

Retail – Creating an Invoice - Shipping to an Installer / DT

Purpose Following these procedures to improve communication between Discount Tire Direct, installers and customers to provide the best experience possible.

Locating and Shipping to Installer Follow these steps to properly locate and contact an installation facility for the customer.

Step	Action	
1	Ask the customer if they have a preferred installer or if they would like us to make a recommendation.	
2	If...	Then...
	Making a recommendation,	Navigate to the store locator page on discounttiredirect.com and proceed to step 3.
3	Customer has a preferred installer,	Ask customer if they would like us to contact their installer and obtain contact information. Proceed to step 4.
	Enter the customer's zip code to find and share options with customer.	
4	Finalize order following the benediction best practice.	
5	Once order has been finalized, open lotus notes and email a screen shot of the order to DTD_InstallerProgram. Note: The installer program group will ensure the product has been delivered and both the installer and customer are aware of their next steps.	

Contact Please see your manager if you have any questions.