

Roadie Same Day Delivery Service

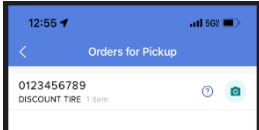
Overview When you need to transfer tires from another local DISCOUNT TIRE site the same day, use Roadie Same Day Delivery service.

FedEx has discontinued its SameDay service. You may continue to use other FedEx services as usual.

Guidelines Roadie is a crowdsourced delivery service offered as an option to replace FedEx SameDay and other demand courier services. Roadie drivers are independent contractors and will usually be driving private vehicles.

Roadie provides ASAP pickup and delivery within 2-4 hours. You may also schedule delivery for later in the day. If no drivers are available, Roadie will notify you and cancel your delivery request.

Roadie is to be used for store-to-store transfers only, not for orders from vendors or secondary suppliers.

Process for shipping / receiving local STOs	Receiving store	<ul style="list-style-type: none">• Contacts shipping store• Creates stock transfer order (STO)• Goes online to https://my.roadie.com/send and creates a delivery order; Adds Full STO# to Order / Reference Number field. <i>Follow instructions on next page.</i>
	Shipping store	<p>IMMEDIATELY:</p> <ul style="list-style-type: none">• Pulls and stages product in designated pick up area; Performs Goods Issue and prints the stock transfer order• Attaches STO to tires/wheels• Verifies FULL STO # on Roadie driver's phone app. <div></div> <p><i>Screen shots, texts, or verbal confirmations are not sufficient to confirm driver is properly assigned. Do not release units until you confirm FULL STO#.</i></p> <ul style="list-style-type: none">• Directs Roadie driver to product in pickup area <p>NOTE: Roadie drivers may cancel pick-up if product is not ready after 10 minutes wait time.</p>
	Receiving store	<ul style="list-style-type: none">• Signs for tires/wheels at designated delivery area• Performs Goods Receipt• Contacts customer, services vehicle, etc.

Roadie login Go to: <https://my.roadie.com/send>

User ID:

your manager email address
(ex: azp_99mgr@discounttire.com)



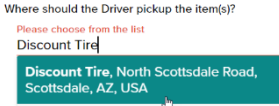
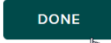


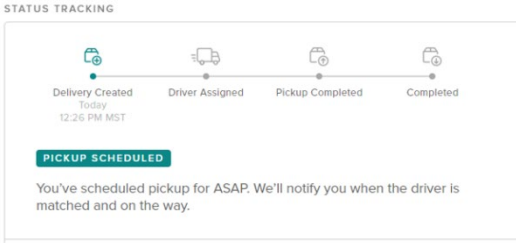

Password:

Roadie####
(ex: Roadie9999)

Where #### is your store site number.

Creating a Roadie Delivery order

The **receiving store** is responsible for creating the Roadie Delivery order. After you have logged in, follow these steps to create the order:

Step	Action												
1	<p>Select Create a Delivery</p> 												
2	<p>Fill out the Item Information section.</p> <ul style="list-style-type: none"> The size field ensures that the driver's vehicle is large enough for the delivery. Size Large should be sufficient for most transfers. <table border="1"> <thead> <tr> <th>Roadie size</th><th>Discount Tire size</th></tr> </thead> <tbody> <tr> <td>Small</td><td>(No tires) Small hardware or wipers only</td></tr> <tr> <td>Medium</td><td>(No tires) Large hardware or wipers only</td></tr> <tr> <td>Large</td><td>1-4 passenger tires or 1 truck tire</td></tr> <tr> <td>X-Large</td><td>5-6 passenger tires or 2-4 truck tires</td></tr> <tr> <td>Huge</td><td>7-10 passenger tires or 5-8 truck tires</td></tr> </tbody> </table> <p>Note: If store has tires to transfer and selects small or medium, the order will likely be cancelled or not accepted.</p> <ul style="list-style-type: none"> Type the full STO Number in the Order / Reference Number field. Please do not type any other information in this field other than STO Number. No photo is needed 	Roadie size	Discount Tire size	Small	(No tires) Small hardware or wipers only	Medium	(No tires) Large hardware or wipers only	Large	1-4 passenger tires or 1 truck tire	X-Large	5-6 passenger tires or 2-4 truck tires	Huge	7-10 passenger tires or 5-8 truck tires
Roadie size	Discount Tire size												
Small	(No tires) Small hardware or wipers only												
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3	<p>Fill out the Pickup Information section.</p> <ul style="list-style-type: none"> Type store name (plus address info from STO if needed to filter the list) and select store from the list for the pickup location. Confirm location on the map. The Store Number field auto fills for your own store. Enter the first name of the person you spoke with to confirm the transfer (ex: "Dustin") and the pickup store phone number. ASAP pickup is default and that is usually your preferred option, but you can schedule a later pickup time. <p>Review information including correct pickup address and confirm.</p>   												
4	<p>In the Payment Details section, the insurance amount is predetermined.</p> <ul style="list-style-type: none"> Do NOT purchase additional coverage. <p>Select Create Delivery.</p> 												
5	<p>The dashboard opens and displays your order:</p> <p>You can track the status of your Delivery Request and view notifications.</p>  <p>Review your order. If you need to make changes, select Edit.</p> 												

Canceling a delivery order

To cancel an order, select the CANCEL DELIVERY link on the dashboard under the order.

NEED TO CANCEL?
CANCEL DELIVERY

Contact

Roadie has a dedicated Task Force for Discount Tire. Please contact Roadie by phone: (470) 785-9768 or email: DToperations@roadie.com if you have any login, pick-up, or delivery issues.

 Support

After login, you may also select the Support icon (lower right corner) on the Dashboard and then select Live Chat to chat with Roadie support.

If there are more pressing issues or concerns regarding Roadie's service or a driver, please reach out to DTC_RoadieSupport@discounttire.com

For other issues, please contact the Service Desk at support@discounttire.com or 800-366-4399.
