

Tire Hotel - Reconciling Flex Forward Invoices QRG

Purpose and Overview

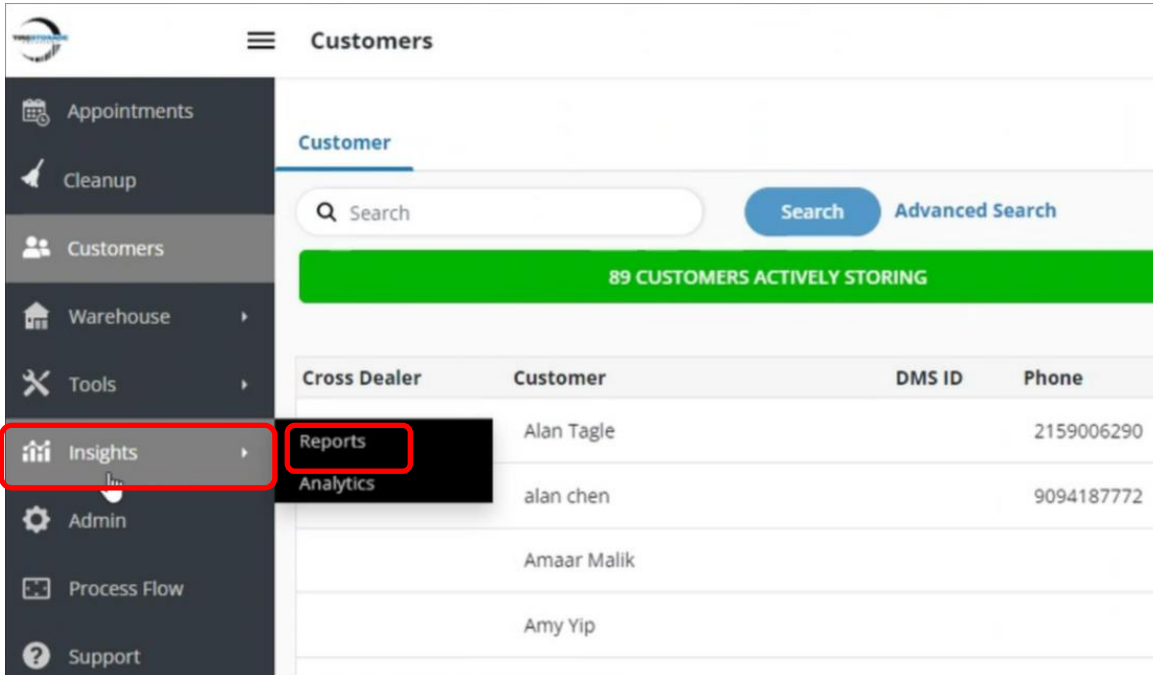
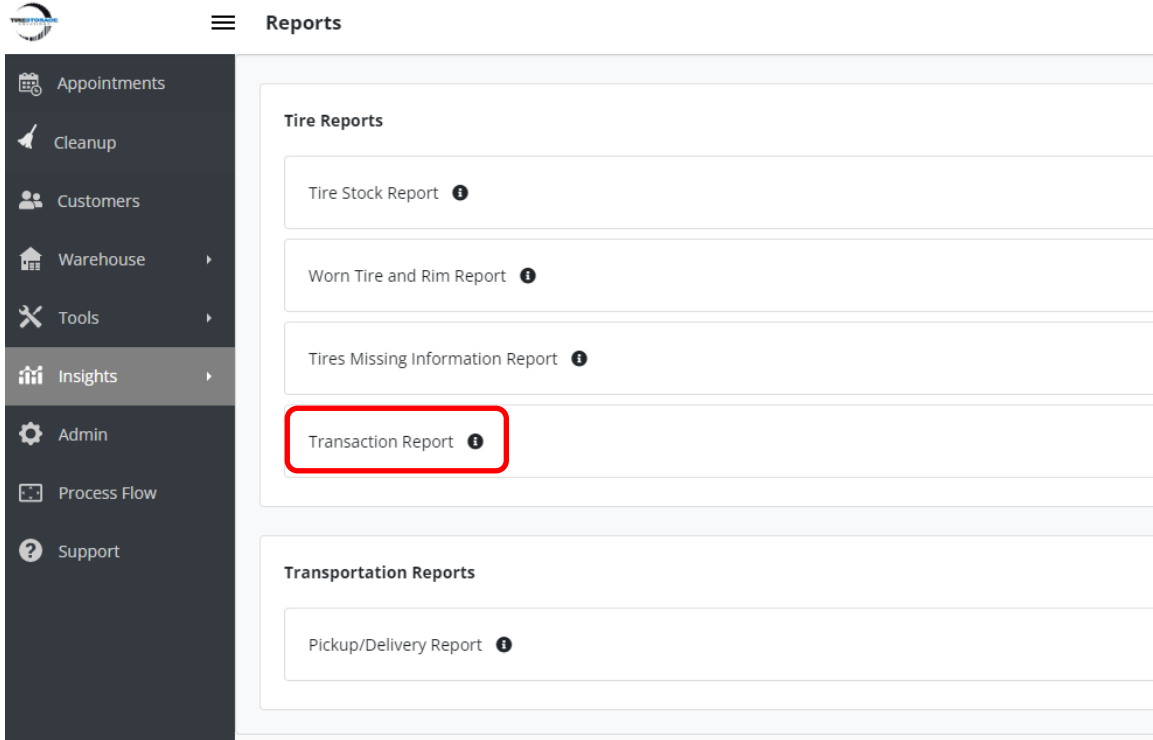
The Tire Hotel Program is an enhanced customer service experience offered in our winter regions where seasonal tires are recommended. We are partnering with Tire Storage Solutions and ATD to track and warehouse off-season tires for our customers. Stores will use the TSS software (TSS) to manage not only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

