Carroll Tire™ Online
USER GUIDE

Version 2b
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1 WELCOME TO CARROLL TIRE ONLINE™

1.1 ABOUT THIS GUIDE

Whether you're a new Carroll Tire customer who's ready to learn about the benefits of ordering online, or a frequent CTO™ user who'd like a convenient reference guide, the Carroll Tire Online™ User Guide is designed to help you and your business make the most of what Carroll Tire Online™ has to offer. The CTO™ User Guide is divided into short numbered topics that describe each major feature and function. A detailed Table of Contents is provided to help you quickly find what you're looking for.

New users should start with the CTO™ Quick Start Guide (page 5), which offers a brief introduction CTO™ - It may be the only guide you need!

1.2 WHAT CAN I DO AT CARROLL TIRE ONLINE™?

Carroll Tire Online™ was designed with your business in mind. CTO™ gives you powerful search tools to find the parts you need, instant access to warehouse inventory levels, and quick ordering for delivery or pickup. You also can find out about the latest promotions and access your past order history. Carroll Tire Online™ is here 24/7 to give you the tools you need to serve your customers.

⇒ **Tires Search.** Find the right tires based on tire size or item number - or just tell us the vehicle's make, model and year! You can choose to include specific brands. We'll tell you what tires we carry, and even tell you what's in stock at your local warehouse and other Carroll Tire locations.

⇒ **Wheels Search.** Find the wheels you need based on wheel size, lug and bolt circle size, or item number, then select from various style options. We'll give you wheels that fit your needs along with real-time inventory availability.

⇒ **Tubes Search.** Know the size or item number? Find out what's in-stock, where.

⇒ **Accessories Search.** From lug nuts to Murphy Lube, CTO™ allows you to find accessories either by line or item number.

⇒ **Online Ordering.** CTO™ offers quick and painless ordering, twenty-four hours a day. Just find the parts you need, add them to your cart and check out. It's that easy.

⇒ **Order History.** Instantly access your past orders, whether they were placed online or not. Search by date range or invoice number, then view the invoices in a convenient printable PDF format.

⇒ **Current Promotions.** Find out about promotions as soon as they launch!

CTO™ also offers flexible pricing display options that allow you to show retail mark-up or hide prices altogether. The CTO™ User Guide explores all these features in detail.

2 CTO QUICK START GUIDE

The CTO Quick Start Guide will help you through the basics of using Carroll Tire Online.™

HOW DO I START USING CARROLL TIRE™ ONLINE?

1 VISIT US AT WWW.CARROLLTIREONLINE.COM

2 REGISTER.

⇒ **Already a Carroll Tire™ Customer?**

- **Ordered Online Before?** If you've ordered online before using the old CTO but haven't yet used the new CTO™ site, click the *Set-up My Account* button. After you enter your existing account number and your password for the old system, you'll complete a setup form where you'll answer a few additional questions and select a new username and password (feel free to choose the same username and password you used in the old system).

- **Haven't Ordered Online Before?** If you're an existing customer who's accessing a Carroll Tire online system for the first time, you need a temporary password. If your warehouse hasn't provided a password to you, just ask. Or, click on the *Contact Us* link at the top of the login page: you'll enter your account number and contact information so that a Carroll Tire™ team member can contact you to give you your temporary password. Then you'll be able to use the *Set-up My Account* form on the CTO login page to create your new account.

⇒ **New Carroll Tire™ Customer?** Click on the *Register* button. Submit your contact information and a Carroll Tire team member will call you to set up your Carroll Tire account and give you a username and password to login with.

FORGOT YOUR PASSWORD? Just click the *Reset Password* link on the CTO™ login page. After answering security questions, you can choose a new password.

FORGOT YOUR USERNAME, OR YOUR EMAIL ADDRESS HAS CHANGED? Call Us 24/7! (888) 455-4243

HOW DO I FIND THE PARTS I NEED?

1 SEARCH.

Need to find tires for a 1983 VW Rabbit? Want to know what types of 15mm tubes are currently on hand in your local warehouse? No problem.

- **Know the Part Number or Size?** You can use the Quick Search! Select *Tires, Tubes* or *Wheels*, then enter the Size or Part Number. Only want to see items in stock at your Ship-To warehouse? Then check the *On Hand Only* checkbox. Click *Search* to see results and inventory availability.

- **Want More Advanced Search Options?** Try using CTO™'s powerful Advanced Search. Select one the tabs at the top of the screen: *Tires, Wheels, Tubes* or *Accessories.* Enter your search criteria then click *Search*.

WHAT KINDS OF SEARCHES CAN I DO?

TIRES:	WHEELS:	TUBES:	ACCESSORIES:
BY SIZE ⇒ **SINGLE STRING SEARCH** EXAMPLE: 2157015 ⇒ **CLASSIC SEARCH** EXAMPLE: [215] [70] [15]	**BY SIZE** ⇒ **WHEEL SIZE** EXAMPLE: 15 x 7 and/or ⇒ **LUG & BOLT CIRCLE** EXAMPLE: 5-4.5	**BY SIZE** EXAMPLE: 15 (rim diameter)	**BY LINE** EXAMPLE: LUG NUTS, VALVE PRODUCTS
BY ITEM NUMBER EXAMPLE: GT64	**BY ITEM NUMBER** EXAMPLE: 834414	**BY ITEM NUMBER** EXAMPLE: 2BE64	**BY ITEM NUMBER** EXAMPLE: CT900006
BY VEHICLE ⇒ **YEAR, MAKE, MODEL, STYLE, SIZE**	**BY STYLE OPTIONS** EXAMPLE: WHITE 8-spoke RWD Series 21 *Available only when you search by Size or Item Number*		
BY BRAND EXAMPLE: Cordovan *Available only when you search by Size or Item Number*			

2 VIEW INVENTORY AND PRICING.

Your search results will display all the Carroll Tire™ products that meet your criteria and show you up-to-the-minute inventory levels at your local warehouse and other Carroll Tire™ locations.

