

## Tire Hotel - Reconciling Flex Forward Invoices QRG

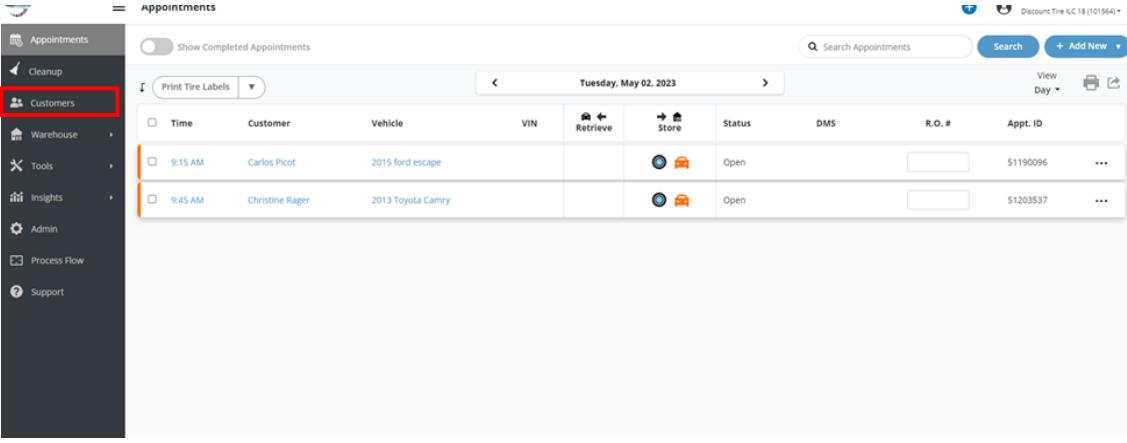
### Purpose and Overview

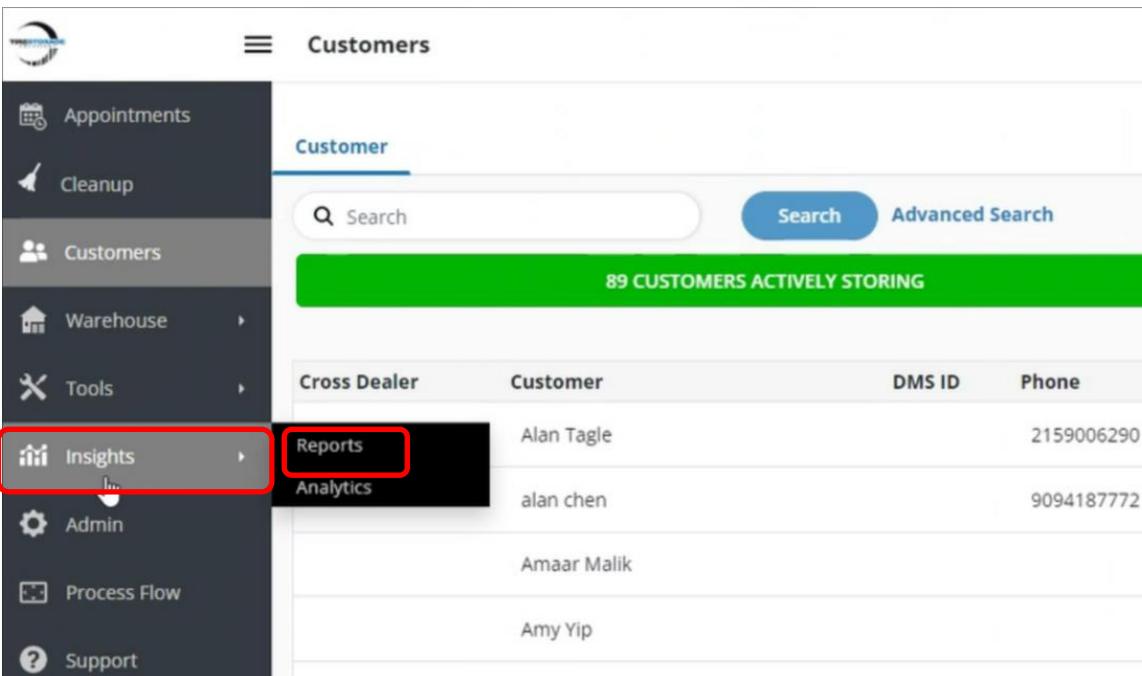
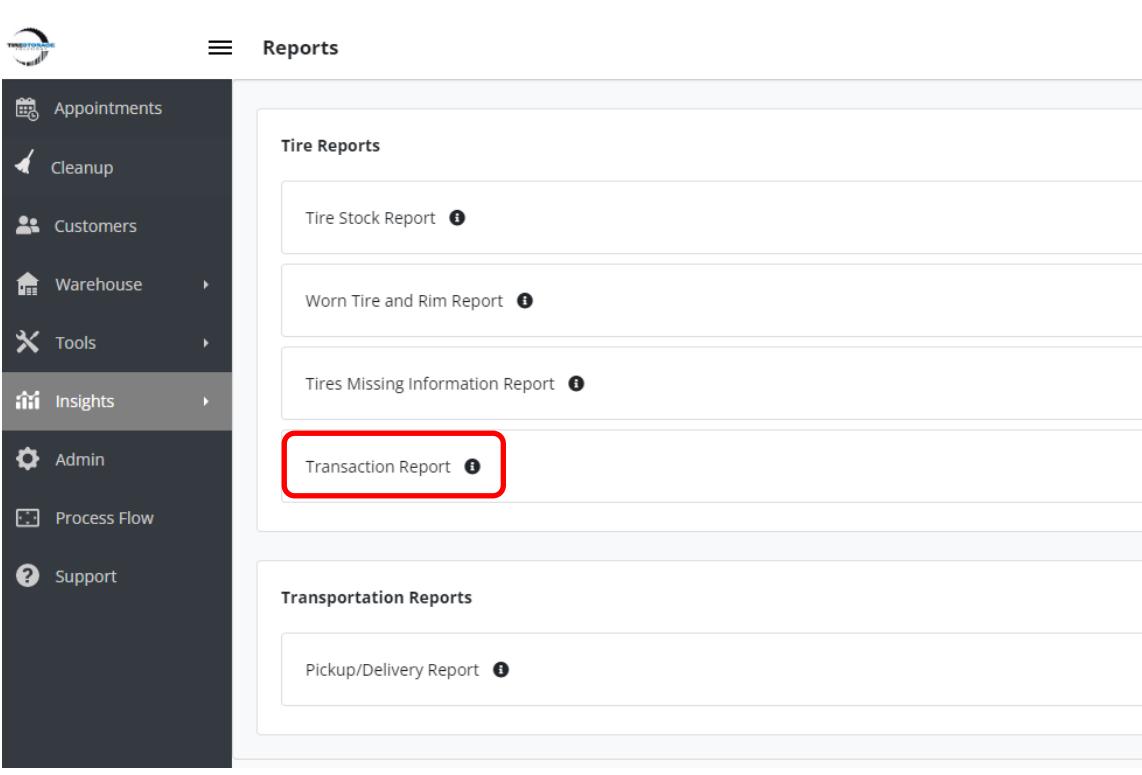
The Tire Hotel Program is an enhanced customer service experience offered in our winter regions where seasonal tires are recommended. We are partnering with Tire Storage Solutions and ATD to track and warehouse off-season tires for our customers. Stores will use the TSS software (TSS) to manage not only 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.