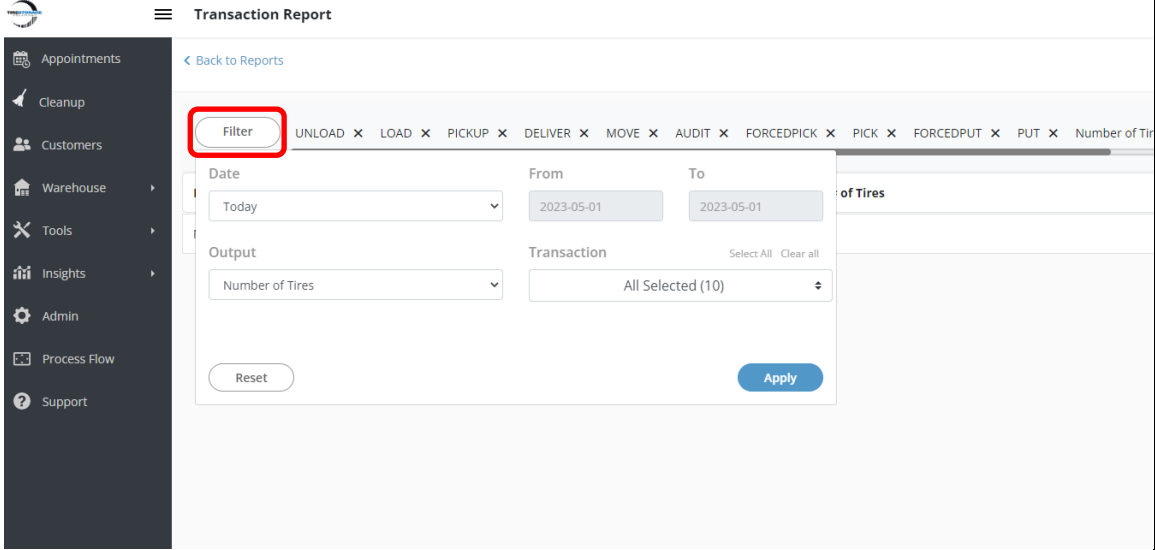
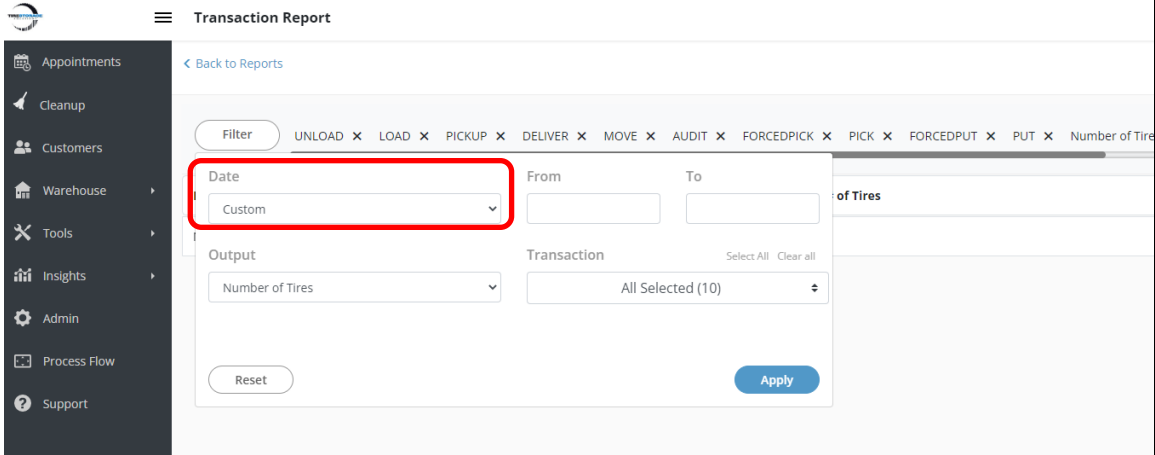
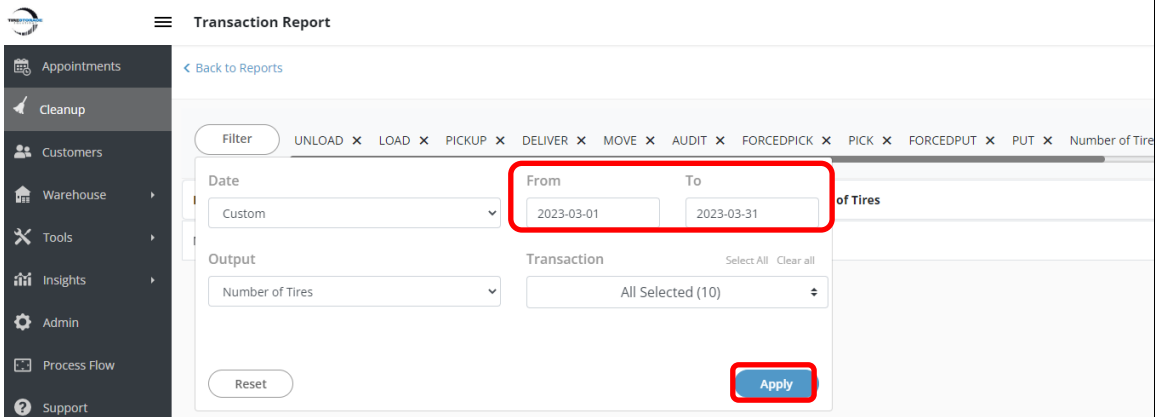
This QRG provides the steps for verifying charges for Tire Hotel invoices from ATD/Flex Forward.