⇒ **See What's In Stock, and Where.**

- **Your Warehouse.** The column labeled *Your WH Qty* displays the number of parts available at your local warehouse. If an item is in stock at your local warehouse, you can order it online.

- **Other Warehouses (Tires only).** The column labeled *Other WH Qty* displays the number of tires available at other regional warehouses – click on the quantity to see where the tires are located. Call your local warehouse to purchase items from other locations.

WANT TO CHANGE THE DISPLAYED RETAIL PRICE?
National Tire Online™ allows you to easily change the retail prices displayed on the screen.

1. **EDIT PRICES – ADD MARK-UP (Administrators Only).**
   To edit retail prices, click on *My Store* (top right) > Select *Change Pricing Options* > On the Edit Pricing screen, enter the retail mark-up you want to apply to the wholesale price. You can define the markup by Percentage and Flat Rate ($). The displayed Retail Price will be calculated as the greater of the two marked-up prices. For example, if you define a percentage markup of 15% and a flat rate markup of $10, an item with a $20 wholesale cost will carry a retail price of $30, because the 15% markup of $3 is less than the flat rate markup of $10. You can think of the flat rate as a 'minimum mark-up.' > Click *Save*

2. **SEARCH – DISPLAY RETAIL PRICE.**
   Iin the search results screen, you can always check the 'Show Retail Price' box. However, if you want your search results to automatically display Retail pricing, perform an Advanced Search for a part and make sure that in the *Availability Options/Pricing* section of the search screen, you've selected *Retail*. The search results will display the marked-up pricing.

WANT TO HIDE THE PRICES?
At the top of the Search Results screen, uncheck both the *Show Retail Price* and *Show Dealer Price* boxes. If you want your search results to automatically hide prices, perform an Advanced Search, making sure to select *None* in the *Pricing/Availability Options* section.

HOW DO I PLACE MY ORDER?

1 ADD ITEMS TO YOUR SHOPPING CART.

- **Enter Quantities.** Enter the desired quantity for each item you want to order. You can only order the quantity on-hand in your local warehouse.
- **Add Items to Cart.** Click the *Add to Cart* button at the bottom of the screen. You'll see that the *Cart Summary* now includes the added items and displays their Quantity, Weight and Price. These items are now saved – even if you log out. You can continue to add items to your cart until you're ready to check out.

2 REVIEW YOUR SHOPPING CART.

Before you check out, you'll review the contents of your shopping cart. Click the *View Cart/Check Out* tab on the top right and make any desired changes.

- **Want to Change Quantities?** Want to change the quantities in your order? Modify the quantities then click *Update Order*.
- **Want to Delete Items or Delete Order?** To delete an item, click the red X next to the Item name. To delete the entire order, click *Delete Order.*
- **Want to Add More Items?** You can add more items by using the Quick Search on the right. Or, start a new Advanced Search.

3 CHECK OUT.

Once you've reviewed your shopping cart, click *Check Out* to complete the ordering process. You'll arrive at the *Pending Order* screen.

⇒ **Select Delivery Method. Choose your preferred delivery method.**
- **Carroll Truck**
- **Customer Pickup**
- **Special Handling – Call Branch.** Want to have multiple orders shipped together, or make some other special request? Call your local warehouse to discuss any special handling needs.

⇒ **Have Comments About Your Order?** Use the *Enter Comments* box to add note for the warehouse staff.

⇒ **Have a Purchase Order Number?** If you have a Purchase Order, you can enter the number in the *PO#* field. It will appear on your invoice.

⇒ **All Done? Submit Your Order.** Click *Submit Order* to finalize your order. Orders are processed by your local warehouse.

HOW CAN I CHECK PAST INVOICES?

1   SEARCH FOR SPECIFIC ORDERS.

Click the *Order History* tab. Find past orders by entering an Invoice Number or Date(s). To search by Date, you can either select a date period from the list (example: 1 week) or enter a Date Range up to a year in the past.

2   VIEW OR PRINT INVOICES.

You'll see a list of your past orders. Click *View Invoice* to View a printable PDF file of a specific order.

WHAT ARE THE CURRENT PROMOTIONS?

Click the *Promotions* tab and start saving!

NEED HELP?
If you have questions about Carroll Tire Online,™ contact the CTO support team at 888-455-4243 or support@tbccorp.com and we'll help you. There are also some answers to frequently asked questions on the FAQ page of CTO™.

If you have questions about inventory or an order you've already placed, contact your local warehouse.

3 ACCESSING THE SYSTEM

3.1 LOGGING IN

To access CTO, visit: **WWW.CARROLLTIREONLINE.COM**

The login screen is displayed. In the login panel on the right, enter your given username and password in the respective fields and click the *Login* button.

If you're a Carroll Tire customer who doesn't already have a CTO account established, see *Appendix B: Setting Up A New CTO Account.*

3.2 LOGGING OUT / CHANGING USERS

To log out of the system, click the *Logout* link located at the top of the screen next to your name. You are then returned the CTO™ login screen. Any items you've added to your shopping cart will be saved for your next visit.

If your company uses multiple CTO accounts, you can switch between users by clicking *Change User* at the top right.

