



SimpleService Prepaid Program Installation Portal



Standard Operating Procedure

Version 4.2 September 2020 Update

Table of Contents

1. Email Confirmation
2. Accessing the Portal
3. Installer Portal
4. Confirming Appointments
5. Rescheduling
6. Shipping Labels
7. Payment Options
8. Instant CC Payment



Email Confirmation



1.

SimpleTire will send you a confirmation email that outlines the customers name, email, date/time of appointment, and vehicle information as well as a **link to log into your portal**.

An example of an email confirmation. Highlighted in orange is the portal link.



Dear Southern Tire Mart #315,

Good news! A customer has selected you as their installer for SimpleTire PO# **6494492**. Below, you will find the details for this SimpleService PO:

Customer Details:

Name: John Doe

Phone Number: **1234567890**

Email Address: john.doe@gmail.com

Vehicle Info:

Licence Plate Number:

Make: Land

Model: Range Rover Sport

Year: 2014

Order Details:

Size: 285/35ZR22

Part Number: LXST202235020

Brand: Lexani

Model: LX-Twenty

Quantity: 2

Appointment Details:

Morning Drop Off on Wednesday, February 9, 2022

Wait in Store or Drop Off:

Name of the Individual bringing in the vehicle:

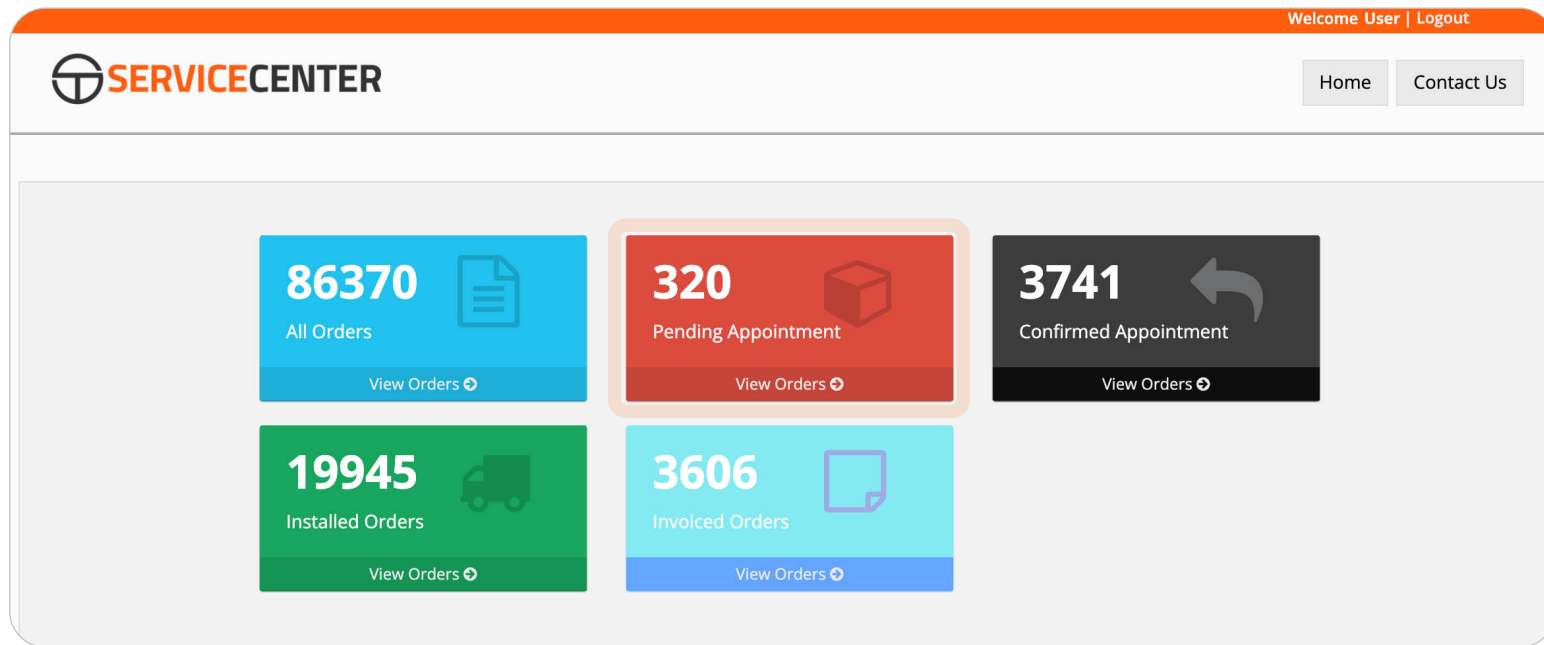
Contact Phone Number:

[Confirm](#) [Reschedule](#) [Cancel](#)

Accessing the Portal

2.

Go into the portal and click on the red box labeled “**Pending Appointment**”.



Installer Portal




3.

Once you're in
“Pending Appointments” you
can **view all your appointments**,
confirm an appointment, or
reschedule it to another day
and time.

An example of what the Installer
Portal looks like. Appointments
are highlighted in orange rows. >

Welcome User | Logout

 **SERVICECENTER**

Home | Contact Us

Order History

Search:

Ordered:

Status:







Show only Install Paid Appointments: ☐

Service Center:

Appt Status:

Appointment Date:

Change Selected Orders To

<input type="checkbox"/>	PO Number	Service Center Name	Service Center Number	Customer Name	Product	Status	Appt Status	Appointment Date	Shipping	Action	Note
<input type="checkbox"/>	6472844 	Tire Center 1 Township	1035	John Doe	245/45R19 110190642 Yokohama 102 W BW XL	Delivered	Scheduled	Morning Drop off on Sat, February 05, 2022		View	
<input type="checkbox"/>	6482468 	Tire Center 2 Mainville	1015	Jane Doe	185/55R16 110132708 Yokohama 83 H BW SL	New Order	Scheduled	Morning Drop off on Tue, February 08, 2022		View	
<input type="checkbox"/>	6485170 	Tire Center 3 Townton	1009	Darren Smith	245/60R18 210710 Nitto 109 H BW XL	Delivered	Scheduled	Morning Drop off on Sat, February 12, 2022		View	

Confirming Appointments



4.

To Confirm:

1. Choose **"Confirmed"** under Change Status to
2. Click **"Change Status"** under Action to commit status change.
3. SimpleTire will automatically send a confirmation email to the customer.

PO #6469622 Delivered **FedEx**

7:40pm EST on Tuesday 25th January 2022

This is an Install Paid Appointment

Appointment Information

Appointment Schedule	Current Status	Shop Invoice Number	Change Status to	Action
Evening Drop Off on Tuesday, February 1, 2022	Completed		Confirmed	Change Status

Vehicle Information

Vehicle Information Number	License Plate Number	State

Year	Make	Model	Trim	Description
2019	Chevrolet	Silverado 1500 LD	LT Z71 4x4	

Appointment History

Log Type	Log Message	Changed From	Changed To	Reason	Created On	Created By
AppointmentStatusChanged	Appointment Status Change	Tuesday, February 1, 2022 at 12:00 AM	Evening Drop Off on Tuesday, February 1, 2022	Confirmed	8:43am EST on Wednesday 26th January 2022	john.doe@gmail.com

Rescheduling Appointments



5.

To Reschedule:

1. Choose **“Rescheduled”** under Change Status to
2. Pick a different date/time
3. Choose a reason from the dropdown under Action
4. Click **“Change Status”** to confirm your selections
5. Your request will be automatically emailed to the customer.

