



## TireBuyer/Treadsy SOP

1. TireBuyer is an online tire retailer, and we are an approved installer for customers who purchase tires on TireBuyer.com.
2. Tires will be delivered by ATD either on their route truck or via FedEx/UPS (location dependent).
3. The tires and installation price are already pre-paid by the customer. You will create a work order in HITS and bill it to the TireBuyer charge account. Do not collect installation fees from the customer.

### Step-by-Step Guide

1. Appointment request email is received from TireBuyer/Treadsy by store. Appointments will be requested 3+ days in advance.

-----EXTERNAL EMAIL - USE CAUTION -----



ORDER #: 704705

Hi there, you've been selected to install Treadsy order #704705

#### Appointment Requested

One of our Customer Champions will call you to confirm your availability, before we confirm the date and time with the customer. The customer has requested:

**Date/time:** Mon 06/10 AM

**Customer Name:** Tara Spence

2. The TireBuyer team will call to confirm the appointment date and time, and the store will receive a second email with this confirmation.

-----EXTERNAL EMAIL - USE CAUTION -----



ORDER #: 704705

Hi there, your new Treadsy appointment is confirmed, for order #704705.

#### Appointment Confirmed

Thank you for confirming the Treadsy appointment below:

**Date/time:** Mon 06/10 AM

**Customer Name:** Tara Spence

#### Installation Information

Delivery Information: Tires delivered by Treadsy

**Products for installation:**

Michelin Michelin Pilot Sport A/S 3 Plus 195/45R16XL

Quantity 2

• **GILLS POINT S TIRE & AUTO SERVICE**

[www.GillsPointSTire.com](http://www.GillsPointSTire.com)

• **STORES**

With locations in 10 states across the US.



3. A reminder email will be sent to the store after the tires have been delivered.

-----EXTERNAL EMAIL - USE CAUTION -----



ORDER #: 704705

Hi there, the tires have arrived at your location and are ready to be installed.

#### Appointment Confirmed

Date/time: Mon 06/10 AM

Customer Name: Tara Spence

#### Installation Information

Delivery information: Tires delivered by Treadsy

##### Products for installation:

Michelin Michelin Pilot Sport A/S 3 Plus 195/45R16XL

Quantity 2

Quantity 2

Quantity 2

Quantity 2

4. On the HITS work order, you **must include the order # from the email in the PO line.**
5. Add the TireBuyer installation package to the work order. TireBuyer installs are \$32.99/tire and include mount/dismount, balance, and disposal.
6. Close the work order and charge to the TireBuyer charge account in HITS.
7. If a customer wishes to add additional services (alignment, brakes, battery, etc), you will open a new retail work order under the customer's name and proceed as normal. You will collect payment for any additional services from the customer at that time.

