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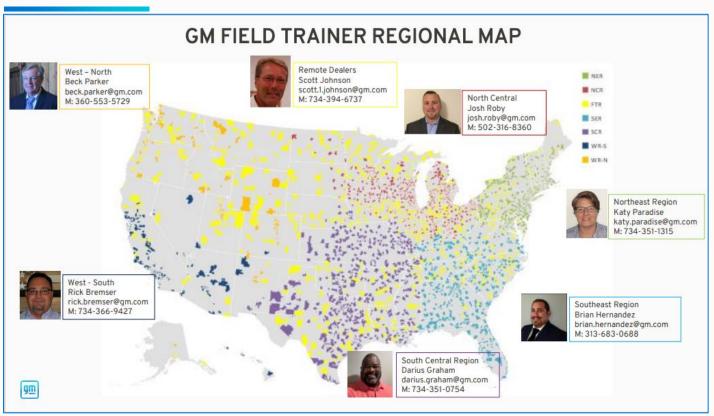
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GM Field Trainers



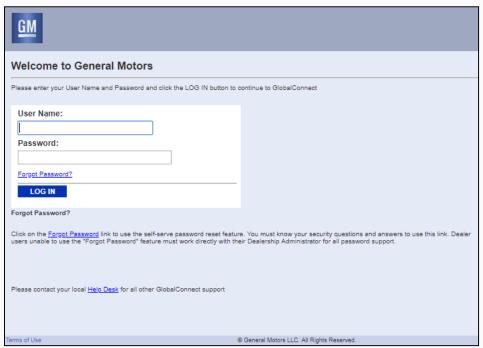


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Access



• To access the site, you must login using your Global Connect ID and password. To access, you will need to use Chrome, we do not recommend using IE.





Position Codes are based on their title(s) in your Global Connect profile. It will pull their highest title/position noted in their
profile and put them in the section they belong to. The ADMINs listed on GMTC can update the user permissions for that
person if they choose. We capture the last updated by username and date



*We are showing users who have logged in to the application in last 30 days only.



• Administrators (starting with the highest position)

Country	Partner Type	Description
GU	DEALER	Dealer Principal
GU	DEALER	Parts Manager
US	DEALER	Dealer
US	DEALER	Dealer Principal
US	DEALER	General Manager
US	DEALER	Parts & Service Director
US	DEALER	Parts Manager
US	WD	Parts Management
US	WD	WD Parts Management



• Managers (starting with the highest position)

Country	Partner Type	Description
GU	DEALER	Service Manager
GU	DEALER	Order Manager
GU	DEALER	Business Admin Manager
GU	DEALER	Business Manager
GU	DEALER	Parts Advisor
GU	DEALER	Order Staff
US	DEALER	Service Manager
US	DEALER	Parts Inventory Manager
US	DEALER	Inventory Manager
US	DEALER	Parts Advisor
US	DEALER	Parts Counter Person
US	DEALER	Billing Manager
US	DEALER	Business Manager



• Users (starting with the highest position)

Country	Partner Type	Description
GU	DEALER	Service Advisor
GU	DEALER	Service Warranty
US	DEALER	Service Advisor

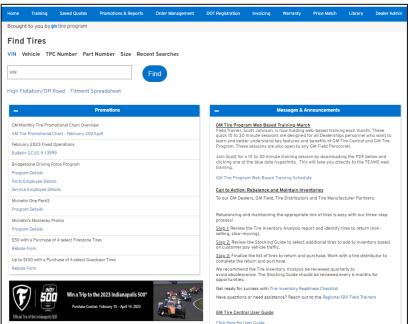
• BDC (starting with the highest position)

Country	Partner Type	Description
US	DEALER	BDC Manager
US	DEALER	BDC Agent

Homepage



• Homepage will list Find Tires, Training, Saved Quotes, Promotions & Reports, Order Management, DOT Registration, Invoicing, Warranty, Price Match, Library and Dealer Admin, High Flotation/Off Road, Fitment Spreadsheet and Contact Us Information



Navigation Bar



• The navigation bar is displayed at the top of every page on the website and is used to move from page to page on the site



WIFI Indicator



- This is the user's connection to www.gmtirecentral.com
- This is to show the user whether or not they are connected to us, this includes AMI Users as well.
- Connected means that you, the user, are connected to the server.
- However, sometimes the UI may be visible, but the website services may not be available, or the server might be down, and so that is what **Disconnected** means.
- Connecting appears when you were previously Disconnected, but the website is attempting to connect back to the server.

Connected

All Tire Program services are operating normally.

Disconnected

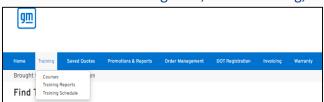
There was a temporary problem, but you will automatically be reconnected shortly.

Connecting

Training Platform



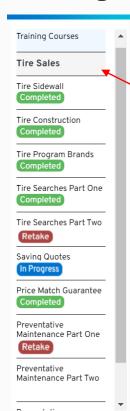
On GM Tire Central Navigation, select Training, then Courses



- A new addition to GM Tire Central to provide Dealers with Tire Sales Training
 - New Advisors can learn about various tire topics, GM Tire Central and GM Tire Program features
 - Veteran Managers can brush up on their tire education
- Four Training Levels with tailored training courses
 - Tire Sales
 - Advanced Tire Sales Coming soon!
 - Management Coming soon!
 - Advancement Management Coming soon!
- Training courses and quizzes are designed to be taken in 3-5 minutes

Training Courses





Use scroll bar to see all available courses.

- Once a user has access to a level, there are no course restrictions. They can be taken in any order
- Course Level header will start a section, then all applicable courses
- Progress indicators
 - No indicator means the course has not been started
- Completed
- A user has taken the quiz and received a passing score
- In Progress
- A user has started a quiz but not yet completed. Progress has been saved
- Retake
- A user has taken a quiz and did not receive a passing score. Retake until quiz has been passed. (There is no limit on retakes)
- Click any course to be taken to the training presentation and quiz

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Courses Landing Page

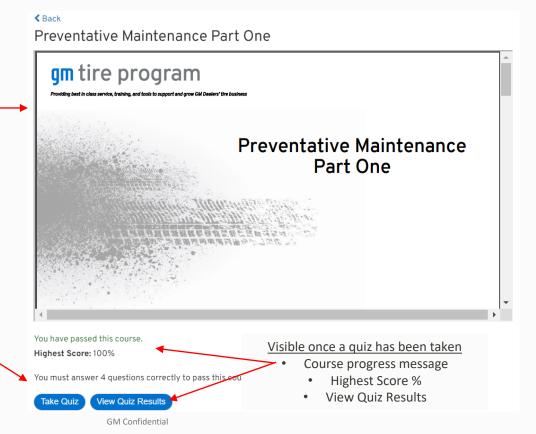


- Two Sections
 - **Training Levels** Training > Courses Tire Sales Tire Training Advanced Tire Sales Training Courses Courses coming soon Management Tire Sales Management Tire Sales **Advanced Management** Target Audience: Target Audience: Service Advisor, Service Manager, Parts Advisor, Tire Sidewall Service Manager, Parts Manager, Parts & Service Parts Manager, Parts & Service Director, BDC Completed **Training Courses** Tire Construction Courses coming soon Courses coming soon 0% 0% Level tailored courses **Advanced Tire Sales Advanced Management** designed to best suit the Tire Program Brands Target Audience: Target Audience: In Progress Service Advisor, Service Manager, Parts Advisor, Service Manager, Parts Manager, Parts & Service recommended target Parts Manager, Parts & Service Director, BDC Tire Searches Part One audience Completed Tire Searches Part Two Retake

Training Course



- Course presentation
 - Use the scroll bar to review all information
- Take Quiz
 - Select when ready
 - Always available to take regardless of presentation review
 - # of correct questions needed to pass provided



Quiz

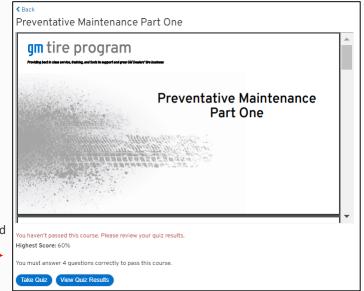


Preventative Maintenance Part One - Quiz Attempt 1 What happens if a tire is underinflated? O Premature or irregular wear O Poor Handling Overheating, which could lead to a blow out All the above With every __ degrees Fahrenheit of temperature change, the tire pressure change is about 1 psi; higher as temperature rise, lower as they fall. 10 00 032 049 The tire information label located on the inside of your door frame has the recommended cold tire pressure for your vehicle. O True False Every check of the tires should include a check of your spare (if available), as well. True O False When should you check your tire pressure? 01 time per month O Every 6 months O 2 weeks 3,000 miles Submit Quiz

