Tire Hotel - Reconciling Flex Forward Invoices QRG
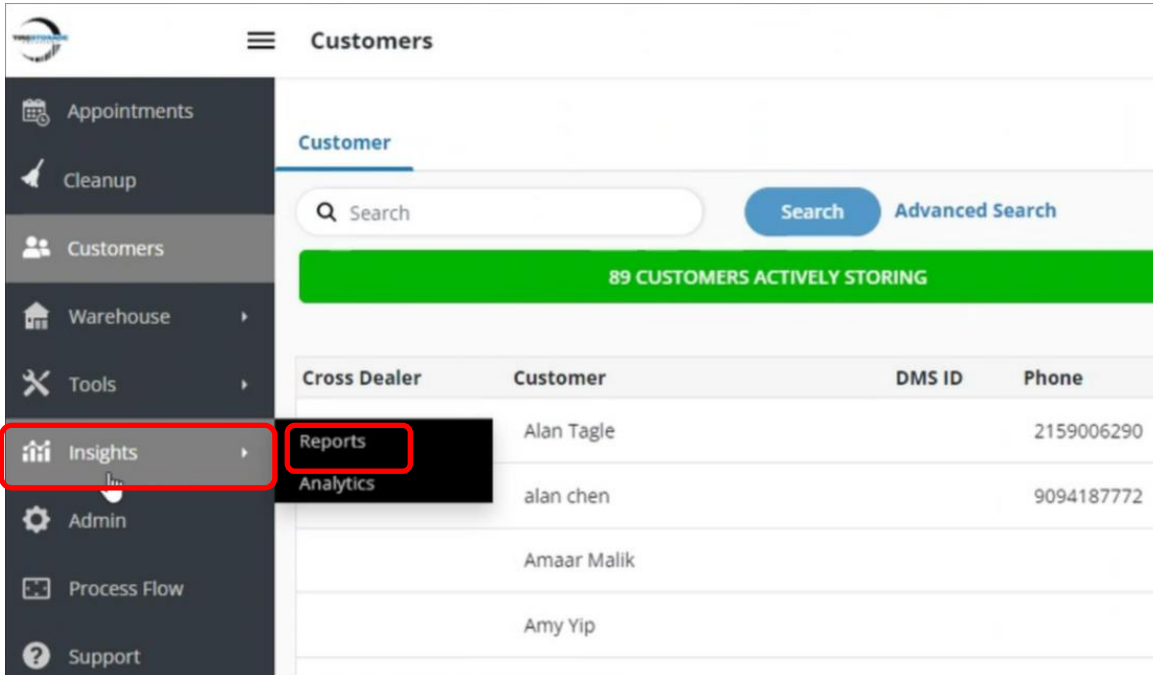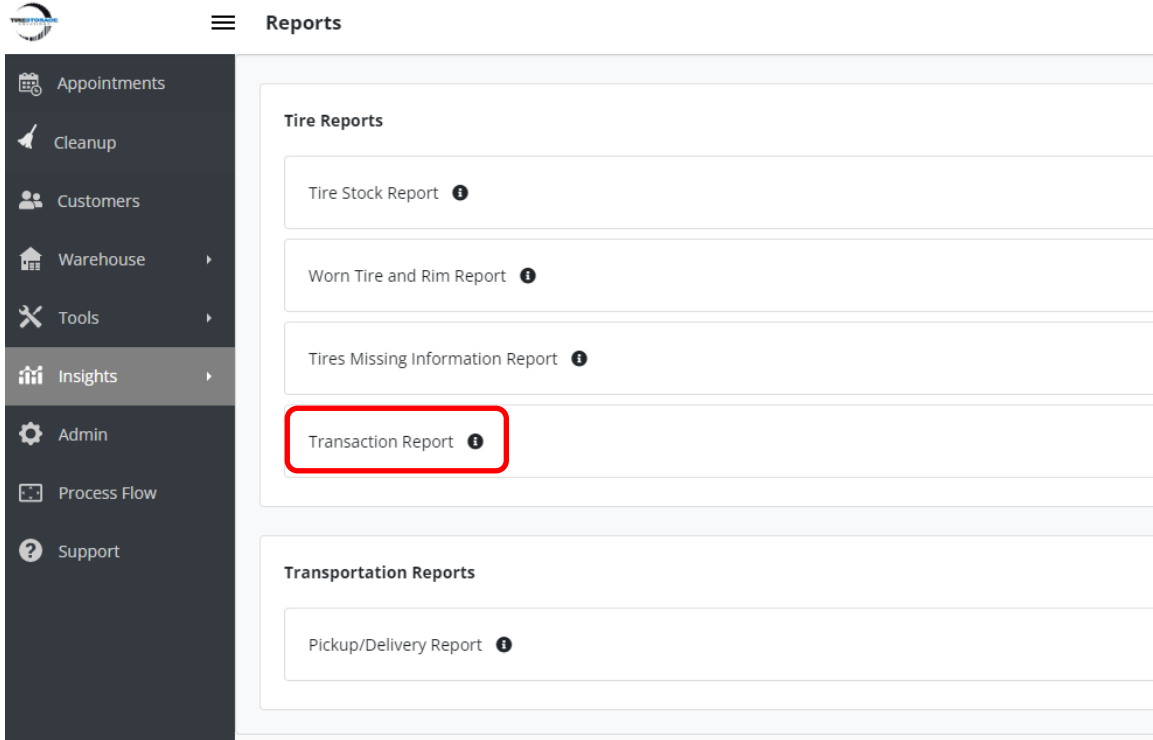
Purpose and Overview

