

MICHELIN RAPID RESPONSE SERVICE PROVIDER INFORMATION

MICHELIN
RAPID RESPONSE
0800 441 323
TRUCK & BUS TYRES. ANYTIME, ANYWHERE.

WHAT IS RAPID RESPONSE?

Rapid Response is Michelin's 24 hour, 7 days a week emergency tyre breakdown service, designed to help truck and bus operators nationwide.

The service is offered by authorised Michelin Truck and Bus independent tyre dealers nationwide. This means that if one of your customers travels outside of your area they will still be able to receive comparable service and products if they have a tyre breakdown with no fuss.

The Michelin Rapid Response programme is administered by Tyreline Distributors.

WHY SHOULD I BE A RAPID RESPONSE SERVICE PROVIDER?

- There's no charge to be a service provider
- All breakdown calls go directly to your on call fleet serviceman from the call centre so you don't need to spend time and energy managing call outs
- All calls go through the Rapid Response call centre which acts as a safety guard for your staff
- You have the ability to receive a transcript of each call out if you wish
- Your customers will receive seamless service

HOW DO I BECOME A MICHELIN RAPID RESPONSE SERVICE PROVIDER?

Speak to your Tyreline Territory Manager or call Tyreline Distributors on 0800 474 639.

HOW DO I ADD A CUSTOMER TO THE PROGRAMME?

Complete the Michelin Rapid Response Sponsorship form for your customer and send it to roadside@tyreline.co.nz. The customer's details will be added to the system within 24 hours so they can begin using the service. Note that the customers you sponsor must be Michelin users.

Once you've sponsored a customer onto the programme give them a copy of the Michelin Rapid Response FAQ sheet (digital or hard copy) and place a Michelin Rapid Response sticker that has the 0800 441 323 phone number on the inside of their windscreen.

HOW DOES A CALLOUT TO MY AREA WORK?

When a customer calls 0800 441 323 they are put through to the Rapid Response call centre. The operator will take their details and the nature of the breakdown. The call centre operator will then contact the Rapid Response service provider in the area to arrange servicing. The call centre operator will relay the estimated arrival time to the customer.

The call out will be tracked by the call centre and a full transcript will be available for each call out.

WHAT IS EXPECTED OF MY SERVICEMEN?

When the call centre operator contacts your serviceman they will give the details of the breakdown and ask your serviceman when they expect to arrive at the call out. When your serviceman arrives at the call out he should ring 0800 441 323 to advise when he arrives and give an indication of how long he expects the job to take. When the job is complete the serviceman should call 0800 441 323 again to advise that the call out is complete.

If the call centre doesn't receive the check-in calls from your servicemen they will place a welfare call to your serviceman to check that they're safe and see how the job is progressing.

Your staff should be efficient, professional and friendly.

HOW IS THE CALLOUT CHARGED?

You aren't the home dealer: If you complete a callout in your area for someone else's customer you will need to charge the work to the home dealer at Inter-Dealer rates. If you don't know who the home dealer of that customer is, please speak to your Tyreline Territory Manager and they will find out for you.

You are the home dealer: If you're the customer's home dealer then the callout should be invoiced to your customer as normal.

If another service provider does a callout for one of your customers they will charge the work through to you at Inter-Dealer rates once the job is complete. The customer always gets billed by their home dealer so you'll need to invoice the customer once you receive the invoice.

National accounts: If the callout is for a Tyreline National account then please charge the work directly to Tyreline.

HOW IS THE NETWORK MAINTAINED?

Every three months, your after hours phone numbers will be checked. If these change at any time please email roadside@tyreline.co.nz to advise the change. There is also a section for the home dealer details on the sponsorship form. Please complete these details each time you sponsor a customer to the programme; these details will be cross checked with our system.

HOW DO I UPDATE A CUSTOMER'S DETAILS?

To update any of your customer's details simply email the new details to roadside@tyreline.co.nz so they can be uploaded to the system.

WHAT SHOULD I DO IF I EXPERIENCE A PROBLEM WITH THE SERVICE?

Ongoing maintenance of the Michelin Rapid Response programme is vital to ensure the prompt, professional service Michelin customers expect. If you experience any problems with the service (call centre, other dealers etc) please speak to your Tyreline Territory Manager so we can address the issues. We'd also love to hear any feedback you have from your customers.

