

Tire Hotel - Create a New Customer

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.

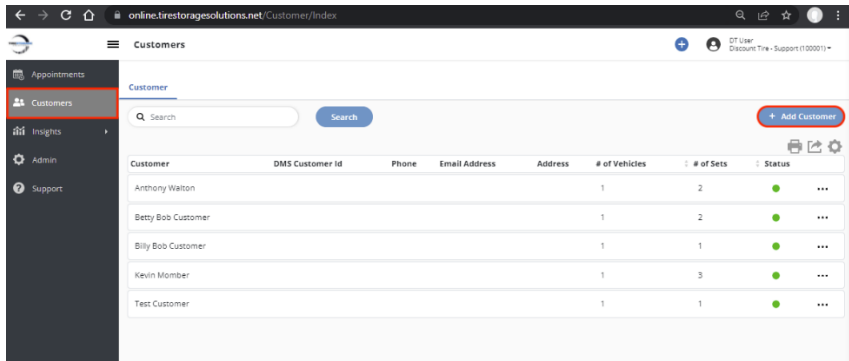
Purpose

The purpose of this document is to show all the steps to create a new customer in the TSS system, add the customer, add the customer vehicle, and set up an appointment to move the customer's tires into storage.

Before creating a New Customer: 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.

Add a New Customer

Follow these steps to add a new customer:

Step	Action
1	<p>Click Customers in the navigation pane, then click +Add Customer.</p> 

Add a New Customer (continued)

2	<p>All fields marked with an asterisk are mandatory.</p> <p>Add as much customer detail in the remaining fields as possible, then click Save. Please ensure all customer information is current and correct, this is important because we will use this information to track the customers product.</p>
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Add Customer

<p>Customer Address</p> <p>First Name * <input type="text"/></p> <p>Company / Last Name * <input type="text"/></p> <p>Address 1 * <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>City * <input type="text"/> Province/State * <input type="text" value="Arizona"/></p> <p>Postal/Zip Code * <input type="text"/> Country * <input type="text" value="United States of America"/></p>	<p>Customer Contact</p> <p>Mobile Phone * <input type="text"/> Home Phone <input type="text"/></p> <p>Work Phone <input type="text"/> Ext. <input type="text"/></p> <p>Work Phone 2 <input type="text"/> Ext. <input type="text"/></p> <p>Email 1 * <input type="text"/></p> <p>Email 2 <input type="text"/></p> <p>Email 3 <input type="text"/></p>
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Add a Vehicle Follow these steps to add a vehicle:

Step	Action
3	<p>Click + Add Vehicle as shown below. To add more than one vehicle, click + Add New and choose 'Vehicle'.</p>

< Back to Customers

Profile Appointment History Storage History + Add New

Success! Customer details have been saved.

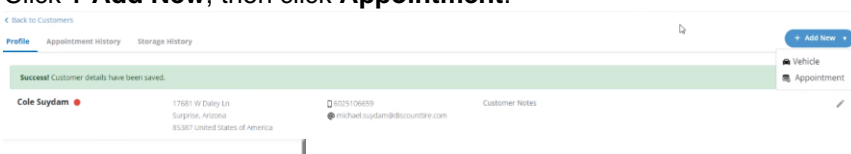
Cole Suydam	17681 W Dolly Ln Surprise, Arizona 85387 United States of America	922519689 michael.suydam@discounttire.com	Customer Notes
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Vehicles

Add a Vehicle (continued)

4	<p>On the Vehicle & Tire Set form, fill in as much detail as possible. Please add the year, make, and model. When done, click Save.</p> <p>Note: By default, the vehicle will be created with both the <i>Summer</i> and <i>Winter</i> sets.</p>
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Follow these steps to create an appointment to store the tires:

Step	Action
5	<p>You can now create an appointment to store the tire set. Click + Add New, then click Appointment.</p>  <p>The screenshot shows the 'Customer Details' page for Cole Suydam. A green success message at the top states 'Success! Customer details have been saved.' Below this, the customer's name 'Cole Suydam' is displayed with a red status dot. To the right, contact information is listed: phone number '17581 91 Dalgly Ln', address 'Surprise, Arizona', and email 'msuydam@accutire.com'. A 'Customer Notes' section is also visible. At the bottom, a modal is open with the title '+ Add New' and two options: 'Vehicle' (with a car icon) and 'Appointment' (with a calendar icon).</p>

6	<p>In the 'Move into Storage' field, click +.</p> <p>The tire set available for going into storage will display.</p> <p>Pickup date and time are pre-selected for today's date.</p> <p>ATD will pick up product in 1-4 business days.</p>
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Schedule Appointment

Appointment Date

Monday, March 13, 2023

Appointment Time

1:45pm

First Name *

Cole

Company / Last Name *

Suydam

DMS Customer ID

Mobile Phone *

6025106659

DMS Appointment ID

R.O. #

Vehicle

Add New Vehicle

2023 Toyota Tundra

Retrieve for Installation

Move into Storage

WINTER (4)

Modification History

Cancel

Save

7

Enter tire information. Type, brand, model, size, tread condition, rim type, and rim condition.

