Fleet Community Customer Guide

1. Login to Fleet community

a. Login using the link: https://fleet.discounttire.com/s/login/

b. The user will be directed to the login page given below:



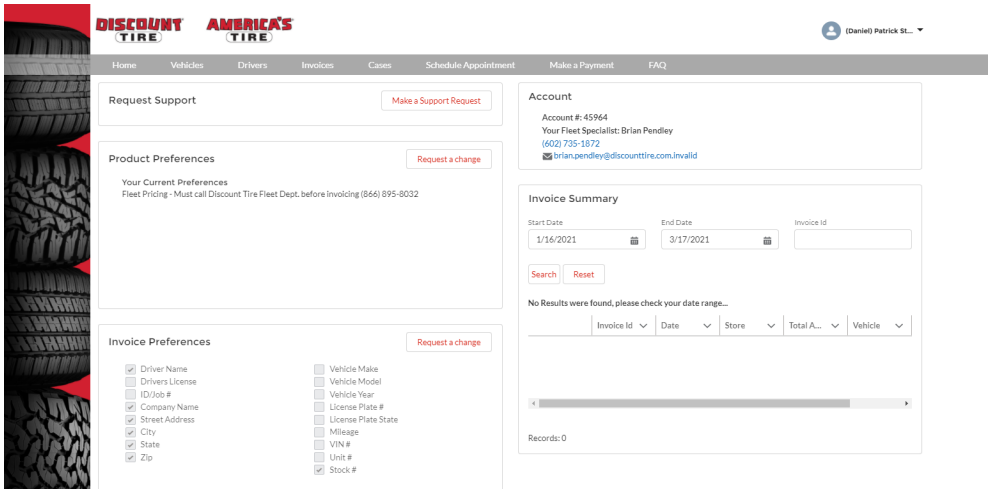
c. Enter the username and password. Click the Login button.

d. If you can't remember your password, you can request a password reset email to regain access to your account.

e. The 'Need help logging in?' link directs to FAQ page.

f. On successful login, the user will be directed to the homepage.

2. Home page- Home Tab



a. Customer can submit request for
    i. Request Support
    ii. Product Preferences change
    iii. Invoice Preferences change
    iv. View Account information
    v. View/Search Invoice Summary - Invoices having less than 1 year duration.

2.1. Make a support request

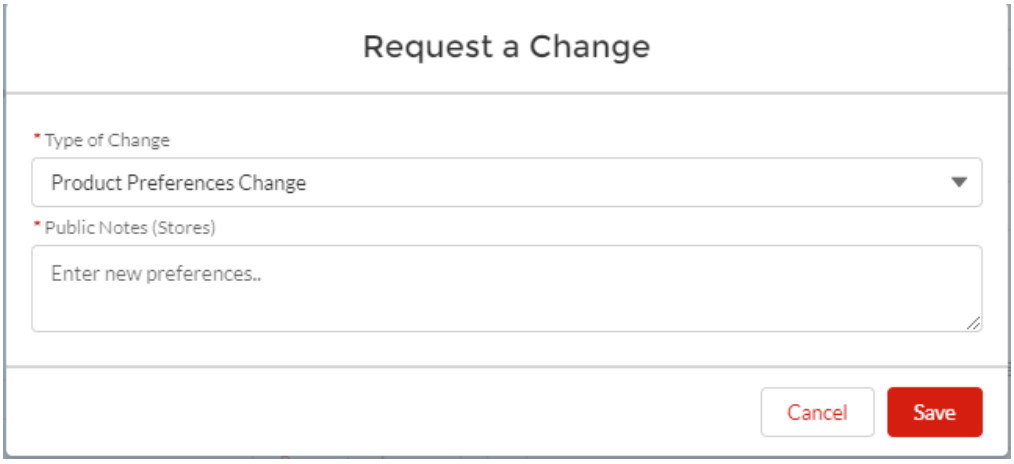
a. Click on the ‘Make a support Request’ button.
b. A dialog box appears as shown in the screenshot below:



Enter all the required fields and click Save.

