### NATIONAL ACCOUNTS

The Goodyear<sup>®</sup> National Accounts program is designed to deliverfleet business to your outlet. There are more than 1,000 National Account customers with milions of vehicles offering consumer and commercial tire sales as well as automotive service.

#### **PROGRAM BENEFITS:**

- Goodyear holds the accounts receivable
- Fleet drivers have a higher frequency of tire & service needs
- Access to personal vehicles
- Goodyear provides marketing tools
- Goodyear directs fleet traffic through dealer locator

#### INFORMATION AND ASSISTANCE:

Please contact 1-330-796-2255 or go to goodyearfleetnetwork.com.







## NATIONAL ACCOUNTS DELIVERY PROCESS & BILLING

1. Log in to www.tire-hq.com using your **Username** and **Password**.

G	OOD/YEA	R IQ		
ľ	BL MA	ISINES DE EAS		
	Designation Sector 2 Sector 2	inna alli Ganjan", pakig avi nganing na iku shinadar 20 g isto gendelat	andy Name a stage of Statys as sends.	
	соноўчеля	è nevigr	KELLY METRICS	There in the Communication of

2. Under **Dealer Programs** – select "**National Account**," then "**Manual & Information**."



3. Type the name of the National Account or the National Account number in the search box and click "Search."

GOOD/	TIRE-HQ	and the Management	Hamati Solite Technic Intern ANCIA, China Channe Call
- Conter Pagement	Account Man Informat	wal and lion	
Annuarites Record Historicality Annuarity - Sendar Cal Annuarity - Sendar Cal Annuarity - Sendar Cal Annuarity - Sendar Cal Sendar Person Sendar Person Sendar Sendar Cal Sendar Sendar Senda	<ul> <li>Tanging Sama Annuel Jampertz Tanging Sama Annuel Jampertz Tanging Sama Annuel Jampertz Sama Annuel Jampert Sama Annuel Jampertz Sama Annuel Jam</li></ul>	negritimizer, nach Stend Land Challensanzel Menedi H H Hand States SSC / Menedi Her Hand States SSC / Menedi Her Hand Handhell Landstates (Sent Personal Handhell Handhell (Sent Personal Handhell Handhe	etinden) etinden)
Report Amounthing - - Report of an - Report Remote an - Report Relation of - Remote Amount Amount	Will HET PERson This Review LLC Person and Person Number of Person Person Person Person Review Number of Person Person Biol Person P	Haring Program) (2010) (2010) (2010) (2010) (2000) (2010)	and and a state from the state and a state of the state o

4. Locate the desired account, then click on the **National Account Number**.

## NATIONAL ACCOUNTS DELIVERY PROCESS & BILLING (CONT.)

1. To start a delivery for a national account click "**Transactions.**"



#### 2. Then under "Deliveries" click on **"A - National Account."**



3. Type the document number for this delivery in the **"National Account DOC #"** field.



4. Type the ship date for this delivery in the "**Ship Date** (mmddyy)" field.

5. (Common Ownership ONLY) You will need to click on the dropdown list for the "**Store's Nonsig**" and click on the appropriate nonsig.

6. Type the 4-digit account number in the "**National Account No.**" field.

7. Leave the "**Bill to Nonsig/Name Search:**" field blank.

8. Type the first letter(s) of the company name in the "**Ship To Name Search.**" (This will narrow the search on the next screen to only the entries in the address book that match your search criteria.)

9. Select the **Vehicle Type** from the dropdown (example AU-Auto).

10. The "**Standard DR**" radio button should be selected.

11. Click the "Next" button.



## NATIONAL ACCOUNTS DELIVERY PROCESS & BILLING (CONT.)

12. Confirm the **Bill To:** name by clicking on the dropdown menu. This will display the list of usable nonsig numbers. (If this area was already filled in, this step would have been skipped.)

13. Confirm the **Ship To:** name. If blank, click on the dropdown list. Locate the correct Ship To and **click on the line item** to populate the name and address fields. (If there are no entries other than "**New Entry**" in the dropdown list, the search could not find a match or has more than one entry that met the search criteria in the address book.) When the dropdown is blank, select "**New Entry**" and then complete the name and address fields in the **Ship To** information section.

14. Click "Yes" or "**No**" if the delivery will be **out of state** (system defaults to "No").

15. Click the "**Next**" button. If you added a **Bill To** and/ or **Ship To** entry, an add message will be displayed for each entry. Click on **OK** button to save.



NOTE: The National Account **Name** listed at the top of the screen is one of the links to the National Account sales manual. If you click on the account name, the **National Account manual** will launch for this specific account and provide all of the required information. 16. Type in all requirement data in the spaces provided. If you are not sure of the format needed, click on the (?) to open a window that will provide the correct format. You can also enter the info in this support screen.

THE-HO	2.		Transi Gurri a utorra strano Alfania, orraz Grange Estar
	Brithing Brithing Brithing		
POARTCAR US OF A Vincing	INTELLECTION CONTRACTOR	CHILAN CONTRACT ONLY IN CALLEY CALEY CALLEY CALLEY CALLEY CALLEY CALLEY CALLEY	SATES
· · · · · · · · · · · · · · · · · · ·	(management	A CONTRACTOR OF THE OWNER	annual to
· HEAD-DROND-RELEA	RENTI	· CONTRACTORISTO	WED.
View of Test	In Low states of the	8 sr	NUMBER OF T
Man Personne Laur	(ALCONG)	Several restrict	1001110000
<ul> <li>unines</li> </ul>	00403		
			OSAN

17. After clicking the "**Next**" button, any **Invalid Data** will be identified under the requirement where invalid data was entered. Verify the requirement data for accuracy. Again, you can click on the **(?)** button to find the correct format.

# NATIONAL ACCOUNTS DELIVERY PROCESS & BILLING (CONT.)

18. Fill in **Product Code** and **Quantity** for each product installed or service performed. Then click "**Verify Products.**"



19. With all products and services verified, click **Send** or **Send & Queue** to complete the document.

20. Once you have "Queued" the document, click the **Print** link to print a copy for your records.



#### NATIONAL ACCOUNT CHECK LIST

1. Secure all necessary information from the driver.

2. Inspect the vehicle per request, list all items with proper codes and prices. (If diagnostic charges are required, a purchase order number for authorization must be obtained prior to diagnostics being performed.)

3. Call for authorization when required.

4. Secure name of person authorizing work and P.O. number.

5. Complete document with all required information as stated in the National Account Instruction Manual.

6. Driver must sign Delivery Receipt.