

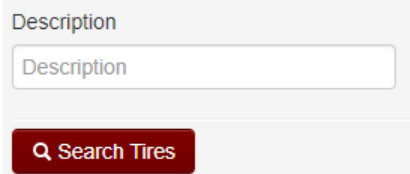
Weblink 101 - Tips & Tricks

1. Basics of Tire Searching

- i. Notice you can hover over the Description to see Vendor name.
- ii. Hover over Product # to see Warranty mileage.
- iii. Hover over ⓘ to see Vendor, Warranty, Run Flat.
- iv. If a tire has a rebate amount in rebate column:
 1. Hover over the \$ amount to see rebate details.
 - a. Link to rebate form and online submission to redeem your rebates.
- b. Click the Weblink Icon to get back to the home page and clear the search.
- c. Click on Resources and Tire Guide. (Tire Guide information is updated every month with new vehicles.)
 - i. Search tire size by vehicle Year, Make, and Model.
- d. You can sort by different columns by clicking on the header titles for example:
 - i. Click on **Buy Price** once to show ascending smallest to largest.
 - ii. If you click again it will switch to descending from largest to smallest.
 - iii. If you want to sort by brand using the first two letters of the description.
 - iv. This is the same for all columns with the up/down arrows.
- e. If you are looking for additional inventory:
 - i. Click on the numbers in inventory columns to see how many tires are available in what locations and when they will arrive to you if ordered that day:
- f. The last column is a sell price to your customer if set up correctly for your customers. This is a calculation of markups and additional items to have quoted your customers.

2. Searching Tips & Tricks

- a. If looking for a specific vendor, you can click in the "Vendor" search box and then type the first letter of the vendor you are searching for to quickly narrow your selection.
- b. If you are looking for a specific load range of tire, you can always type "/" and the load range in the description box to show only the load range you are looking for.
 - i. Example: (/E, /D, /C, XL, SL)



The image shows a web interface for searching tires. It features a text input field labeled 'Description' with the placeholder text 'Description'. Below the input field is a red button with a magnifying glass icon and the text 'Search Tires'.

- c. The same Description box along with size can be used for any tire searches but most common are below:
 - i. C-Type (Commercial Rated) tires.
 1. Type R + the rim diameter + C for the tire you are looking for.
 - a. Example: (R16C to find 235/65R16C/E size)
 - ii. Medium Truck tires.
 1. Tire Size:
 - a. LP225 (295/75R22.5 & 275/80R22.5), LP245, 11225, 11245, etc.



2. Search Description Field for application:
 - a. O/S – Open Shoulder
 - b. C/S – Closed Shoulder
 - c. A/P – All Position (includes Steers)
 - d. TRL – Trailer
- iii. Wheels
 1. Tire Size for Wheels:
 - a. Type “W” and Rim Size you are searching for (i.e., W15, W16, W225)
 2. Search Description Field for wheel holes:
 - a. Example: (4H, 6H, 8H, etc.)
- iv. Ag and Industrial Tires
 1. If you want to limit your results to radial or bias, simply type “R + Diameter” or “- + Diameter” in the description box.
 - a. Example: 18.4-34 searches would also return radial options. By typing R34 you will get only the radial options and -34 you will only get the bias.
 2. Search for 18.4-34 returns options for 460/85R34, 480/80R34, and 520/70R34.
 - a. Type 520 in the description will show 520/70R34 quickly.
 3. By leaving the size box empty, using the “class” filter to select “small industrial tires”, and typing “-18” in the description, you will see all results for bias ply 18 inch industrial tire.
 - a. Now you know you are looking at all options in our system that will best fit your customers’ needs for that rim diameter.

3. Orders

- a. Display Open Orders
 - i. Basic search of all your current open orders in our system.
 - ii. Anything that has not shipped yet will show in this list of open orders.
 1. If your Notes section shows backordered it is waiting for product.
 2. If nothing shows on your notes, then your tire will be shipped on your next available delivery.
- b. Product History
 - i. Search for past orders using # of days in history along with multiple other filters to narrow your search.
 - ii. You can also search for “Credits” using the “Show Only” feature with “Credits” selected.