2.2. Make a Product Preferences change

a. Click on the ‘Request a change’ button.
b. A dialog box appears as shown in the screenshot below:

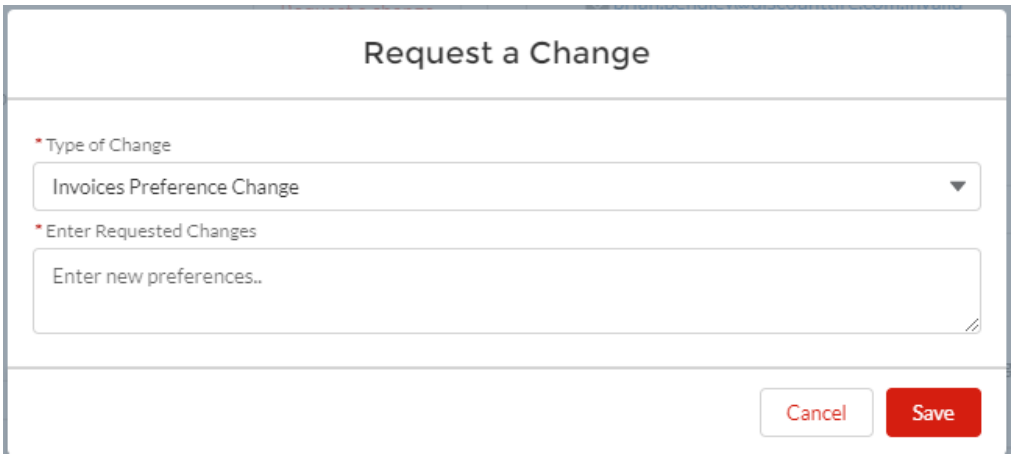


Enter all the required fields and click Save.

2.3. Make a Invoice Preferences change

a. Click on the 'Request a change' button.

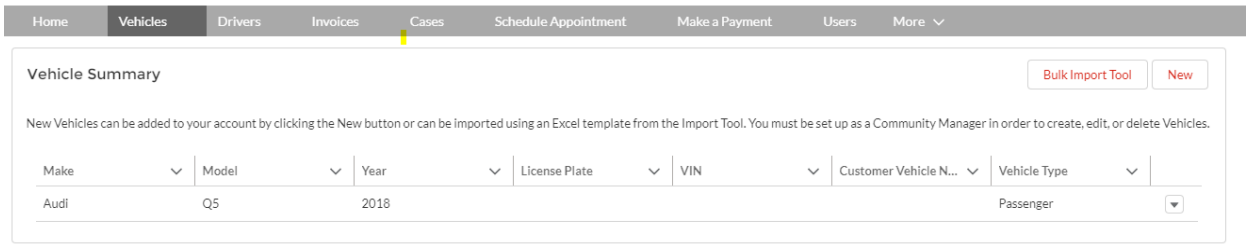
b. A dialog box appears as shown in the screenshot below:



Enter all the required fields and click Save.

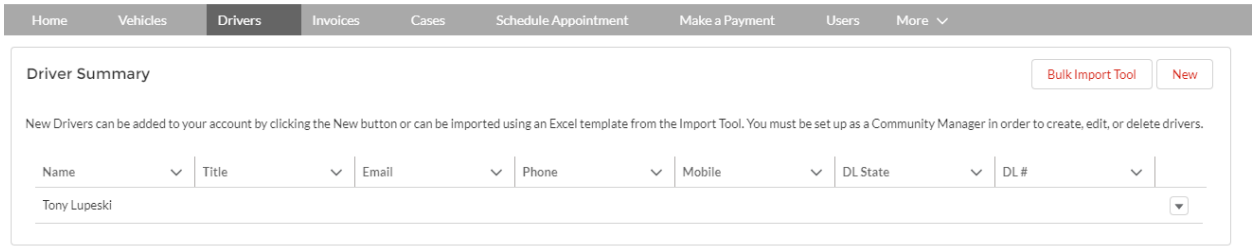
3. Vehicles Tab

Customer can view list of all Vehicles that belong to that Account as shown below:



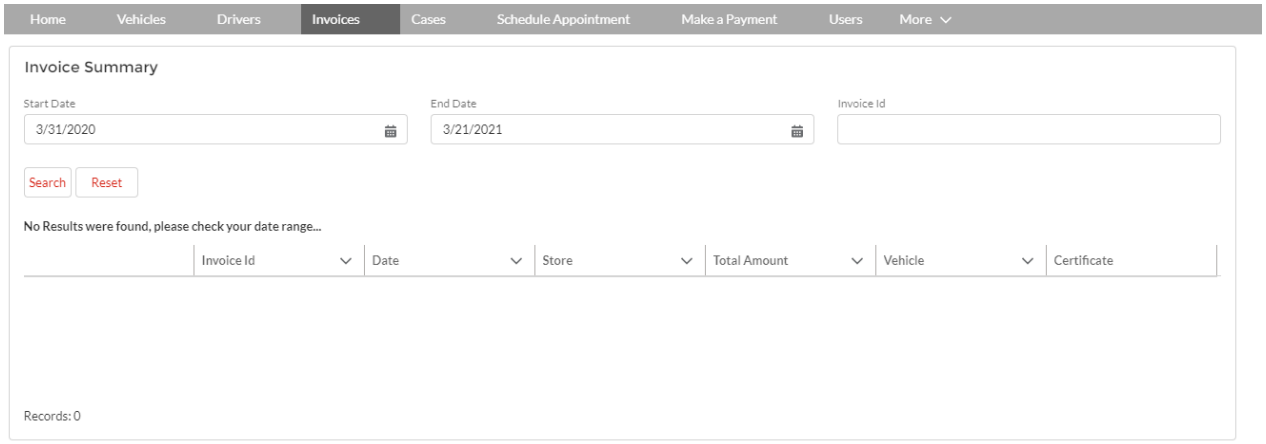
4. Drivers Tab

Customer can view Driver details as shown below:



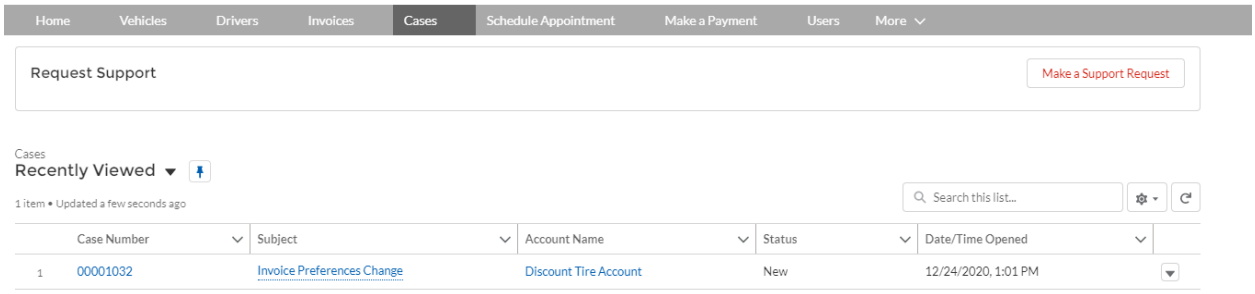
5. Invoices Tab

Customer can view invoices(invoices having less than 1 year duration) details as shown below:



6. Cases Tab

Customer can view list of all support cases raised by him/her as shown below:

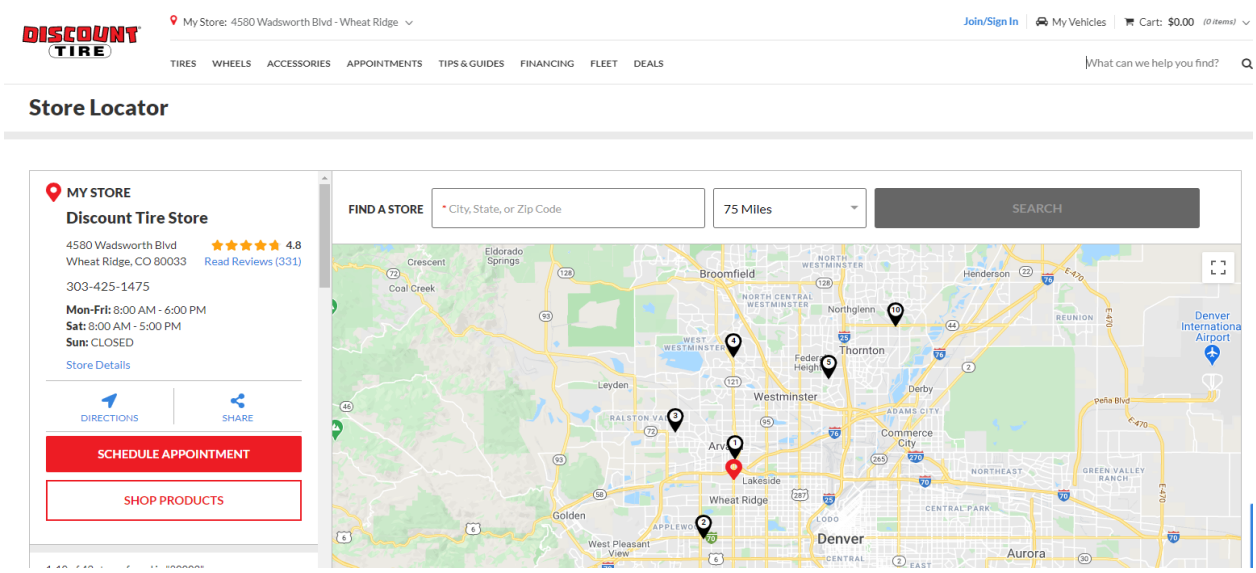


7. Schedule Appointments Tab

a. On clicking on this tab,Customer gets directed to link: https://www.discounttire.com/store-locator

b. Select a store using zip code.

c. The screen for scheduling appointments appears as below:

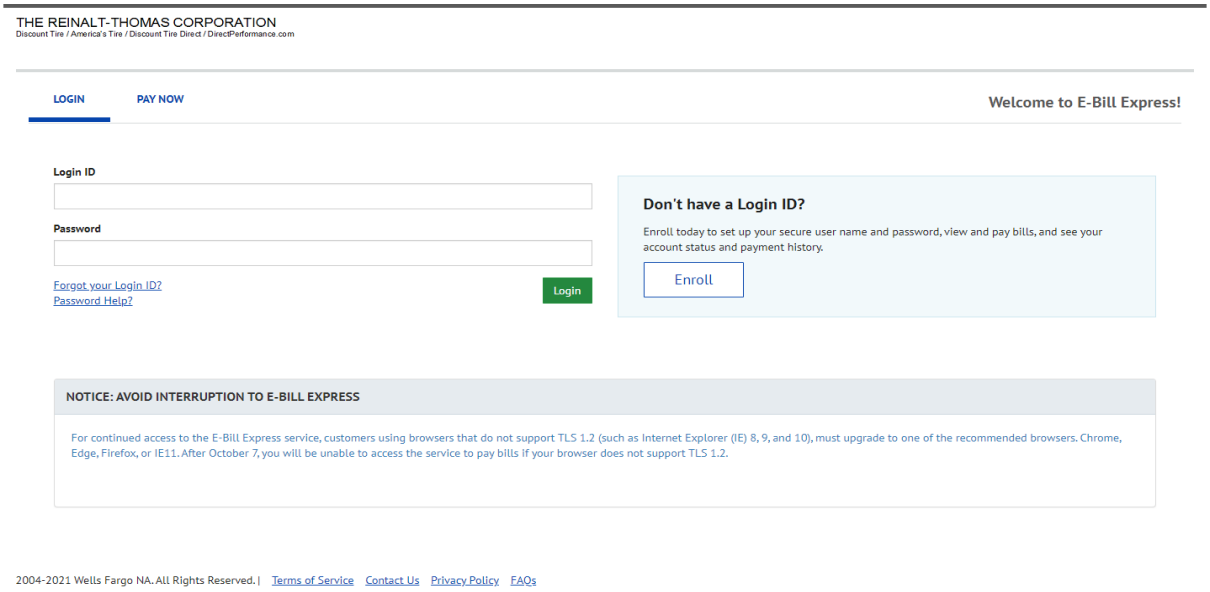


Click on the schedule appointments button on the left and enter the details required and schedule the service appointment.