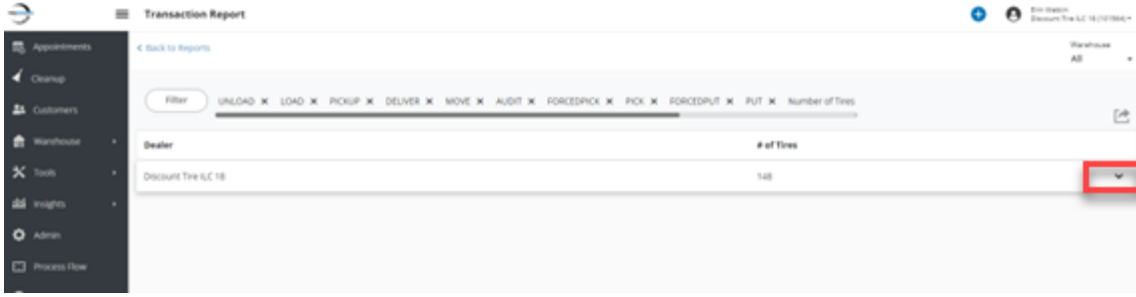
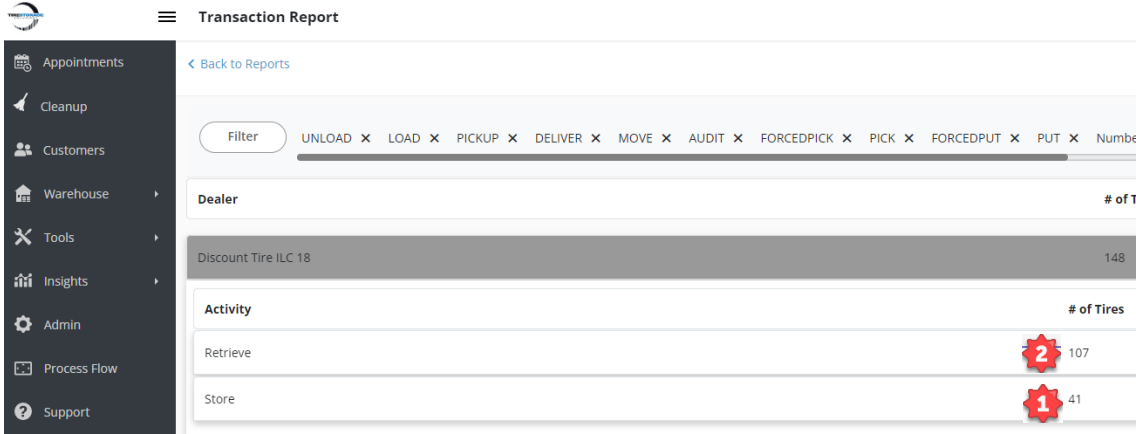
Steps