Quiz name and attempt #

Use the radio buttons to select your answer
Submit Quiz to get score

- Taken back to the course page
- Quiz results message and Highest Score provided
- Select View Quiz Results to review results

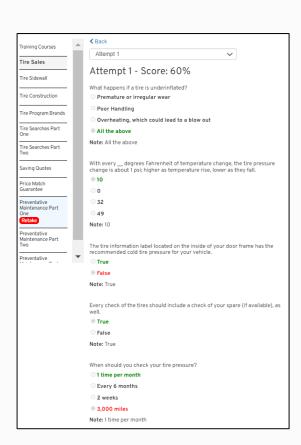


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View Quiz Results

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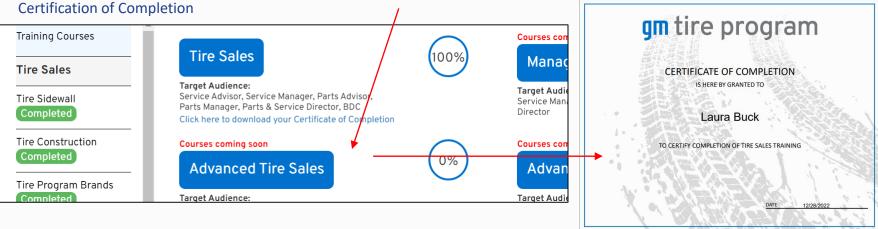
- Select Quiz Attempt from drop down
- Correct quiz questions are in green
- Incorrect quiz questions are in red
- Notes beneath each question will also provide the correct answer
- Progress indicator will now be visible under the course title
- Click
 Click
 Click
 case to go back to the Course page and retake the quiz
 - No limit on the number of attempts



Certificate of Completion



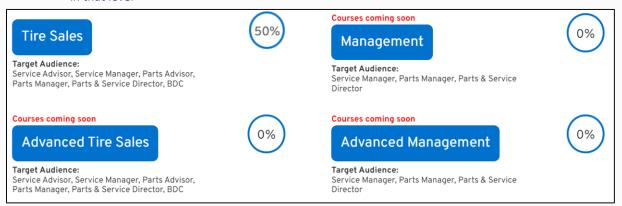
• Once you have completed and passed all courses within a level, you will be given a



Training Levels



- Target Audiences
 - Target Audiences are a suggestion based on the courses within that level
 - Levels and courses are not restricted by user. Open to everyone!
- Level progress
 - A user must pass each level in order to have access to the next
 - Completion % gives the user an idea how close they are to passing all courses in that level



Find Tires



- GM recommends replacing with the OE Tire.
- Users are able to search by the following: VIN, Vehicle, TPC, Part Number and lastly, Size.

These choices are placed specifically in this order to encourage users to search for tires based on criteria that will ensure the correct OE fitment is populated. It is recommended that TPC Number, VIN, or Vehicle Search be used to ensure only applicable tires are returned for the customer's vehicle.

Additional Notes:

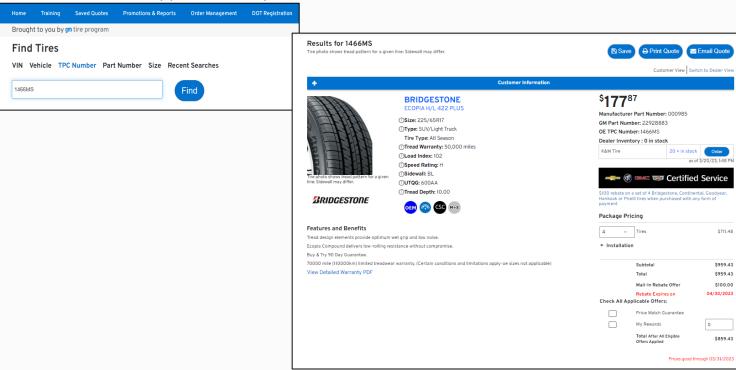
- Searches by TPC, VIN or Vehicle will only populate OE tires and/or tires equal or greater speed and load
- Discontinued OE tires, should still populate on GMTC. Discontinued non-OE will display if the dealer has in stock
- Search results can be viewed in Tile View or List
- Filter Search options are available to narrow down search results for the user



Find Tires by TPC



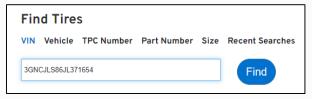
· Search results will only produce that specific tire.

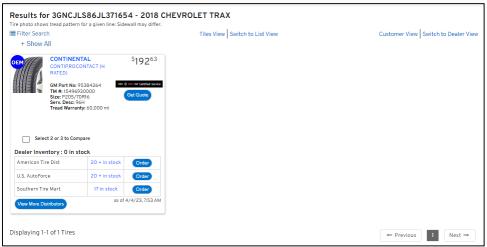


Find Tires by VIN



• Entering the VIN will prompt the specific OE tire and allow other options in the same size in equal or greater load and speed.





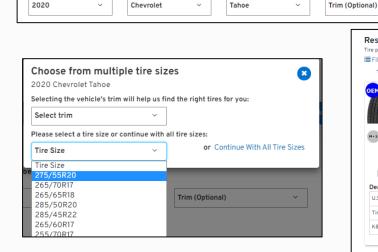
Find Tires by Vehicle

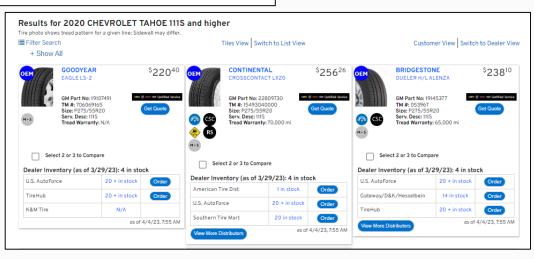
VIN Vehicle TPC Number Part Number Size Recent Searches

Find Tires



Year, Make, and Model are required choices in this search option. While trim is optional, it is always best practice
to enter as much information as possible. Users will be prompted to select at least the tire size to proceed with
the search.





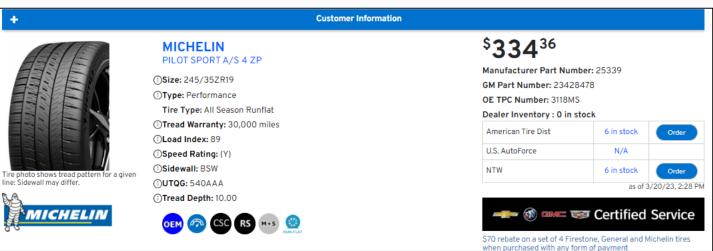
Find

Find Tires by Part Number



Users are prompted to search by Manufacturer or GM part number.



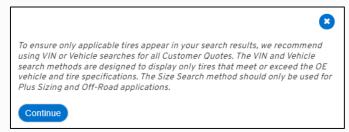


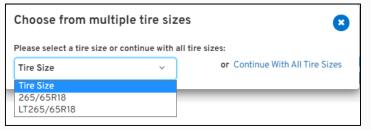
Find Tires by Size



- The size search option is listed last because it is not the preferred method. Users are prompted with a message box, making
 them aware VIN or Vehicle search are the preferred search methods. If a user is searching by size, the user should ALWAYS
 verify the correct load and speed that meets the OE requirements of the vehicle before proceeding with their selection.
- A size search can produce multiple options on the selected parameters (e.g. P, LT, R, RF, etc.). A user has the choice to narrow the list by a single selection or continue with all sizes.





