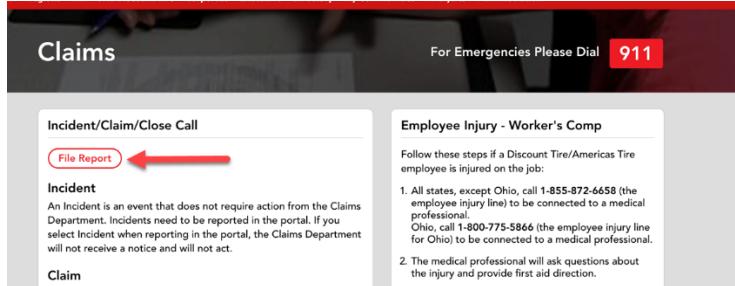


Incident Reporting Portal

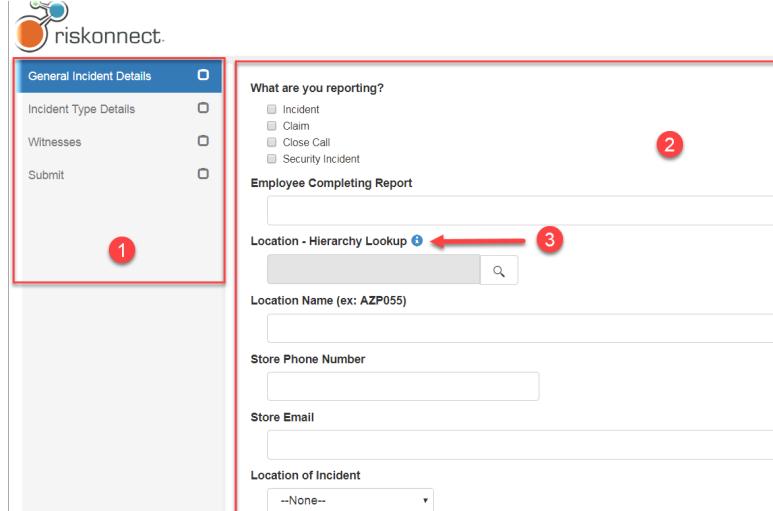
Introduction This Quick Reference Guide assists Discount Tire employees with reporting store incidents in the new online incident reporting portal.

Accessing the Portal From the Claims page on the Knowledge Center, click **File Report**.



The screenshot shows the 'Claims' page with a red arrow pointing to the 'File Report' button in the 'Incident/Claim/Close Call' section.

The Portal Form This is the first page of the incident form.



The screenshot shows the 'General Incident Details' section of the form. A red box highlights the section, and a red arrow points to the 'File Report' button. A red circle with the number 1 is on the left, a red circle with the number 2 is on the right, and a red circle with the number 3 is on the bottom right.

1. This is the form navigation pane. It shows the sections of the form that are to be completed prior to submitting.
2. This is the form itself. Here, you will provide the required information for each section.
3. Roll over the  icon whenever it appears for more detail about the requested information.

IMPORTANT:

Fill out all fields with as much detailed information as possible. This makes it easier to process the incident and to better prevent future incidents.

Additional Reporting Fields

Pay attention to extra and/or changing sections and field that appear based on the incident or claim type.

For example, when reporting a claim involving a customer injury (1) a new section titled "Customer Injury or Fitment Issue" (2) appears in the form navigation pane.

Upload Attachments

After all information has been reported in as much detail as possible, attach any relevant documents (for example, copies of police reports, photos of the incident or claim, etc.) by clicking on **Attachment** (1) followed by **+Add new record** (2).

Submit Report

Click **Submit** to complete the report. The incident or claim will be sent directly to the Claims and Safety Department for further review.

Contact

Questions? Contact the Claims and Safety Department here:

Business Hours: 1-866-608-9802

Saturdays/Evenings: 1-602-653-9229