



# MIDAS TIRE CENTER

## USER GUIDE

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# 1 WELCOME TO MIDAS TIRE CENTER

## 1.1 ABOUT THIS GUIDE

Whether you're a new Midas Tire Center customer who's ready to learn about the benefits of ordering online, or a frequent MTC user who'd like a convenient reference guide, the Midas Tire Center User Guide is designed to help you and your business make the most of what Midas Tire Center has to offer. The MTC 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 MTC Quick Start Guide, which offers a brief introduction MTC - It may be the only guide you need!

## 1.2 WHAT CAN I DO AT MIDAS TIRE CENTER?

Midas Tire Center was designed with your business in mind. MTC 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 can even check your order history with current status. Midas Tire Center 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 authorized retail locations.
- **Tubes Search.** Know the size or item number? Find out what's in-stock, where.
- **Accessories Search.** From wheel weights to Murphy Lube, MTC allows you to find accessories either by line or item number.
- **Online Ordering.** MTC 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.

MTC also offers flexible pricing display options that allow you to show suggested retail price or hide pricing altogether. Dealer cost is coded so you can show the screen to your customers.

## 2 QUICK START GUIDE

Midas Tire Center (MTC) was designed with your business in mind. MTC 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 can also access your past order history. Midas Tire Center is here 24/7 to give you the tools you need to serve your customers.

### HOW DO I START USING MIDAS TIRE CENTER ONLINE?

#### 1. REGISTER

Call our customer service team at **855.279.9507** to review store settings and create a primary user account. The primary user account can be used to create and manage additional accounts for your location.

2. Visit us at [www.midastirecenter.com](http://www.midastirecenter.com) and log in with your new account.

3. Click on the “**Preferences**” link to review and configure site settings, create and manage additional accounts, and change your account password.

### 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 or Tubes, 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 MTC’s powerful “**Advanced Search**”. Select one of the tabs at the top of the screen: Tires, Tubes or Accessories. Enter your search criteria then click “**Search**”.

### FORGOT YOUR PASSWORD?

Just click the Reset Password link on the MTC login page. After answering security questions, you can choose a new password.

### FORGOT YOUR USERNAME, OR YOUR EMAIL ADDRESS HAS CHANGED?

Call Us At  
855.279.9507

## WHAT KIND OF SEARCHES CAN I DO?

TIRES	TUBES	ACCESSORIES
<b>BY SIZE</b> - Single String Search <i>Example: 2157015</i> - Classic Search <i>Example: [215] [70] [15]</i>	<b>BY SIZE</b> <i>Example: 15 (rim diameter)</i>	<b>BY LINE</b> <i>Example: Lug Nuts, Valve Products</i>
<b>BY ITEM NUMBER</b> <i>Example: GT64</i>	<b>BY ITEM NUMBER</b> <i>Example: 2BE64</i>	<b>BY ITEM NUMBER</b> <i>Example: CT900006</i>
<b>BY VEHICLE</b> - Year, Make, Model, Style, Size		
<b>BY BRAND</b> <i>Example: Cordovan</i> <i>(available only when you search by size or item number)</i>		

#### 2. VIEW INVENTORY AND PRICING

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

- **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.
- **Retail Locations (Tires only).** The column labeled “**Retail Center Qty**” displays the number of tires available at Tire Kingdom, NTB, and Merchant’s stores – click on the quantity to see where the tires are located. Call your customer service at **855.279.9507** to purchase items from other locations.

## HOW TO SHOW / HIDE SUGGESTED RETAIL PRICE?

Midas Tire Center allows you to easily view the suggested retail prices displayed on the screen.

### SEARCH – DISPLAY SUGGESTED RETAIL PRICE.

In the search results screen, check the “**Show Suggested Retail Price**” checkbox. The system will remember your preferences for next time.

### WANT TO HIDE THE PRICES?

At the top of the Search Results screen, uncheck the “**Show Suggested Retail Price**” checkbox. The system will remember your preferences for next time.

## 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.**

- **Truck**
- **Customer Pickup**
- **Special Handling.** Want to have multiple orders shipped together, or make some other special request?

- **Have Comments About Your Order?**

Use the “**Enter Comments**” box to add note for the warehouse staff.

- **Enter Purchase Order Number.**

A Purchase Order Number is required for all orders; enter your purchase order number in the “**PO#**” field. It will appear on all paperwork for your reference.

