

## Tire Rack Preferred Installer

### Introduction

As Discount Tire and Tire Rack become one company to deliver an Inviting, Easy, and Safe experience, Discount Tire will now be listed as Tire Rack's Preferred Installer. As customers purchase tires through Tire Rack and have them installed at Discount Tire, they are a Discount Tire customer and will be treated as such. We are One Discount Tire and will work together as a team in every situation.

If at any point you are experiencing issues with the process, Tire Rack is committed to providing Discount Tire with excellent support. Contact Tire Rack Support:

**Phone** - (888) 727-8092 ext. 4195

**Email** - [installersupport@tirerack.com](mailto:installersupport@tirerack.com)

### Process Overview

Follow these steps to understand how customers who order through Tire Rack will be integrated into our Inviting, Easy, and Safe experience:

Step	Action
1	<p>Customer orders product on Tire Rack website</p> <ul style="list-style-type: none"> <li>Discount Tire and Customer receive confirmation email <ul style="list-style-type: none"> <li>This first email is a confirmation and will not include complete customer information or shipment information</li> </ul> </li> </ul> <p><b>** Order Confirmation Email</b></p>
2	<p>The Store and Store Manager will receive an email confirmation when the order has shipped from Tire Rack.</p> <p><b>** Order Shipped Email</b></p>
3	<p>The Marketing Manager will call the customer to prepare them for their visit and create a layaway.</p> <p><b>** Call the Customer ** Creating Layaway Invoice</b></p>
4	<p>Product arrives at Discount Tire store</p> <ul style="list-style-type: none"> <li>The Store and Store Manager will receive an email showing product has been delivered</li> <li>Receive products by: <ul style="list-style-type: none"> <li>Label the order as Tire Rack inventory, via tape, sticker, etc.,</li> <li>Place product in a designated area/ Special Order Rack</li> </ul> </li> </ul> <p><b>** Order Delivered</b></p>
5	<p>The Marketing Manager will contact the customer as soon as ALL products ordered for the customer have been received and set/confirm appointment date/time</p>
6	<p>Customer arrives for installation</p> <p><b>** Customer Arrival</b></p>

**\*\*represents section below that provides more detail for each action**

### Fitment Validation

When customers purchase their tires from Discount Tire, all products are filtered through the fitment validation process. However, when a customer orders through the Tire Rack website, they are put through a different requirement of fitment validation. **We must validate the vehicle/product fitment for every Tire Rack order.**

**Order  
Confirmation  
Email**

An email will be sent to Discount Tire from Tire Rack when the customer places an order through the Tire Rack website. The customer email will include minimal information and is more of a notice to Discount Tire that an order is coming.

### CUSTOMER ORDER CONFIRMATION

The customer shown below has placed an order with Tire Rack and has selected you as their Recommended Installer.

**Customer Order Information**

Name: John Doe	Shipping From: Sparks, NV
Order Number: EL11111	
Order Date: 02/06/2020	

**PRODUCTS ORDERED**

Qty	Size & Description	Availability
4	175/65R-15 CONTINENTAL TRUECONTACT TOUR SL	In Stock

Some products above selected for the following vehicle(s)

12 Toyota Yaris 3-Door

**For Arizona Stores:** As of August 2023, the confirmation email will include appointment details if the customer booked it through Tire Rack.

**TIRE RACK** Recommended Installer Edition      [Web Version](#)      **888-727-8092**

### OUR CUSTOMER HAS SELECTED YOU

Our customer, shown below, has placed an order and has selected your location as their Recommended Installer.

**Customer Order Information**

Name: Tanya Santana	Shipping From: Sparks, NV
Order Number: KZ78527	
Order Date: 07/29/2023	
Estimated Delivery Date: 08/01/2023	
Appointment: <b>Wed, August 2, 2023 at 9:15 AM</b>	

**Contact Information**

Email: TSLUJAN@GMAIL.COM	Billing Address: 17336 W Grant St Goodyear, AZ 85338
Billing Phone: 619-913-0094	
Daytime Phone: 619-913-0094	

**PRODUCTS ORDERED**

Qty	Size & Description	Availability
2	225/40R-19 YOKOHAMA ADVAN APEX V601 XL	In Stock

Some products above selected for the following vehicle(s)

13 BMW 335i Sedan

## Order Shipped Email

When the order ships from a Tire Rack Distribution Center, you will receive a Shipping Confirmation email (example below).

