Tire Hotel Program Overview and Procedure Guide

Introduction

The purpose of this document is to provide an overview of the Tire Hotel program and to assist Our People with navigating the Tire Storage Solutions (TSS) software.

Program Purpose and Overview

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 and ATD to track and warehouse off-season tires for our customers.

Stores will use TSS to manage customers, vehicles, and tires, and schedule appointments for seasonal transfers.

A Seasonal Tire Storage fee of $120.00 (Colorado Region $170.00, Minnesota Region $150.00) for up to 4 assemblies ($30 for each additional assembly) will permit our customers to store their seasonal changeover tires conveniently and safely. For most customers, this fee will be charged twice a year during seasonal change overs.

For every new or existing Tire Hotel customer:

When the customer calls:

1. Schedule the Retrieve for installation appointment in TSS.
2. Inform the customer of the lead time and schedule an appointment in the POS for a date after the tires have arrived in your store.

When the customer arrives:

1. Invoice for the Seasonal Tire Storage fee of $120 (article 80467).
2. Print and sign a new *Customer Tire Storage Agreement.*
3. Label each assembly.

Reminder: 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.

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Designed by: ID Team – MCS
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| **Delivery and Pick-up Lead Times** | Tire Hotel deliveries from ATD to store is 1-3 days for all ILC locations. |
| | Tire Hotel pick-ups from the store to ATD is 1-4 days for all ILC locations. |

Program Benefits

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
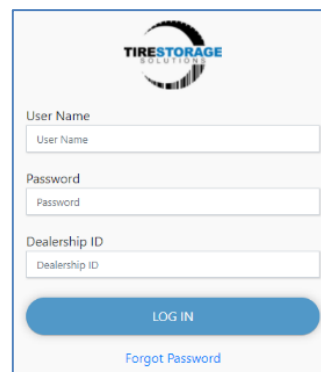- Products will show up on the next scheduled ATD delivery

TSS Login Information

Open the Chrome browser and go to: https://online.tirestoragesolutions.net.

Login Directions
1. Fill in the 'User Name' field and enter the Store Number with no underscore, e.g., "ILC01"
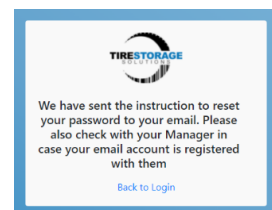2. Fill in the 'Password' field

Note: A default password will be sent to the store email account. You will then be prompted to create a password after initial login. DT will advise on a standard naming convention. Passwords must be at least eight characters and must contain three of the following: upper-case letter, lower-case letter, and/or special character. Passwords will not expire.

3. Fill in the 'Dealership ID' and enter the 10 plus SAP site number, e.g., "101234"
4. Click **LOG IN**

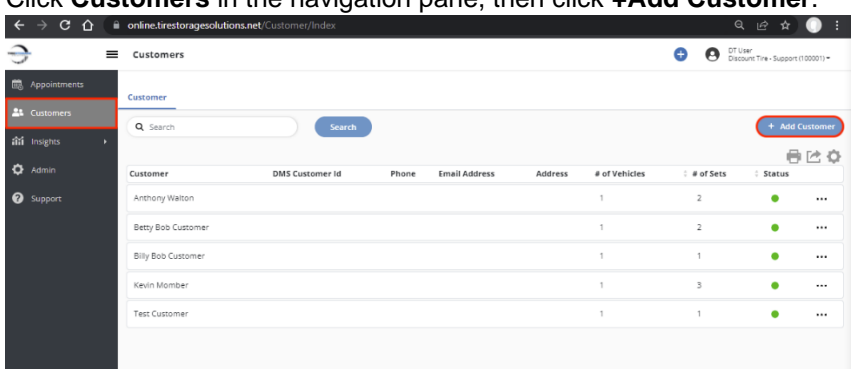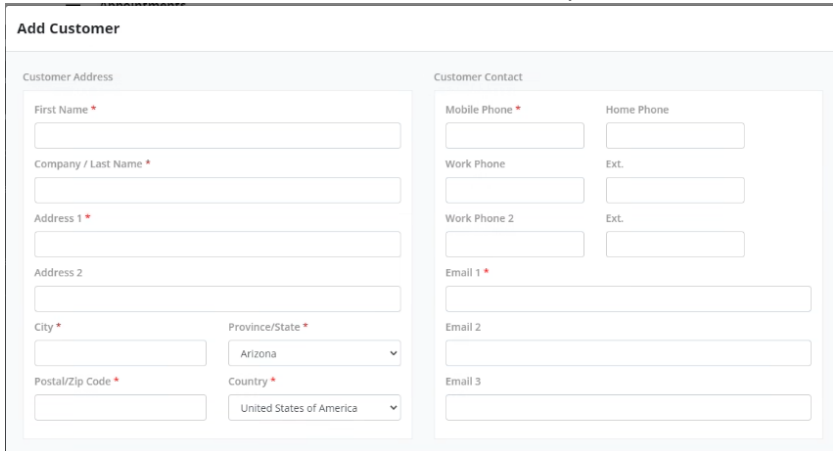**Note:** If you can't remember the password, you can click **Forgot Password**.

