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# Computerized

Tire Dealer Information Systems

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## National Account Purchase / Resale

# Add-On Solution

### Automation with:

- Goodyear Delivery Receipts
- Credit Tracking
- Appendixes

## **Table Of Contents**

|      | <b><u>Title</u></b>                              | <b><u>Page</u></b> |
|------|--|--------------------|
| I.   | National Accounts .....                          | 5                  |
|      | A. Start a new delivery receipt work order ..... | 5                  |
|      | B. Account selection defines .....               | 5                  |
|      | C. Special features allow .....                  | 6                  |
| II.  | Purchase Resale                                  |                    |
|      | To Be Completed                                  |                    |
| III. | Appendixes                                       |                    |
|      | A. Sample Delivery Receipt.....                  | 11                 |
|      | B. Application Flow Chart.....                   | 12                 |
|      | C. Network VPN Diagram.....                      | 13                 |
|      | D. Hosting Facility .....                        | 14                 |


## I. National Account

### A. Start a new delivery receipt work order.


Select account from list by searching on NonSig number, name, or address. Allows for **Google Style** search where the system will:


1. Do spell check to universe of possible words in name/address database
2. Find the search word even if not in the starting position of each field.

### B. Account selection defines

1. Restrictions on Goodyear products that qualify for delivery
2. NonSig **requirements** list
  - a. Ability to test user entry for **mask** and field **values** format before acceptance
  - b. Ability to automatically enter fields that can be copied from previous service on same vehicle for selected **Point Of Delivery** (POD)
3. Past **POD** list for the NonSig number can select from previously entered **POD** used for this account or create a new one
  -  Reverse phone number lookup for **POD**
4. Past **vehicles** serviced on that **POD** can select from list of previously serviced vehicles for the specific **POD** selected, or add a new vehicle
5. Previously assigned internal (to your company) **comment list** assigned to this NonSig or assigned to the **POD** selected for this NonSig - can review and/or add new **comment** entries.

- C. Special features allow:
1. Real time web access to:
    - a. Google map for:
      - 1) Detail on the **POD** address
      - 2) **Directions** from your store location to/from **POD** location
    - b. Goodyear supplied:
      - 1) Product information data sheet
      - 2) Tire-HQ **notes and requirements** data sheet for NonSig selected
      - 3) Goodyear servicing warehouse's item AVAILABILITY and SELL price – with option to place an order for delivery (Goodyear advised last year that JMK was at that time the only national software that allowed for this option, except for Sam's Club)
  2. Past **vehicle service history** based on VIN entered
    - a. Ability to list and analyze all past services performed on the vehicle, regardless of account number used, source, or owner, including:
      - 1). Services performed outside of the Goodyear NA system.
      - 2). Services performed by providers other than your own store locations.

 Future to be added by SEMA Show (11/2009)
    - b. Perform analysis by:
      - 1) **Type** of service (product type)
      - 2) **Manufacturer** of items purchased
      - 3) Specific **item numbers** purchased
      - 4) **Date** range
      - 5) Store **location(s)**
      - 6) Specific vehicles or collective for multiple vehicle
    - c. Present data in columnar or bar/pie chart

3. Built -in access to AUTODATA supplied vehicle :
  - a. Technical data
  - b. **Service Maintenance Schedule (SMS)** data  
Ability to recommend current service to be performed based on previous service performed and **SMS** required by the vehicle manufacturer.
  -  Optional ability to interface to online databases for **Activant** and **Mitchell OnDemand5** can be added
  
4. Adding Line Items
  - a. Ability to search/enter by:
    - 1) Exact Goodyear item number
    - 2) Your own company's internal item number
    - 3) Item description search (with spell check option built in)
    - 4) Item **SIZE (tires, wheels , tubes)** only)
    - 5) Cross referenced item number
      - a) Contains complete list of GM supplied item numbers for **purchase/resale** Delivery and allows user to enter that item number to be replaced by the actual Goodyear item number
      - b) Allows your own multiple **cross referenced** entries for **groups** of items for easy user search, display, or selection
  - b. Ability to review past sales/purchase history for all activity for a specific item number by a wide range of options – location, date, etc.
  - c. Ability to add **parent** and **child** records to correctly track Goodyear dictated item numbers and **ALSO**:
    - 1) Properly deplete your own inventory's item number.
    - 2) Restrict the number of items than can be entered as **child** items

- d. Ability to use Goodyear supplied **Parts Use Indicator (PUI)** to force (or inhibit) user entry for sell price of **part** or **labor** component on a specific item
5. Internal data base of Goodyear supplied account notes to be used in conjunction with web based current notes manually typed in and scanned from Goodyear supplied documents
6. User contact
  - a. Ability to directly contact user by **e-mail** or **text message** from **WITHIN** the delivery ticket work order
  - b. Ability to contact the **POD** user after the Delivery ticket is finalized, to solicit additional and future business.