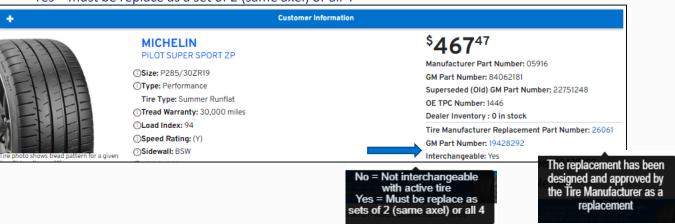


Tire Manufacturer Replacement Parts



- We display if there is a replacement (The replacement has been designed and approved by the Tire Manufacturer as a replacement) and if it is interchangeable or not with the current tire.
- In the Interchangeable field:

No = Not interchangeable with active tire Yes = must be replace as a set of 2 (same axel) or all 4

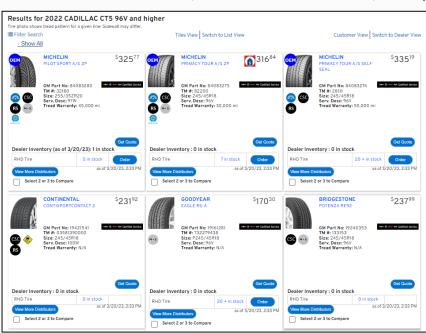


Find Tires



• Tires will display in this order:

OEM tires with > 0 "in stock", OEM tires with "0 in stock", and replacements with > 0 "in stock" as the default.

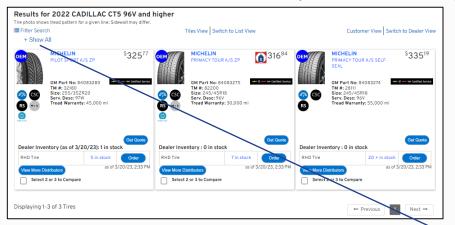


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Find Tires



• Once maximized, it will reflect all other options with "0 in stock" per the search.

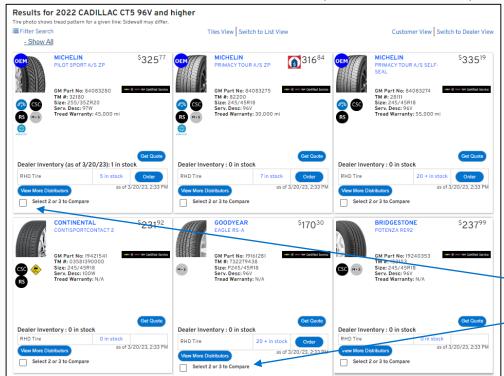




Comparing Quotes



• You can click on Get Quote for one tire or click up to three tires to compare



*Click here to compare

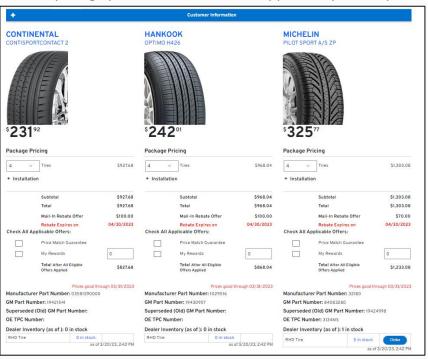
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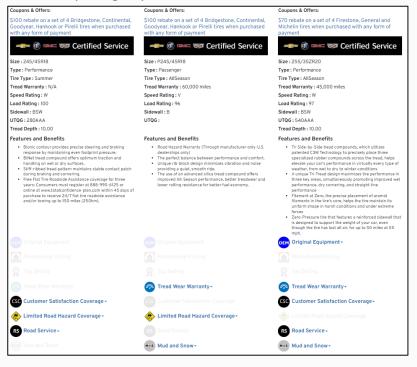
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Comparing Quotes



Comparing up to three tires – Great opportunity to compare features and pricing to your customer.

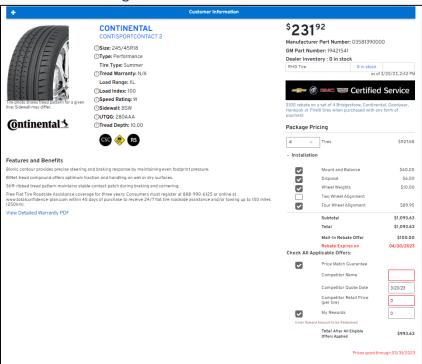


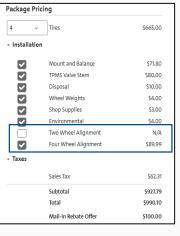


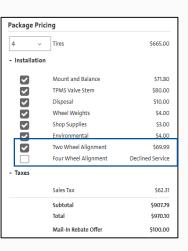
Quotes



• Installation changes can be made under the Dealer Admin tab. Click here to go to Installation Options





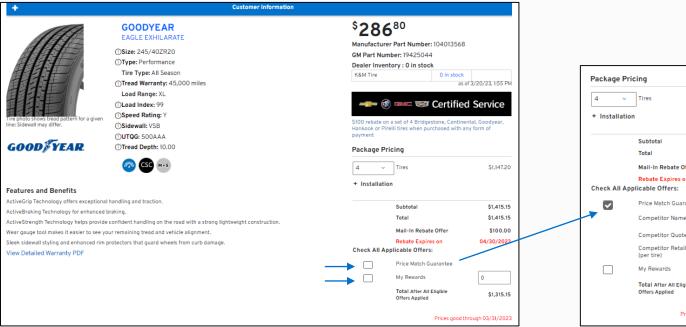


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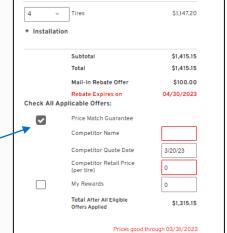
Quotes



• All Applicable Offers – Ability to enter in My Rewards and/or Price Match Guarantee



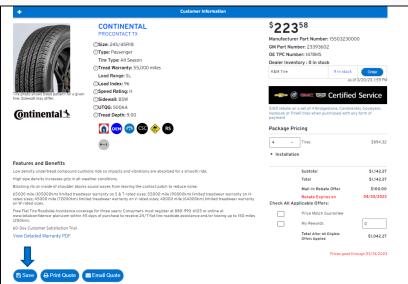
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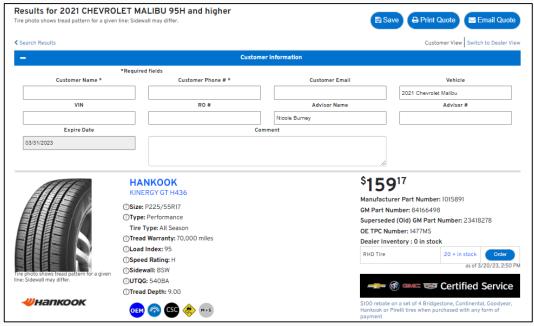


- Have the ability to save quotes
- Currently only Administrators, Managers, Users and BDC will have access to this feature unless updated under User Permissions
- Quotes will stay in View Quotes for 90 days, then will be moved to History for up to 400 days, then purged after 400 days.







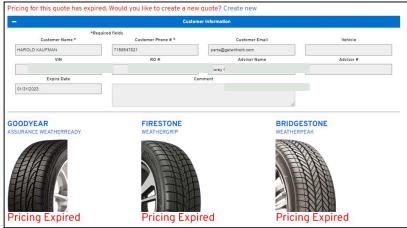


- The customer name and phone number are required – Quotes will autosave after submitting these two fields.
- The comments stay internal.
- Add customer information, VIN, RO # and comments by clicking the drop down
- If the search method is by VIN, the VIN will automatically populate in the VIN box
- Advisor Name & Advisor ID will populate



- View Quotes View all or search for specific customer quotes. You can search by Advisor's name, RO #, Customer's name, Customer's Phone, VIN or Date
- Read Only: Quote has expired and only able to be viewed. Edit and Create New Quote will be greyed out.
- Edit Quote: Edit the information on an existing quote
- Create New: Create a new quote with current pricing/rebates

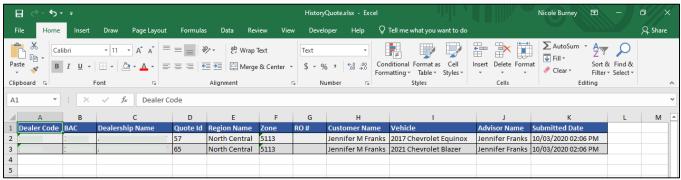






• **History** – Where you can view any saved quotes with 90-400 days old. Have the ability to export to excel.

