



## Distribution Center Times & Information:

### Service Hours

<b>Monday – Friday</b>
9AM – 4PM (Some exceptions apply)

#### IMPORTANT:

- All outgoing Shipping/USPS cut off time is 3:30PM
- Distribution closes 30 minutes prior to Corporate All Hands meetings
- Department mail/packages require weekly pickup during service hours

### Desert Ridge Office

All courier packages or mail must be delivered to the Corporate office and can be picked up during Distribution service hours. No recipient is available to receive packages at Desert Ridge. Any special requests, please email Distribution.

**NOTE:** Toner & paper are in the main supply room near the restrooms.

### Shipping Request Form

The Quick Ship Form has been replaced with the Shipping Request Form. This form is an editable PDF. All shipments require a completed Shipping Request Form, including Regional shipments.

### Distribution Parking Lot

Parking in the Distribution lot is reserved for delivery drivers and quick drop-offs only.

### Service Now Requests

Distribution service request forms are found in **Service Now** under the Service Catalog – Paper, Water, Toner, Catering Notifications, Shipping Supplies etc.

#### Submitting Service Requests

Due to the current problem with the KC and Service Now, please follow the steps below to submit a service request.

1. Visit the **ServiceNow** website – log on with Microsoft credentials
2. Click on **Self Service – Service Catalog**
3. Scroll down to **Corporate Distribution Services**
4. Select the **Service Request** of your choice



## Service Now Requests (continued)

### Catering / Food Deliveries

- Submit request in Service Now 24-48 hours in advance
- All catering/food deliveries are to be delivered to Distribution
- Distribution can deliver caterings to the Stadium conference room when requested

**NOTE:** Remove all trash, wipe down tables and counters for next attendees. Take trash to elevator A – garage level to be discarded in the bin. Help keep our office smelling clean and fresh. WE DO THIS TOGETHER!

### Water Requests

- Large meetings/events (12+ people and 1 hour minimum)
- Submit request 24 hours in advance
- Water for smaller meetings can be requested by entering the number of attendees
- Please recycle empty water bottles. Extra water can be returned to Distribution.

**NOTE:** We recommend using your own cup and filtered water, when possible, in order to manage expenses.

## Additional Services

In caring for our own the following services are provided:

### Mail Scanning / Mail Lockers

Please contact Distribution for more information

### Notary Services

Email Distribution at [DTC\\_Distribution@discounttire.com](mailto:DTC_Distribution@discounttire.com) to schedule an appointment

### Stamp Purchases

- Cash Payment
- 5 Stamps Maximum
- Availability of Stamp Books may vary



## Additional Services (continued)

### Shipping Personal Packages (PayPal / Cash / Check Payable to DT)

- Hours: 11:30AM – 1:30PM (During your lunch hour)
- Bring personal packages ready for shipping
- For prompt processing, complete a Shipping Request Form on the KC
- Discount Tire's Corporate carrier account numbers may not be used for return shipments or personal packages
- Shipping personal small business-related packages is prohibited

In consideration of the discounts contained herein, customers waive the right to request refunds under the Money-Back Guarantee Policy as well as the right to file claims for loss, damage, miss-delivery, or non-delivery of packages. Distribution assumes no liability upon loss or damage. Distribution also has the discretion to refuse shipping.

### Receiving Personal Packages

Received ONLY as an *EXCEPTION* - Please limit your incoming personal packages by sending shipments to an alternate or home address. Notify Distribution via email of a personal incoming package.

### Distribution Survey

Tell us how we did! Please click the link below to complete a quick survey.  
<https://survey.alchemer.com/s3/7429726/Distribution-Customer-Satisfaction-Survey>

**Questions?** Email [dtc\\_distribution@discounttire.com](mailto:dtc_distribution@discounttire.com)