

NATIONAL ACCOUNTS

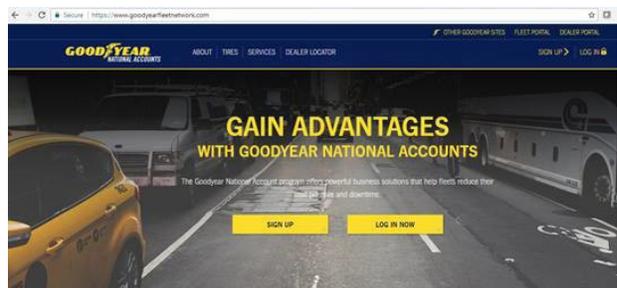
The Goodyear® National Accounts program is designed to deliver fleet business to your outlet. There are more than 1,000 National Account customers with millions of vehicles offering consumer and commercial tire sales as well as automotive service.

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

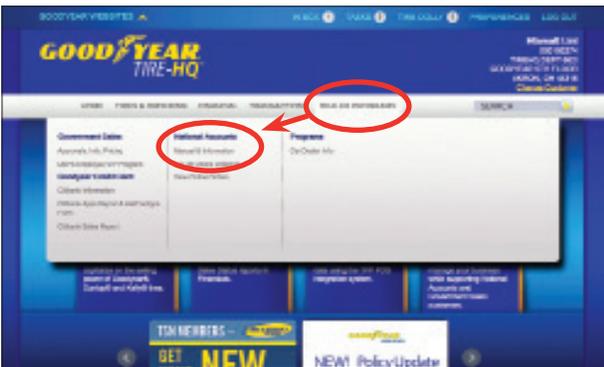
1. Log in to www.tire-hq.com using your **Username** and **Password**.



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



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



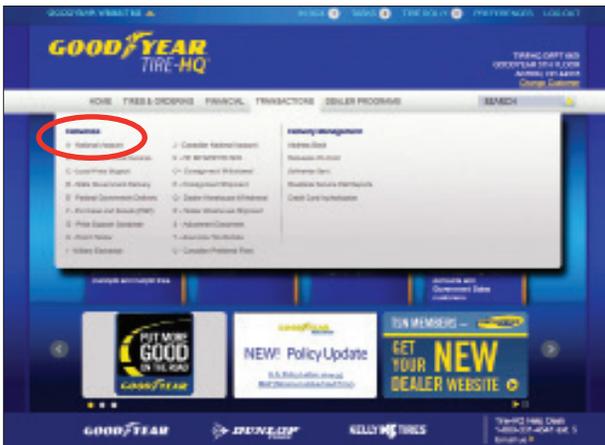
4. Locate the desired account, then click on the **National Account Number**.

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 (mmddy)"** 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.)

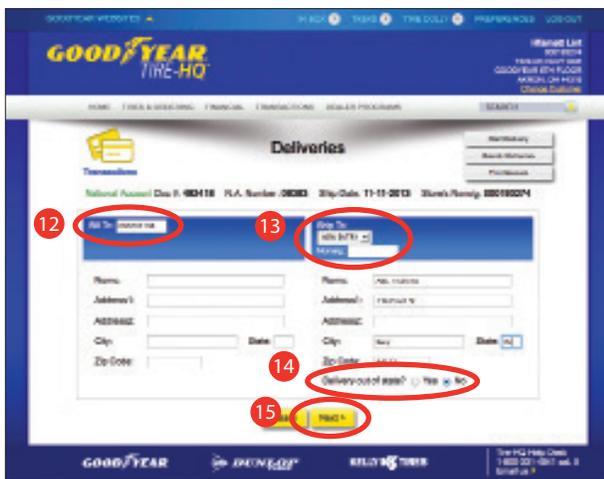
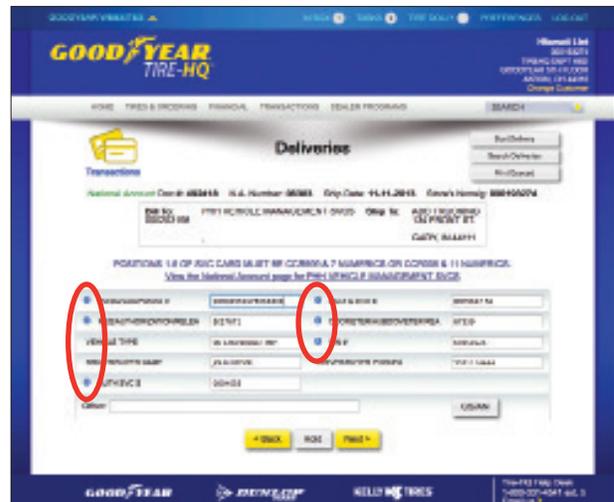
12. Confirm the **Bill To:** name by clicking on the dropdown menu. This will display the list of usable nonsig numbers. (If this area was already filled in, this step would have been skipped.)

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.

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.

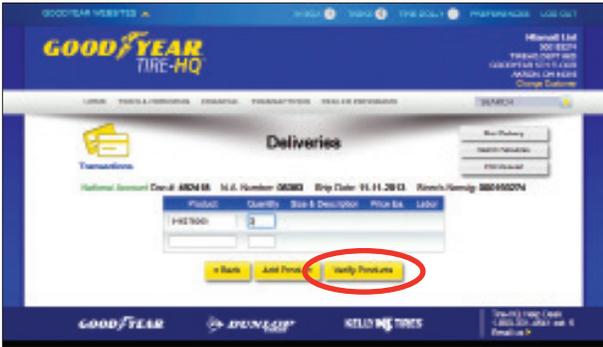


17. After clicking the “**Next**” button, any **Invalid Data** will be identified under the requirement where invalid data was entered. Verify the requirement data for accuracy. Again, you can click on the **(?)** button to find the correct format.

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.

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.