TSS will send an email to the store email account and the manager email account. Follow the instructions in that email.

Adding a New Customer

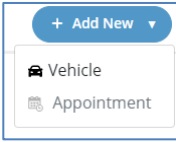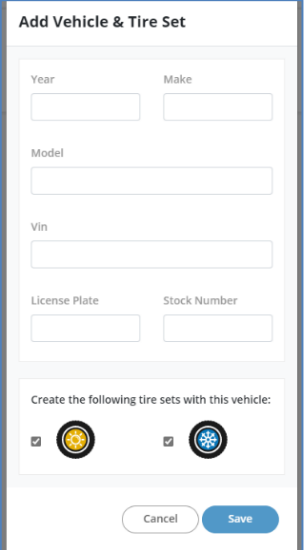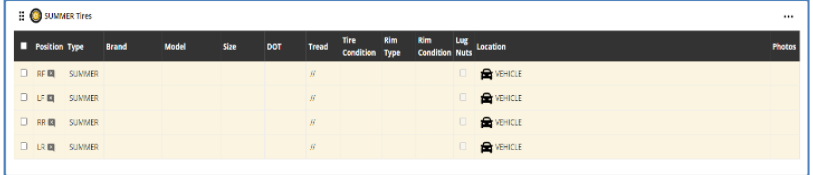Ensure you have explained the benefits and details of the Tire Hotel program to your new customers.

Follow these steps to enter a new customer into TSS:

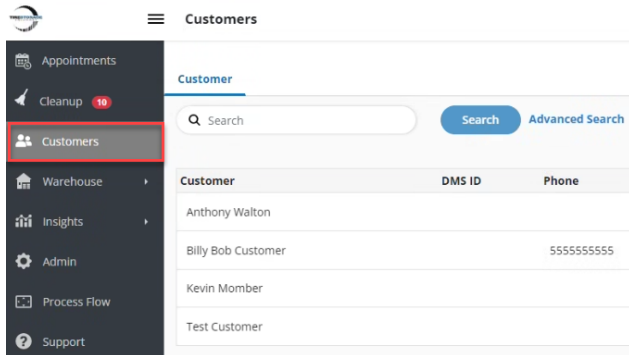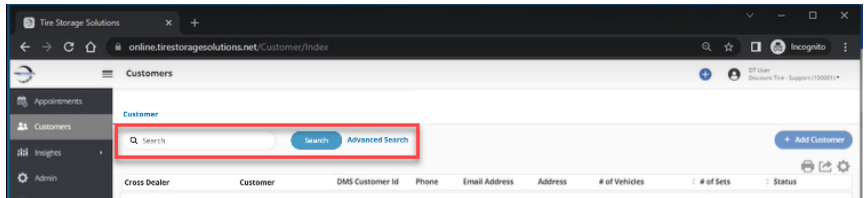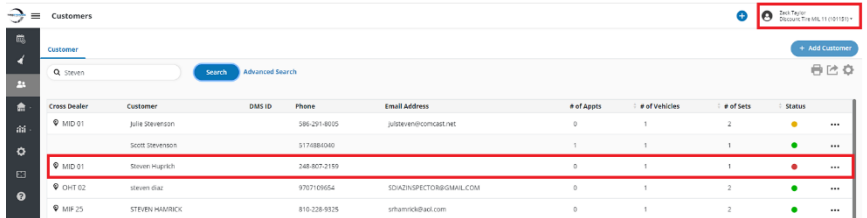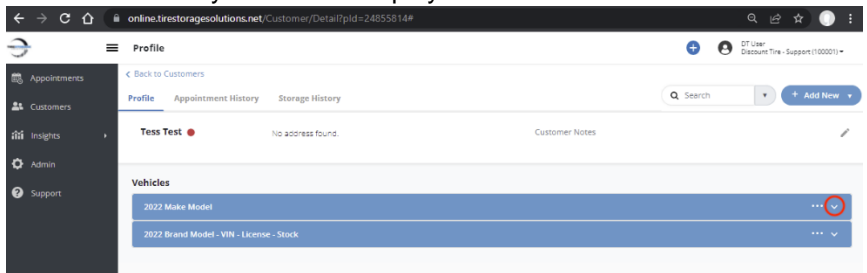| Step	Action
1	Click **Customers** in the navigation pane, then click **+Add Customer**.
2	Complete the customer profile. Please ensure all customer information is current and correct and include as much customer detail as possible. We use this information to track the customer's product.

Adding a New Vehicle

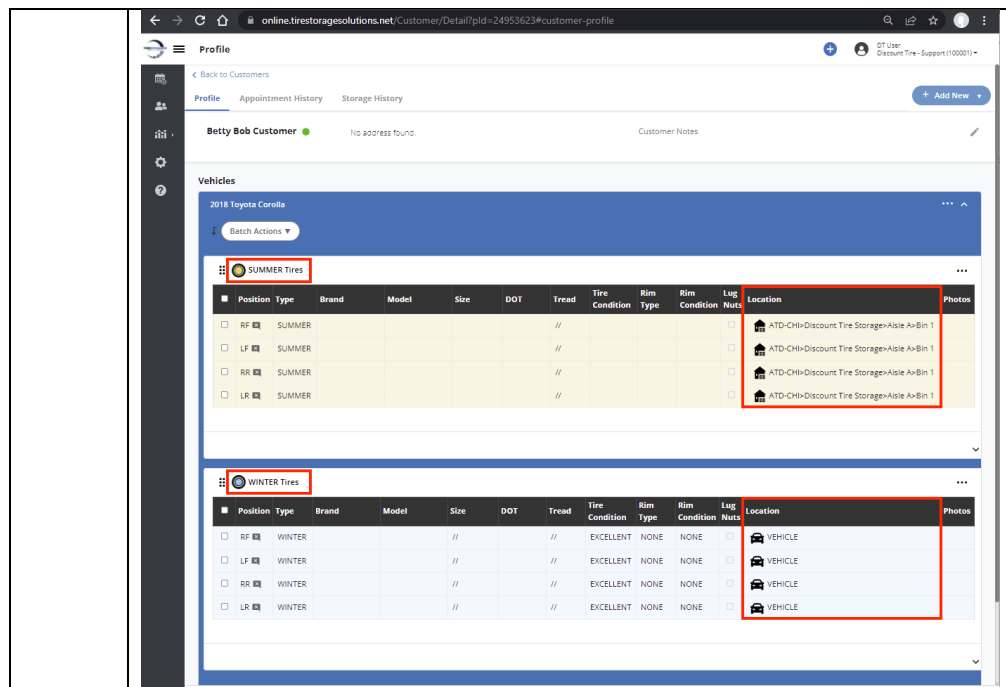Select the customer and follow these steps to enter a new vehicle into TSS:

Reminder: 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.