4 GETTING AROUND: THE VISUAL LAYOUT OF CTO

1 NAVIGATION TABS

The tabs at the top of the screen are always visible. Clicking on the *Tires, Wheels, Tubes* or *Accessories* tabs will open the Advanced Search screen for that type of part. In the image above, the Advanced Tire Search is displayed. The other two tabs allow you to access your *Order History* and *Current Promotions*.

2 ADVANCED SEARCH SECTION

If you click on the *Tires, Wheels, Tubes* or *Accessories* tab, the respective Advanced Search screen is displayed in the main window. Here, you'll enter your search criteria. The Advanced Search offers the most complete set of search tools and gives you the option to display retail prices instead of dealer prices.

3 QUICK SEARCH PANEL

The Quick Search is perfect if you know exactly what you're looking for. The *Quick Search* panel allows you to conduct quick searches based on size or part # from any screen in the system without navigating to the Advanced Search screen.

4 CART SUMMARY

As you shop, the *Cart Summary* displays a summary of the items you've added to your shopping cart, including the Quantity, Weight and Price. To view or modify the cart, or to check out, you'll click the *View Cart/Check Out* tab located above the *Cart Summary*.

5 ADDITIONAL MENUS

You can use these additional menus to dig deeper into CTO – set preferences, get help, or download user documentation. Administrators will also use these menus to perform functions such as adding new users and defining retail mark-up rates.

5 TIRES SEARCH

5.1 HOW DO I FIND TIRES?

CTO™ gives you powerful tools to find the right tire - every time. Whether you want to search for tires for a specific vehicle, or you already know specifics, CTO will show you what tires are carried by Carroll Tire, and even show you what tires are in stock at your local warehouse and other locations. You can search for tires using either the Advanced Search or Quick Search.

WHAT'S THE DIFFERENCE BETWEEN *ADVANCED SEARCHES* AND *QUICK SEARCHES*?
The Advanced Tires Search includes the most search options – including the vehicle search - and allows you to display retail prices instead of wholesale dealer prices. The Quick Search is perfect if you know exactly what you're looking for. The *Quick Search Size* and *Quick Search Part #* sections located on the right-hand side of the screen allow you to conduct quick searches based on size or part # from any screen in the system without navigating to the Advanced Tires Search screen. Remember that when you use Quick Search, your search results displayed Dealer Cost pricing by default. If you prefer to default to retail pricing, use the Advanced Tire Search.

5.2 THE ADVANCED TIRE SEARCH

To perform an Advanced Tire Search, click on the *Tires* tab located at the top of the screen. The Advanced Tire Search page is displayed.

You can search for tires based on Size, Item Number, or Vehicle (Year, Make, Model, Style). For searches by Size or Item Number (but not Vehicle), you can optionally select specific brands to include by checking boxes in the *Vendor Options* section.

1 ENTER SEARCH CRITERIA.

Enter your search criteria in one of the following sections:

⇒ **Search by Size.** Use either the Single String Search or the Classic Search, which has three boxes – one for size, one for ratio and one for diameter.

⇒ **Search by Item Number**

⇒ **Vehicle Search.** Select the Year, Make, Model and Series from the drop-down lists. The Size drop-down list will display all tires that meet the vehicle you specified. Selecting the Size from the list will initiate the search process.

2 CHOOSE VENDOR OPTIONS.

If you've searched by Size or Item Number, optionally choose specific brands to include by checking desired brands in the *Vendor Options* section.

3 SELECT AVAILABILITY/PRICING OPTIONS.

In the *Availability/Pricing Options* section, enter your preferences:

⇒ **Availability.** Check the *On Hand* box if you only want to see items that are currently in stock at a Carroll Tire warehouse

⇒ **Pricing Options.** Indicate how you would like pricing information to be displayed in your search results by selecting one of the following:

- **Dealer Cost –** Wholesale dealer costs will be displayed in your search results.
- **Retail** – Prices will be displayed with the retail mark-up applied.
- **None** – Pricing information will be hidden in the search results.

Note: The *Pricing Options* determine the default price display. Once you're on the *Search Results* page, you'll be able to change which types of prices are displayed, or hide prices altogether.

4 SEARCH.

Click *Search*. You will see the search results screen, which is described in detail in the *Understanding Your Search Results* section of this guide.

5.3 QUICK TIRE SEARCHES

From any page within CTO, you can conduct Quick Tire Searches by either Size or Part Number. On the right side of your screen, you'll always see the Quick Search panel.

1 SELECT TYPE

In the appropriate Quick Search box (Part # of Size), select *Tire*.

2 ENTER SIZE OR PART NUMBER

3 SELECT AVAILABILITY

If you're searching by Size, you can optionally check the *On Hand Only* box if you want your search results to be limited to tires that are currently in stock in a Carroll Tire warehouse.

4 CLICK *SEARCH*

Matching items are displayed. For more information, see the chapter on *Understanding Your Search Results.*

6 WHEELS SEARCH

6.1 HOW DO I FIND WHEELS?

CTO™ gives you several ways to find the wheels you need, and shows you which wheels are in stock at your local Carroll Tire™ warehouse and other locations. You can search for wheels using either the Advanced Search or Quick Search.

WHAT'S THE DIFFERENCE BETWEEN *ADVANCED SEARCHES* AND *QUICK SEARCHES*?
The Advanced Wheels Search includes all the available wheel search methods and allows you to optionally display retail prices instead of wholesale dealer prices. The Quick Search is perfect if you know exactly what you're looking for. The *Quick Search Size* and *Quick Search Part #* sections located on the right-hand side of the screen allow you to conduct quick searches based on size or part # from any screen in the system without navigating to the Advanced Wheels Search screen. Remember that when you use Quick Search, your search results displayed Dealer Cost pricing by default. If you prefer to default to retail pricing, use the Advanced Wheel Search.