- **All Done? Submit Your Order.**

Click “**Submit Order**” to finalize your order. Orders are processed by your local warehouse.

## HOW CAN I REVIEW PAST ORDERS?

1. SEARCH FOR SPECIFIC ORDERS.

Click the "**Order History**" tab. Find past orders by entering a Document 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 Document**" to View a printable PDF file of a specific order.

## NEED HELP?

If you have questions about Midas Tire Center Online, contact the MTC support team at **855.279.9507** or **midascustomerservice@tbccorp.com** and we'll help you. There are also some answers to frequently asked questions on the FAQ page of MTC.

If you have questions about inventory or an order you've already placed, contact customer service.

## 3 ACCESSING THE SYSTEM

### 3.1 LOGGING IN

To access MTC, visit: [www.midastirecenter.com](http://www.midastirecenter.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 Midas Tire Center customer who doesn’t already have a MTC account established, see Appendix B: Setting Up A New MTC 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 MTC login screen. Any items you’ve added to your shopping cart will be saved for your next visit.

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

## 4 GETTING AROUND: THE VISUAL LAYOUT OF MTC

The screenshot shows the Midas MTC website interface. At the top left is the Midas logo with the tagline "The Easiest Way to Order". On the top right, there are links for "Contact Us", "Preferences", and "Logout", along with a user greeting "Welcome, [5] Smith" and links for "Admin Panel" and "Change User". A navigation bar contains tabs for "Tires", "Tubes", "Accessories", "Quotes", "Order History", "View Cart", and "Dealer Info". Callout 1 points to the "Tires" tab. Below the navigation bar are three search sections: "Single String Tire Search" (with a search box and "Search" button), "Classic Tire Search" (with three input boxes and a "Search" button), and "Search Tires by Item Number" (with a search box and "Search" button). Callout 2 points to the "Classic Tire Search" section. To the right of these is a "Search Tires by Vehicle" section with dropdown menus for Year, Make, Model, and Options, and a "Please select tire" dropdown. Below this is an "Availability Options" section with a checked "On-Hand Only" checkbox. On the far right is a "Quick Search Panel" with "Active ShipTo" (VIRT-MIDAS 1111 DALY CITY), a "Cart Summary" table (Quantity: 10, Weight: 234, Price: \$600.10), "Quick Search Size" (radio buttons for Tire and Tube, a size input field, and a checked "On Hand Only" checkbox), and "Quick Search Part#" (radio buttons for Tire, Tube, and Access.). Callout 3 points to the "Quick Search Size" section, callout 4 points to the "Cart Summary" table, and callout 5 points to the user name "Smith".

#### 1 NAVIGATION TABS

The tabs at the top of the screen are always visible. Clicking on the “**Tires**”, “**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**”, “**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 suggested retail 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 MTC – set preferences, get help, or download user documentation. Administrators will also use these menus to perform functions such as adding new users, managing settings, and reports.

# 5 TIRES SEARCH

## 5.1 HOW DO I FIND TIRES?

MTC 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, MTC will show you what tires are carried by Midas Tire Center, 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 filter by brand. 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.

**MIDAS** The Easiest Way to Order

Contact Us | Preferences | Logout  
Welcome, Daniel Smith | Admin Panel | Change User

Tires | Tubes | Accessories | Quotes | Order History | View Cart | Dealer Info

Single String Tire Search ?  
  
Ex: 2157015 **Search**

Classic Tire Search  
   **Search**  
Ex: [215] and/or [70] and/or [15]

Search Tires by Item Number  
 **Search**  
Ex: GT84

Search Tires by Vehicle  
Year   
Make   
Model   
Options   
Please select tire

Availability Options  
 On-Hand Only

Vendor Options

<input type="checkbox"/> BF GOODRICH	<input type="checkbox"/> MICHELIN
<input type="checkbox"/> CARLISLE	<input type="checkbox"/> MULTI-MILE
<input type="checkbox"/> CMA	<input type="checkbox"/> NITTO
<input type="checkbox"/> CONTINENTAL	<input type="checkbox"/> POWER KING LT / COMMERCIAL
<input type="checkbox"/> COOPER	<input type="checkbox"/> SAILUN
<input type="checkbox"/> CORDOVAN	<input type="checkbox"/> SIGMA
<input type="checkbox"/> DENMAN	<input type="checkbox"/> SPECIALTY
<input type="checkbox"/> DIRT GRIPZ	<input type="checkbox"/> SUMIC