8

Click the **Save** drop-down arrow, then select **Save and Print labels**.

Vehicle

Add New Vehicle

2023 Toyota Tundra

Retrieve for Installation

Move into Storage

WINTER (4)

Modification History

Cancel

Save

Save and Print Labels

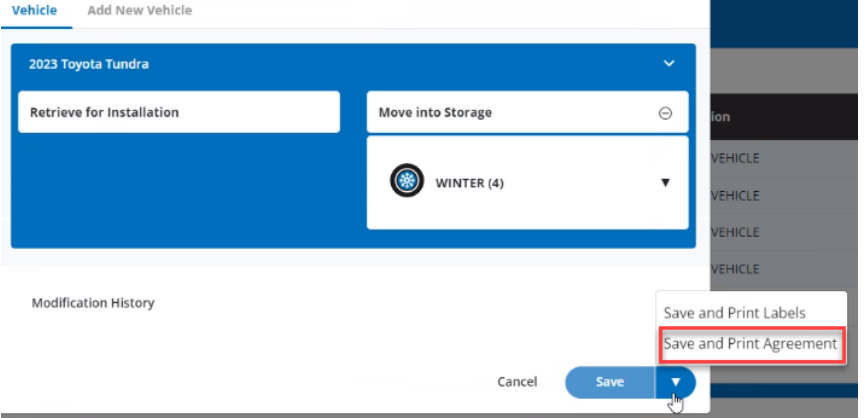
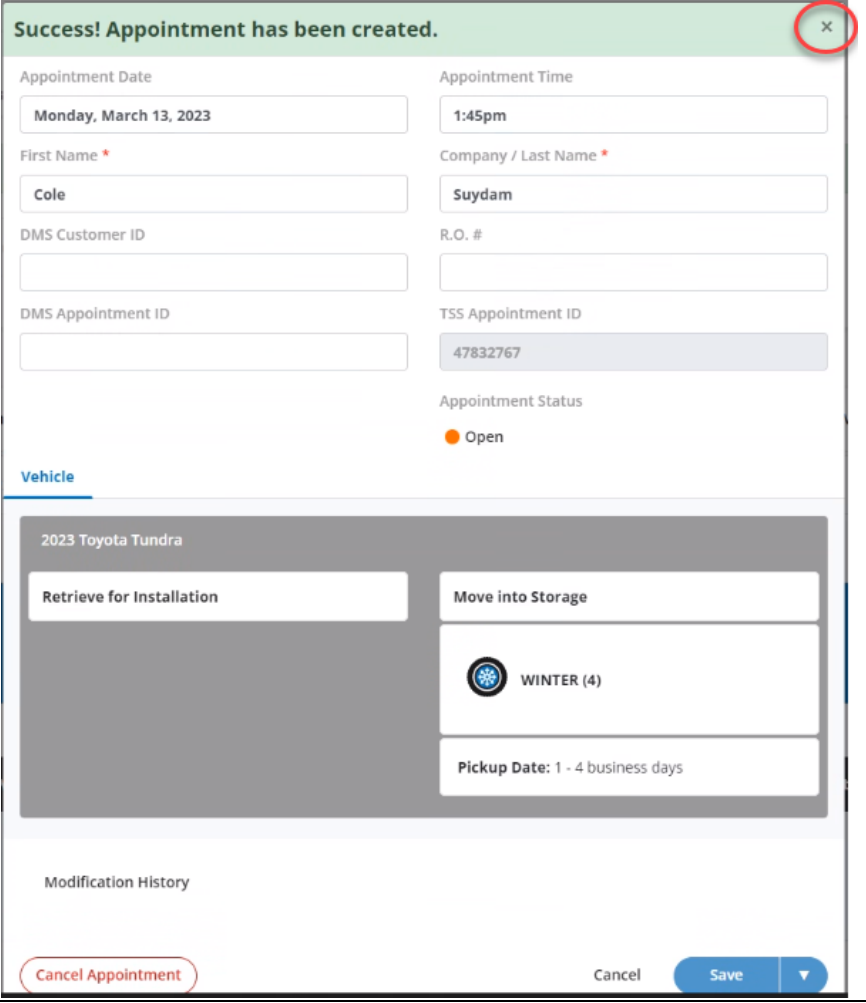
Save and Print Agreement