Tire service dealers realize that customers have a choice for NA service and with direct contact you can cultivate the continued customer relationship.
7. Speed and Efficiency
  - a. Text based menu driven software for:
    - 1) Minimal bandwidth use for network efficiency
    - 2) Faster repetitive data entry by end user
8. Track delivery for sales analysis, separately by **parts** and **labor** per sales person

Allows for employee productivity recognition
9. Automated transmission with Goodyear:
  - a. Send delivery receipt data
  - b. Receive credits and updates to data library required for National Account processing.
10. Customized delivery receipt form

Meets all the requirement of Goodyear and allows for professional image for you company

11. Unified Data  
Common database, centrally managed for all store locations
12. Outside parts ordering  
Interface to **WORLD PAC** and/or **NAPA** online parts ordering systems
13. Option to function as a stand-alone system that would be interfaced to your existing in house system.  
See attached diagram.

## **II. Purchase Resale**

**Similar to National Accounts but without labor codes.**



# Appendixes

## A. Sample Delivery Receipt



|                           |  |                  |             |             |
|---------------------------|--|------------------|-------------|-------------|
| <b>Store Location</b>     |  | <b>Telephone</b> | <b>Date</b> | <b>Time</b> |
| Edmonton Tire (Riverbend) |  | (780) 430-6502   | 06/15/09    | 11:43 AM    |
| 730 Riverbend Square      |  |                  |             | Page 1      |
| EDMONTON, AB T6R 2E3      |  |                  |             |             |

|                            |                   |                  |              |                                    |
|----------------------------|-------------------|------------------|--------------|------------------------------------|
| <b>Inv:</b> M56914         | <b>Your P/O #</b> | <b>A/R Acct#</b> | <b>Terms</b> | <b>Ship Via</b>                    |
| <b>Sold-To:</b>            |                   | G00000           |              |                                    |
| ARI FINANCIAL SERVICES INC |                   |                  |              |                                    |
| GOVERNMENT OF CANADA       |                   |                  |              |                                    |
| PO BOX 4000 STN A          |                   |                  |              |                                    |
| MISSISSAUGA, ON L5A4N-7    |                   |                  |              |                                    |
|                            |                   |                  |              | Flowers By La Piazza Flower Marker |
|                            |                   |                  |              | 8004 GATEWAY BLVD                  |
|                            |                   |                  |              | EDMONTON, AB T6R 3E3               |

**NA Del#001546**

|  |     |              |   |
|--|-----|--------------|---|
|  | REP | 780-437-1380 | P |
|  |     | 780-555-1212 | C |

| Qty | Shp | B/O | Item Number | Description                    | S/W | FET | Price | Amount |
|-----|-----|-----|-------------|--------------------------------|-----|-----|-------|--------|
| 1   | 1   |     | 047102000   | CHECK BATTERY                  |     |     | 19.99 | 19.99  |
|     |     |     |             | CHECK BATTERY, CRANKING & CHAR |     |     |       |        |
|     |     |     |             | Fxed: Lb: 19.99                |     |     |       |        |
| 1   | 1   |     | 201100000   | MISCELLANEOUS NEW BATTERY      |     |     | 0.00  | 0.00   |
| 1   | 1   |     |             | BATTERY-MIGHTY (EXIDE)         |     |     | 98.99 | 98.99  |
| 1   | 1   |     | 047135000   | BATTERY INSTALLATION           |     |     | 10.50 | 10.50  |
|     |     |     |             | Fxed: Lb: 10.50                |     |     |       |        |
| 1   | 1   |     | 046277000   | USED BATTERY DISPOSAL          |     |     | 3.00  | 3.00   |
| 1   | 1   |     | 077151000   | OIL CHANGE AND FILTER          |     |     | 0.00  | 0.00   |
| 1   | 1   |     | 077217000   | 5 QT OIL LUBE FILTER SPEC(EXCL |     |     | 24.95 | 24.95  |
| 1   | 1   |     | 046269000   | USED OIL FILTER DISPOSAL       |     |     | 3.00  | 3.00   |