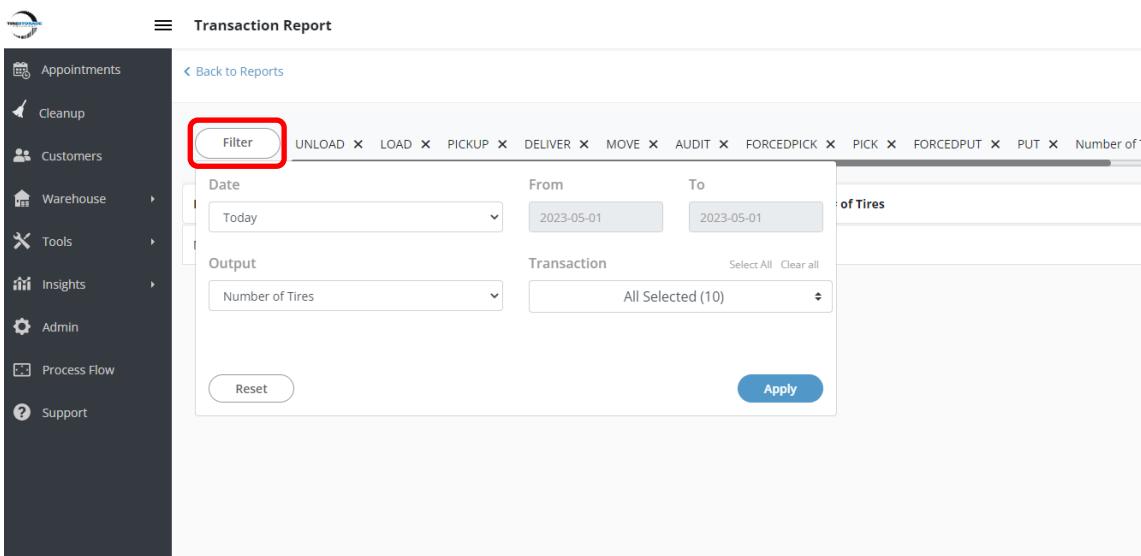
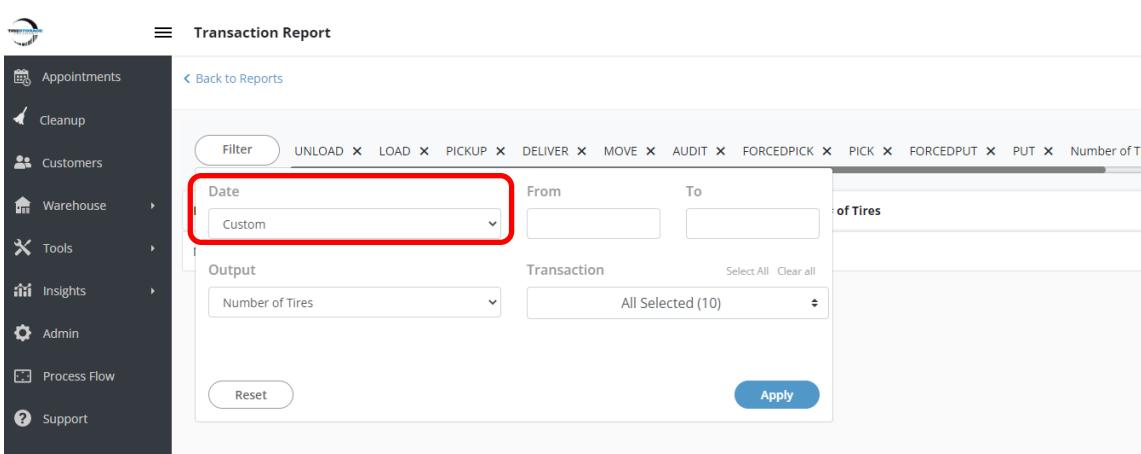
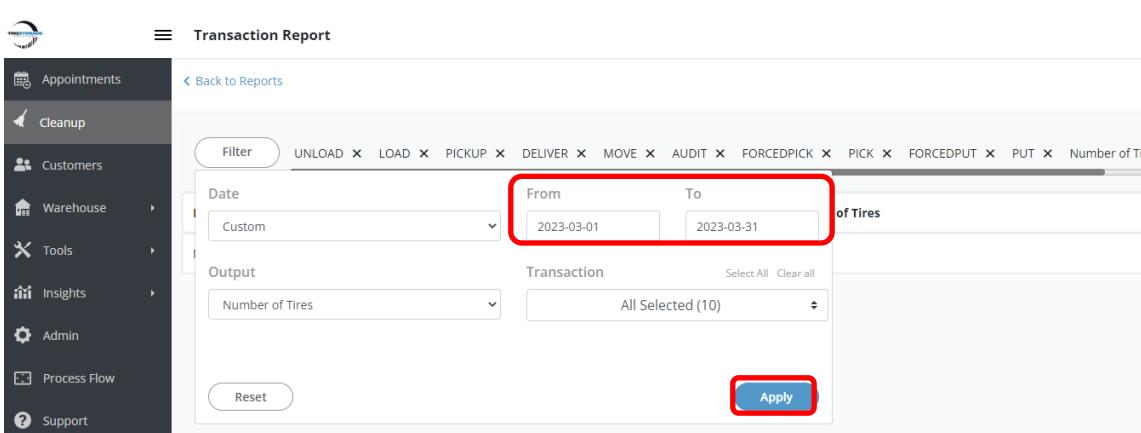
This QRG provides the steps for verifying charges for Tire Hotel invoices from ATD/Flex Forward.