Step	Action																																								
1	<div>Starting in your store email account, open the Dolphin Request that contains the Tire Hotel invoice the was emailed to your store.</div> <div><div><div>Page 1 of 1</div><div><div><div><div>FLX→FWD</div><div><div>AUTOMOTIVE LOGISTICS SOLUTIONS</div><div>Powered by ATD</div></div></div></div><div><div>Bill To:</div><div>DISCOUNT TIRE PROPRIETARY 3PL 20225 N SCOTTSDALE RD SCOTTSDALE, AZ 85255</div></div><div><div>Remit To:</div><div>Payment via ACH Only</div></div></div><div><div>Please email remittance with invoice number to: jking@atd-us.com; byoungdahl@atd-us.com; thncremit@atd-us.com;</div><div><div>Invoice</div><div>100001200</div><div>Billing Date</div><div>20-Apr-2023</div><div>Ship to Store#</div><div>1564</div><div><div>Customer Number</div><div>546953</div><div>Customer Location</div><div>1539224</div></div></div><div><table><tr><th>Terms</th><th>Due Date</th><th>Salesperson</th><th>Customer Contact</th><th>Contact Phone</th><th>Contact Fax</th></tr><tr><td>30 Day NET</td><td>20-May-2023</td><td></td><td></td><td></td><td></td></tr></table><table><tr><th>Line Num</th><th>Description</th><th>Qty Shipped</th><th>Tax</th><th>Unit Price</th><th>Extended Amount</th></tr><tr><td>1</td><td>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</td><td>Logistics Processing Charges by DC-550</td><td>108</td><td>No</td><td>12.50</td><td>1,350.00</td></tr></table><div><div>Tax Summary</div><table><tr><th>Tax Name</th><th>Tax Rate(%)</th><th>Inclusive Tax</th><th>Tax Precedence</th><th>Tax Extended Amount</th></tr><tr><td>ILLINOIS</td><td>0</td><td>No</td><td></td><td>0.00</td></tr></table></div></div><div><div><div>Special Instructions</div><div>Periodic Billing Invoice Period from 01-MAR-2023 to 31-MAR-2023</div></div><div><div><div>SubTotal</div><div>Tax</div><div>Shipping</div><div>Total</div><div>Payments and Credits</div><div>Financial Charges</div><div>Outstanding balance as of 20-Apr-2023 in USD</div></div><div><div>1,900.00</div><div>0.00</div><div>0.00</div><div>1,900.00</div><div>0.00</div><div>0.00</div><div>1,900.00</div></div></div></div></div></div></div>	Terms	Due Date	Salesperson	Customer Contact	Contact Phone	Contact Fax	30 Day NET	20-May-2023					Line Num	Description	Qty Shipped	Tax	Unit Price	Extended Amount	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
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2	<div>Verify the site number and billing period on the Flex Forward invoice.</div> <div><div><div>Page 1 of 1</div><div><div><div><div><div><div>FLX</div><div>FWD</div></div></div><div><div><div>AUTOMOTIVE</div><div>LOGISTICS</div><div>SOLUTIONS</div></div></div><div><div>Powered by ATD</div></div></div></div><div><div>Bill To:</div><div>DISCOUNT TIRE PROPRIETARY 3PL</div><div>20225 N SCOTTSDALE RD</div><div>SCOTTSDALE, AZ 85255</div></div><div><div>Remit To:</div><div>Payment via ACH Only</div></div><div><div>Please email remittance with invoice number to:</div><div>jking@atd-us.com; byoungdahl@atd-us.com;</div><div>thncremil@atd-us.com;</div><div><div><div>Invoice</div><div>100001200</div></div><div><div>Billing Date</div><div>20-Apr-2023</div></div><div><div>Ship to Store#</div><div>1564</div></div><div><div>Customer Number</div><div>546953</div></div><div><div>Customer Location</div><div>1539224</div></div></div></div><div><table><tr><th>Terms</th><th>Due Date</th><th>Salesperson</th><th>Customer Contact</th><th>Contact Phone</th><th>Contact