

## Tire Hotel - Create an Appointment

### Introduction

The Tire Hotel program is an enhanced customer service experience offered in our winter regions where seasonal tires are recommended. We are partnering with Tire Storage Solutions (TSS) and ATD to track and warehouse off-season tires for our customers. Stores will use TSS software to manage not only customers and their vehicles and tires, but also coordinate seasonal transfers, including scheduling appointments for ATD pick up and delivering tires to/from their warehouse.

### Purpose

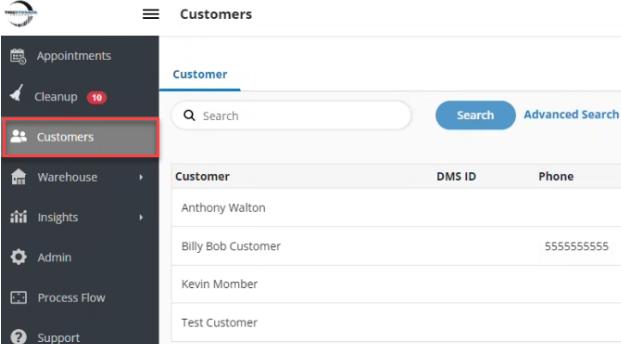
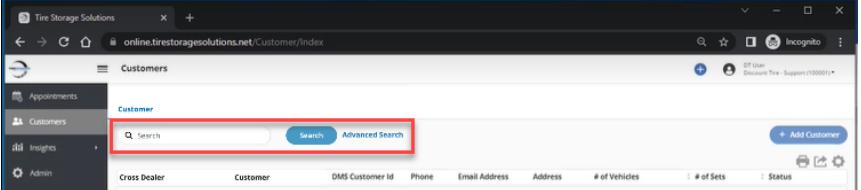
This QRG provides the steps for:

- Searching for Customer
- Creating a Delivery Appointment
- Creating a Pickup Appointment
- Adding a Tire Set for Storage

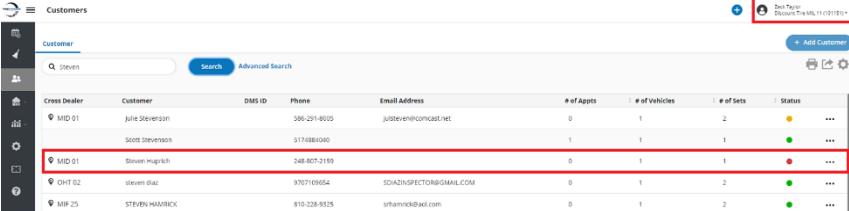
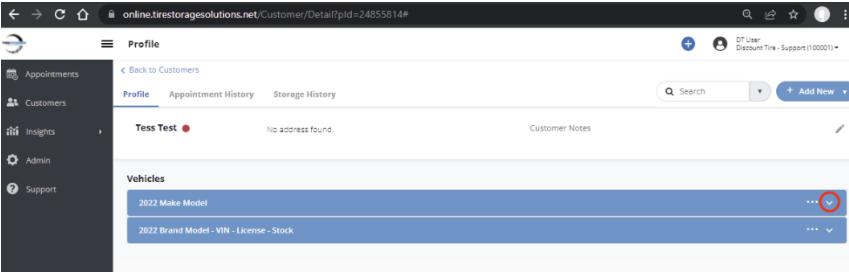
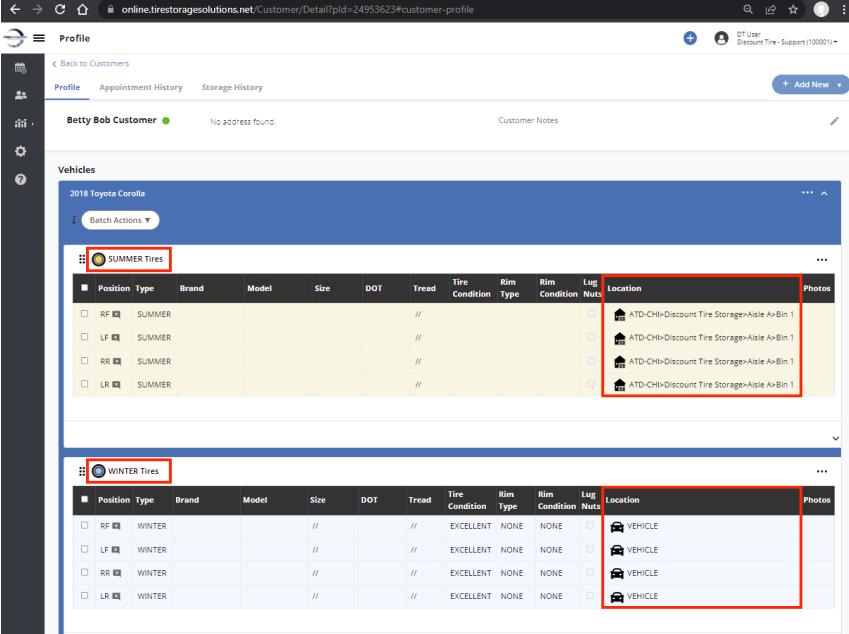
**Before creating an appointment:** In order to maintain complete and accurate information, full assembly inspections MUST be performed, starting at the center cap and working outward. Please include the condition of the tires and wheels in the TSS Customer Profile.