Active ShipTo (Change)  
VIRT-MIDAS 1111 DALY CITY

Cart Summary

Quantity	Weight	Price
10	234	\$600.10

Quick Search Size  
 Tire  Tube  
Size:   
 On Hand Only

Quick Search Part#  
 Tire  Tube  Access.  
Part#:

**ADVANCED SEARCH**

**QUICK 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.

### - 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.

### - 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.

### - Select Availability Options

In the “**Availability 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 Midas Tire Center warehouse

### - 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 MTC, 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.

### • Select Type

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

### • Enter Size Or Part Number

### • 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 Midas Tire Center warehouse.

### • Click Search

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

## 6 TUBES SEARCH

### 6.1 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 Midas Tire Center 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. 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.

### 6.2 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.

#### - 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)

#### - Select Availability Options.

In the “**Availability Options**” section, enter your preferences:

- **Availability.** Check the “**On Hand**” box if you only want to see items currently in stock at a Midas Tire Center warehouse.

#### - 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 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.

#### - Select Type

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

#### - Enter Size Or Item Number

#### - 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 Midas Tire Center warehouse.

#### - Click Search

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

## 7 ACCESSORIES SEARCH

### 7.1 HOW DO I FIND ACCESSORIES?

Midas Tire Center 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. 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.

### 7.2 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.

#### - 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)

#### - Select Availability Options.

In the “**Availability Options**” section, enter your preferences:

- **Availability.** Check the “**On Hand**” box if you only want to see items currently in stock at a Midas Tire Center warehouse.

#### - 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 ACCESSORIES SEARCHES

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

#### - Select Type

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

#### - Enter the Part #

#### - Click Search

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

## 8 ORDERING ONLINE

### 8.1 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.

### 8.2 UNDERSTANDING YOUR SEARCH RESULTS

When you search for parts on MTC, the search results page contains detailed information about which matching items Midas Tire Center 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 WH Qty	Product No. Vendor No.	Vendor Warranty	Description Size	Service UTQG	SW PLY	DC MIDAS
<input type="checkbox"/>	62 <a href="#">SM00321705</a> 5514010	<a href="#">SMC</a>	Sumic GT-A 2157015	98S 400AB	BW	M006001-24 TBC5514010
<input type="checkbox"/>	57 <a href="#">TN13521705</a> ACT14	<a href="#">TNE</a>	Arctic Claw TXI 2157015	98S	BLK	M006521-25 TBCACT14
<input type="checkbox"/>	39 <a href="#">MM01121705W</a> N9-33	<a href="#">MML</a> 50K	MM Matrix 2157015	97S 440AB	WW	M006628-24 MTMIN933
<input type="checkbox"/>	48 <a href="#">CP00721705TW</a> WK1-1HE-	<a href="#">CPR</a> 60K	Cooper Lifeliner GLS 2157015	98T 540AB	WW	M007012-22 COOP01618
<input type="checkbox"/>	48 <a href="#">ED02121705T</a> 9041065	<a href="#">LAR</a>	ELDORADO Legend Tour 2157015	98T 600AA	BLK	M007083-24 ELDOR041065

- **Your WH Qty** – Displays the number of parts available at your local Midas Tire Center 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.
- **Retail Center Qty** – This column is only displayed for tire searches. It displays the number of tires available at authorized retail locations other than your local warehouse for pickup. Click on the quantity to see where the tires are located. Tires located at retail centers cannot be ordered online - call customer service to arrange for the purchase tires from other locations.
- **Product No.** – Internal warehouse part 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**
- **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)
- **DC / MIDAS** – Displays the Dealer Cost and margin of the product in a coded format, and the Midas part number which will appear on your invoice. The cost is formatted with a leading prefix of "M00", then the products cost without a decimal, a hyphen, and finally the profit margin in percent. Example: "M006401-30" would be a product cost of \$64.01 with a 30% margin -- M00 6401 -30

### 8.3 ADDING / UPDATING ITEMS IN YOUR CART

Once you have conducted a search for Tires, Tubes, 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.

= Limited Quantity Discount Offer!