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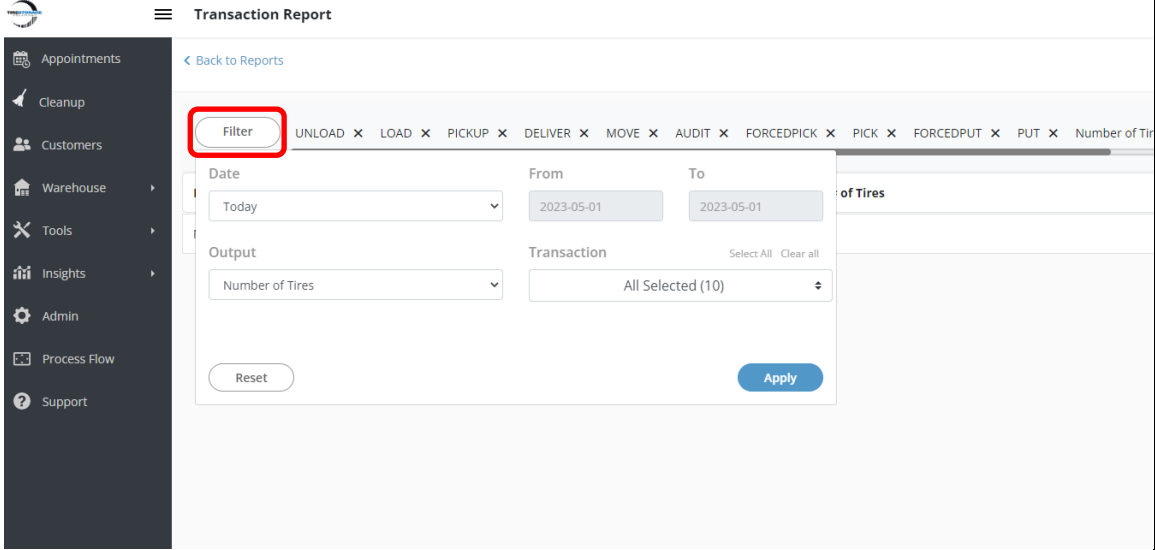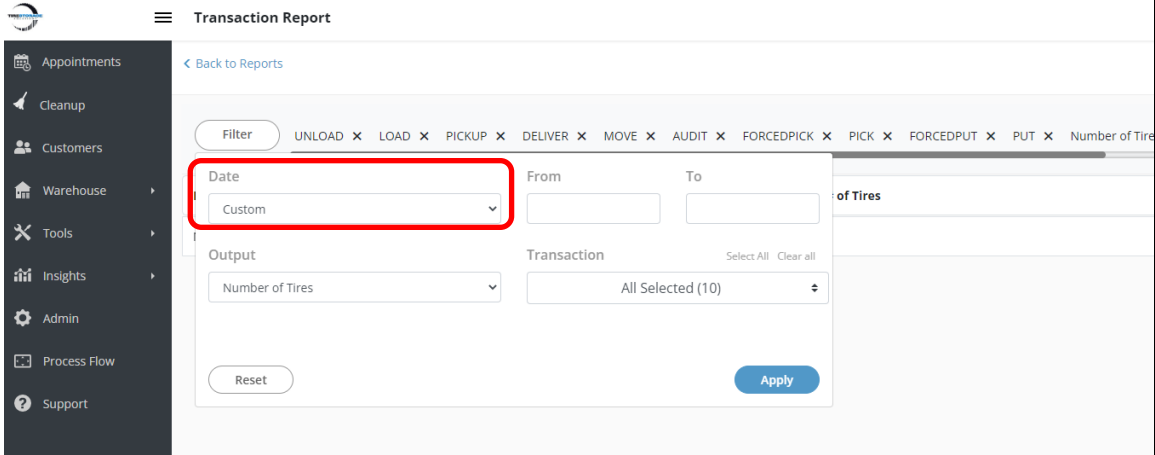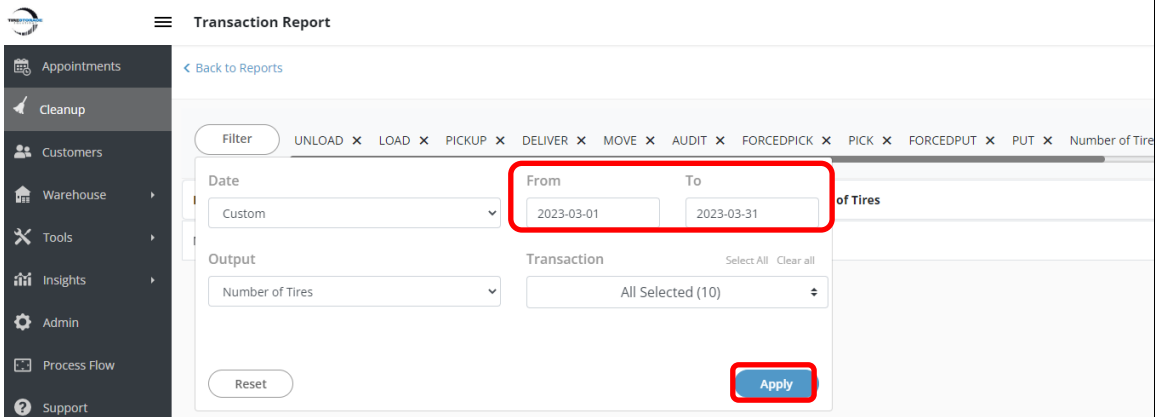