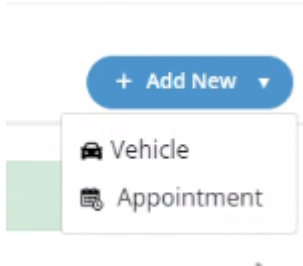| Step	Action
1	Click **+ Add Vehicle.** To add more than one vehicle, click **+ Add New** and choose 'Vehicle.'
2	In the Add Vehicle & Tire Set window: • Fill in the 'Year,' 'Make,' and 'Model' fields with the year, make, and model information of the vehicle • Click **Save** **Note:** By default, the vehicle will be created with both the *Summer* and *Winter* sets.
3	Enter the tire information, including type, brand, model, size, tread condition, rim type, and rim condition. Click **Save** on the Tire Set Details pop-up window to save the set.
4	Consult with your Store Manager and determine if the tire set requires the extra protection of a Tire Tote. If the set is to be stored in totes, refer to the Installing Tire Totes section of this document for more information.

Searching for Customers

Follow these steps to search for a customer:

Step	Action
1	Click **Customers** in the navigation pane.
2	Type the customer's first and last name, email address, or phone number in the 'Search' field, then click **Search**.
3	Once the search results are showing in the table, click the row with the customer's name. The 'Cross Dealer' column shows the location of the customer's previous appointment where their tires were stored, different from your store.
4	If the customer only has one vehicle, that row will be expanded by default, showing the associated tire sets. If the customer has multiple vehicles, click the down arrow to expand the vehicle for which you need to display the tire sets.
5	Find the tire set you need and note its location. For the spring season, the *Winter* set should be on the vehicle, and the *Summer* set should be in storage. **Note:** Customers can schedule an appointment to retrieve their tires from either the original store or another store.

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Moving into Storage

Follow these steps to create a pickup appointment to move a tire set into storage:

Step	Action
1-5	Search for and locate the customer. Follow the steps in the Searching for Customers section of this document.
6	Click **+Add New**, then select **Appointment** to create the store order. **Note**: The location of both the *Summer* and *Winter* sets will be 'On Vehicle' at this time.
7	In the 'Move into Storage**'** field, click **+.** The tire set available for moving into storage will display. Select the tire set that is moving into storage. The appointment date and time are pre-selected for the current date. **Note:** Tire Hotel pick-ups from store to ATD is 1-4 days for ALL ILC locations.

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8	Click the Save drop down arrow, then select **Save and Print Labels.**
	Note: The labels will open in a separate browser tab.

9	Click the Save drop down arrow, then select **Save and Print Agreement .**
	Print two copies and have the customer sign both.
	File one copy for your store records and give the second copy to the customer for their records.

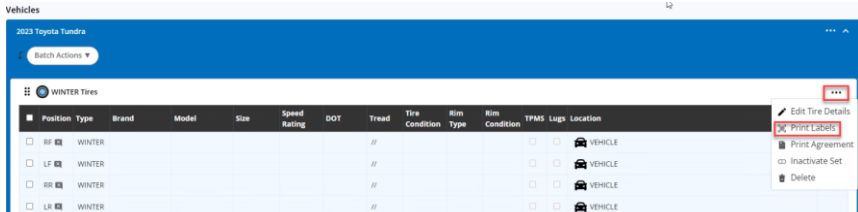| 10	On the Customer page, click **X** in the upper right corner to close the Appointment window. **Note:** Do not cancel appointments once they are created unless the customer requests to cancel their appointment. **Success! Appointment has been created.** ✕ Appointment Date — Monday, March 13, 2023 Appointment Time — 1:45pm First Name * — Cole Company / Last Name * — Suydam DMS Customer ID — R.O. # — DMS Appointment ID — TSS Appointment ID — 47832767 Appointment Status — ● Open **Vehicle** 2023 Toyota Tundra Retrieve for Installation Move into Storage ⊛ WINTER (4) Pickup Date: 1 - 4 business days Modification History Cancel Appointment Cancel Save ▼
11	Click the **Back to Customers** link to go back to the Customers page to return to the main page. Profile ‹ Back to Customers Profile Appointment History Storage History Success! Customer details have been saved. John Smith ● 123 Main St, Phoenix, Arizona, 85085 United States of America ☐ 6025553487 @ johnsmith2@gmail.com Customer Note **Outstanding Appointments** | Date	Vehicle	VIN	🚗← Retrieve	→🏠 Store	Status | | 2023-06-12 01:45 PM | 2023 Toyota Corolla | | | ⊛ 🚗 | Open |
12	Consult with your Store Manager and determine if the tire set requires the extra protection of a Tire tote. If the set is to be stored in totes, refer to the Installing Tire Totes section of this document for more information.