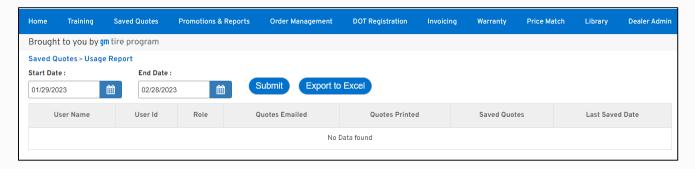




Saved Quotes

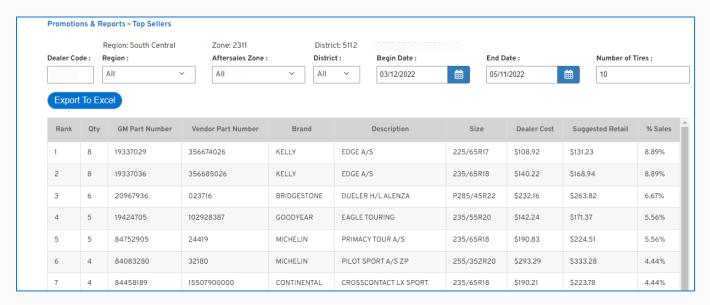


• **Usage report** - Ability to pull a report and see who is using the saved quotes feature and how many have been emailed, printed and saved.





• **Top Sellers** - The Top Sellers report provide you with details on the top selling tires on a National, Regional, Zone and District level. You can view data either the last 60 days or 365 days.





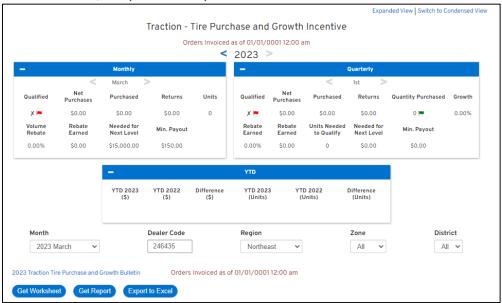
Monthly Price Specials - Find lower pricing than the Price Tape.

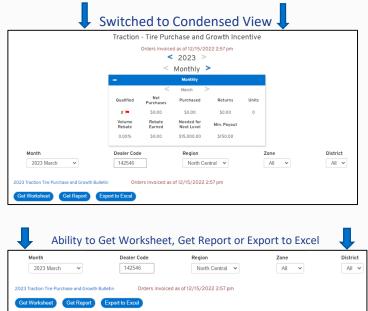
	A	В	С	D	E	F	G	Н	1 1	1 1	K	L	М	N
1											- "			
2														
-														
								2020	2020	2020				
									March 2020	March 2020				
3							_	Price Tape	Specials File	Specials File		Malana Bank		
												Volume Rank (02/01/2021		1
	CCA part	Superseded					Load/		Updated	Updated List	Cost	through	Effective	Expiration
4	numbe ▼	GM# ▼	OE TPC#	Brand	Tire Line ▼	Size	Speed ▼	Dealer Cc ▼	Dealer Cos ▼	Price *	Chang ▼	02/28/2021) 📲	Date 💌	Date 💌
5	19424911	Ī		FIRESTONE	DESTINATION A/T2	285/45R22	114H	\$284.09	\$198.19	\$233.16	(\$85.90)	339	3/1/2021	3/31/2021
6	84337545		3158MS	BRIDGESTONE	ALENZA A/S 02	225/65R17	102H	\$144.52	\$113.82	\$137.13	(\$30.70)	401	3/1/2021	3/31/2021
7	19362069			CONTINENTAL	TERRAINCONTACT A/T	285/45R22	114H	\$238.45	\$233.60	\$265.45	(\$4.85)	499	3/1/2021	3/31/2021
8	84755165		3119MS	MICHELIN	PILOT SPORT A/S 4 ZP	305/30ZR20	99(Y)	\$339.94	\$299.94	\$340.84	(\$40.00)	523	3/1/2021	3/31/2021
9	19426348			FIRESTONE	DESTINATION LE 3	235/55R20	102H	\$186.22	\$161.95	\$190.53	(\$24.27)	631	3/1/2021	3/31/2021
10	19387041			BRIDGESTONE	ECOPIA H/L 422 PLUS	235/65R18	106H	\$186.29	\$175.54	\$206.52	(\$10.75)	648	3/1/2021	3/31/2021
11	19362067			CONTINENTAL	TERRAINCONTACT A/T	275/55R20	113T	\$192.64	\$188.70	\$222.00	(\$3.94)	701	3/1/2021	3/31/2021
12	84667785	19389767	3121	MICHELIN	PILOT SPORT 4 S ZP	305/30ZR20	99(Y)	\$437.08	\$397.08	\$451.23	(\$40.00)	776	3/1/2021	3/31/2021
13	19422451			UNIROYAL	TIGER PAW TOURING A/S	225/45R17	91H	\$97.72	\$92.72	\$114.47	(\$5.00)	806	3/1/2021	3/31/2021
14	19423952			FIRESTONE	WEATHERGRIP	225/60R18	100H	\$139.97	\$125.71	\$151.46	(\$14.26)	812	3/1/2021	3/31/2021
	19422424			UNIROYAL	TIGER PAW TOURING A/S	185/60R15	84H	\$66.81	\$61.81	\$76.31	(\$5.00)	907	3/1/2021	3/31/2021
16	84083274	19425009	3128MS	MICHELIN	PRIMACY TOUR A/S	245/45R18	96V	\$262.82	\$232.82	\$264.57	(\$30.00)	943	3/1/2021	3/31/2021
17	23428477		3120	MICHELIN	PILOT SPORT 4 S ZP	245/35ZR19	89(Y)	\$339.94	\$299.94	\$340.84	(\$40.00)	1,188	3/1/2021	3/31/2021
	19422423			UNIROYAL	TIGER PAW TOURING A/S	185/60R14	82H	\$60.83	\$55.83	\$68.93	(\$5.00)	1,264	3/1/2021	3/31/2021
19	19192633			MICHELIN	PILOT MXM4	P235/55R18	99H	\$199.97	\$164.97	\$194.08	(\$35.00)	1,651	3/1/2021	3/31/2021
20	19295489			MICHELIN	LATITUDE X-ICE XI2	265/65R18	114T	\$209.49	\$179.49	\$211.16	(\$30.00)	1,829	3/1/2021	3/31/2021



• **Traction** - Tire Purchase & Growth incentive is a five-tiered discount program earning 1%, 3%, 5%, 7%, or 10% based on monthly tire purchases.

• Eligible tire brands are: Goodyear, Bridgestone, Continental, Michelin, Pirelli, Hankook, Dunlop, Firestone, General, BFGoodrich, Kelly and Uniroyal





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- Traction Qualifications —
- · Tires must be invoiced through the GM Tire Program
- All monthly calculations are made based on the date the tires are delivered to the dealer. However, tires must be invoiced by the 15th of the following month to be included in the monthly calculation
- · Quarterly calculation includes all tires delivered in the quarter and invoiced by the 15th of the following month
- Purchases and Returns are included in the calculation. Returned amount reduces the total purchase amount for the month
- New Dealerships are excluded from the Quarterly Growth Incentive for the first 12 months since there are no previous year's tire purchases to compare.
- In case of a buy/sell, the incoming Dealership will inherit the outgoing Dealerships purchase history
- ADIs (Accessory Distributor Installers) are excluded from the Quarterly Growth Incentive.

Monthly Purchases									
Min	Max	Rebate							
\$16,000	\$19,999.99	1%							
\$20,000	\$33,999.99	3%							
\$34,000	\$51,999.99	5%							
\$52,000	\$91,999.99	7%							
\$92,000	+	10%							

All Brands participate at all levels (no longer a cap for Goodyear/Dunlop/Kelly)

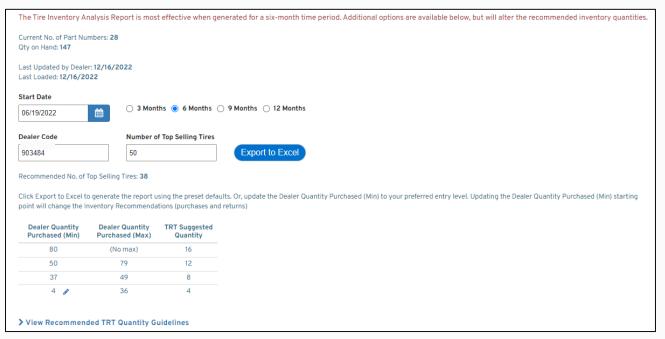
QUARTERLY GROWTH INCENTIVE:

Dealers can earn an additional rebate if their tire purchases grew in a given quarter over the same quarter of previous year.