V/Info: 2004 CHRYSLER CONCORD GOLD  
 Lic# BB28567 AB Unt# 98928 Mil: 81550

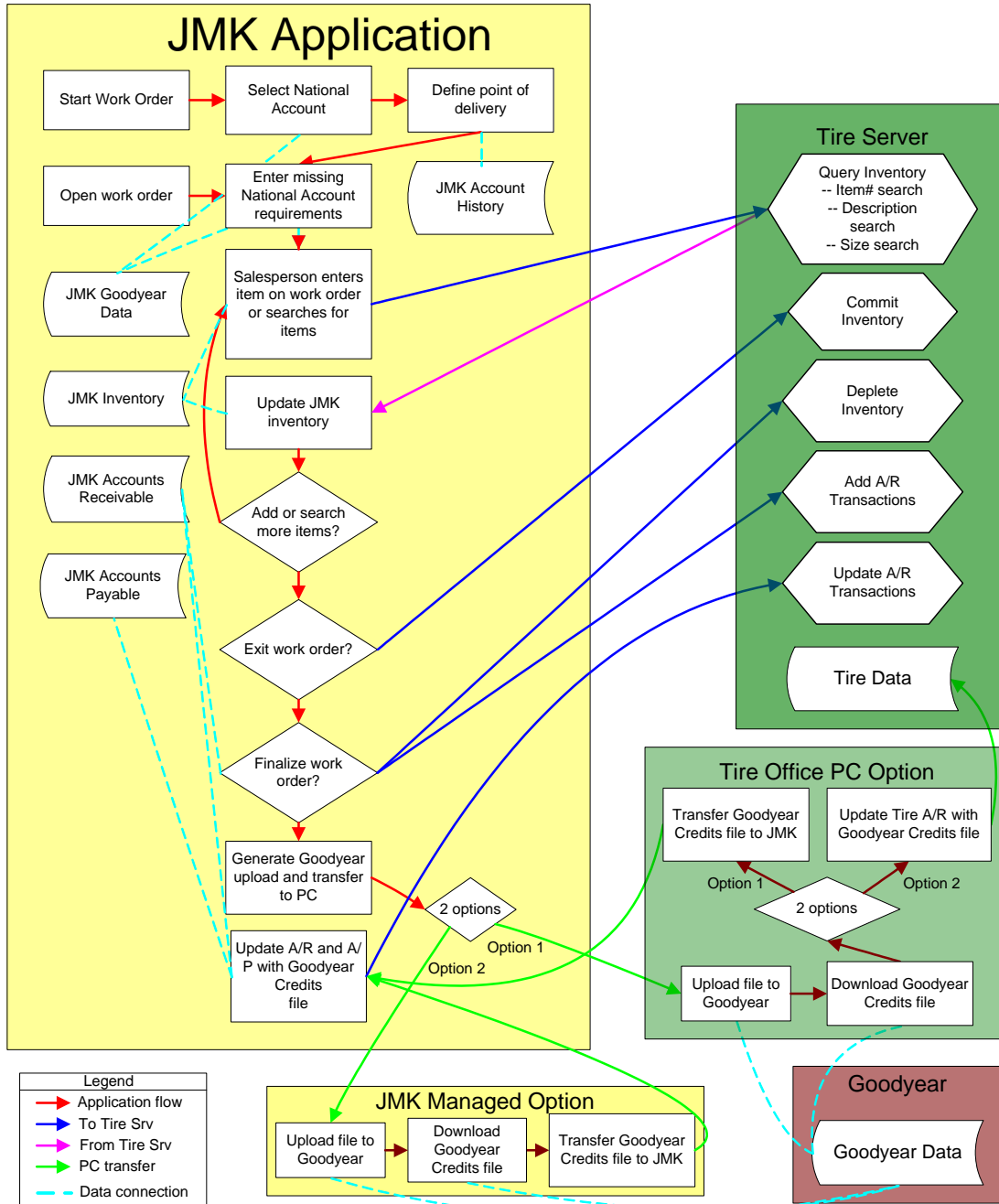
---

|  |                 |          |
|--|-----------------|----------|
|  | Sub-Total       | \$160.43 |
|  | Sales Tax       | \$0.00   |
|  | <b>Total:</b>   | \$160.43 |
|  | <b>NewPmt:</b>  | \$0.00   |
|  | <b>Tot DUE:</b> | \$160.43 |

Factory Numbers for Manufacturers  
 Assigned National Account Delivery Numbers  
 Meets requirements for National Account Delivery Receipt