Re-printing Labels

Follow these steps to re-print labels:

Step	Action
1	If you need to re-print the tire labels, click the appointment dropdown menu '**…**' and select **Print Tire Labels** from the list. The labels will open in a new browser tab.
2	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.

Installing Tire Totes

Tire totes are not intended to be used for every stored set. Each store is provided 10 sets of totes. Consult with your Store Manager and determine if the tire set requires the extra protection of a Tire Tote.

Tire totes enable us to offer the service and care we are known for by providing additional protection for wheels that are prone to damage, such as those with a high positive offset, as they are moved in and out of storage through the Tire Hotel program.

Each tire tote consists of one half-inch thick felt that will be placed on the face of the wheel as well as a tire duffle that will wrap around the set. The cord attached to the felt will be used to secure the felt to the duffle, protecting the wheel face during transport.

Note: When using tire totes, please be sure to affix the label to the outside of the tire tote duffle on the area covering the tire tread. Do NOT affix the label to the tire, or an area of the tote where label visibility may be obstructed.

Note: The Tire Hotel program is only intended to store tire and wheel assemblies. Installation accessories will not be stored and should be returned to the customer. DO NOT include any installation accessories in the tire totes.

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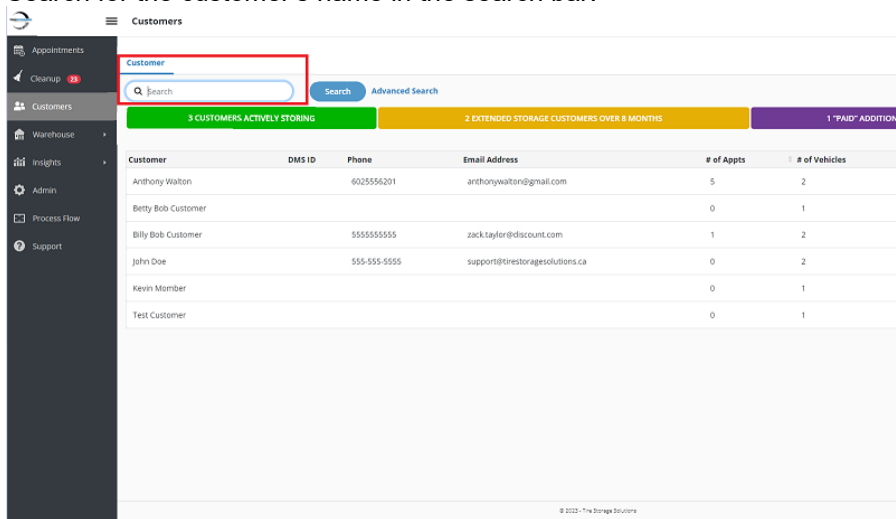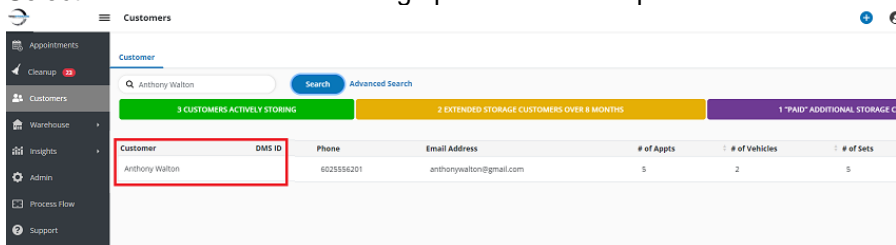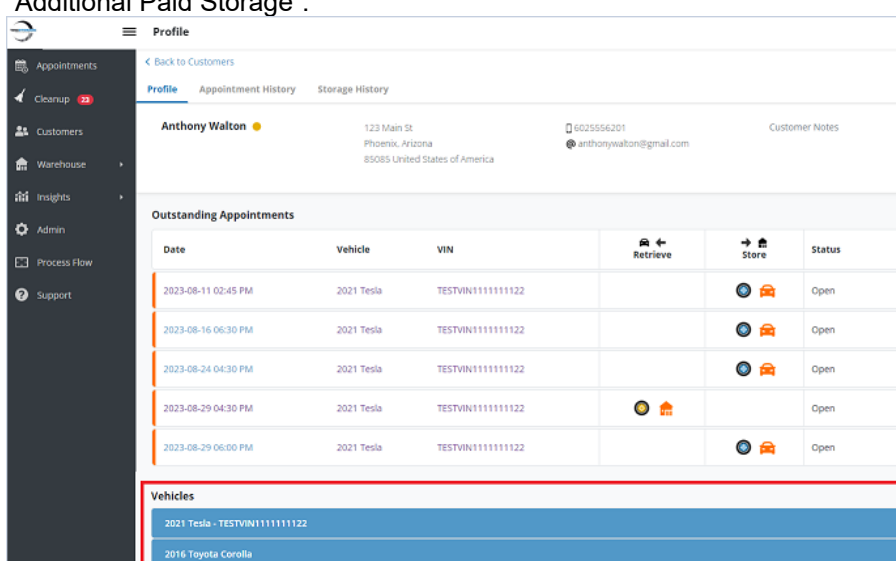**Installing Tire Totes**

