

My Account QRG

Introduction

Customers can create and access their My Account through Tires.com or the Discount Tire app.

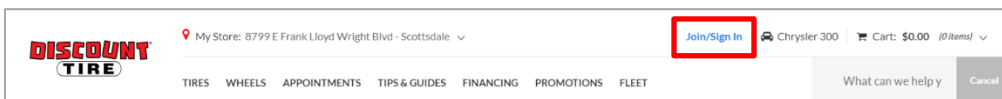
Through My Account, customers will see all web orders and store orders created after activating their account. New accounts will not contain information from any purchases or invoices created prior to My Account.

IMPORTANT: To ensure customers have access to their latest information, it is Best Practice to use the My Account customer information on all possible transactions.

Using My Account

When placing web orders through My Account, customers will be able to:

- Track purchases and services,
- Create, cancel, and reschedule appointments
- Manage their vehicles using their online account



NOTE: Customers can only cancel or reschedule appointments they created online through My Account.

POS features

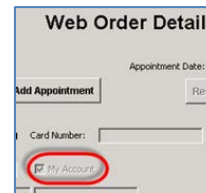
- In the POS, My Account customer records will be magenta (pink) and will have an indicator “MA” on the Web Order Details page. Use the My Account record to ensure that the transaction will display in the customer’s online My Account.

Search Results										
Legend: Normal Appt MA Web Order										
DTC	MA	Name: Last	First	M	Company	Address	City	St	Zip	Home phone
N	N	CALIFORNIA	TONY			1313 DISNEYLAND DR	ANAHEIM	CA	92802	(802) 555-1234
N	Y	CALIFORNIA	TONY			1313 DISNEYLAND DR	ANAHEIM	CA	92802	(510) 0
N	N	CALIFORNIA	TONY			100 N GILCHRIST AVE	TAMPA	FL	33606	(480) 606-7777



My Account customer records **CAN** now be modified in-store through the POS. Customers can also make changes online.

- Web Order Detail and BOPIS Summary screens will now contain a **My Account** check box to indicate if it is a My Account order.
- All appointment updates affect both the store POS and customer’s My Account pages.
- On the BOPIS and Web Order screens, there is now a column labeled as “MA”. This represents My Account orders and will be represented by either a “Y” or “N” to distinguish if the purchase was made using MyAccount.



BOPIS Orders				
MA	Last Name	First	Phone	Create Date
Y	SUTEONE	INTEGRATIO	(928) 214-0480	08/12/20
Y	SUTEONE	INTEGRATIO	(928) 214-0480	08/12/20
Y	TWO	DISCOUNT	(687) 677-6100	08/12/20

Web Orders				
MA	Last Name	First	Home	Mobile
Y	SEARS	PEPPER		(517) 456

My Account and Social Distancing

Our customers are facing a new landscape due to social distancing measures. Because of this, they are wanting to purchase products and schedule services online and having a My Account can help. To make this easier for a customer, be sure to do the following:

- Help the customer confirm their My Account. If they do not have one, they can easily create one at the end of the transaction.
 - If the customer does not need to purchase product or schedule an appointment in the current transaction, they can still create an account for the future.
- Help the customer confirm the store address at the top of the website. Selecting the correct location at the beginning of the transaction helps accurately reflect in-stock products at that store.
- Help the customer confirm their fitment information. This can empower the customer by making them more comfortable entering information online for their vehicle.
- Encourage the customer to purchase product and schedule appointments online or through their email order confirmation in the future using their My Account. This can reduce wait times in the store, as well as ensure the customer's product is ready ahead of time.

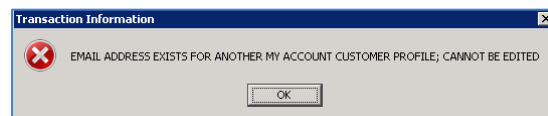
Updating My Account information

Customer My Account information can now be updated in the store through the POS.

You can modify all Customer Data. The customer will receive an email notification detailing what information was changed or added.

If an email address is changed in-store, customers will be sent an email to re-authenticate their account with the new email address.

Important: The email address may not be changed to one that already exists for another customer account:



If this error displays, select **OK** to edit the new email address or cancel the change and return to the original email address.

Appointments

- My Account and guest customers can now schedule an appointment through their order confirmation email if they did not schedule one at the time the order was placed.
- Customers who previously scheduled an appointment will be able to reschedule or cancel through links in the order confirmation email.
- Customers can also update their preferred store for service during an appointment reschedule. If a customer has already ordered the product associated with their appointment at their current store, they will **NOT** be able to change their preferred store location for that order/appointment.