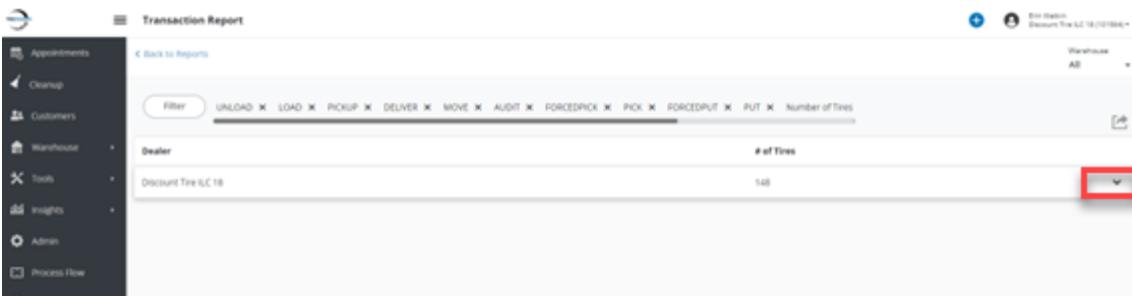
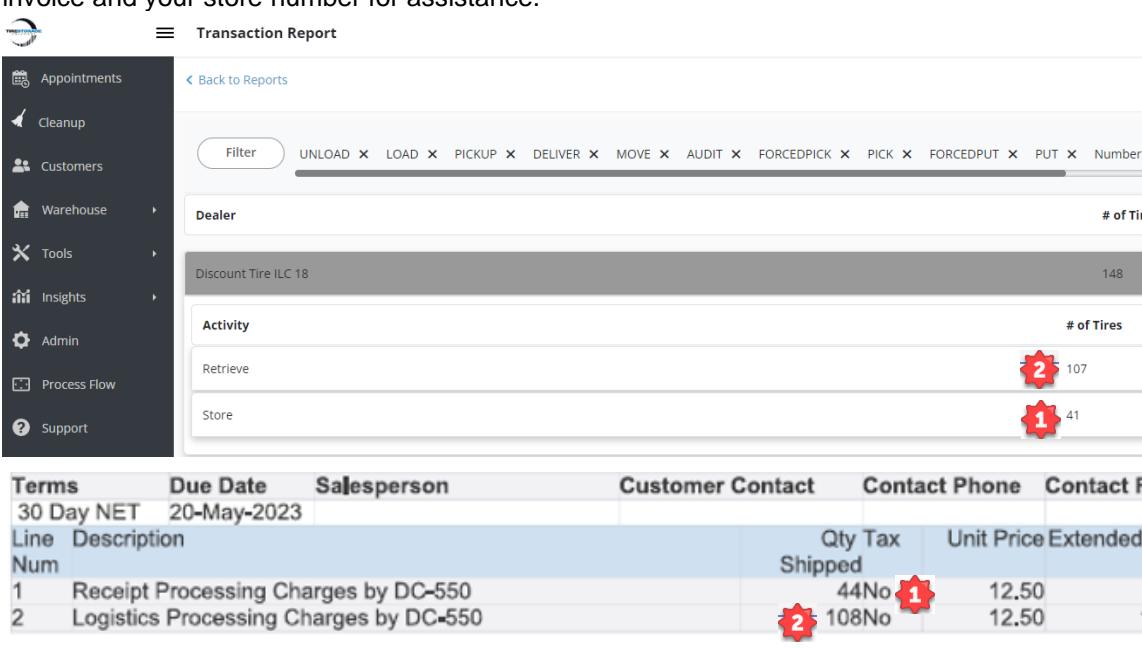
### Steps