Step	Action
1	Locate the printed storage labels, retrieve the tire totes, and locate the customer's product.
2	Wrap the tote around the tire and leave an opening for the felt wheel protector.
3	Once the assembly is covered, lay it down and add the felt onto face of the wheel.
4	Once the felt is on face of the wheel, secure the Velcro and confirm wheel and tire are secure and the felt is covering the full face of the wheel.
5	Secure each clip to edge of the tire tote and fasten the clip.
6	Apply labels and stage for pickup.

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Staging Tires for Pickup	Step	Action
	1	Locate the printed storage labels, retrieve tire totes (if applicable), and locate the customer's product.
	2	Label the tire position using tire chalk (LF,RF,LR,RR), remove the assemblies from the customer's vehicle, and perform the secondary inspection. **Reminder:** 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. If there is damage, please notify the customer of the damage and enter the damage in the TSS Customer Profile.
	3	If a tire tote is used, secure the corresponding label (LF,RF,LR,RR) to the outside of the tire tote in the center of the tread. Firmly run your thumb across the label to ensure good adhesion. Do not put the label inside the tote or tote pocket.
	4	If no tote is used, secure the corresponding label (LF,RF,LR,RR) in the center of the tread and firmly run your thumb across the label to ensure good adhesion.
	5	Once tires have been properly labeled, move them to your stores designated pickup/staging area.
	6	When ATD arrives to pick up Tire Hotel product, meet with the driver. The driver will confirm on their handheld device which product they will be picking up on their route and inspect that the product is properly prepared for pickup. The driver will scan the product and load into the truck. **Note:** ATD has 1-4 business days to pick up the product from the scheduled appointment date.

Managing Extended Storage Customers

Follow these steps to proactively manage your Tire Hotel storage customers that have product stored longer than the 8-month agreement. It is recommended to review this list monthly to ensure proper communication and expectations with the customer.