6.2 ADVANCED WHEEL SEARCHES

To perform an Advanced Search for wheels, click on the *Wheels* tab located at the top of the screen. The Advanced Wheel Search page is displayed.

You can search for tires based on Size, Item Number, or Vehicle (Year, Make, Model, Style.) For searches by Size or Item Number (but not Vehicle), you can optionally select specific brands to include by checking boxes in the *Vendor Options* section.

1   ENTER SEARCH CRITERIA.

Enter your search criteria in one of the following sections:

⇒ **Search by Size.** Search based on one or both of the following:

- **Wheel Size –** Enter a size
- **Lug and Bolt Circle** – Choose from a list of Lug and Bolt Circle sizes

⇒ **Search by Item Number**

2   CHOOSE STYLE OPTIONS.

If you wish to limit your results to specific style options, check the ones you want to include in the *Style Options* section.

3   SELECT AVAILABILITY/PRICING OPTIONS.

In the *Availability/Pricing Options* section, enter your preferences:

⇒ **Availability.** Check the *On Hand* box if you only want to see items currently in stock at a Carroll Tire warehouse.

⇒ **Pricing Options.** Indicate how you would like pricing information to be displayed in your search results by selecting one of the following:

- **Dealer Cost –** Wholesale dealer costs will be displayed in your search results.
- **Retail** – Prices will be displayed with the retail mark-up applied.
- **None** – Pricing information will be hidden in the search results.

Note: The *Pricing Options* determine the default price display. Once you're on the *Search Results* page, you'll be able to change which types of prices are displayed, or hide prices altogether.

4 SEARCH.

Click *Search.* You will see the search results screen, which is described in detail in the *Understanding Your Search Results* section of this guide.

6.3 QUICK WHEEL SEARCHES

From any page within CTO, you can conduct Quick Searches for wheels by either Size or Part Number. On the right side of your screen, you'll always see the Quick Search Panel which includes *Quick Search Size* and *Quick Search Part* sections.

1   SELECT TYPE

2   ENTER SIZE OR PART NUMBER

In the appropriate Quick Search box (Part # of Size), select *Wheel.*

3   SELECT AVAILABILITY

If you're searching by Size, you can optionally check the *On Hand Only* box if you want your search results to be limited to wheels that are currently in stock in a Carroll Tire warehouse.

4   CLICK *SEARCH*

Search results are displayed. For a detailed explanation of the search results screen, see the section *Understanding Your Search Results.*

7 TUBES SEARCH

7.1 HOW DO I FIND TUBES?

You can search for tubes by Size or Item Number, and find out which tubes are in stock at your local Carroll Tire™ warehouse and other locations. You can search for tubes using either the Advanced Search or Quick Search.

WHAT'S THE DIFFERENCE BETWEEN *ADVANCED SEARCHES* AND *QUICK SEARCHES*?
The Advanced Tube Search includes all the available tube search methods and allows you to optionally display retail prices instead of wholesale dealer prices. The Quick Search is perfect if you know exactly what you're looking for. The *Quick Search Size* and *Quick Search Part #* sections located on the right-hand side of the screen allow you to conduct quick searches based on size or part # from any screen in the system without navigating to the Advanced Tube Search screen. Remember that when you use Quick Search, your search results will be displayed with Dealer Cost pricing. If you prefer to display retail pricing, use the Advanced Wheel Search.

7.2 ADVANCED TUBE SEARCHES

To navigate to the Advanced Tube Search Screen, click on the *Tubes* tab located at the top of the screen. The Advanced Tube Search page is displayed.

1 ENTER SEARCH CRITERIA.

Enter your search criteria in one of the following sections:

⇒ **Search by Size.** Enter the rim diameter (EXAMPLE: 15)

⇒ **Search by Item Number.** (EXAMPLE: 2BE64)

2 SELECT AVAILABILITY/PRICING OPTIONS.

In the *Availability/Pricing Options* section, enter your preferences:

⇒ **Availability.** Check the *On Hand* box if you only want to see items that are currently in stock at a Carroll Tire warehouse

⇒ **Pricing Options.** Indicate how you would like pricing information to be displayed in your search results by selecting one of the following:

- **Dealer Cost –** Wholesale dealer costs will be displayed in your search results.
- **Retail** – Prices will be displayed with the retail mark-up applied.
- **None** – Pricing information will be hidden in the search results.

- Note: The *Pricing Options* determine the default price display. Once you're on the *Search Results* page, you'll be able to change which types of prices are displayed, or hide prices altogether.

3 SEARCH.

Click *Search*. You will see the search results screen, which is described in detail in the *Understanding Your Search Results* section of this guide:

7.3 QUICK TUBE SEARCHES

From any page within the site, you can conduct Quick Tube Searches by either Size or Part Number by using the Quick Search panel on the right.

1   SELECT TYPE

In the appropriate Quick Search box (Part # of Size), select *Tube.*

2   ENTER SIZE OR ITEM NUMBER

3   SELECT AVAILABILITY

If you're searching by Size, you can optionally check the *On Hand Only* box if you want your search results to be limited to tubes that are currently in stock in a Carroll Tire warehouse.