Fax</th></tr><tr><td>30 Day NET</td><td>20-May-2023</td><td></td><td></td><td></td><td></td></tr><tr><th>Line Num</th><th>Description</th><th>Qty</th><th>Tax Shipped</th><th>Unit Price</th><th>Extended Amount</th></tr><tr><td>1</td><td>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</td><td>Logistics Processing Charges by DC-550</td><td>108</td><td>No</td><td>12.50</td><td>1,350.00</td></tr></table><div><div>Tax Summary</div><table><tr><th>Tax Name</th><th>Tax Rate(%)</th><th>Inclusive Tax</th><th>Tax Precedence</th><th>Tax Extended Amount</th></tr><tr><td>ILLINOIS</td><td>0</td><td>No</td><td></td><td>0.00</td></tr></table></div><div><div><div>Special Instructions</div><div>Periodic Billing Invoice Period from 01-MAR-2023 to 31-MAR-2023</div></div><div><div><div>SubTotal</div><div>1,900.00</div></div><div><div>Tax</div><div>0.00</div></div><div><div>Shipping</div><div>0.00</div></div><div><div>Total</div><div>1,900.00</div></div><div><div>Payments and Credits</div><div>0.00</div></div><div><div>Financial Charges</div><div>0.00</div></div><div><div>Outstanding balance as of 20-Apr-2023 in USD</div><div>1,900.00</div></div></div></div></div></div></div></div>	Terms	Due Date	Salesperson	Customer Contact	Contact Phone	Contact Fax	30 Day NET	20-May-2023					Line Num	Description	Qty	Tax Shipped	Unit Price	Extended Amount	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
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3	<div>Log into the TSS portal and click on Customers.</div> <div><div><div><div>appointments</div><div>Customers</div><div>Warehouse</div><div>Tools</div><div>Insights</div><div>Admin</div><div>Process Flow</div><div>Support</div></div><div><div>Show Completed Appointments</div><div>Search Appointments</div><div>Search</div><div>Add New</div></div><div><div>Print Tire Labels</div><div>Tuesday, May 02, 2023</div><div>View Day</div></div><div><table><tr><th>Time</th><th>Customer</th><th>Vehicle</th><th>VIN</th><th>Retrieve</th><th>Store</th><th>Status</th><th>DMS</th><th>R.O. #</th><th>Appt. ID</th></tr><tr><td>9:15 AM</td><td>Carlos Picot</td><td>2015 ford escape</td><td></td><td></td><td></td><td>Open</td><td></td><td></td><td>S1190096</td></tr><tr><td>9:45 AM</td><td>Christine Rager</td><td>2013 Toyota Camry</td><td></td><td></td><td></td><td>Open</td><td></td><td></td><td>S1203537</td></tr></table></div></div></div>	Time	Customer	Vehicle	VIN	Retrieve	Store	Status	DMS	R.O. #	Appt. ID	9:15 AM	Carlos Picot	2015 ford escape				Open			S1190096	9:45 AM	Christine Rager	2013 Toyota Camry				Open			S1203537										
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4	<p>Click Insights and select Reports.</p>  <table><tr><th>Cross Dealer</th><th>Customer</th><th>DMS ID</th><th>Phone</th></tr><tr><td></td><td>Alan Tagle</td><td></td><td>2159006290</td></tr><tr><td></td><td>alan chen</td><td></td><td>9094187772</td></tr><tr><td></td><td>Amaar Malik</td><td></td><td></td></tr><tr><td></td><td>Amy Yip</td><td></td><td></td></tr></table>	Cross Dealer	Customer	DMS ID	Phone		Alan Tagle		2159006290		alan chen		9094187772		Amaar Malik				Amy Yip		
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5	<p>Double-click Transaction Report.</p>  <p>Tire Reports</p> <ul style="list-style-type: none">Tire Stock Report ⓘWorn Tire and Rim Report ⓘTires Missing Information Report ⓘTransaction Report ⓘ <p>Transportation Reports</p> <ul style="list-style-type: none">Pickup/Delivery Report ⓘ																				