This QRG provides the steps for verifying charges for Tire Hotel invoices from ATD/Flex Forward.
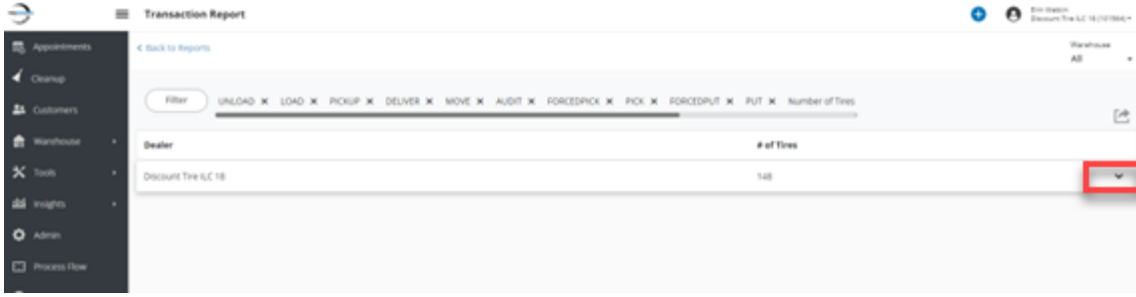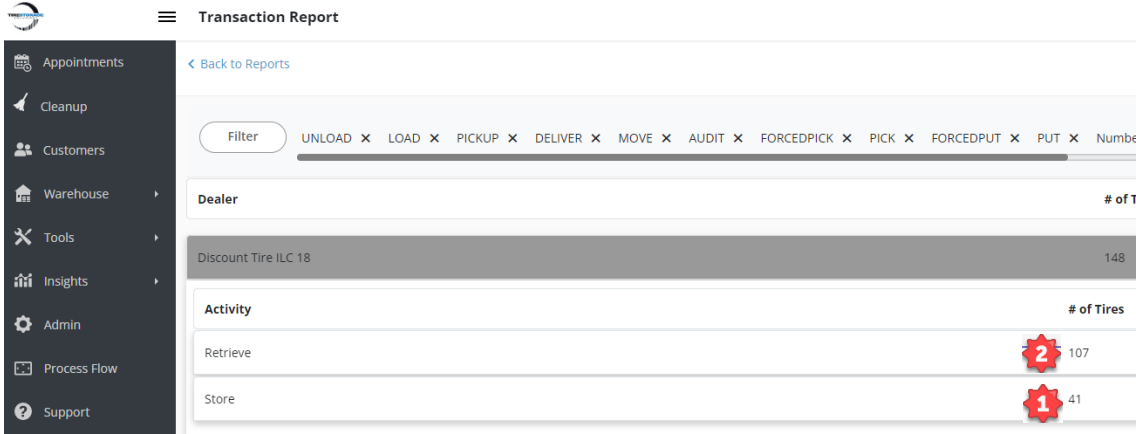
Steps