Quarterly Growth									
Min	Max	Rebate							
1.00%	4.99%	0.25%							
5.00%	9.99%	0.50%							
10.00%	+	1.0%							

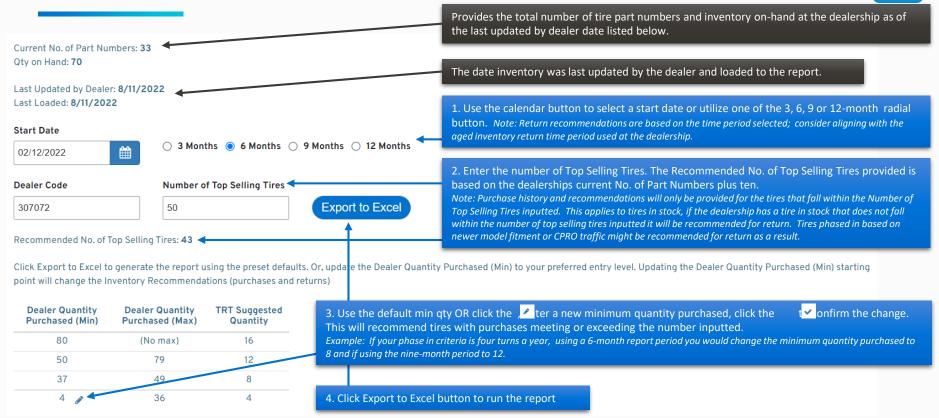


• **Tire Inventory Analysis Report** – Allows the dealers to analyze and properly maintain their tire inventory, current number of part numbers, view their quantity on hand, last date updated by dealer and last load date.



Tire Inventory Analysis





general motors

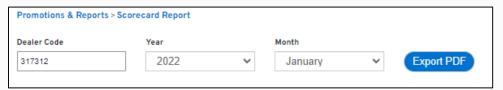


- Scorecard Report One page overview of a specific dealers program elements which includes:
 - RO Penetration
 - Traction Purchases and Units YOY
 - Tire Inventory levels
 - TRT details
 - Price Match Claims
 - After Market Warranty Claims
 - GMTC Usage
 - Fixed Ops Incentive
 - Opportunity



- Scorecard Report Select Year, then Month
 - Only available time frames will populate
 - Report does take a moment to load
- View on page OR Export to PDF
 - Export button will be visible once the report has generated





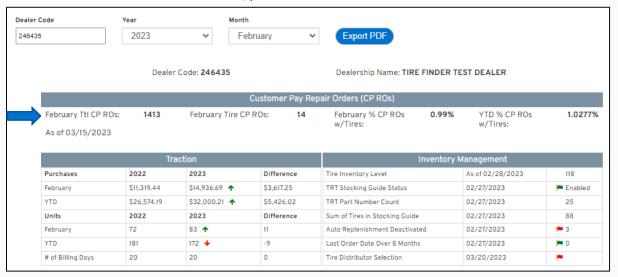
- Scorecard Report –
- Web Page View
 - Dealer specific details
 - Adjustable time frame
 - Indicator flags Quickly draws attention to opportunity areas
 - Inventory and Usage Graphs "Hover-over" details
 - Adjustable Opportunity %'s
- One-Page PDF View
 - Export option to print and/or save
 - Make any changes to the Opportunity section before Export
 - "Hover-over" details not available on PDF, web view only





gm

- Scorecard Report –
- RO Penetration Customer Pay Ros based on Focus 6 Maxis reporting
 - Data based on selected month/year month end data



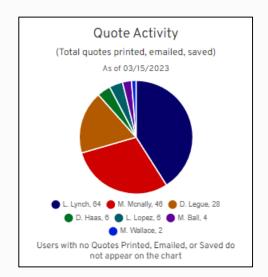
gm

- Scorecard Report Tire Inventory and Traction
- Traction Data YOY
 - Data based on selected month/year month end data
- Tire Inventory As reported by dealer by OEC
 - Data based on selected month/year month end data
- Tire Replenishment Tool As reported by dealer to OEC

		Cu:	stollier Pay Kep	air Orders (CP ROs)			
February Ttl CP ROs: As of 03/15/2023	1413	February Tire CP RC)s: 14	February % CP ROs w/Tires:	0.99%	YTD % CP ROs w/Tires:	1.02779
	Tra	ction			Inventory M	anagement	
Purchases	2022	2023	Difference	Tire Inventory Level		As of 02/28/2023	118
February	\$11,319.44	\$14,936.69 1	\$3,617.25	TRT Stocking Guide Status		02/27/2023	™ Enabled
YTD	\$26,574.19	\$32,000.21 🛧	\$5,426.02	TRT Part Number Count		02/27/2023	25
Units	2022	2023	Difference	Sum of Tires in Stocking Guide	•	02/27/2023	88
February	72	83 🛧	11	Auto Replenishment Deactivat	ted	02/27/2023	™ 3
YTD	181	172 🔸	-9	Last Order Date Over 8 Months	s	02/27/2023	 ■ 0
# of Billing Days	20	20	0	Tire Distributor Selection		03/20/2023	jes .



- Scorecard Report GMTC Usage
- Login counts based on selected month/year month end data
- Parts Usage
 - Total number of GMTC logins by Parts Users
- Service Usage
 - Total number of GMTC logins by Service Users
- BDC Usage
 - Total number of GMTC logins by BDC Users
- Quote Activity
 - % logins by each user classification



Role classification based on setup in GlobalConnect



- Scorecard Report Fixed Operations Incentive
- Dealer Mark of Excellence enrollment status
- Showcases missed incentive opportunities by unmapped Advisors
 - Objectives are at the service advisor level, not at BAC level
 - Advisor must be mapped but MOE enrollment is not required

	Fixed Operations Incentive											
Count of Unmapped Advisors: As of 3/8/2023	~ 0	Fixed Operations Employee Incentive Total Tire Sales:	41	Fixed Operations Incentive Units Sold by Unmapped Advisors:	5	CLICK HERE TO VIEW ADVISOR REPORTING						
		As of 3/20/2023		As of 3/20/2023								



- Scorecard Report Opportunity
- Showcases a Dealer's missed opportunities based on potential increases in Tire RO Penetration %
- · Line one is the dealers current standings based on selected month/year
- · Lines two through four are dynamic based on dealers choice

Select ♣, enter in new %, then select ✔ to confirm change

	Opportunity											
Tire RO Penetration %	Tire Purchases	Tire Units	Traction Rebate %	Traction Payout	Gross Profit	Halo (\$180)	Monthly	Annually	Revenue Increase	Additional Revenue		
0.99%	\$14,936.69	83	0%	\$0	\$2,241	\$2,520	\$4,761	\$57,132	Current	Traction Growth		
1.99% 🥜	\$21,796.86	121	3%	\$654	\$3,266	\$5,061	\$8,981	\$107,772	\$50,640	Rebate .25% - 1%		
3.99%	\$35,528.18	197	5%	\$1,776	\$5,318	\$10,148	\$17,242	\$206,904	\$99,132			
5.99%	\$49,259.49	274	5%	\$2,463	\$7,396	\$15,235	\$25,094	\$301,128	\$94,224			

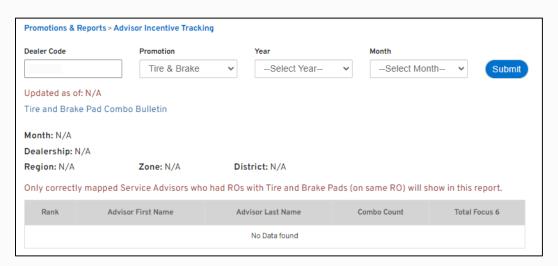
Tire Purchases in rows 2 through 4 are based on incremental sales at the increased Tire Penetration rate and an average of 2.7 tires per tire RO and Dealer's average price per tire.

Tire Units in rows 2 through 4 are based on incremental sales at the increased Tire Penetration rate and an average of 2.7 tires per tire RO.