PO #6104387 Local Delivery Mark as Installed

4:20pm EDT on Monday 1st November 2021

This is an Install Paid Appointment

Appointment Information

Appointment Schedule	Current Status	Shop Invoice Number	Change Status to	Action
Saturday, November 6, 2021 at 10:00 AM	Confirmed		<div>Rescheduled</div>	<div>Select Reason...</div> <div>Change Status</div>

Vehicle Information Edit

Vehicle Information Number	License Plate Number	State

Year	Make	Model	Trim	Description
2015	Toyota	RAV4	XLE	

Appointment History

Log Type	Log Message	Changed From	Changed To	Reason	Created On	Created By
AppointmentStatusChanged	Appointment Status Change	Saturday, November 6, 2021 at 10:00 AM	Saturday, November 6, 2021 at 10:00AM	Confirmed	10:39am EDT on Friday 5th November 2021	john.doe@gmail.com

Product	Part Number	Tire Size	Weight (each)	Quantity
225/65R17 Uniroyal Tiger Paw Touring A/S 102 H BW SL	26161	225/65R17	27lbs	4

Service Center Name	Service Center Number	Service Center Address	Service Center Phone	Service Center Payment
Tire Town 1	1176	123 Tire Town Road PA 12345	1234567890	\$52

Shipping Labels



6.

SimpleTire will ship the tires to your location with **SimpleTire shipping labels**.

Once the appointment is completed it's time to get paid.

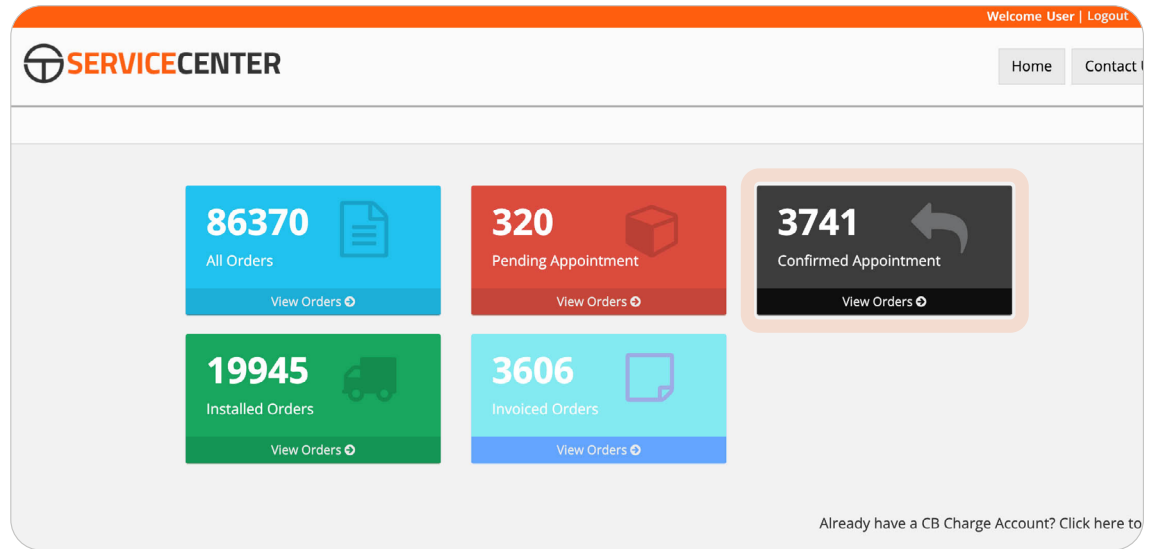
An example of a SimpleTire shipping label.



Payment Options

7.

Go back to the main portal and click the black box labeled “**Confirmed Appointment**”.

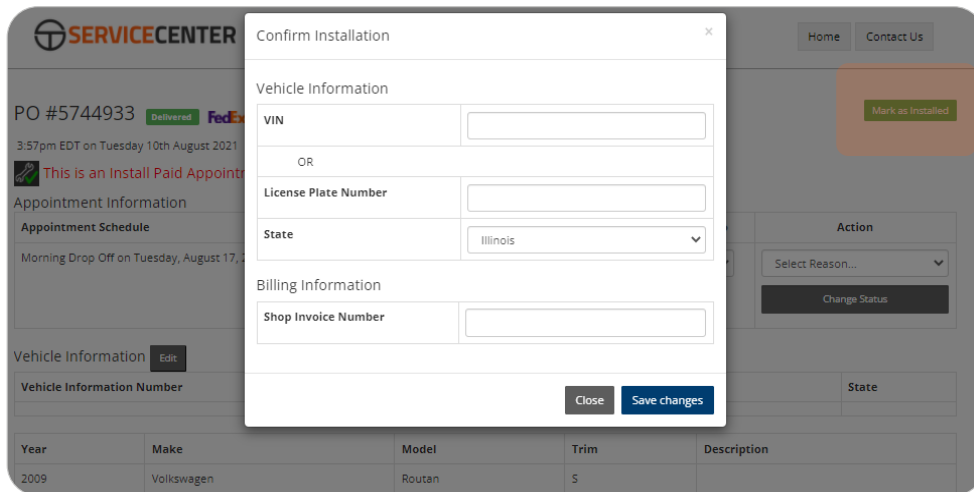


Payment Options

8.

