

## DC - Getting Help with Problem Orders

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### Introduction

Follow this process whenever you have an exception or other problem with an order.

Order Type	Process
Stock Transfer Orders	Email <a href="mailto:dtd_pendingorders@discounttire.com">dtd_pendingorders@discounttire.com</a> <ul style="list-style-type: none"><li>• DTD Pending will receive the email and depending on what the issue is, will do a reversal or advise on the STO.</li><li>• If the STO has been posted, you will need to close the order on DCProcessing page manually.</li></ul>
Retail/Wholesale /Fleet Orders	Email <a href="mailto:dcinquiries@discounttire.com">dcinquiries@discounttire.com</a> <ul style="list-style-type: none"><li>• DC Inquiries will email the sales agent/assistant managers and put comments on the order.</li><li>• DC Inquiries will monitor the problem ticket and send additional requests as needed until it is handled.</li><li>• The Sales agent will correct the issue.</li><li>• DC Inquiries will email the DC with a reply indicating that the issue has been resolved.</li></ul>

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### Contact

Please see your manager if you have additional questions.

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