4   CLICK *SEARCH*

Search results are displayed as follows. For more information, see the chapter on *Understanding Your Search Results.*

8 ACCESSORIES SEARCH

8.1 HOW DO I FIND ACCESSORIES?

Carroll Tire carries a wide line of accessories. You can search by a specific item number, or explore accessories by line (Murphy Lube, Lug Nuts, etc). You can use a Quick Search by Part Number, or an Advanced Search.

WHAT'S THE DIFFERENCE BETWEEN *ADVANCED SEARCHES* AND *QUICK SEARCHES*?
The Advanced Accessory Search includes all the available accessory search methods and allows you to optionally display retail prices instead of wholesale dealer prices. The Quick Search is perfect if you know exactly what you're looking for. The *Quick Search Part #* section located on the right-hand side of the screen allows you to conduct quick searches based on the accessory part number from any screen in the system without navigating to the Advanced Accessory Search screen. Remember that when you use Quick Search, your search results displayed Dealer Cost pricing by default. If you prefer to default to retail pricing, use the Advanced Accessories Search.

8.2 ADVANCED ACCESSORIES SEARCHES

You can find accessories either by a specific Item Number, or by Line. To perform an Advanced Search for Accessories, click on the Accessories tab located at the top of the screen. The Advanced Accessory Search screen is displayed.

1 ENTER SEARCH CRITERIA.

Enter your search criteria in one of the following sections:

⇒ **Search by Line.** Choose a line of products (EXAMPLE: Lug Nuts, Murphy Lube).

⇒ **Search by Item Number.** (EXAMPLE: CT900006)

2 SELECT AVAILABILITY/PRICING OPTIONS.

In the *Availability/Pricing Options* section, enter your preferences:

⇒ **Availability.** Check the *On Hand* box if you only want to see items that are currently in stock at a Carroll Tire warehouse

⇒ **Pricing Options.** Indicate how you would like pricing information to be displayed in your search results by selecting one of the following:

- **Dealer Cost –** Wholesale dealer costs will be displayed in your search results.
- **Retail** – Prices will be displayed with the retail mark-up applied.
- **None** – Pricing information will be hidden in the search results.

Note: The *Pricing Options* determine the default price display. Once you're on the *Search Results* page, you'll be able to change which types of prices are displayed, or hide prices altogether.

3 SEARCH

Click the Search button next to your search criteria. The Search Results screen will be displayed. This screen is described in detail in the *Understanding Your Search Results* chapter of this guide.

8.3 QUICK ACCESSORIES SEARCH

From any page within the site, you can conduct quick accessories searches by Part Number by using the Quick Search panel on the right.

1 SELECT TYPE

   In the Quick Search Part # section, select *Accessories.*

2 ENTER THE PART #

3 CLICK *SEARCH*

   Search results are displayed. For more information, see the chapter on *Understanding Your Search Results.*

9 ORDERING ONLINE

9.1 HOW DO I ORDER ONLINE?

Ordering online is as easy as searching for the parts you need, adding them to your shopping cart, and checking out. Each step will be described in this chapter.

9.2 UNDERSTANDING YOUR SEARCH RESULTS

When you search for parts on CTO, the search results page contains detailed information about which matching items Carroll Tire carries – and what's currently in stock and available for you to order. This section describes the search results in detail. The results of your search appear in a table, with a row for each item that matches your search criteria. Each item is described by a series of columns.

Your query returned 4 items.

If applicable, FET is included in price. ☐ Show Retail Price ☑ Show Dealer Price

Add To Cart

	Your WH Qty	Other WH Qty	Product No. / Vendor No.	Vendor / Warranty	Description / Size	Service / UTQG	SW PLY	Dealer FET
☐	95	0	TN14121705 / EPT33	TNE	Epic Tour / 215 70 15	97S / 440BB	BW	$47.58
☐	100	0	UN07721705TW / 33471	UNI	Uni Tiger Paw AWP II / 215 70 15	97T	WW	$65.36
☐	99	0	TN15721705T / TTT33	TNE	TBC Tempest Touring Plus TR / 215 70 15	98T / 440AA	BW	$99.76
☐	100	0	SU05521705TW / STT31	SUM	Sumitomo Touring LST / 215 70 15	98T / 640AB	WW	$113.50

⇒ **Your WH Qty -** Displays the number of parts available at your local Carroll Tire warehouse. If an item is in stock at your local warehouse, you can order it online. You can only order as many items as are currently available.

⇒ **Other WH Qty –** This column is only displayed for tire searches. It displays the number of tires available at regional Carroll Tire warehouses other than your local warehouse. Click on the quantity to see where the tires are located. Tires located in other warehouses cannot be ordered online - call your local warehouse to arrange for the purchase tires from other locations.

⇒ **Product No. –** Product Number. For certain items, you can click the product number for additional information about the item.

⇒ **Vendor No.**

⇒ **Vendor –** Abbreviation for the manufacturer of the tire (e.g. 'UNI' for 'Uniroyal')

⇒ **Warranty –** Where possible, the warranty terms (Tires only)

⇒ **Description –** The main description of the item

⇒ **Size**

⇒ **Lug –** The lug size (wheels only).

⇒ **Style –** The style (wheels only).

⇒ **Service –** For tires, this value represents the loaded speed rating. The first two to three digits represent the Load Index (e.g. 97), which is followed by a letter representing the Speed Rating (e.g. H). (Tires only)

⇒ **UTQG –** Uniform Tire Quality Grading. (Tires only)

⇒ **SW –** Sidewall color (Tires only)

⇒ **Ply –** Ply Rating (Tires only)

⇒ **Dealer / FET –** Displays the Dealer Cost and FET if you've opted to display Dealer Cost.

