multiple email addresses by comma only – no spaces.
Submit issue to support	Creates a ServiceNow ticket for IT to follow-up.
Note	If someone has already responded to the feedback, selecting "Take Action on Feedback" will display the action taken.

Contact

Contact the KC Team at kcteam@discounttire.com if you have questions.