

# Bridgestone - TireConnect Client Account Support Policy

## Overview

TireConnect is a suite of powerful digital solutions built to enable online commerce and enhance tire sales in store. Our goal is to empower all of our clients to succeed in ever-changing digital marketplace. As part of this commitment we strive to put our clients in the “driver's seat” when it comes to managing their TireConnect account.

Our Technical Support Policy was created with this in mind and focused on providing learning materials, ongoing training and on-demand support to our clients.

It is important to note, as of **January 31 2020**, we will begin enforcing our Technical Support Policy to the effect that support staff are not authorized and unable to make any changes to client accounts directly, outside of the items listed be in [“Inquiries Covered under Technical Support Policy”](#) section.

Our team members will continue to provide information, support materials and on-demand training but will not be able to make any administrative changes to client accounts.

## Items Covered under Technical Support Policy

Support requests and questions related to the following items:

1. General
  - a. “How to ... ” questions related to all aspects to TireConnect account management
  - b. Technical issues (bugs)
  - c. Training requests
2. Services related questions
3. eCommerce setup or configuration
4. Premium features addition/removal
5. Supplier updates
  - a. Supplier connection issues
  - b. Add supplier connection
  - c. Remove supplier connection
  - d. Update supplier connection
6. Price Book/List updates
  - a. Retail or National account pricing update
  - b. Bridgestone Affiliate Price List Update
  - c. MAP (UMAP) price books update
7. POS Connection
  - a. Add POS connection
  - b. Remove POS connection
  - c. POS Connection issue
8. TireConnect deployment
  - a. Website deployment
  - b. In-store deployment

- c. Facebook deployment
  - d. POS deployment
- 9. Account changes
  - a. Add location
  - b. Remove location
  - c. Account suspension
  - d. Account cancelation
- 10. Account access
  - a. Password Reset
  - b. Account links
  - c. Credit Card Update
- 11. Catalog Issues
  - a. Catalog Addition
  - b. Incorrect Information
  - c. Missing Information

## Items Not Covered under the Technical Support Policy

TireConnect staff members are unable to make changes directly to client accounts outside of the list above. Administrative tasks such as listed below are not included under Technical Support Policy:

1. Updating tire prices
2. Updating services
3. Updating non-national rebates and promotions
4. Updating custom inventory
5. Updating tire recommendations
6. Updating location information eg. address, phone etc.
7. Updating communication preferences
8. Updating account configuration and settings
9. Providing reports

We will be more than happy to take you through retraining so you can comfortably make these administrative changes/updates yourself.

Please do not hesitate to reach out to our support team with any questions related to Client Account Support Policy.

Mon. - Fri. 9:00 - 5:00 EST

Phone: 1 888 792 7072 ext 100

Email: [support@tireconnect.ca](mailto:support@tireconnect.ca)