⇒ **Retail -** Displays marked-up Retail price if you've opted to display it. You can hide retail pricing by un-checking the *Show Retail Price* box at the top of the Search Results screen.

9.3 ADDING / UPDATING ITEMS IN YOUR CART

Once you have conducted a search for Tires, Tubes, Wheels, or Accessories, you can add those items to your cart from the Search Results screen. Just enter the quantity that you would like to enter in the boxes next to the available products, click the *Add To Cart* button.

After clicking the *Add to Cart* button, you'll see that the *Cart Summary* on the right side of your screen now includes the added items and displays their Quantity, Weight and Price. The items in your cart are now saved – even if you log out.

Before you check out, you'll review the contents of your shopping cart. Click the *View Cart/Check Out* tab on the top right. You'll see the contents of your shopping cart:

	Product No.	Description	Price	EXT Price	Unit Weight	EXT Weight	Added By	Type
	Supplier No.		FET					
✖ 6	FP00121705T	Hero HR668	42.19	253.14	26.3	157.8	dsmith	Tire
	25AF5AJ							
✖ 4	CV01121705W	Cdvn Centron	45.15	180.60	22	88	dsmith	Tire
	40C33							

Active ShipTo (Change)
CENTURY TIRE / LYNN

Cart Summary

Quantity	Weight	Price
10	245.8	$433.74

Quick Search Size

○ Tire ○ Tube ○ Wheel

Size: [   ]

☑ On Hand Only

[Search]

✖ Delete Order   🔄 Update Order   ✔ Check Out

⇒ **Want to Change Quantities?** Want to change the quantities in your order? Modify the quantities then click Update Order.

⇒ **Want to Delete Items or Delete Order?** To delete an item, click the red X next to the Item name. To delete the entire order, click Delete Order

⇒ **Want to Add More Items?** You can add more items by using the Quick Search on the right. Or, start a new Advanced Search.

9.4 CHECKING OUT / SUBMITTING YOUR ORDER

Once you've reviewed your shopping cart, click *Check Out*. You'll find the *Pending Order* screen, where you'll enter your delivery-related details and submit your order:

PENDING ORDER

Bill To:	3404644
	CENTURY TIRE / LYNN
	101 CENTRAL AVENUE
	LYNN MA 01901-1012
	781-593-5493

Ship To:	CENTURY TIRE / LYNN
	101 CENTRAL AVENUE
	LYNN MA 01901-1012
	781-593-5493

Order Qty	Avail Qty	Product No.	Description	Unit Wght	Ext. Wght	FET	Unit Price	Ext Price
4	65	CV01121705W	Cdvn Centron	22	88		45.15	180.60
6	108	FP00121705T	Hero HR668	26.3	157.8		42.19	253.14
Totals								
10					245.80			$433.74

Active ShipTo (Change)
CENTURY TIRE / LYNN

Cart Summary

Quantity	Weight	Price
10	245.8	$433.74

Quick Search Size
◉ Tire ○ Tube ○ Wheel

Size: [ ]

☑ On Hand Only

[Search]

Quick Search Part#
◉ Tire ○ Tube ○ Wheel
○ Accessories

Part#: [ ]

[Search]

PO Number
[ ]

Order Comments
[ ]

Delivery Method
- ◉ Carroll Truck
- ○ Customer Pickup
- ○ Special Handling-call Branch

[Continue Shopping] [Submit Order]

⇒ **Select Delivery Method.** Choose your preferred delivery method.
- **Carroll Truck**
- **Customer Pickup**
- **Special Handling – Call Branch.** Want to have multiple orders shipped together, or make some other special request? Call your local warehouse to discuss any special handling needs.

⇒ **Have Comments About Your Order?** Use the *Enter Comments* box to add note for the warehouse staff.

⇒ **Have a Purchase Order Number?** If you have a Purchase Order, you can enter the number in the *PO#* field. It will appear on your invoice.

⇒ **All Done? Submit Your Order.** Click *Submit Order* to finalize your order. You'll be asked to confirm that you are ready to submit your order for processing. If there are errors during order processing, you'll be notified. If the order is processed, you'll see a confirmation message that contains the order number. You are then redirected to the *Promotions* page, or to the page that you designated in the *Page Preferences* section described later in this guide.

10 ORDER HISTORY

10.1 HOW CAN I CHECK PAST ORDERS AND PRINT INVOICES?

You can instantly access your past orders, whether they were placed online or not. You can search by date range or invoice number then view the invoices in a convenient printable PDF format.

1   ACCESS YOUR ORDER HISTORY.

Click the *Order History* tab at the top of the screen. You'll arrive at the *Order History* page.

2   SEARCH FOR SPECIFIC ORDERS.

Find past orders by entering an Invoice Number or Date(s). To search by Date, you can either select a date period from the list (example: 1 week) or enter a Date Range. Select *Search*.

3   VIEW OR PRINT INVOICES

You'll see a list of your past orders (see image below). Click *View Invoice* to View a printable PDF file of a specific order:

You can save, print, or email the PDF version of the invoice:

Order #6572881

Sold To:	CENTURY TIRE / LYNN	Ship To:	CENTURY TIRE / LYNN
	101 CENTRAL AVENUE		101 CENTRAL AVENUE
	LYNN MA 01901-1012		LYNN
	7815935493		MA 01901-1012
			N/A

Customer No.	Order Date	P.O. No.	Invoice No.
3404644	05/28/2009		0

Qty	Prod No	Description	Unit Weight	Ext Weight	FET	Unit Price	Ext Price
6	FP001217 05T	215/70R15 98T,25AF5AJ Hero HR668	26.3000	157.8000		$42.19	$253.14
4	CV011217 05W	215/70R15 97S,40C33 Cdvn Centron	22.0000	88.0000		$45.15	$180.60
Totals							
10				245.8000			$433.74

Delivery Instructions	Order Comments
ROUTE3 C1	

If you have a question about a past order/invoice, contact your local branch.

