



Goodyear Smart Fleet FAQ

- What is Goodyear Smart Fleet?
 - Goodyear Smart Fleet is Goodyear's national account program for owner/operators and small fleets.
- What are the member benefits?
 - The member benefits include:
 - Nationwide Pricing on Tires, Retreads and Services
 - 24/7 Roadside Assistance Without a Dispatch Fee
 - No Application or Membership Fees
 - Monthly Newsletter
 - Dedicated support line 888-888-8687 for members (For 24/7 Roadservice press 1, for all other questions about the program press 2)
 - Seasonal Tire Promotions
 - Up to a \$250 Rebate on Select Goodyear Tires on your first purchase (\$25 per tire, up to 10 tires. Expires 90 days after application processed)
- How do I apply for the program?
 - Visit www.goodyeartrucktires.com/smartfleet, click join now and complete a membership application. It takes only 5 minutes. There is no cost or hidden fees to join the Goodyear Smart Fleet program.
- What happens after I submit my application?
 - 1- A confirmation email will be immediately sent to you verifying that your application has been received.
 - 2- Within the next 1-3 weeks your application will be processed (you will be entered into the Goodyear systems and you will receive a call to discuss your specific needs).
 - 3- You will receive a welcome email including your login credentials (user name and password)
 - 4- You will receive a membership packet in the mail. The membership packet will include important information about your account and your membership card.
(Note: If you need to buy tires and need to expedite the application process, please call 888-888-8687 and let them know.)
- How do I purchase tires through the program?
 - Visit any Goodyear Commercial authorized dealer and present your Goodyear Smart Fleet Membership Card and a valid credit card (CC) Valid credit cards include American Express, Visa and Master Card. If you have any issues please call 888-888-8687.
- How do I access the Smart Fleet pricing? How much is a tire?
 - The Smart Fleet pricing can be found on the Smart Fleet portal after you have completed a Smart Fleet application and you have received the login credentials via email. You can go to www.goodyeartrucktires.com/smartfleet and login with your username and password. New Tire, Retread and Tire Related Service pricing documents will be found in the portal.

- Where can I find my username and password?
 - Your username and password is located on your Smart Fleet welcome email. It was also printed on the welcome letter found in your welcome packet.
- What is my username and password?
 - These are your login credentials to access pricing, special offers, newsletters and more valuable program information in the member portal
- What is my National Account Goodyear Smart Fleet number?
 - Your Goodyear Smart Fleet number recognizes you as a Goodyear National Account. In the United States the program's national account number is 3550 and in Canada the national account number is 1363324.
- What is my membership number?
 - It is a 6 or 7 digit number that identifies you as a Goodyear Smart Fleet member. The dealers need this number to process program transactions in their system. It ensures that you get charged the program published prices for tires, retreads and tire related services. It also ensures you don't get charged a dispatch fee for road service calls.
- Where can I find my membership number?
 - Your member number can be found on your Smart Fleet membership card that was mailed to you in your membership packet. It was also included earlier in your welcome email that also contained your login credentials.
- How long does it take to process my Goodyear Smart Fleet application?

During normal volume times, applications are processed in one week. During high volume times it could take up to two weeks for your application to be finalized and up to three weeks to receive your membership packet. You are able; however, to purchase tires once a Smart Fleet member number has been assigned and activated. Activation could take an extra 2-3 days after your member email has been delivered.

(Note: If you need to buy tires and need to expedite the application process, please call 888-888-8687 and let them know.)
- Can I view past online orders in the Goodyear Smart Fleet portal?
 - Yes, login with your username and password to the Goodyear Smart Fleet portal and select "Tire Orders" to see past orders.
- Does the program give me credit to purchase tires?
 - No, your Goodyear Smart Fleet membership does not give you a credit line with Goodyear. All purchases must be put on a valid credit card (Visa, MasterCard and American Express).
- How do I find a Goodyear Authorized dealer near me?
 - In your welcome packet you will find a letter which recommends three servicing dealer locations near you. You can also visit goodyeartrucktires.com and select the Dealer Locator to find all authorized dealers near you or download the Goodyear RoadService App (Android and iPhone).
- What credit cards are accepted through the program?
 - Visa, MasterCard and American Express are accepted through the program
 - The Goodyear Credit Card is not a valid form of payment on the program at this point (This is a third party system road block that we are working on solving)