

# Tire Hotel Program FAQs

## Tire Hotel Program

### **Q What is the purpose of the Tire Hotel program?**

- A The Tire Hotel program strives to offer an enhanced customer service experience in 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 the TSS software to manage customers, vehicles, and tires, and schedule appointments for seasonal transfers.

### **Q What are the benefits for the store and customer?**

- A Customer benefits:

- A cleaner and safer way to store seasonal tires.
- Freeing up space in their homes.

Store benefits:

- TSS allows for visibility into other store's activity. This is helpful when tires are moved to storage from one store, and the customer returns to a different store for change over.
- ATD makes regular deliveries. No special shipments are required.
- Products will show up on the next scheduled ATD delivery.

### **Q What are the fees for the customer to participate in the program?**

- A The Seasonal Tire Storage Fee (article 80467) is \$120 (Colorado Region \$170.00, Minnesota Region \$150.00) for up to 4 assemblies (\$30 for each additional assembly). This fee will permit Our Customers to store their seasonal changeover tires conveniently and safely. For most customers, it will be charged twice a year during seasonal change overs. This fee covers up to 8 months of storage and does not include the cost of mounting or dismounting tires or wheels. The customer must retrieve the tires and wheels by the end of the storage term, or they are deemed to have been abandoned by the customer. Lost or damaged tires and wheels will be replaced with products of like kind and quality.

### **Q Do I continue to use an Excel spreadsheet to track customer and tire information?**

- A No. All information will be entered into the TSS software.

### **Q Is it possible for a customer to drop off their tires at one store and retrieve them from another?**

- A Yes. TSS allows for visibility into other store's activity, providing the flexibility for a customer to move tires into storage at one store location and return for changeover at another.

### **Q Do I call the warehouse to schedule pick up and retrieval?**

- A No. These tires have already been moved to ATD's warehouse. You will schedule a retrieval appointment with ATD using TSS.

### **Q What is the lead time for delivery?**

- A Tire Hotel deliveries from ATD to store is 1-3 days. Tire Hotel pick-ups from the store to ATD is 1-4 days.

**Q Do I use the same customer agreement that I have been using?**

A No. You will print a *Customer Tire Storage Agreement* from TSS after you enter the tire details for the customer. Explain the agreement to the customer and have them sign both copies. The customer keeps one copy for their records. File the other agreement per your store's process.

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**Q Do I use the same label that I have used in the past?**

A No. You will print new labels from TSS.

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## TSS Portal

**Q How do I log into the TSS portal?**

A. On the log in screen, enter username, password, and dealership ID:

- **User Name:** Store Number with no underscore. *Example:* ILC01
- **Password:** Password is auto-generated and emailed to the store email account when the account is created. You will be prompted to change your password after initial login. DT will advise stores on a standard naming convention. Passwords must be at least eight (8) characters and contain three (3) of the following: upper-case letter, lower-case letter, number, and/or special character. Passwords will not expire.
- **Dealership ID:** 10 plus SAP site number. *Example:* 101234

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**Q TSS isn't working. What's wrong?**

A Please use the Chrome browser for TSS. Internet Explorer is not supported.

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**Q After I log in, how do I change my password?**

A You should be prompted to change your password after the initial log in. If not, click on the profile icon next to the user's name, then click **Change Password**.

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**Q What if I do not receive an email with the default password?**

A From the login screen, click **Forgot Password**. Another email will be sent to the store email account.  
**Note:** The email is sent to the general store email account, not the manager email account.

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**Q How much vehicle information do I enter?**

A Add as much information as possible. Year, Make, and Model are mandatory. VIN, license plate, and stock number are currently not a requirement.

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**Q What if the tires or wheels we are removing from the vehicle are damaged or in poor condition?**

A Be sure to indicate any damages or conditions when entering tire details prior to printing the Agreement for the customer to sign.

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**Q Can the customer store more than one set of tires?**

A Yes. The customer can choose to store multiple sets. Be sure to select the correct set when moving in and out of storage.

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**Q What happens after I set an appointment in TSS?**

A ATD will complete an appointment by picking up a set of tires for storage OR by delivering a set of tires from storage to your store.

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## Contact

For additional information about and instructions for the 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.