[Add To Cart](#) [Add To Quote](#)

Your WH Qty	Retail Center Qty	Product No. Vendor No.	Vendor Warranty	Description Size	Service UTQG	SW PLY	DC SAP
<input type="checkbox"/>	98	0 SM00321705 5514010	SMC	Sumic GT-A 2157015	98S 400AB	BW	B0060.0124 TBC5514010
<input type="checkbox"/>	50	0 HK08521705T 1010989	HAN 70K	HANKOOK OPTIMO H724 2157015	97T 500AB	WSW	B0062.5324 HANK1010989

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:

[Delete Order](#) [Update Order](#) [Check Out](#)

**Bill To:**  
29076791  
VIRT-MIDAS CORPORATE BILLING  
561383-3999

**Ship To:**  
VIRT-MIDAS 4146 LYNN  
555 Lynnway  
MA, 1905  
7815989811

**Active ShipTo (Change)**  
VIRT-MIDAS 4146 LYNN

**Cart Summary**

Quantity	Weight	Price
6	138.8	\$380.86

**Quick Search Size**

Tire  Tube

Size:

On Hand Only

[Search](#)

	Product No. Supplier No.	Description	Price FET	Ext Price	Unit Weight	Ext Weight	Added By	Type
X	2	SM00321705 5514010	Sumic GT-A, 2157015 98S	\$60.01 0.00	\$120.02	23.4 46.8	dsmith	Tire
X	4	TN13521705 ACT14	Arctic Claw TXI, 2157015 98S	\$65.21 0.00	\$260.84	23 92	dsmith	Tire
<b>Totals</b>	6			\$380.86		138.8		

- **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**”.

## 8.4 CHECKING OUT

- 1 REVIEW YOUR SHOPPING CART.
- 2 ENTER YOUR DELIVERY-RELATED DETAILS:
  - **Select Delivery Method.** Choose your preferred delivery method.
    - **Truck**
    - **Customer Pickup**
    - **Special Handling.** Want to have multiple orders shipped together, or make some other special request?
  - **Have Comments About Your Order?** Use the “**Enter Comments**” box to add note for the warehouse staff.
  - **Enter your Purchase Order Number.** A Purchase Order Number is required for all orders; enter your purchase order number in the PO# field. It will appear on all paperwork for your reference.
- 3 SUBMIT YOUR ORDER BY CLICKING THE “**CHECK OUT**” BUTTON.

If there are errors during order processing, you’ll be notified. If the order is processed, you’ll see a confirmation message (pictured) that contains the order number. You are then redirected to the page that you designated in the “**Page Preferences**” section described later in this guide.

Your order has been successfully submitted.  
(Wednesday, August 01, 2012 - 1:20:32 PM)

**Order Number:** 16628027

**PO Number:** 23451231254123

**Delivery Method:** Special Handling-call Branch

**Comments:**

**Bill To:**

VIRT-MIDAS CORPORATE BILLING

561383-3999

**Ship To:**

VIRT-MIDAS 4146 LYNN

555 Lynnway

LYNN MA 1905

7815989811

Order Qty	Product No.	Description	Unit Wght	Ext. Wght	FET	Unit Price	Ext Price
4	TN13521705	Arctic Claw TXI, 2157015 985	23	92	0.00	65.21	260.84
2	SM00321705	Sumic GT-A, 2157015 985	23.4	46.8	0.00	60.01	120.02
<b>Totals</b>	6			138.80			\$380.86

All prices subject to change without notice.

We reserve the right to correct typographical errors on our site.

Where applicable, FET is included in the Price.

## 9 ORDER HISTORY

### 9.1 HOW CAN I CHECK PAST ORDERS AND PRINT?

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

- **Access Your Order History**

Click the “**Order History**” tab at the top of the screen. You’ll arrive at the “**Order History**” page.

- **Search For Specific Orders**

Find past orders by entering a Document 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**”.

- **View Or Print Documents**

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

The screenshot shows the 'Order History' page with a navigation bar at the top containing 'Tires', 'Tubes', 'Accessories', 'Quotes', 'Order History', 'View Cart', and 'Dealer Info'. Below the navigation bar, there are two search sections. The first section is 'Search Order History by Document Number:' with a text input field and a red 'Search' button. The second section is 'Search Order History by Dates:' with a dropdown menu set to '6 Months', 'From:' and 'To:' text input fields with calendar icons, and a red 'Search' button. A large blue button labeled 'VIEW / PRINT PDF' is positioned to the right of the date search section. Below the search sections is a table with the following data:

Order No.	Document No.	P.O. Number	Date	Status	Total	Web	View PDF
25606644	54560436	98765	07/16/12	CL	\$67.53	N	<a href="#">View Document</a>
16628027	0	23451231254123	08/01/12	IP	\$380.86	N	<a href="#">View Document</a>

You can save, print, or email the PDF version of the document. If you have a question about a past order, contact Customer Service.