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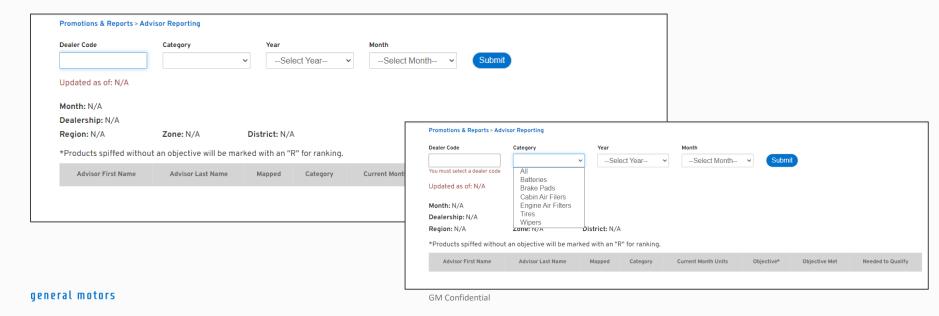


- Advisor Incentive Tracking Allows a dealer to view advisor rankings on current or prior national focus 6 promotions. Only
 correctly mapped Service Advisors with ROs will show on these reports
 - Select the promotion, Year and Date and click submit



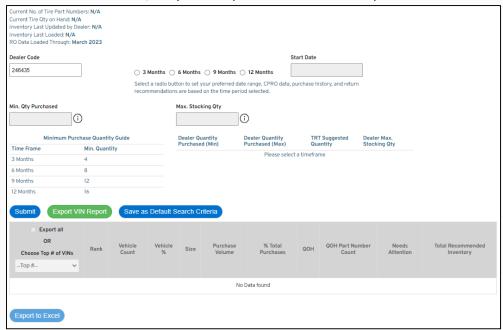


- Advisor Reporting Advisor Reporting provides service advisor tracking for the number of units sold for each Focus 6 category, any objectives, units to go to meet the objective and if that objective has been met.
 - Objectives with an "R" indicates a dealer is currently ranking for a Spiff Incentive. Rankings can be found on the Advisor Incentive Tracking page.
 - Select Category, Year and Month and click Submit





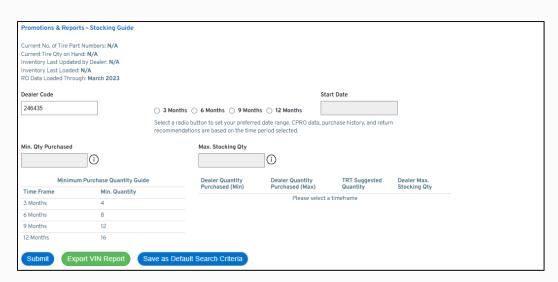
• **Stocking Guide** - Allows dealers to view stocking suggestions based on purchase history and vehicle traffic. Based on a dealer selected time frame, they will be presented with a comprehensive view of their tire inventory position and opportunities



Stocking Guide



- Located on GM Tire Central under Promotions and Reports
- Users need to select a start date and time frame (3, 6, 9, or 12 months)
- If applicable, update the Dealer Quantity Purchased (Min)
- Click Submit to start to generate the Webpage Report
 - Due to the amount of data, please allow 45 sec to one minute for the data to populate



Stocking Guide



- Select Which row(s)to export to Excel
 - Individual lines, top# of VINs or export all
- Rank Size grouping with the highest vehicle count
- Vehicle Count Count for a size grouping based on vehicle traffic reported through RO Data.

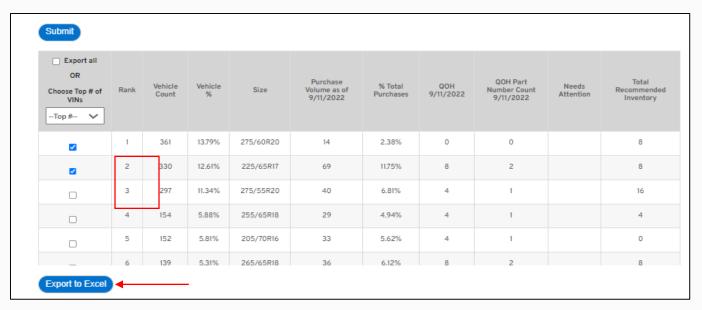
- Purchase Volume Purchase history for size grouping based on time frame selected
- QOH Current Dealer inventory for that size grouping
- Attention Size grouping contacts non-TPC tires that do not meet OE criteria
- Total Recommended Inventory Total units recommended that a Dealer add



Stocking Guide



- Once a user has made their selections on the Webpage report, select Export to Excel to generate the detail report
- Due to the amount of data, this report can take time to load





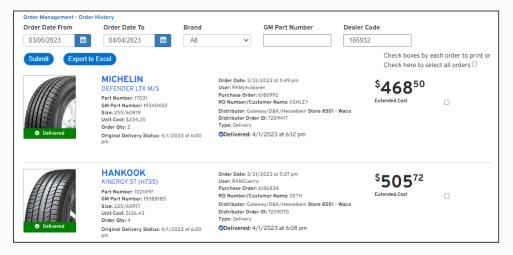
• **Delivery Status** – This is where you can track your online orders and the ability to print one or all the orders



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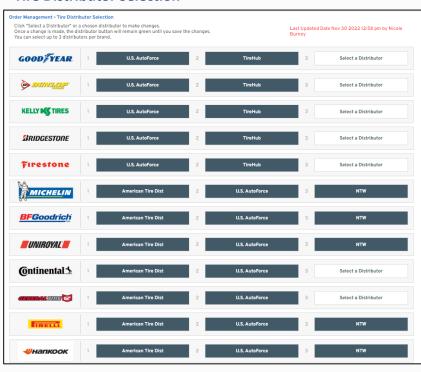
• Order History - allows you to view tire orders that have been delivered or canceled and the ability to print one or all of the orders. If searching for an order, use one of the search methods. Calendar, Brand, GM Part Number



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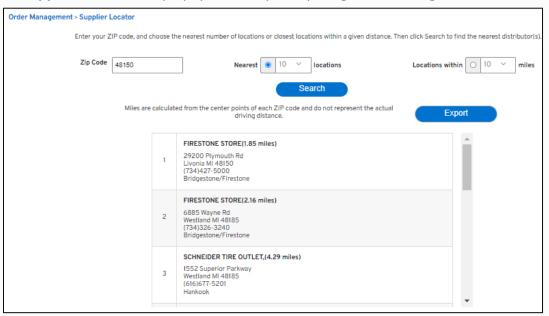
Tire Distributor Selection



- Click "Select a Distributor" or a chosen distributor to make changes.
- Once a change is made, the distributor button will remain green until you save the changes.
- You can select up to 3 distributors per brand
- Capture last updated date and user



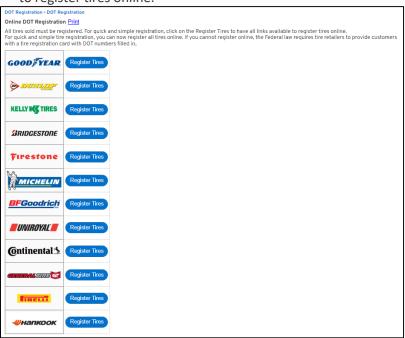
• Supplier Locator - Displays your local participating GM Tire Program distributors



DOT Registration



• DOT Registration - All tires sold must be registered. For quick and simple registration, click on the Register Tires to have all links available to register tires online.



DOT cards may be ordered directly from the tire manufacturers.

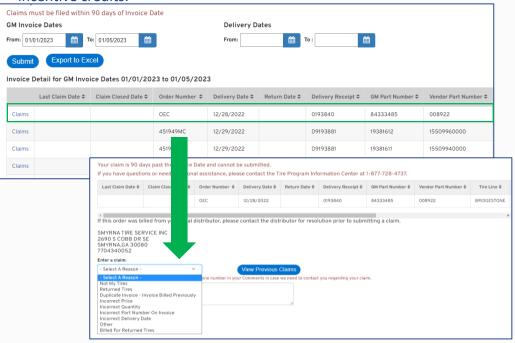
Goodyear, Dunlop and Kelly	Call: 866-263-3316
Michelin, BF Goodrich and Uniroyal	Call: 800-859-0665
Continental and General	Call: 855-444-5120
Bridgestone and Firestone	Call: 615-937-3531 Ext. 3531
Pirelli	Call: 888-328-2955
Hankook	Call: 855-444-5120

Generic or "all-brand" DOT cards are also available for a fee from CIMS. Contact CIMS at 855-444-5120 or www.CIMSTireRegistration.com.

Invoicing



• Invoice Detail - Displays your on program tire purchases as well as warranty credits, price match guarantee credits and dealer incentive credits.



- If there is an invoice dispute. locate the billing on the Invoice Details screen. Click the Claims link on the left.
- On the Claim submission page:
- Select the appropriate reason from the drop-down box
- Enter your name and contact number (and any relevant details for the claim) in the comments box.
- Click the Submit Claim button
- For certain claim types (e.g. returned tires) a pop-up box will display prompting you to fax your delivery receipt and/or supporting documentation to our 313-937-2307.