11 CURRENT PROMOTIONS

11.1 HOW CAN I SEE THE LATEST PROMOTIONS?

CTO gives you instant access to the latest money-saving promotions. Just click the *Current Promotions* tab at the top of the screen. You'll see the latest promotions. Click on a promotion to view more details in a convenient, printable PDF format.

12   SETTING USER PREFERENCES

12.1 HOW DO I CHANGE MY PERSONAL SETTINGS FOR CTO?

You can change your CTO preferences including:

- ⇒ **Personal Information**
- ⇒ **Password**
- ⇒ **Email Address**
- ⇒ **Security Questions**
- ⇒ **Page Preferences**

To get started, click *My Preferences* (located in the additional menus in the top right).

12.2 CHANGING YOUR PERSONAL INFORMATION (NAME)

You can change the First and Last name associated with your CTO account. This is the name that is displayed in the Welcome message at the top of the screen. After clicking the *Change my Personal Information* link on the *My Preferences* page, the *Edit User* page is displayed. Enter or modify the values in the *First Name* and *Last Name* fields, then click *Save.*

12.3 RESETTING YOUR PASSWORD

You can reset your password at any time, provided you remember your username and can answer the password reset security questions that you created during account setup. (If you don't remember your username or your security question answers, contact Technical Support). To reset your password:

- ⇒ **Go to the CTO login page.**
- ⇒ **Click the *Reset Password* Link.**
- ⇒ **Enter your username.**
- ⇒ **Click *Next Step.***
- ⇒ **Answer Security Questions.**
  Your answers must match the answers you gave when you established your CTO account.
- ⇒ **Click *Next Step.***
  You'll be returned to the CTO™ login page, where you can now login with your username and new password.

12.4 CHANGING YOUR PASSWORD

You can change your password any time. After clicking the *Change my password* link on the *My Preferences* page, the *Edit Password* screen is displayed. Enter your old password. Enter and verify your desired new password, then click *Save.*

12.5 CHANGING YOUR EMAIL ADDRESS

To change the email address associated with your CTO username, click the *Change my email address* link on the *My* Preferences page. On the Edit Email screen, enter and verify your new email address then click *Save.*

12.6 CHANGING YOUR PASSWORD RECOVERY SECURITY QUESTIONS

You can change your security questions and answers, which are used to verify your identity prior to allowing a password reset. Click the *Change my security questions* link on the *My Preferences* page. Select three security questions from the drop-down list (e.g. Mother's maiden name) and enter a corresponding answer for each. Click *Save.*

12.7 CHANGING YOUR DEFAULT PAGE (PAGE PREFRENCES)

You can decide which page you want to see upon initial login to CTO and which page to will appear after you submit an order. For example, if you use CTO mainly to order tires, you can choose to default to the Advanced Tires Search page. After clicking the *Change my page preferences* link on the *My Preferences* page, you will be able to select your *Initial Login Page and Submittal Page* from a list of CTO pages.

12.8 CHANGING YOUR E-MAIL CONFIRMATION PREFERENCES

You can choose to receive an e-mail confirmation upon placing on order. To set your preference for the confirmation e-mail, click the *Change my page preferences* link on the *My Preferences* page. Check or uncheck the *Send Confirmation Email* box.

13 HELP! USING THE *HELP* AND *FAQ* PAGES ON CTO

Carroll Tire Online offers a number of resources to help you make the most of CTO and to answer your questions.

13.1 THE *FAQ* AND *HELP* PAGES ON CTO

THE HELP PAGE
CTO's *Help* page offers useful links and downloads. You'll find links to Reset Password form and Contact Us form, and links to download user documentation for the system. You'll also find the phone number for technical assistance and a link to the Contact Us page.

THE FAQ PAGE
The *FAQ* page contains answers to a number of frequently asked questions about CTO. This is a good place to start if you aren't sure how to do something, or to troubleshoot a problem.

13.2 CONTACTING US

13.2.1 TECHNICAL SUPPORT

PHONE
888-455-4243

EMAIL
support@tbccorp.com

WEB
http://order.carrolltireonline.com/ContactUs.aspx

13.2.2 PRODUCT / ORDER SUPPORT

Contact your local Carroll Tire branch/warehouse for product support, order support, or billing questions. You can search for Carroll Tire branches by state at this web site:

http://www.carrolltireonline.com/warehouse2bk.aspx

Appendix A – Functions for Managers and Administrators

ADDING AN ADDITIONAL USER TO AN EXISTING ACCOUNT

Users who have an authority level of Manager, Group Manager, or Administrator may add sub-users to the parent account. Each user will have the ability to access CTO using his or her own username and password.

1 CLICK ON *MY STORE* (TOP RIGHT).

2 SELECT *ADD A USER*.

3 COMPLETE THE *ADD USER* FORM:

4 CLICK SAVE.

After the newly created user logs in, he can change his password and his secure password reset questions.

EDITING THE RETAIL PRICE MARK-UP

Users can edit the mark-up rates that CTO uses to calculate how retail prices are displayed in the search results.