### Searching for Customer

Follow these steps to search for the customer:

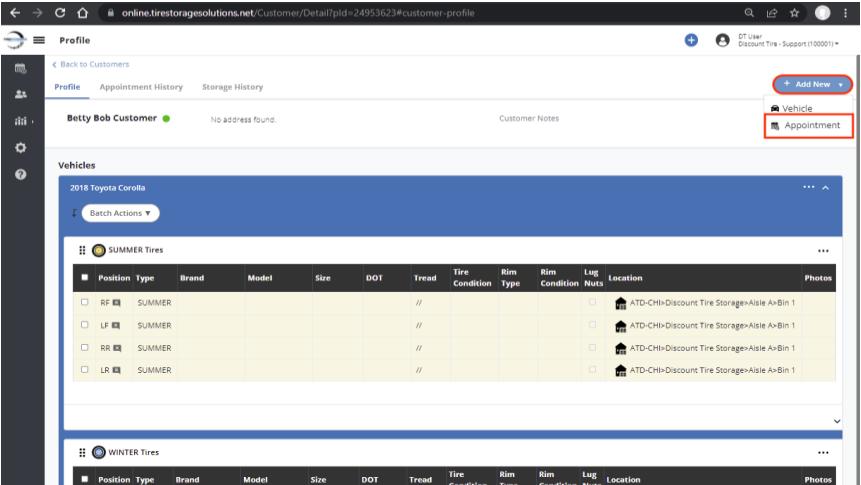
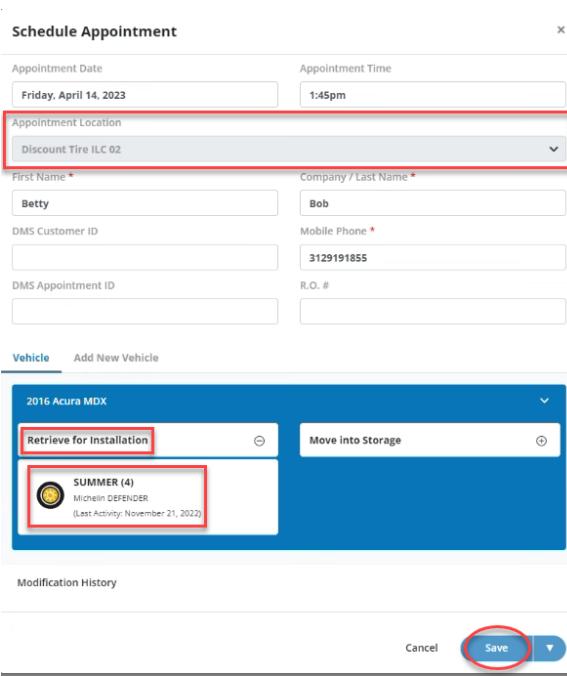
Step	Action
1	Click <b>Customers</b> in the navigation pane. 
2	Type the customer's first and last name, email address, or phone number in the 'Search' field, then click <b>Search</b> . 

## Searching for Customer (continued)

Step	Action
3	<p>Once the search results are showing in the table, click the row with the customer's name.</p> <p>The 'Cross Dealer' column shows the location of the customer's previous appointment where their tires were stored, different from your store.</p> 
4	<p>If the customer only has one vehicle, that row will be expanded by default, showing the associated tire sets.</p> <p>If the customer has multiple vehicles, click the down arrow to expand the vehicle for which you need to display the tire sets.</p> 
5	<p>Find the tire set you need and note its location. For the spring season, the <i>Winter</i> set should be on the vehicle, and the <i>Summer</i> set should be in storage with ATD.</p> <p>(Customers may schedule an appointment to retrieve their tires from either the original store or another store.)</p> 