Invoicing



- **Delayed Billing Claims** If your dealership has not been invoiced for a tire after four days from the delivery date. Enter the information located on your delivery receipt along with the Tire Distributor and we will submit to the appropriate tire manufacturer for billing.
- Access INVOICE DETAIL by clicking the INVOICING dropdown in GM Tire Central



- Enter DELIVERY DATES range; click submit button
- Ensure from date selected is prior to your oldest delivery receipt. (Example: Distributor delivery receipt shows a date of 7/8/2020, set date for 7/1/2020)



- Perform the billing verification process by either recommended search functions below
- Control F, enter part number in dialog box and select down arrow until you find a PO match

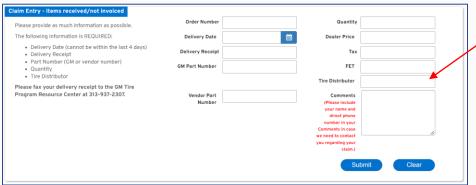


Export to excel, add filter and search by part number

Invoice Detail



- · If you were able to confirm billing by matching the part number and PO, refer to parts statement to find billing.
- If NOT, contact your distributor representative from the company that delivered the tire and ask they verify billing was properly processed on their
 end.
 - -No, they'll make the necessary correction and you should see billing within 4-5 working days.
 - -Yes, submit delayed billing claim
- Click on INVOICING dropdown and select DELAYED BILLING CLAIMS
- Enter requested information and fax delivery receipt(s) to 313-937-2307 or email to gmtirehelp@automed5.com.
- Please ensure you provide your name and direct phone number in the comments box. Allow 14 workings days for claims to be investigated.

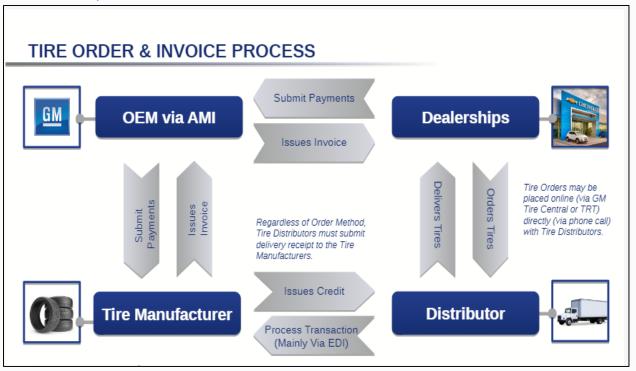


Start typing the Tire Distributor name and it will pop up Order Number 123 Please provide as much information as possible The following information is REQUIRED: Delivery Date 02/02/2023 . Delivery Date (cannot be within the last 4 days) Part Number (GM or vendor number) GM Part Number 23439998 FET Tire Distributor Please fax your delivery receipt to the GM Tire Program Resource Center at 313-937-2307. Comments American Tire & Auto Service Vendor Part 157051622 your name and AMI Brand GOODYFAR number in your Size P265/65R18 Comments in case Tire Description WRANGLER FORTITUDE HT

Invoicing



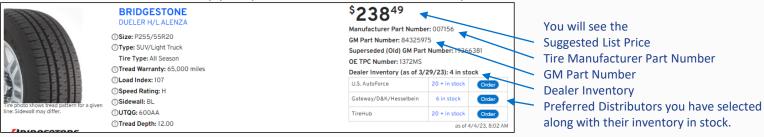
End to end process from order to invoice



Ordering Tires (online)



- Navigate to Order Management >Tire Distributor Selection
 - Select three preferred distributors for each tire brand
- Go to Find Tires and search by your preferred method. This can be by TPC, VIN, Vehicle, Part Number, and Size



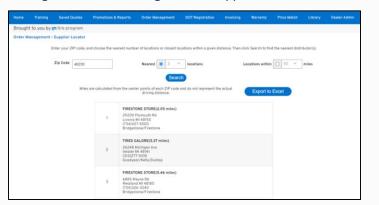
- Click Order and enter your Purchase Order, RO (optional), Quantity, and Type (delivery or pick-up) then click Place Order
- If you need to cancel an order for any reason, please call the Tire Distributor or the GM Tire Program at 1-877-728-4737

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Ordering Tires (not using Online Ordering)



Navigate to Order Management > Supplier Locator to find a local Tire Distributor



- Tire Distributors listed here are authorized by the Tire Manufacturers
- Details include location, phone number, and brands supported



- Call your preferred Tire Distributor to place an order
- If this is the first time using a given Tire Distributor, you may have to provide your Account Code, which is located in Dealer Admin>Tire Manufacturer Account Codes
- Accept Delivery Confirm delivery receipt is accurate and contains the part number, quantity, and order date
- Verify Billing Dealers can view new tire program invoices daily on GMTC. These also appear on the Dealer's Parts Statement on GlobalConnect.
 - Delayed billing claims should be submitted if tires have not been invoiced 4 business days after the delivery date.

Aftermarket Warranty



- Open Claims Shows claims that have been submitted using the online portal but are currently "pending".
- Saved Claims This section will display claims that have been saved by the dealer and have not yet been submitted
- Pending Approval Claims are pending and need approval from GM Tire Central/Manufacturer.
- **Claim History** All processed/Denied/Canceled claims submitted through the portal will be displayed in this section.
- Manufacturer Trial Programs Some manufacturers have a no questions asked return policy on certain tire lines if the customer is not satisfied with the tires. GMTC provides the tire lines that are covered under these programs.
- Quick Reference Guide Have a tire warranty? Not sure how to proceed? Review the Tire Program
 Warranty Quick Reference guide! Call the GM Tire Program Team at 1-877-728-4737 for assistance
 with any tire warranty claim.



Aftermarket Warranty



• Enter in all the fields and either click submit claim, save and complete later or add another tire

Vehicl	e Information			Add Tire Info		·
VIN (Full 17) Model Year		Tire 1				
Model Year Make	Select Model Year V	Removed GM F	Part#	Current Dealer Sell	ling Price	
Model	Select Model V	Replacement GM F	Part# Same as Remo	ved		
Mileage			DOT Code of Remove	ed Tire How To Read a DOT Code		
Dealers	hip Information		Plant Code	Manufacturer's Code		Date Code
Dealer Name	ED MORSE CADILLAC	Original Tread Depth		Inner Shoulder Tread R	emaining	Select a Tread Depth v
	DELRAY	Original Install Date	#	Center Tread R	emaining	Select a Tread Depth ~
Dealer Contact		Tire Position	Select a Tire Position ~	Outer Shoulder Tread R	emaining	Select a Tread Depth ~
Dealer Phone	(561) 276-2441	Defect Location	Select a Defect Location ~	Average Tread R	emaining	
Dealer Email				Tire	e Mileage	
Customer Rep	air Order Information			Side	wall Type	Select a Sidewall Type ~
RO Number				Remova	al Reason	Select a Removal Reason
RO Date	m	Submit Claim				
First Name		Submit Claim	Save and Complete Later	Add Another Tire		
Last Name						
Address						
City						
State	Select State ~					
Zip						
Customer Phone Number						

*When a dealer is missing one or more tire manufacturer account codes, a message will pop up stating Your Dealer Code does not have active account numbers on file with every tire manufacturer. Please contact the GM Tire Program at 877-728-4737 or GMTireHelp@automed5.com.

**If the dealer continues to enter in the claim, once the Removed GM part number is entered, and additional message will display stating Your Dealer Code does not have an active account number on file for this tire manufacturer.