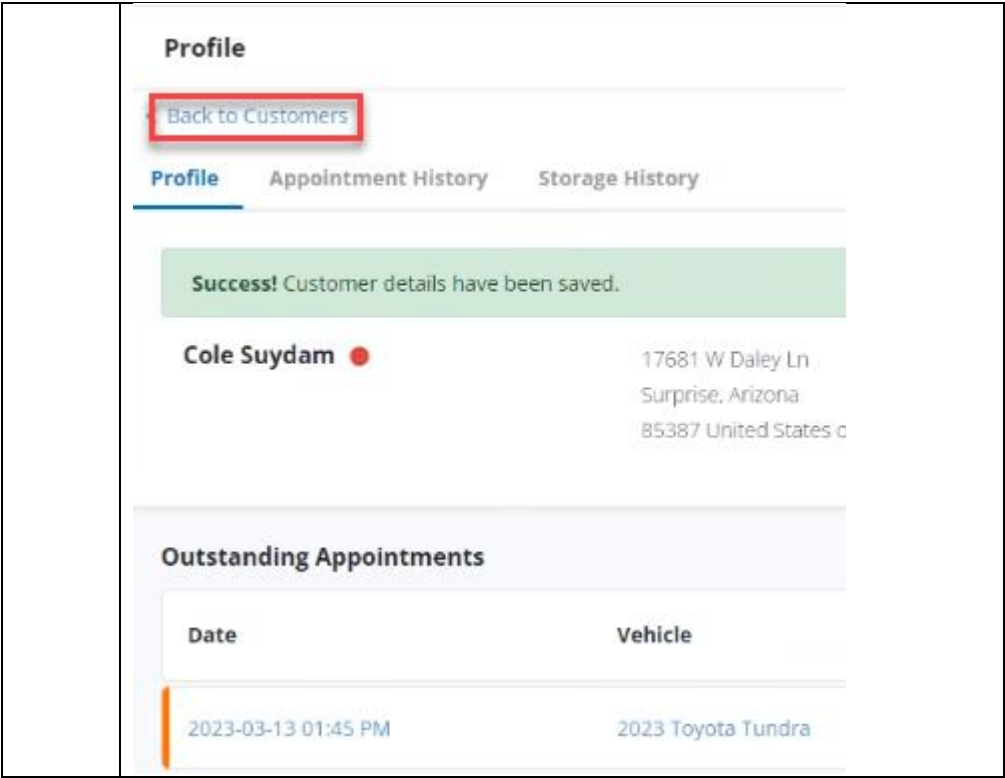
Provided by: TSS – Dan Marinescu
Designed by: L&D – MCS

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Create an Appointment (continued)

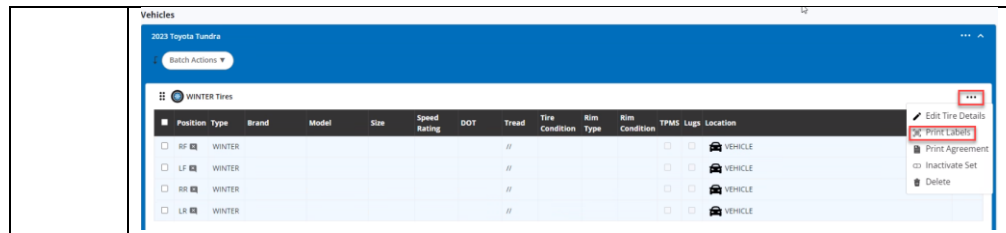
9	<p>Please print 2 customer agreements. Have the customer sign both. Give one copy to the customer and retain one for the store records.</p> 
10	<p>The labels will open in a separate browser tab. On the Customer page, click X in the upper right corner to close the Appointment window.</p> 
11	<p>Click Back to Customers link to go back to the Customers page and get ready to create your next customer.</p>



Re-Print Labels

Follow these steps to re-print labels:

Step	Action
1	<p>If you need to re-print the labels for the store order, click the appointment dropdown menu ‘...’ and select Print Tire Labels from the list. The labels will open in another tab.</p> 
2	<p>Another way to re-print labels is within the ‘Vehicles’ information, click the tire details drop-down menu ‘...’ and select Print Labels 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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Michael Suydam

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Michael.Suydam@discounttire.com

Dedicated Contact support for ATD:

Contact ATD at 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 or 800-366-4399.