4. Markup and Quote Settings

- a. Setting Markups
 - i. How to set up and manage your markups
 1. Will always have a default markup showing.
 - a. If you want to make sure your tires always have at least a 25% mark up, you can change this easily by hitting the edit button, make your adjustment and then click “Update Markup”.
 2. So, a basic example would be adding a Winter Tire – Bridgestone to have a \$30 markup. This will trump the default markup so anything not a Bridgestone winter tire will go off the default 25% markup.

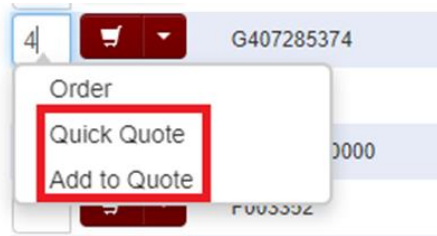


b. Settings for Quotes

- i. Start with setting up your store details.
 1. For accuracy of the quote your sales tax must be set correctly.
 2. Very important that once you input all the data you must hit "Save Changes".
- ii. Next go to "Additional Items" and set up items that can be added to quotes.
 1. Here you can set up any items like the below:
 - a. Example:
 - i. Mount and Balance – Amount \$20 – Auto Bill All Classes
 - ii. Tire Disposal – Amount \$5 – Auto Bill All Classes
 - iii. Road Hazard – 12% of tire sell price – No Auto Bill

c. Creating Quotes

- i. Add quantity to item and select "Quick Quote" to create new or "Add to Quote" to add on to existing quotes.




1. When creating the quote, it is best practice to put in the customer contact name and phone number for easy follow up.
2. This is where you can add additional items to your quote like the Road Hazard that we set up earlier.
3. If you needed to adjust the price you could manually do that here.
4. Once you are done changing or adding anything always make sure to hit "Update".
- ii. Note that when you create a quick quote it will automatically save it and from here you can either "Return to Search" or convert your quote into an order by selecting "Place Order".
 1. Please note that inventory is not being held by our system until an invoice is created.
- iii. If you're looking for an existing quote you must look under Orders and Quotes, see below.
- d. Go to Orders then Quotes.
 1. You can search for quotes, review your quotes to make sure all items are correct and then place the order directly from the quote.
 2. Just click the "+New Invoice" button. Now you can see your order has been created.

5. **My Account Options**

- a. Make a payment.
 - i. Pay by lump sum, total balance, last statement or by individual invoices.
- b. View your Statements.
 - i. Print or download them to Excel.
- c. Chat Function and Message System
 - i. Chat will be available when a salesperson is logged into our system.
 - ii. Works as a messaging system.
 - iii. New Chat Messages show in your messages sent and received box.



- i. You can also create a new message from the Message Center.
- ii. Also please note that if you have any new messages waiting from us this will show as a yellow envelope with the number of new messages waiting to be read. You can go in review and then delete.

Tires Tubes Tire Supplies / Equipment ▾ Orders ▾ Resources ▾ My Account ▾ 

6. Current Help Section – Weblink 2.0 Help (2 ways to get to Help section)

- a. What content and where to find.
 - i. Help Videos & Help Guides
 - 1. Item Searching
 - 2. Quote and Markup Settings
 - 3. Product Ordering
 - 4. Paperless Statements
 - 5. Plus Fitments
 - 6. Markups
- b. Help can be found under “My Account” as “Help” or by clicking the below help icon in the top right.



7. Weblink 2023 Updates – The best is yet to come!

- a. Staggered Fitment and additional Search Features.
- b. Create and track returns through Weblink.
 - i. Electronic returns and adjustment claim forms.
- c. More information on “Backorder” status. Referenced in open order section.
 - i. If available for transfer will show ETA to you.
- d. Program tracking for program dealers.
- e. Chat feature enhancements to provide better service.
- f. Improved and updated Help Section to Include Tips & Tricks.