## 10 SETTING USER PREFERENCES

### 10.1 HOW DO I CHANGE MY PERSONAL SETTINGS FOR MTC?

You can change your MTC preferences including:

- **Personal Information**
- **Password**
- **Email Address**
- **Security Questions**

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

## 10.2 CHANGING YOUR PERSONAL INFORMATION (NAME)

You can change the First and Last name associated with your MTC 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 ***Preferences*** page, the ***Edit User*** page is displayed. Enter or modify the values in the ***First Name*** and ***Last Name*** fields, then click **Save**.

## 10.3 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 Customer Service). To reset your password:

- **Go to the MTC 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 MTC account.

- **Click Next Step.**

You'll be returned to the MTC login page, where you can now login with your username and new password.

## 10.4 CHANGING YOUR PASSWORD

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

## 10.5 CHANGING YOUR EMAIL ADDRESS

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

## 10.6 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 ***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**.

## 10.7 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 email, click the **Change my page preferences** link on the ***Preferences*** page. Check or uncheck the **Send Confirmation Email** box.



## 11 HELP! USING THE HELP AND FAQ PAGES ON MTC

Midas Tire Center offers a number of resources to help you make the most of MTC and to answer your questions.

### 11.1 THE *FAQ* AND *HELP* PAGES ON MTC

#### **The Help Page**

MTC'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 customer 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 MTC. This is a good place to start if you aren't sure how to do something, or to troubleshoot a problem.

### 11.2 CONTACTING US

If you have questions about the Midas Tire Center Website, inventory, or an order you've already placed, contact Customer Service at and we'll help you.

**Phone:** 855.279.9507

**Email:** [midascustomerservice@tbccorp.com](mailto:midascustomerservice@tbccorp.com)

**Web:** [www.midastirecenter.com/ContactUs.aspx](http://www.midastirecenter.com/ContactUs.aspx)

## 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 MTC using his or her own username and password.

- 1 Click On **“Preferences”** (Top Right).
- 2 Click **“Manage Sub-Users”**
- 3 Select **“Add Sub-User”**.
- 3 Complete The Add User Form:

[<< Back to Manage Users](#)

**Add User**

[Admin Panel](#)

**\*Required**

\*UserName  Check Availability

Parent User

\*First Name

\*Last Name

\*ShipTo Number

\*Email

\*Verify Email

\*Password

\*Verify Password

\* Reset Questions

What is your Mother's maiden name?

What is your Mother's maiden name?

What is your Mother's maiden name?

Save

Active ShipTo [\(Change\)](#)

VIRT-MIDAS 4146 LYNN

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**Cart Summary**

Quantity	Weight	Price
0	0	\$0.00

---

**Quick Search Size**

Tire  Tube

Size:

On Hand Only

Search

---

**Quick Search Part#**

Tire  Tube  Access.

Part#:

Search

- 4 Click **“Save”**

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

## APPENDIX B – SETTING UP A NEW MTC ACCOUNT

Before being allowed to log into the new MTC, all existing Midas Tire Center customers - regardless of whether the customer ever logged into the old version of MTC - must go through an initial account set-up process using the Existing Customer Online Setup form. To access this form, customers must enter two pieces of information: their Midas Tire Center account number and a temporary password. The temporary password assigned in the J.D. Edwards system.

Note: MTC 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 MTC User Guide for details).

### ACCOUNT SET-UP FOR CUSTOMERS WHO HAVE NEVER USED MTC

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

#### 1 Visit the MTC at [www.midastirecenter.com](http://www.midastirecenter.com)

#### 2 Enter Your Account #

In the Username field, enter your account number: your Midas Tire Center 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.

#### 3 Enter Your Temporary Password

Enter the temporary password provided to you by **Customer Service**. If you do not know your temporary password, contact **Customer Service**. 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.

#### 4 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 MTC 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**".

#### 5 Log In To The New Mtc Using Your New Username And Password

Once you successfully submit the "**Existing Customer Online Set Up**" form, you'll automatically be logged in to MTC. You'll also receive a confirmation message. 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 MTC User Guide)