Step	Action																																																						
1	<p>Starting in your store email account, open the Dolphin Request that contains the Tire Hotel invoice the was emailed to your store.</p> <p>Page 1 of 1</p> <p><b>FLX→FWD</b> AUTOMOTIVE LOGISTICS SOLUTIONS Powered by ATD</p> <p><b>Bill To:</b> DISCOUNT TIRE PROPRIETARY 3PL 20225 N SCOTTSDALE RD SCOTTSDALE, AZ 85255</p> <p><b>Remit To:</b> Payment via ACH Only</p> <p>Please email remittance with invoice number to: jking@atd-us.com; byoungdahl@atd-us.com; thncremit@atd-us.com;</p> <table border="1"> <tr><td>Invoice</td><td>100001200</td></tr> <tr><td>Billing Date</td><td>20-Apr-2023</td></tr> <tr><td>Ship to Store#</td><td>1564</td></tr> <tr><td>Customer Number</td><td>546953</td></tr> <tr><td>Customer Location</td><td>1539224</td></tr> </table> <p><b>Terms</b> Due Date Salesperson Customer Contact Contact Phone Contact Fax 30 Day NET 20-May-2023</p> <table border="1"> <thead> <tr> <th>Line Description</th> <th>Qty</th> <th>Tax</th> <th>Unit Price</th> <th>Extended Amount</th> </tr> </thead> <tbody> <tr><td>Num</td><td></td><td>Shipped</td><td></td><td></td></tr> <tr><td>1 Receipt Processing Charges by DC-550</td><td>44</td><td>No</td><td>12.50</td><td>550.00</td></tr> <tr><td>2 Logistics Processing Charges by DC-550</td><td>108</td><td>No</td><td>12.50</td><td>1,350.00</td></tr> </tbody> </table> <p><b>Tax Summary</b></p> <table border="1"> <thead> <tr> <th>Tax Name</th> <th>Tax Rate(%)</th> <th>Inclusive Tax</th> <th>Tax Precedence</th> <th>Tax Extended Amount</th> </tr> </thead> <tbody> <tr><td>ILLINOIS</td><td>0</td><td>No</td><td></td><td>0.00</td></tr> </tbody> </table> <p><b>Special Instructions</b> Periodic Billing Invoice Period from 01-MAR-2023 to 31-MAR-2023</p> <table border="1"> <tr><td>SubTotal</td><td>1,900.00</td></tr> <tr><td>Tax</td><td>0.00</td></tr> <tr><td>Shipping</td><td>0.00</td></tr> <tr><td>Total</td><td>1,900.00</td></tr> <tr><td>Payments and Credits</td><td>0.00</td></tr> <tr><td>Financial Charges</td><td>0.00</td></tr> <tr><td>Outstanding balance as of 20-Apr-2023 in USD</td><td>1,900.00</td></tr> </table>	Invoice	100001200	Billing Date	20-Apr-2023	Ship to Store#	1564	Customer Number	546953	Customer Location	1539224	Line Description	Qty	Tax	Unit Price	Extended Amount	Num		Shipped			1 Receipt Processing Charges by DC-550	44	No	12.50	550.00	2 Logistics Processing Charges by DC-550	108	No	12.50	1,350.00	Tax Name	Tax Rate(%)	Inclusive Tax	Tax Precedence	Tax Extended Amount	ILLINOIS	0	No		0.00	SubTotal	1,900.00	Tax	0.00	Shipping	0.00	Total	1,900.00	Payments and Credits	0.00	Financial Charges	0.00	Outstanding balance as of 20-Apr-2023 in USD	1,900.00
