CERTIFIED Best Practices

AMERICA'S TIRE · DISCOUNT TIRE · DISCOUNT TIRE DIRECT

Fleet

To ensure that fleet invoices are not rejected, always follow fleet best practices.

⚠️ CRITICAL TO QUALITY	• Identify fleet customers and potential fleet customers during CES Phase 1. • Collect all required vehicle and driver information during VTV. • Look up the fleet customer accurately in the POS. • Read **Rates and Rules** for each fleet customer and process the transaction correctly.

The Whys

- As the market continues to evolve, fleet and ride sharing vehicles are becoming a larger consumer audience.

- Fleet customers will help us Grow Responsibly by expanding and improving our services to fit the needs of the market.

- Executing all required steps to process fleet transactions correctly ensures that invoices will be paid, and fleet customers will continue to want to do business with us.