Instant CC Payment:

1. After going back to the portal page and clicking on the black box labeled **“Confirmed Appointment”**, select the order that has been completed.
2. Click the **“Mark as Installed”** (green button) in the top right (featured example).
3. Enter the VIN or License Plate in the popup window. (Please note: Shop invoice # is optional)



The screenshot displays the SERVICECENTER portal interface. A 'Confirm Installation' popup window is open, allowing users to mark an appointment as installed. The popup contains the following sections:

- Vehicle Information:** Includes input fields for VIN and License Plate Number, and a dropdown menu for State (currently set to Illinois).
- Billing Information:** Includes an optional input field for Shop Invoice Number.
- Buttons:** 'Close' and 'Save changes' buttons at the bottom right of the popup.

The background portal shows a 'Confirmed Appointment' for PO #5744933, with a 'Mark as Installed' button highlighted in the top right corner. Below the appointment details, there is a table with vehicle information:

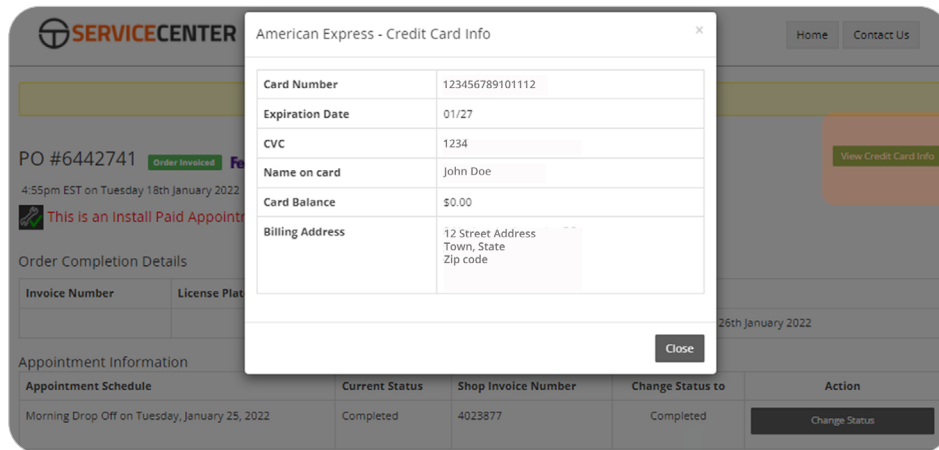
Year	Make	Model	Trim	Description
2009	Volkswagen	Routen	S	

Payment Options

9.

Instant CC Payment (continued):

4. **“Mark as Installed”** will now be replaced with **“View Credit Card Information”**
5. Click **“View Credit Card Information”** and your instant invoice will be sent to SimpleTire for immediate payment. (see example)
6. Once sent, the order will automatically show under **“Invoiced Order”** on the portal home page.



The screenshot displays the SERVICECENTER portal interface. A modal window titled "American Express - Credit Card Info" is open, showing the following details:

Field	Value
Card Number	123456789101112
Expiration Date	01/27
CVC	1234
Name on card	John Doe
Card Balance	\$0.00
Billing Address	12 Street Address Town, State Zip code

Below the modal, the background shows the "Order Completion Details" section with a table:

Invoice Number	License Plate
PO #6442741	

Below this is the "Appointment Information" section with a table:

Appointment Schedule	Current Status	Shop Invoice Number	Change Status to	Action
Morning Drop Off on Tuesday, January 25, 2022	Completed	4023877	Completed	Change Status