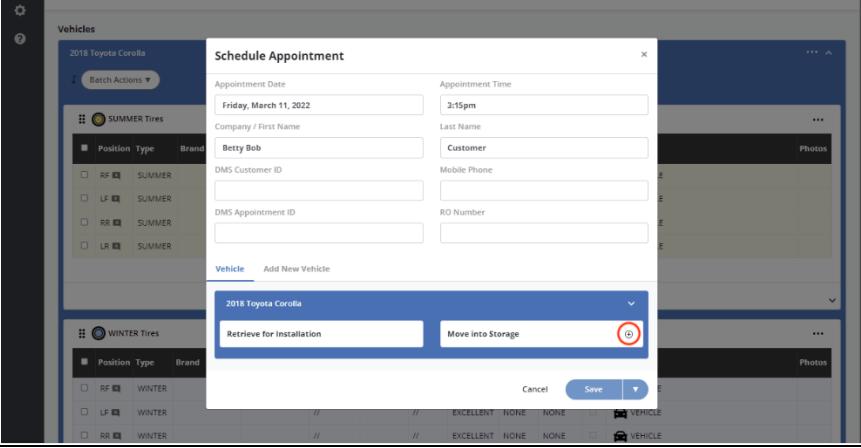
## Creating a Delivery Appointment

Follow these steps to create a delivery appointment to retrieve the tire set from the warehouse and have them delivered to the store:

Step	Action
1	<p>Click + Add New and then click <b>Appointment</b>.</p> 
2	<p>On the Schedule Appointment pop-up window, confirm the Appointment Location is correct and ensure the tire set you would like delivered from storage is listed under Retrieve for Installation.</p> <p>Click the vehicle drop-down arrow to view. Delivery date and time are pre-selected for today's date. ATD will deliver product in 1-3 business days.</p> <p>If the tire set is available for retrieval, click <b>Save</b> and schedule the appointment.</p> 
3	<p>If there is no tire set available for retrieval, you cannot make a delivery appointment.</p> <p>Please call ATD at 1-866-719-2549</p>

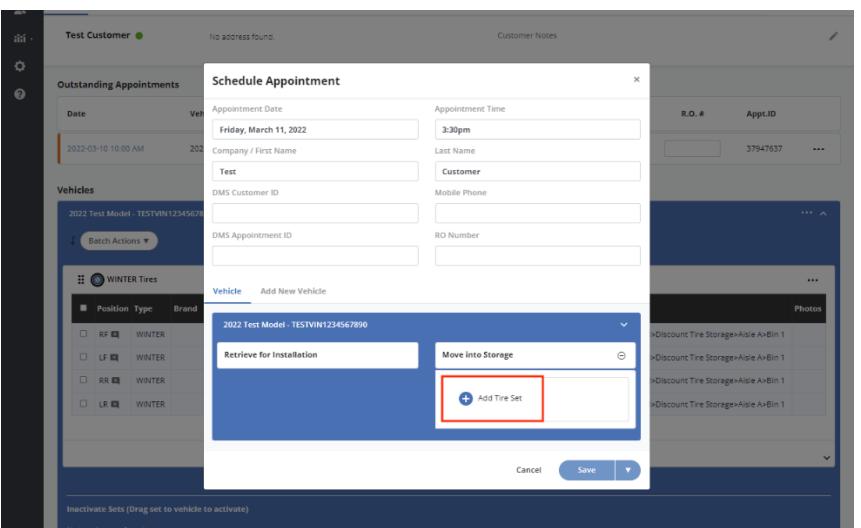
## Creating a Pickup Appointment

Follow these steps to create a pickup appointment to move a tire set into storage:

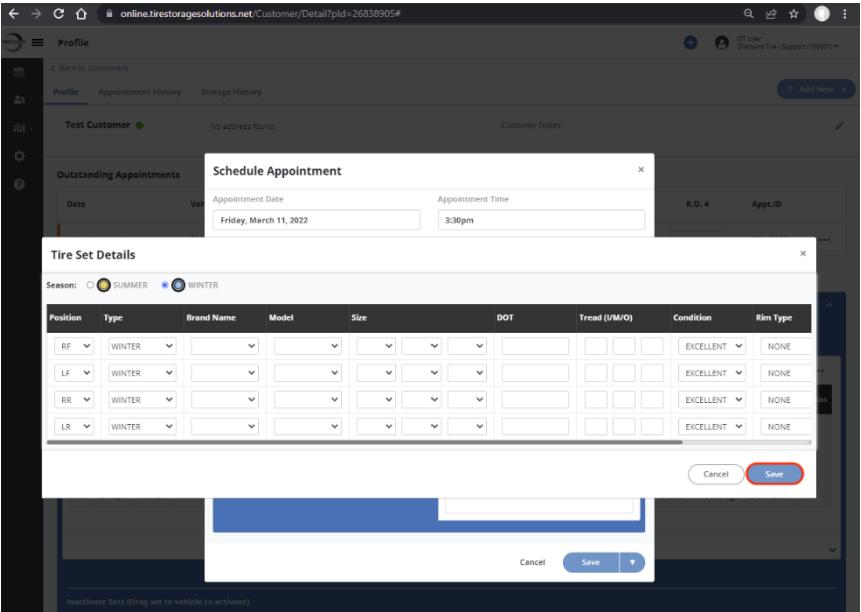
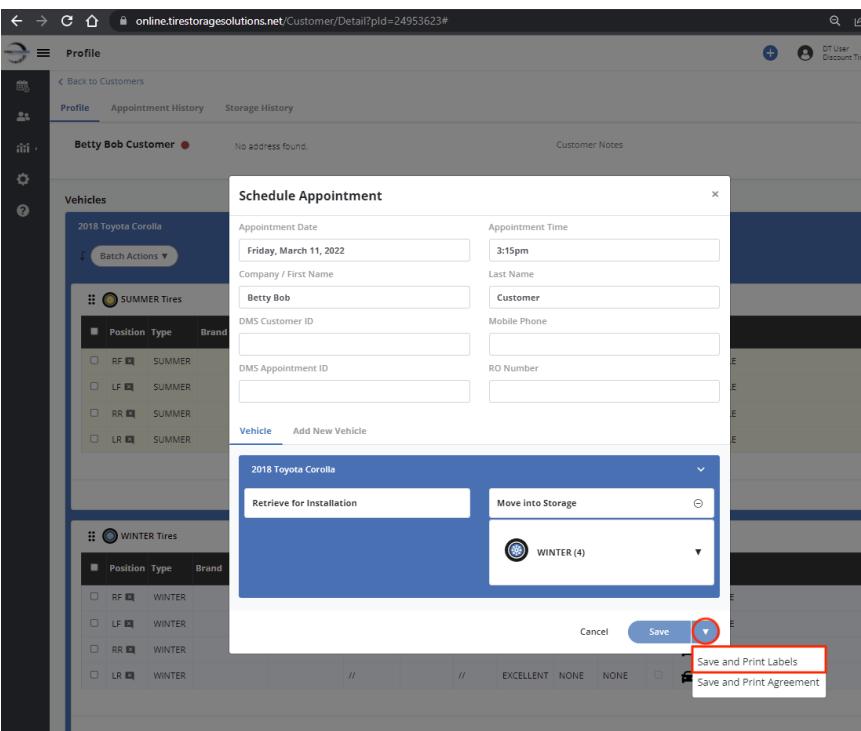
Step	Action
1-5	Search for customer. Follow the steps in the 'Searching for Customer' section on page 1.
6	After the <i>Summer</i> set has been placed on the customer's vehicle, the <i>Winter</i> set is ready for storage. Click <b>+Add New</b> , then select <b>Appointment</b> to create the store order. <b>Note:</b> The location of both the <i>Summer</i> and <i>Winter</i> sets will be 'On Vehicle' at this time.
7	Click the <b>+</b> icon in the 'Move into Storage' field to display the sets available for storage for the current season.
	
8	If a <i>Winter</i> set is available, click the <b>Save</b> drop-down arrow, then select <b>Save and Print Labels</b> from the list. Please print two copies of the storage agreement. Have the customer sign both, file one copy for store records and give the second copy to the customer for their records.

## Adding a Tire Set for Storage

Follow these steps to add a tire set for storage only if you do NOT see another tire set in the 'Move into Storage' field and the **+ Add Tire Set** button is displayed:

Step	Action
1	Click <b>+ Add Tire Set</b> to create an appointment. Please add one summer set and one winter set per vehicle.
	

## Adding a Tire Set for Storage (continued)

Step	Action
2	<p>Enter tire information: Type, Brand Name, Model, Size, Tread Condition, Rim Type, and Rim Condition. Click <b>Save</b> on the Tire Set Details pop-up window to save the set.</p> 
3	<p>When the <i>Winter</i> set is available, click the <b>Save</b> drop-down arrow, then select <b>Save and Print Labels</b> from the list.</p> 

**Contact** For additional information about and instructions for TSS software, the TSS Support Portal can be found by clicking on the **Support** tab in the navigation pane.

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**Dedicated Contact support for ATD:**

Contact ATD at [DiscountTireCustomerService@ATD-US.com](mailto:DiscountTireCustomerService@ATD-US.com) or 866-719-2549.

For all other support, contact the Service Desk

**Corporate and Software Support:**

Contact the Service Desk at [support@discounttire.com](mailto:support@discounttire.com) or 800-366-4399.