This email includes the shipping information in case you need to track the delivery. Remember when setting an appointment with the customer, this is an estimate at the time of shipment, not a guarantee for delivery.

**CUSTOMER ORDER SHIPPED**

The customer order shown below has left our distribution center and is on its way to your location.

**Customer Order Information**

Name: John Doe	Shipping Method: OnTrac
Phone: 111-111-1111	Shipping From: Sparks, NV
Order Number: EL11111	OnTrac Tracking Number(s):
Order Date: 02/06/2020	

**Track**

**PRODUCTS ORDERED**

Qty	Size & Description	Availability
4	175/65R-15 CONTINENTAL TRUECONTACT TOUR SL	In Stock
1	RETAIL TIRE REGISTRATION CARD	In Stock
1	BASIC LIMITED WARRANTY	In Stock

Some products above selected for the following vehicle(s)

12 Toyota Yaris 3-Door

## Call the Customer

The Marketing Manager will call the customer to prepare them for their visit.

1. Thank the customer for selecting us as their installer
2. Confirm order type (2 tires, 4 tires, tire(s) and wheels, wheels, etc.,)
3. Review estimated shipment date
4. Ask customer if they would like to set an appointment
  - a. We recommend setting the appointment for 2-3 days after the estimated shipping date to account for possible delays
5. Create layaway
  - a. Confirm customer information
  - b. Confirm vehicle information
  - c. Confirm product information
    - i. Discount Tire should have the majority of article numbers for product from Tire Rack. If not, use our misc. article numbers (44444/55555)
  - d. Validate fitment using the vehicle/product information
    - i. If the vehicle information does not pass Fitment Validation, work with the customer to come up with a solution. If this requires replacing the product:
      - a. Contact Tire Rack Support to obtain shipping tags to send product back to Tire Rack
      - b. Inform the customer that they will receive a refund once Tire Rack receives the product
      - c. If the customer does not wish to purchase different product, involve the Store Manager and work with Tire Rack Support
  - e. Confirm appointment information
  - f. Finalize layaway
6. Just like with a BOPIS call, provide customer all information needed to prepare them for their visit (address, location, service time, VTV, etc.,)
7. Thank them again for choosing Discount Tire

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## Creating a Layaway Invoice

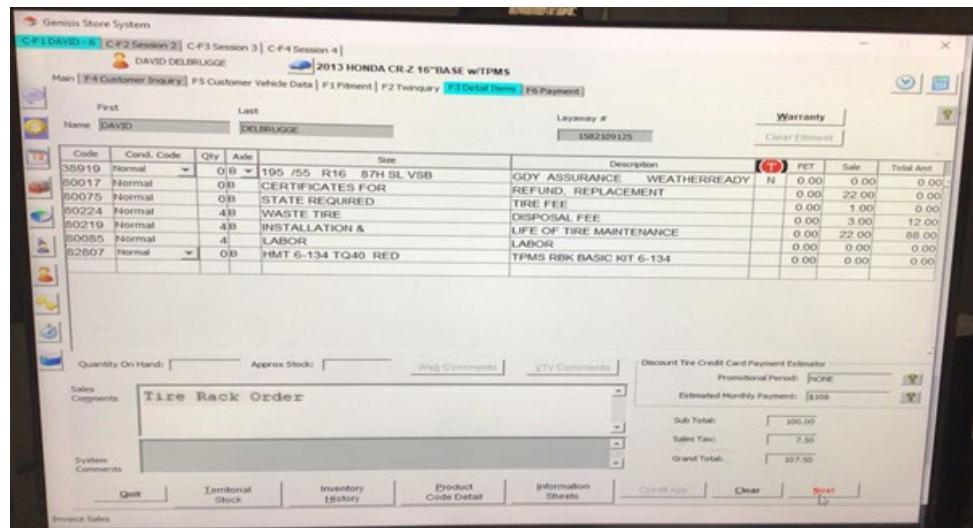
Here are some tips to use when creating a layaway with the customer:

1. Installation pricing aligns with what is on the website and does not change when the customer arrives to the store. If the customer believes you are quoting them the wrong price, work with the customer to ensure we are providing them the most accurate information.
2. Discount Tire should have the majority of article numbers for product from Tire Rack, if not use our misc. article numbers (44444/55555).
3. To allow the layaway to be finalized, you must insert the labor code 80085.
4. For future reference, include in the comments field that this order is a Tire Rack order.