Step	Action
1	Charge the customer the $120.00 storage fee (Article 80467) in the store's POS system.
2	Log into the TSS portal using your store TSS Login Information.
3	Search for the customer's name in the search bar.
4	Select the customer name to bring up the customer's profile.
5	Select the customer's vehicle that you would like to move the assembly to "Additional Paid Storage".
6	Click on the 3 dots in the right corner of the product details and then tap "Restore Tires Paid"

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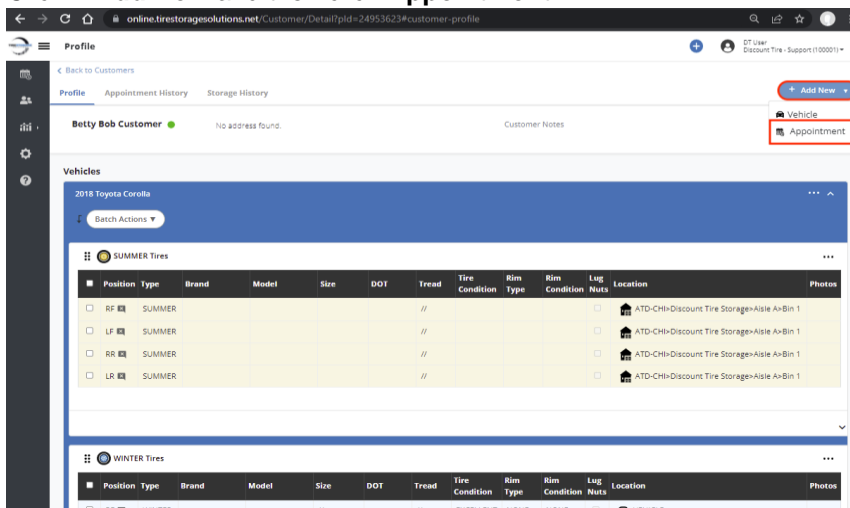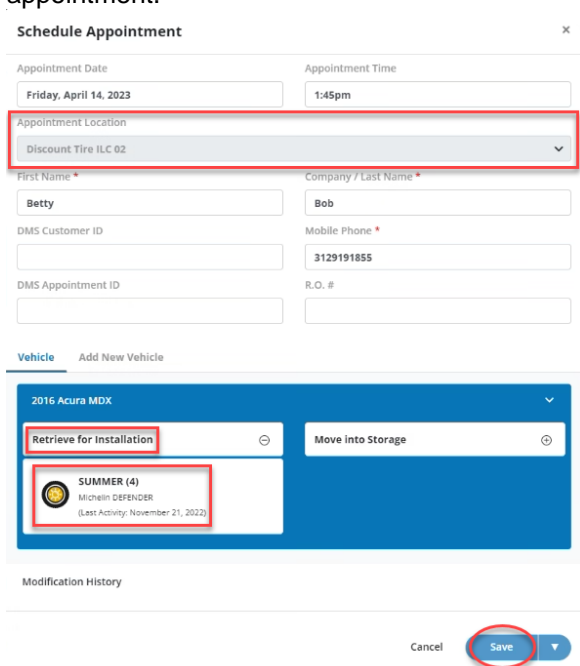| 7	Click the blue confirm button to add the stores to "Additional Paid Storage"
8	Click the close button to exit out of the process. The pop-up will confirm the move was a success.
9	Click on the customer tab and tap the purple header labeled "Additional Paid Storage" to confirm the customer product has been moved.

Retrieving for Installation

Follow these steps to create a delivery appointment to retrieve a tire set from the warehouse and have them delivered to the store:

Step	Action
1	Click **+ Add New** and then click **Appointment**.
2	On the Schedule Appointment pop-up window, confirm the Appointment Location is correct and ensure the tire set you would like delivered from storage is listed under Retrieve for Installation. Click the vehicle drop-down arrow to view. Delivery date and time are pre-selected for today's date. ATD will deliver product in 1-3 business days. If the tire set is available for retrieval, click **Save** and schedule the appointment.
3	If there is no tire set available for retrieval, you cannot make a delivery appointment. Please call ATD at 1-866-719-2549
4	Inform the customer of the lead time and schedule the appointment date in the POS for after the tires have arrived in your store. **Note:** Do not cancel appointments once created with the exception of customer requested cancelations.

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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.

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