Step	Action
1	Starting in your store email account, open the Dolphin Request that contains the Tire Hotel invoice the was emailed to your store.

Step	Action
2	Verify the site number and billing period on the Flex Forward invoice.
3	Log into the TSS portal and click on **Customers.**

Step	Action
4	Click **Insights** and select **Reports**.
5	Double-click **Transaction Report**.

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

Step	Action
9	Click the drop-down arrow on the right side of the 'Dealer' tab.
10	Reconcile the charges by first comparing the **Store number of tires** in TSS to the **Receipt processing charges quantity shipped** on the Flex Forward invoice. **1** *(In this example, the number of tires in the store is 41 and the quantity shipped is 44).* Next, match the **Retrieve number of tires** in TSS to the **Logistics processing charges quantity shipped** on the Flex Forward invoice. **2** *(In this example, the number of tires in the store is 107 and the quantity shipped is 108).* **Note:** 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 (DTC_TireHotel@discounttire.com) the invoice and your store number for assistance.
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.
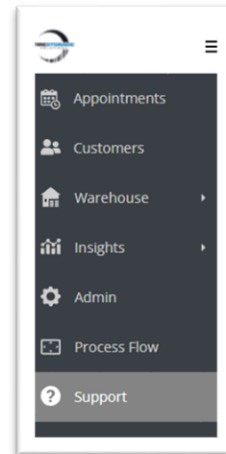
Store Support:

Contact the Tire Hotel team first at DTC_TireHotel@discounttire.com

For immediate support contact:

Zack Taylor

Zack.Taylor@discounttire.com

Phone: 602-851-6876

Dedicated Contact Support for ATD:

Contact ATD at DiscountTireCustomerService@ATD-US.com or 866-719-2549.

Corporate Support:

Contact the Service Desk at support@discounttire.com or 800-366-4399