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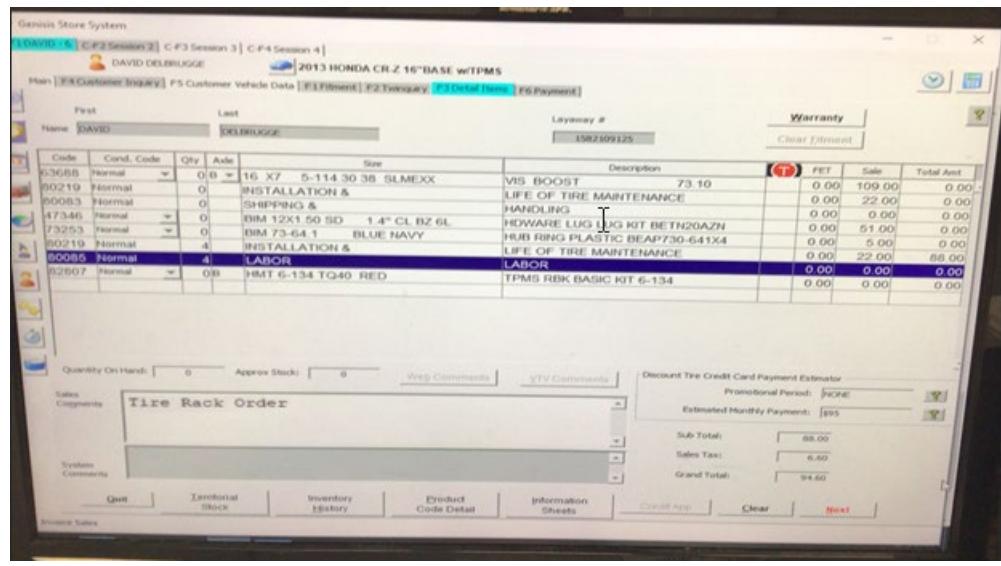
## Layaway Tire Example

When creating a tire layaway, select the product that will be installed and enter it as zero quantity and \$0.00. Use the auto populated article numbers for the disposal fee, installation fee, etc., Remember, insert code 80085 in order to finalize the layaway.



## Layaway Wheel Example

When creating a wheel layaway, select the product that will be installed and enter it as zero quantity and \$0.00. You will need to insert the standard installation article number 80219 on the invoice. Remember, insert code 80085 in order to finalize the layaway.



## Order Delivered

When the order is delivered, complete the following items:

1	<p>Confirm that you received the correct items and quantity and inspect the product for shipping damage. If you see any problems, do not install and immediately contact Tire Rack Support.</p>	<p><b>CUSTOMER ORDER DELIVERY CONFIRMATION</b></p> <p>The customer order shown below was delivered to you on 01/14/2022.</p> <table border="1" data-bbox="938 390 1395 728"> <tr> <td><b>Customer Order Information</b></td><td>Shipping Method: UPS Ground Shipping From: Shreveport, LA</td></tr> <tr> <td>Name: &lt;Customer Name&gt; Phone: &lt;Customer Phone&gt; Order Number: &lt;TR Order #&gt; Order Date: 01/08/2022</td><td></td></tr> <tr> <td colspan="2"><b>PRODUCTS ORDERED</b></td></tr> <tr> <td colspan="2"> <table border="1" data-bbox="938 580 1395 686"> <tr> <td>Qty</td><td>Size &amp; Description</td></tr> <tr> <td>2</td><td>225/45ZR-18 PIRELLI P ZERO (PZ4) SPORT XL</td></tr> <tr> <td>1</td><td>RETAIL TIRE REGISTRATION CARD</td></tr> <tr> <td>1</td><td>BASIC LIMITED WARRANTY</td></tr> </table> <p>Some products above selected for the following vehicle(s) 15 Mercedes-Benz C400 4MATIC Sedan</p> </td></tr> </table>	<b>Customer Order Information</b>	Shipping Method: UPS Ground Shipping From: Shreveport, LA	Name: <Customer Name> Phone: <Customer Phone> Order Number: <TR Order #> Order Date: 01/08/2022		<b>PRODUCTS ORDERED</b>		<table border="1" data-bbox="938 580 1395 686"> <tr> <td>Qty</td><td>Size &amp; Description</td></tr> <tr> <td>2</td><td>225/45ZR-18 PIRELLI P ZERO (PZ4) SPORT XL</td></tr> <tr> <td>1</td><td>RETAIL TIRE REGISTRATION CARD</td></tr> <tr> <td>1</td><td>BASIC LIMITED WARRANTY</td></tr> </table> <p>Some products above selected for the following vehicle(s) 15 Mercedes-Benz C400 4MATIC Sedan</p>		Qty	Size & Description	2	225/45ZR-18 PIRELLI P ZERO (PZ4) SPORT XL	1	RETAIL TIRE REGISTRATION CARD	1	BASIC LIMITED WARRANTY
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2	<p>Tag the product immediately, so that the Tire Rack inventory stands out and does not get mixed in with your inventory.</p>	 																
3	<p>Place the tagged product in the designated Tire Rack Special Orders area, as this will make it easier to find the product when the customer arrives.</p>																	