Price Match

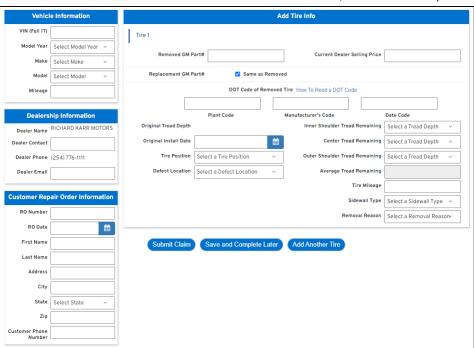


- Open Claims Shows claims that have been submitted but are currently in "Pending" status
- Saved Claims Displays claims that have been saved prior to submission
- Claim History Displays claims that have been processed or denied
- Program Info Eligible brands for Price Match: Bridgestone, Firestone, Continental, General, Goodyear, Dunlop, Kelly, Hankook, Michelin, BFGoodrich, Uniroyal and Pirelli
- Tires must be purchased on the GM Tire Program to be eligible

Price Match



• Enter in all the fields and either click submit claim, save and complete later or add another tire



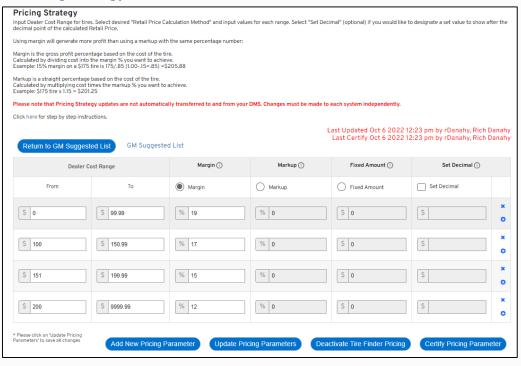
Library



- Tire & Wheel Protection With Chevrolet, Buick, GMC and Cadillac Tire Protection, customers can rest easy knowing they're covered
 from tire damage caused by covered road hazards.
- High Flotation/Off Road Mud Terrain and All Terrain Options
- **Tire Program Information** Here you will find all the program bulletins for the year.
- **Tire Pricing Information** The pricing page provides you and your Dealership access to PDF and Excel versions of the monthly price files. These files contain the most current and up-to-date tire prices as well as what tires are on promotion.
 - ❖ Tire price files are updated on the 1st of every month. Pricing can fluctuate month to month. The price files have P-Metric and Euro sized tires listed separately. P-metric sizes begin with a P whereas Euro-metric sizes do not.
- Tire Administration Information This section will provide you information regarding tire manufacturer warranties including addresses and phone number, Speed and Load Data
- Tire Merchandising Information POS Merchandising and 172 Point Inspection check
- Tire Manufacturer Information & Resources Find Tire Manufacturer Contact information, Training websites and information regarding Maxxis and Kumho tires
- **Tire Inventory Management** Dealers can set a stocking policy for tires and when their inventory falls below the minimum an order is automatically sent to the tire distributor by using the OEConnection Tire Replenishment Tool.



Pricing Strategy



- Select desired "Retail Price Calculation Method" and input values for each range. Select "Set Decimal" (optional) if you would like to designate a set value to show after the decimal point of the calculated Retail Price
- Step by Step instructions by clicking the link
- Ability to Return to GM Suggested List by using the button
- Last Updated by Date, Time, User ID and User Name



• Installation Options - Installation options appear on the tire details page when a dealer creates a quote for a customer. All items configured on this page are sent to Tire Finder. Which also captures who updated the page by Date, Time, Username and User Name

	Installation Options Installation options appear on the tire details page when a dealer creates a quote for a customer. All items configured on this page are sent to Tire Finder.											
	instantion options appear on tree in the teams page when a beater treates a quote or a customer, an items comigued on this page are sent to the minute. Select 'Package Pricina' and an option will be included on the quote by default, with the option for remove it. Select 'Package Pricina' and an option will be included on the quote by default, with the option for remove it.											
	Select "Package " risking and an opposit will be included when creating a quote. Select "Optoma" to make an imposit will be included when creating a quote.											
	Select Options or unline an item available to include which cleaning a quote. Select Standard' and an option will be included on the quote by default.											
	Select Sanuala and an opposit with encluded of the quote by deaded. Select Complimentary for an option to be included in the quote as free item.											
					d related quote docur	ments (print / ema	ii).					
							must be made to each sys	tem inder	endently.			
Last Updated Sep 8 2022 2:51 pm by ADavila1234, Armando Davila Last Certify Sep 8 2022 2:51 pm by ADavila1234, Armando Davila												
Package Pricing	Optional ①	Standard ①	Complimentary	Exclude from Quote	Option Name	Dollars	Charge Per	Sales Tax	County Tax	City Tax	Displayed to Customer in Tire Finder as	
0	0	•	0	0	Mount and Balance	\$ 25	Tire Vehicle	V			Installation	
0	0	•	0	0	Mount and Balance Run Flat	\$ 50	Tire Vehicle				Installation	
0	•	0	0	0	Valve Stem	\$ 5	Tire Vehicle				Installation	
•	0	0	0	0	TPMS Valve Stem	\$ 21.8	Tire Vehicle				Installation	



• Tire Manufacturer Account Codes - A list of all your manufacturer account codes needed to order tires on the program.

Dealer Admin > Tire Manufacturer Account Codes

Tire Manufacturer Account Codes

Bridgestone /Firestone:

Continental /General:

Goodyear / Kelly / Dunlop:

Hankook:

Michelin /BFGoodrich /Uniroyal:

Pirelli:

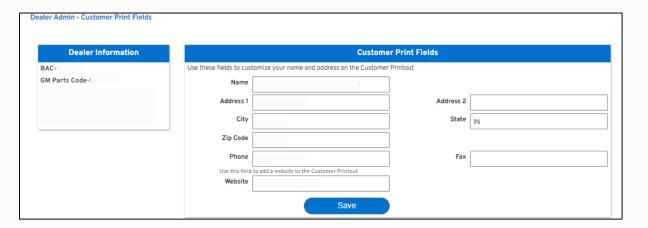


- **Upload Site Logo** This feature allows a dealer to upload a dealer logo that will display on Customer Printouts and Emails. The GM Tire Program team will receive a copy of the dealership's logo, it will not display until it has been approved by the GM Tire Program
- The logo must be in a .jpg format





• Customer Print Fields - Provide a customized customer quote based on dealer administration of pricing



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Related Program Enrollments



- Certified Service Employee Discount Program For Calendar year 2023, all U.S. Salary, Hourly and Retired GM employees are
 eligible for a discount toward any customer-pay parts event in the participating U.S. dealer's service department, body shop
 or toward the purchase of GM/ACDelco parts over-the-counter.
- **Tire Finder Tire Price Display -** Display tire prices through the Tire Finder application located in your GM approved dealer website and national GM websites.

Tire Finder



- Dealer Enrollment
- Go to Dealer Admin >Related Program Enrollments
- Click Tire Finder Tire Price Display
- Click Enroll or Un-enroll and enter in business hours
- Read the guidelines regarding this program and type in your name for the Authorized Signature and click update.

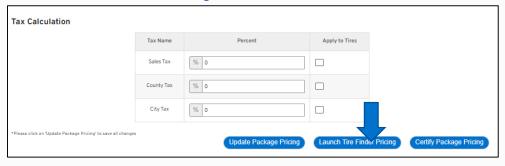
Certified Service - Employe	ee Discount Program Tire Finder – Tire Price Display		
Tire Finder – Tire Price Disp Dealer Enrollment	olay		
Dealer Name	TIRE FINDER TEST DEALER		
Dealer Parts Code	246435		
Participation	Enroll Un-Enroll		
Dealer Participation Agre	ement		
GM websites. By clicking of	gram, dealer is electing to display tire prices through the Tire Finder application located in your GM approved deal the "I have read and agree to the Participating Dealer Obligations" box at the bottom of this page, dealer verifies with the PARTICIPATING DEALER OBLIGATIONS as stipulated below.		
PARTICIPATING DEALER	DBLIGATIONS: In connection with this Service, you agree to:		
(a) Set up your tire prices application.	as indicated in STEP 3 below. Honor your online advertised tire prices as "out-the-door" pricing to the consumer as displaye	link (Click here) This p at time of service/pur responsible for provic Warranty System. As a participating dea regular prices for suc	is Program, dealer verifies that they have read, understand and will comply with all Program Guidelines which are available by clicking on this rogram is a GM employee incentive program which will be promoted internally within General Motors. Dealers must agree to honor the discount chase. General Motors will only reimburse dealers for claims if they are a participating, compliant dealer. Participating dealers will be ting and funding the discount to employees at time of service and are eligible for reimbursement of the full discount amount through the Global seler, I agree that I will not increase my price for other services I normally offer to those customers that receive the discount, but will charge my h services to those customers. I am responsible for establishing regular prices and maintain records sufficient to document them.
		I have read and agre Authorized Signature Submit	e to the Program Guidelines.

Tire Finder



To Activate Pricing:

- Go to Dealer Admin >Installation Options
- Make any necessary pricing changes (see slide <u>66</u>)
- Click Launch Tire Finder Pricing button and then click OK to confirm





Tire Finder



To Deactivate Pricing:

- Go to Dealer Admin >Installation Options
- Click Deactivate Launch Tire Finder Pricing button and then click OK to confirm

