

Retail – APO/FPO/DPO Shipping

Purpose Follow these procedures to identify the correct shipping location, shipping cost, and delivery time.

Product Restrictions

- The weight of the package cannot exceed 70 lbs.
- Tire and wheel packages that exceed 70 lbs total will need to be shipped unmounted.
- Girth + Length combined cannot exceed 130 inches total.
 - Example: 325/60R20 Goodyear Dura Trac

$$\text{Girth} = (\text{tire height} \times 2) + (\text{section width} \times 2)$$
 - Girth=(35.6x2) + (13x2)
 - Girth=71.2+26
 - Girth=97.2
- Per USPS the girth plus height cannot exceed 130 inches.
- Girth (97.2 inches) plus Height (35.6) = 132.8 inches. This tire would not be able to send to an APO/FPO/DPO customer due to size regardless if the weight does not exceed the weight restrictions.



Proper Shipping location Determine proper shipping location based on customers shipping address/zip code:

- AA (America) mail is routed to Miami (Ship from Georgia or Ohio)
- AE (Europe) mail is routed to New York City (Ship from Ohio)
- AP (Pacific) mail is routed to San Francisco (Ship from Arizona)

**Enter
Customer info
into POS**

Follow the procedures below to enter customer information into POS:

Step	Action
1	<p>Enter customers information into the QAS system:</p> <ul style="list-style-type: none"> • Customer Name • Unit, PSC, CMR number, etc. • APO (Air / Army Post Office) FPO (Fleet Post Office) DPO (Diplomatic Post Office) • 9 Digit ZIP Code (If one is assigned) <p>Example: CPT JOHN DOE UNIT 2050 BOX 4190 APO AP 96278-2050</p>
2	Once address has been verified, enter address into the POS.
3	Qualify the customer to determine product needs.
4	Go to Discount Tire Direct website.
5	Add product to cart.
6	Enter shipping information to gather shipping charges (Name, Address, email, phone number).
7	Website will only provide priority shipping which is the only option available.
8	Within POS, verify product entered.
9	Click calculate shipping and select Priority Shipping.
10	Override shipping price with calculated cost from website.
11	Click Next.
12	Perform "Benediction" (See Best Practice) and finalize order.

Transit Times

Please use the following estimates as rules of thumb, and not as firm service-commitment guarantees:

Shipping Method	Transit Time
Priority Mail	Up to 3 weeks

**Tracking
Package**

If in the hands of...	Then...
USPS	Can be tracked
Military Post Office	Cannot be tracked

Contact

Please see your manager if you have any questions.