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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 Apply.</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 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).</p> <p>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).</p> <p>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.</p>  <table><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><th>Line Num</th><th>Description</th><th>Qty Shipped</th><th>Tax</th><th>Unit Price</th><th>Extended</th></tr><tr><td>1</td><td>Receipt Processing Charges by DC-550</td><td>44No</td><td>1</td><td>12.50</td><td></td></tr><tr><td>2</td><td>Logistics Processing Charges by DC-550</td><td>108No</td><td>2</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 Num	Description	Qty Shipped	Tax	Unit Price	Extended	1	Receipt Processing Charges by DC-550	44No	1	12.50		2	Logistics Processing Charges by DC-550	108No	2	12.50	1
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11	<p>Once you have reconciled the charges, please approve, or deny, the invoice per your store's Best Practice.</p>																														

Contact

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

Store Support:

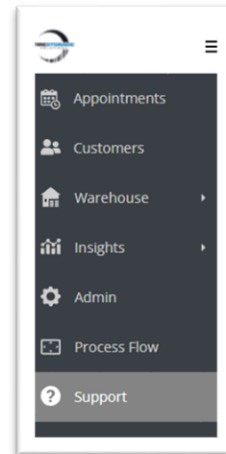
Contact the Tire Hotel team first at DTC_TireHotel@discounttire.com

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