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2	<p>Verify the site number and billing period on the Flex Forward invoice.</p> <p>Page 1 of 1</p> <p><b>FLX&gt;FWD</b> AUTOMOTIVE LOGISTICS SOLUTIONS Powered by ATD</p> <p><b>Bill To:</b> DISCOUNT TIRE PROPRIETARY 3PL 20225 N SCOTTSDALE RD SCOTTSDALE, AZ 85255</p> <p><b>Remit To:</b> Payment via ACH Only</p> <p>Please email remittance with invoice number to: jking@atd-us.com; byoungdahl@atd-us.com; thncrremit@atd-us.com;</p> <table border="1"> <tr><td>Invoice</td></tr> <tr><td>100001200</td></tr> <tr><td>Billing Date</td></tr> <tr><td>20-Apr-2023</td></tr> <tr><td>Ship to Store#</td></tr> <tr><td>1564</td></tr> <tr><td>Customer Number</td><td>Customer Location</td></tr> <tr><td>546953</td><td>1539224</td></tr> </table> <table border="1"> <thead> <tr> <th>Terms</th> <th>Due Date</th> <th>Salesperson</th> <th>Customer Contact</th> <th>Contact Phone</th> <th>Contact Fax</th> </tr> </thead> <tbody> <tr> <td>30 Day NET</td> <td>20-May-2023</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Line Description</td> <td></td> <td></td> <td>Qty Shipped</td> <td>Unit Price</td> <td>Extended Amount</td> </tr> <tr> <td>Num</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1</td> <td>Receipt Processing Charges by DC-550</td> <td></td> <td>44No</td> <td>12.50</td> <td>550.00</td> </tr> <tr> <td>2</td> <td>Logistics Processing Charges by DC-550</td> <td></td> <td>108No</td> <td>12.50</td> <td>1,350.00</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Tax Summary</th> <th>Tax Name</th> <th>Tax Rate(%)</th> <th>Inclusive Tax</th> <th>Tax Precedence</th> <th>Tax Extended Amount</th> </tr> </thead> <tbody> <tr> <td>ILLINOIS</td> <td>0</td> <td>No</td> <td></td> <td></td> <td>0.00</td> </tr> </tbody> </table> <p><b>Special Instructions</b> Periodic Billing Invoice Period from 01-MAR-2023 to 31-MAR-2023</p> <table border="1"> <tr><td>SubTotal</td><td>1,900.00</td></tr> <tr><td>Tax</td><td>0.00</td></tr> <tr><td>Shipping</td><td>0.00</td></tr> <tr><td>Total</td><td>1,900.00</td></tr> <tr><td>Payments and Credits</td><td>0.00</td></tr> <tr><td>Financial Charges</td><td>0.00</td></tr> <tr><td>Outstanding balance as of 20-Apr-2023 in USD</td><td>1,900.00</td></tr> </table>	Invoice	100001200	Billing Date	20-Apr-2023	Ship to Store#	1564	Customer Number	Customer Location	546953	1539224	Terms	Due Date	Salesperson	Customer Contact	Contact Phone	Contact Fax	30 Day NET	20-May-2023					Line Description			Qty Shipped	Unit Price	Extended Amount	Num						1	Receipt Processing Charges by DC-550		44No	12.50	550.00	2	Logistics Processing Charges by DC-550		108No	12.50	1,350.00	Tax Summary	Tax Name	Tax Rate(%)	Inclusive Tax	Tax Precedence	Tax Extended Amount	ILLINOIS	0	No			0.00	SubTotal	1,900.00	Tax	0.00	Shipping	0.00	Total	1,900.00	Payments and Credits	0.00	Financial Charges	0.00	Outstanding balance as of 20-Apr-2023 in USD	1,900.00
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3	<p>Log into the TSS portal and click on <b>Customers</b>.</p> 																																																																								