1 CLICK ON *MY STORE* (TOP RIGHT).

2 SELECT *CHANGE MY PRICING OPTIONS*

3 EDIT THE MARK-UP VALUES.

On the *Edit Pricing* screen, enter the retail mark-up you want to apply to the wholesale price. Mark-ups can vary by ShipTo location. You can define the markup by Percentage and Flat Rate ($). The displayed Retail Price will be calculated as the greater of the two marked-up prices. For example, if you define a percentage markup of 15% and a flat rate markup of $10, an item with a $20 wholesale cost will carry a retail price of $30, because the 15% markup of $3 is less than the flat rate markup of $10. You can think of the flat rate as a 'minimum mark-up.' If the fields are left blank, the search results will simply display retail prices equal to the Dealer Cost with no mark-up applied.

4 CLICK *SAVE*.

Appendix B – SETTING UP A NEW CTO ACCOUNT

Before being allowed to log into the new CTO, *all* existing Carroll Tire customers - regardless of whether the customer ever logged into the old version of CTO - must go through an initial account set-up process using the *Existing Customer Online Setup* form which is accessed from the login page of CTO *(Existing Customers > Set Up My Account)*. To initiate the account set up process, customers must enter two pieces of information: their Carroll Tire account number and a temporary password. The temporary password will be EITHER the customer's password for the old version of CTO or, if the customer has never logged into the old CTO, the temporary password assigned in the J.D. Edwards system.

Note: The old version of CTO supported only one user account per customer/account number. The new CTO allows multiple user accounts per customer. This chapter describes the set-up on an initial parent account. After the initial account is set up, that parent user may create additional sub-users via the application (see CTO User Guide for details).

> ### NOT YET A CARROLL TIRE™ CUSTOMER?
> *All* users of CTO must first be established as Carroll Tire customers in the JDE system - a process initiated at a Carroll Tire warehouse and executed in JDE by the Credit/AP Department. If you are not yet established as a customer, contact your local warehouse or click the *New Customers > Register* link on the login page of CTO and complete the form. You'll be contacted by a Carroll Tire team member.

ACCOUNT SET-UP FOR CUSTOMERS WHO CURRENTLY USE THE OLD VERSION OF CTO

If your company currently uses the old version of CTO, you will use your old CTO password as the temporary password required gain access to the *Existing Customer Online Set-up* form for the new CTO. During the set-up process, you'll create a username and password for the new CTO. Here's how:

1 **VISIT THE NEW CTO AT HTTP://ORDER.CARROLLTIREONLINE.COM**

2 **IN THE *EXISTING CUSTOMERS* SECTION, CLICK *SET UP MY ACCOUNT***

3 **ENTER YOUR ACCOUNT #**

   The account number required is your Carroll Tire customer account number, which is stored in the JD Edwards system. If you do not know your account number, contact your local warehouse to obtain it.

4 **ENTER YOUR PASSWORD (FROM OLD CTO)**

   Enter the password that you currently use in the preceding version of Carroll Tire Online, and click *Continue.*

5 **COMPLETE THE *EXISTING CUSTOMER SET-UP* FORM**

   In the *Existing Customer Online Setup* form, you'll select a username and password for the new system – you may wish to use the same username (your account number) and password that you used in the old system. You'll also enter your name, phone number, and an email address to associate with your CTO account. You must also enter answers for three security questions (e.g. 'Mother's maiden name') that will allow for the verification of your identity in the future in the case of password resets and other secure functions. After you've completed the form, click *Continue*.

6 **LOG IN TO THE NEW CTO USING YOUR NEW USERNAME AND PASSWORD**

   Once you successfully submit the *Existing Customer Online Set Up* form, you'll receive a confirmation message with a link to the CTO login page where you can login with your new username and password. Once an initial account has been created for an account number, additional user accounts may optionally be added for other members of your staff (see the chapter on Adding New Users in the CTO User Guide)

ACCOUNT SET-UP FOR CUSTOMERS WHO HAVE NEVER USED THE OLD CTO

Before you can log into the new Carroll Tire Online (CTO), you must go through a quick initial account set-up process. All you need to get started is your Carroll Tire account number and a temporary password provided to you by your local warehouse.

1   VISIT THE NEW CTO AT HTTP://ORDER.CARROLLTIREONLINE.COM

2   IN THE *EXISTING CUSTOMERS* SECTION, CLICK *SET UP MY ACCOUNT*

3   ENTER YOUR ACCOUNT #

The account number required is your Carroll Tire customer account number, which is stored in the JD Edwards system. If you do not know your account number, contact your local warehouse to obtain it.

4   ENTER YOUR TEMPORARY PASSWORD

Enter the temporary password provided to you by your local warehouse. If you do not know your temporary password, contact your local warehouse. This password can only be used for the set-up process. During the set-up process, you'll create a username and a new password.

5   COMPLETE THE *EXISTING CUSTOMER SET-UP* FORM

In the *Existing Customer Online Setup* form, you'll select a username and password for the new system. You'll also enter your name, phone number, and an email address to associate with your CTO account. You must also enter answers for three security questions (e.g. 'Mother's maiden name') that will allow for the verification of your identity in the future in the case of password resets and other secure functions. After you've completed the form, click *Continue*.

6   LOG IN TO THE NEW CTO USING YOUR NEW USERNAME AND PASSWORD

Once you successfully submit the *Existing Customer Online Set Up* form, you'll receive a confirmation message with a link to the CTO login page where you can login with your new username and password. Once an initial account has been created for an account number, additional user accounts may optionally be added for other members of your staff (see the chapter on Adding New Users in the CTO User Guide)