## B. Application Flow Chart

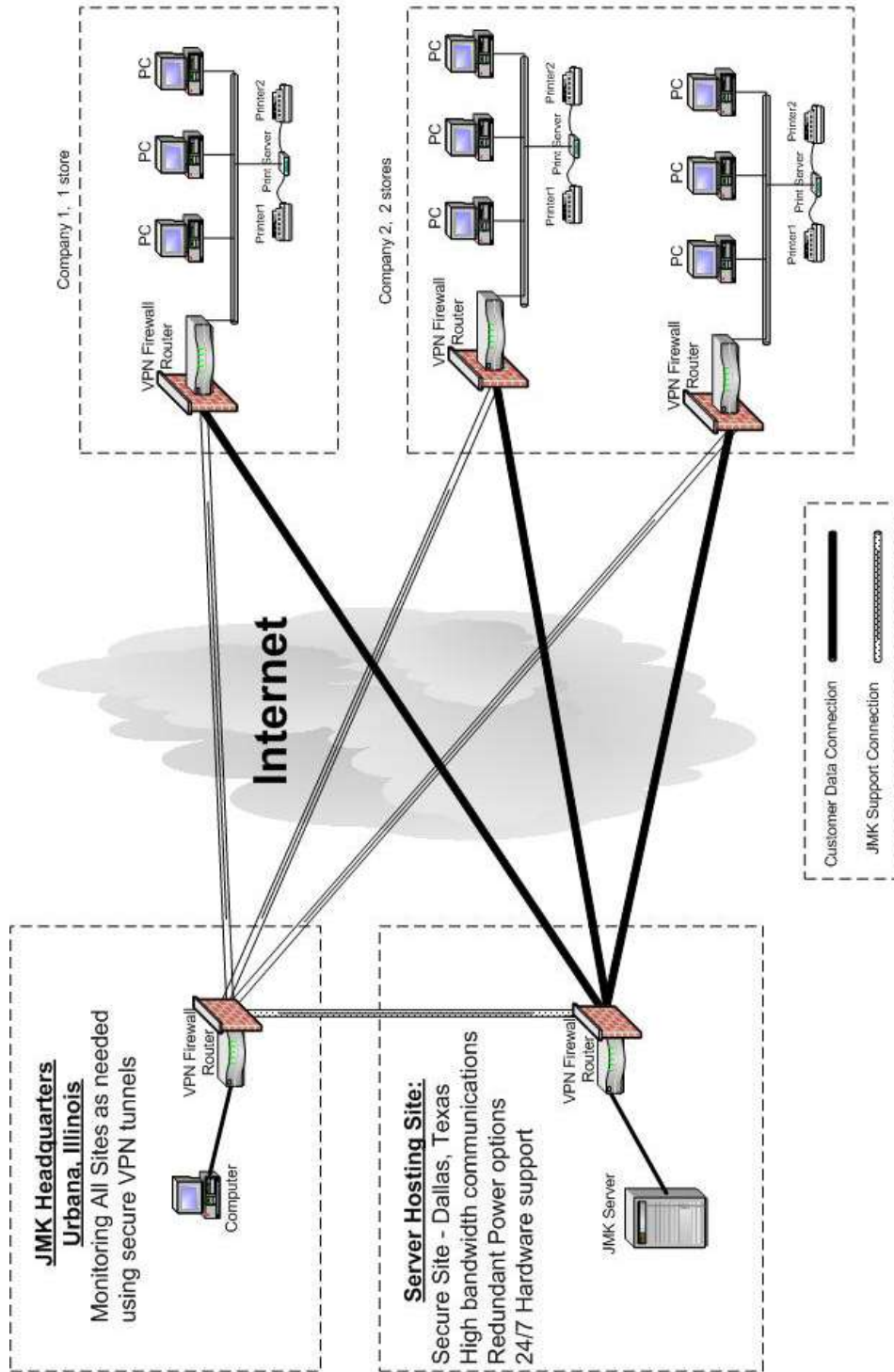
### Proposed Processing Flow Chart



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//JMK/JMK/InHouse/JMK/Proposals/FountainTire/NA-ProcessingFlowChart.vsd

## C. Network VPN Diagram



Using secure VPN tunnel technology, JMK is able to maintain connections:

1. Between JMK support staff and individual workstations at each remote store
2. To the server at the hosting site to address any service needs that may arise.

\\JMK\InHouse\Networking\Remote Hosting.vsd

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## D. Hosting Facility

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