GET TO KNOW THE GOODYEAR® SMARTTECH™ APP

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.
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