Step	Action
4	<p>Click <b>Insights</b> and select <b>Reports</b>.</p> 
5	<p>Double-click <b>Transaction Report</b>.</p> 

Step	Action
6	<p>Click the 'Filter' tab.</p> 
7	<p>Click the 'Date' drop-down and select the 'Custom' option.</p> 
8	<p>Enter the billing period dates from the Flex Forward invoice and click <b>Apply</b>.</p> 

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9	<p>Click the drop-down arrow on the right side of the 'Dealer' tab.</p> 																																				
10	<p>Reconcile the charges by first comparing the <b>Store number of tires</b> in TSS to the <b>Receipt processing charges quantity shipped</b> on the Flex Forward invoice. <b>1</b> (In this example, the number of tires in the store is 41 and the quantity shipped is 44).</p> <p>Next, match the <b>Retrieve number of tires</b> in TSS to the <b>Logistics processing charges quantity shipped</b> on the Flex Forward invoice. <b>2</b> (In this example, the number of tires in the store is 107 and the quantity shipped is 108).</p> <p><b>Note:</b> The quantities may not always match exactly. There is a threshold of +/- 8 tires. If the quantities vary by 9 or more, email the Tire Hotel team (<a href="mailto:DTC_TireHotel@discounttire.com">DTC_TireHotel@discounttire.com</a>) the invoice and your store number for assistance.</p>  <table border="1" data-bbox="300 1368 1442 1537"> <thead> <tr> <th>Terms</th><th>Due Date</th><th>Salesperson</th><th>Customer Contact</th><th>Contact Phone</th><th>Contact F</th></tr> </thead> <tbody> <tr> <td>30 Day NET</td><td>20-May-2023</td><td></td><td></td><td></td><td></td></tr> <tr> <td>Line</td><td>Description</td><td></td><td>Qty Tax</td><td>Unit Price</td><td>Extended</td></tr> <tr> <td>Num</td><td></td><td></td><td>Shipped</td><td></td><td></td></tr> <tr> <td>1</td><td>Receipt Processing Charges by DC-550</td><td></td><td>44No <b>1</b></td><td>12.50</td><td></td></tr> <tr> <td>2</td><td>Logistics Processing Charges by DC-550</td><td></td><td>108No <b>2</b></td><td>12.50</td><td>1</td></tr> </tbody> </table>	Terms	Due Date	Salesperson	Customer Contact	Contact Phone	Contact F	30 Day NET	20-May-2023					Line	Description		Qty Tax	Unit Price	Extended	Num			Shipped			1	Receipt Processing Charges by DC-550		44No <b>1</b>	12.50		2	Logistics Processing Charges by DC-550		108No <b>2</b>	12.50	1
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11	Once you have reconciled the charges, please approve, or deny, the invoice per your store's Best Practice.																																				

## Contact

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

### **Store Support:**

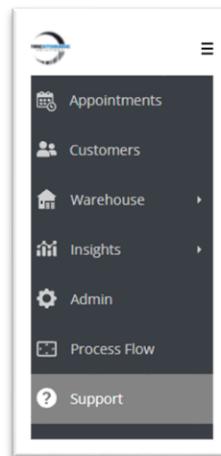
Contact the Tire Hotel team first at [DTC\\_TireHotel@discounttire.com](mailto:DTC_TireHotel@discounttire.com)

For immediate support contact:

Zack Taylor

[Zack.Taylor@discounttire.com](mailto:Zack.Taylor@discounttire.com)

Phone: 602-851-6876



### **Dedicated Contact Support for ATD:**

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

### **Corporate Support:**

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