8. Make a payment Tab

a. On clicking on this tab, customer gets directed to link:
   https://ww2.e-billexpress.com/ebpp/DTCORP/

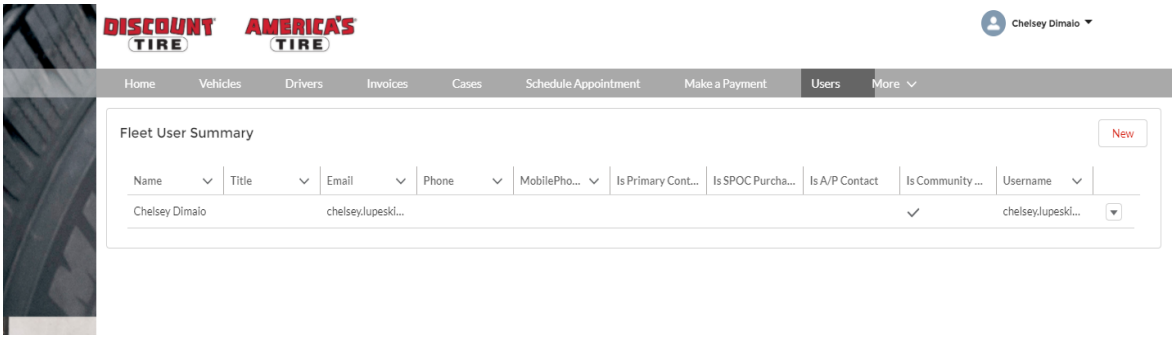
b. The login screen page appears as below:



Enter the username and password.

9. Users Tab(Available for Community managers only)

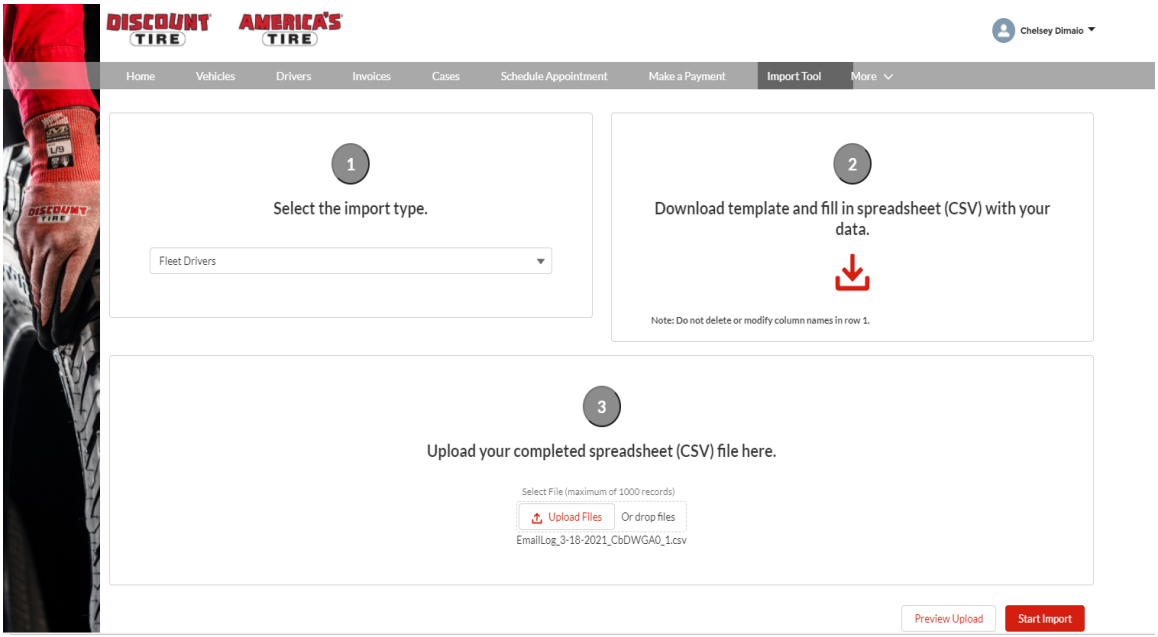
a. Community managers can view a list of all users.



b. For creating new users, click on the 'New' button, enter all required details and click Save button.

10. Import Tool Tab(Available for Community managers only)

a. On clicking the Import Tool tab, the screen appears as in given in the screenshot below:



b. The steps to be followed are :

1. Select the import type - Fleet Drivers and Fleet Vehicles.
2. Download the template and fill in the spreadsheet with data to be uploaded.
3. Upload the completed spreadsheet(maximum of 1000 records).
4. We can preview the uploaded file before importing it.
5. Click on 'Start Import' to begin the importing process.

11. FAQ Tab

a. On clicking the FAQ tab, customer is directed to the link:
   https://fleet.discounttire.com/s/faq
b. Customers can view a list of all the commonly asked questions.