

# GET TO KNOW THE GOODYEAR® SMARTTECH™ APP



SmartTech™

On average, dealer tire service technicians who use SmartTech are achieving 16% improvement in roll time.

USING THE SMARTTECH APP FOR ALL SERVICE CALLS IS A REQUIREMENT OF BEING A CTSN DEALER. CTSN DEALERS HAVE UP TO APRIL 2016 TO ENFORCE USE OF SMARTTECH AND STILL MAINTAIN CTSN BENEFITS.

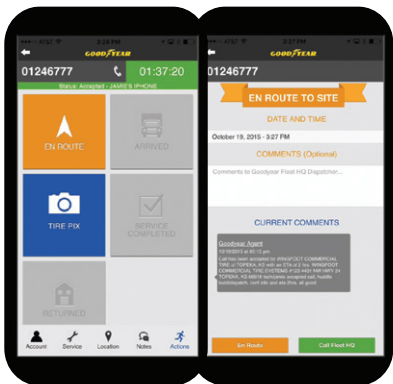
**GOODYEAR**  
*MORE DRIVEN.*

## WHAT IS IT?

Exclusive to Goodyear® Authorized Dealers, the Goodyear SmartTech™ App streamlines the Goodyear Fleet HQ® road service call process and improves overall service accuracy, tracking and efficiency. Designed to benefit Dealers, service technicians and fleets, the SmartTech™ App significantly reduces roll times, enabling trucks to return to service faster.

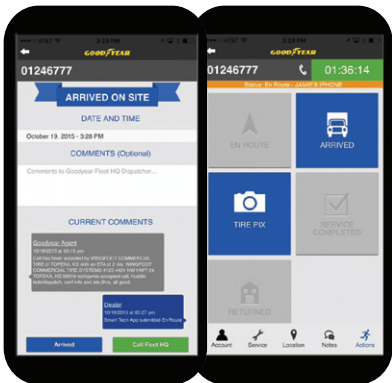
## HOW DOES IT WORK?

The Goodyear SmartTech™ App works through five steps of the service process:



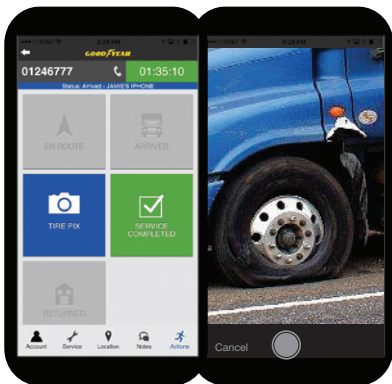
## 1. EN ROUTE

- All service information transmitted instantly
- Account requirements transmitted electronically
- Automatic time stamp when call is accepted



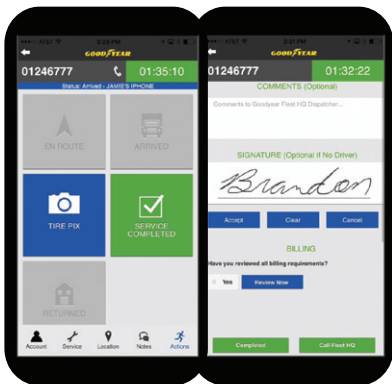
## 2. ARRIVED

- Automatic time stamp in real-time
- Verification that technician is on the way with everything needed
- Easy access to Goodyear Fleet HQ via comments or call button
- Instant availability of call status online



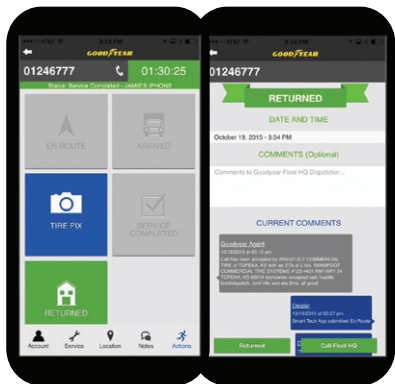
### 3. TIREPIX

- New button position makes it easier to take pictures.
- Applies time stamp in real-time



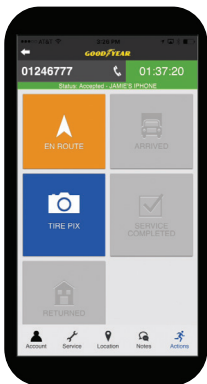
#### 4. SERVICE COMPLETED

- Enter the repairs performed
- Review the billing for accuracy and verify TirePix requirements
- Obtain driver's signature for proof of completed service



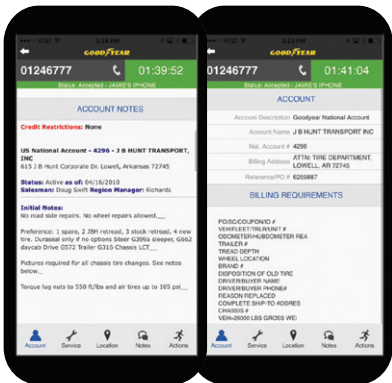
## 5. RETURNED

- More precise time and mileage for billing
- Ensures completion of all steps in the process

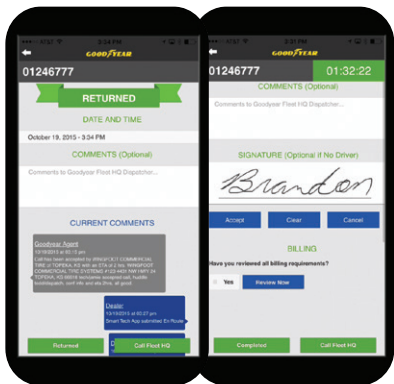


Decline no longer has a dedicated button. The technician or Dealer must call Goodyear Fleet HQ if they have a need to decline after phone acceptance.





Your account billing information has been moved and can be found under the Account tab.



A notes feature has been added for technicians and agents to exchange information and comments.

The SmartTech app features a new capability that collects the driver's signature as proof of delivery of service.

## How do I begin using the Goodyear SmartTech™ App?

- 1.** A smartphone is required (BIF funds are eligible to purchase smartphones)
- 2.** Set up the phone(s) in your Dealer profile through Tire-HQ™
- 3.** Download the Goodyear SmartTech™ App from the App Store or Google Play store. Register by following these easy steps:
  - a. Enter your phone number
  - b. Accept agreement terms
  - c. Enter your service provider
  - d. Enter the validation code you will receive via text and click on “Register”
  - e. Allow SmartTech™ to access your location while using the app

**Available on Android and iPhone**



**For Goodyear® SmartTech™ App  
support call 866-503-0510 or  
email us at [solutions@fleethq.com](mailto:solutions@fleethq.com)**

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