## Customer Arrival

When the customer arrives, we will go through all the same actions as if it were a BOPIS order.

- Confirm identification matches Tire Rack order confirmation
- Ask: "Do you have any questions about the product you selected?"
- Describe to them the benefit of selecting us as the installer
  - Lifetime maintenance, locations nationwide, etc.,
- Perform a thorough VTV Inspection

**Tire Rack  
Road Hazard**

Step	Action	Details
1	Complete a tire inspection and work with the customer to understand the reason for the potential claim	
2	Has the customer gone to the Tire Rack claims portal to register and obtain authorization from the Program Administrator? <ul style="list-style-type: none"> <li>Yes – Continue to step 3</li> </ul>	
	<ul style="list-style-type: none"> <li>No – Ask the customer to navigate to <a href="https://trrclaims.nationsafedrivers.com/home">https://trrclaims.nationsafedrivers.com/home</a> to register, log in, and follow the instructions</li> </ul>	The customer will need the following items to submit a tire replacement claim: <ul style="list-style-type: none"> <li>A description of the road hazard that damaged the customer's tire(s)</li> <li>If requested by the Administrator, the following items may also be needed: <ul style="list-style-type: none"> <li>Digital photographs of the damaged tire(s) that clearly shows the damage(s)</li> <li>A signed proof of loss (claim form) explaining the facts and circumstances of your claim</li> <li>Any other reasonable documentation</li> </ul> </li> </ul>
3	Assist the Customer with purchasing their replacement tire(s)	
4	Have the replacement tire(s) installed on their vehicle	
5	Offer the customer assistance with: <ul style="list-style-type: none"> <li>Pictures of damaged tire(s)</li> <li>Chalking up damage on tire, if needed</li> <li>Bag up damaged tire(s)</li> <li>Place damaged tire(s) in customer's vehicle</li> </ul>	
6	Document Tread Depth of the damaged tire(s) in the Comments section of the invoice. Provide the customer their receipt showing that the replacement tires were installed on their vehicle.	
7	Advise the customer that their claim will be reviewed within five (5) business days and to visit the claim portal anytime to view the status of their claim.	

For Road Hazard Claims, if the customer is encountering any issues, contact the following:

- Nation Safe Driver (NSD) Team:  
**Phone** - (855) 623-0468
- Tire Rack Support Team:  
**Phone** - (888) 541-1777

## Customer No Show

Occasionally, customers do not arrive for their appointment to get their product installed. Reach out to the customer right away to reschedule.

- If you are not able to contact the customer, contact Tire Rack Support and they will attempt to reach the customer.
- If you do not receive a response from the customer up to 21 days from when the shipment arrives, call Tire Rack Support to arrange for a return.

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## Support

If you are encountering any issues with Tire Rack orders, contact the Tire Rack Support team at:

**Phone** - (888) 727-8092 ext. 4195  
**Email** - [installersupport@tirerack.com](mailto:installersupport@tirerack.com)

For any program related issues or Discount Tire support needed, contact your Regional Vice President.

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