

## DC - APO/FPO/DPO Procedures

Purpose

Accurate APO/FPO/DPO shipments are critical. Shipments that do not meet the customer’s expectations cannot be returned, and the product will be written off and reshipped. Follow these steps to accurately process APO/FPO/DPO orders.

- Quick Tips

- You will use Endicia (<https://print.endicia.com/SignIn/>), FSA, and SRS systems to process APO/FPO/DPO orders.
  - Harmonization (HS) Codes (in Endicia)**

| Product     | HS Code |
|-------------|---------|
| Tires       | 401110  |
| Wheels      | 870870  |
| Accessories | 870880  |
  - Assemblies can only be shipped using USPS if the assembly weighs 70 lbs. or less. If an assembly weighs more than 70 lbs. and mounting and balancing service is requested, email the sales agent and explain that the service cannot be provided due to the assembly weight.
  - Copy the tracking numbers from Endicia and enter them into the FSA Order Information, Agent Notes field.

Picking APO

| Step | Action  |
|------|---|
| 1    | Once the tire is invoiced, SRS sends the invoice to its own picking queue labeled “Will Call.”<br><br><b>Note:</b> APO is considered a “will call” in the SRS Software. |
| 2    | A puller from any zone can take “Will Call.”  |
| 3    | Throughout the day, the line shipper will be looking at FSA Open Deliveries and DC Proc for any APO/FPO/DPO.  |

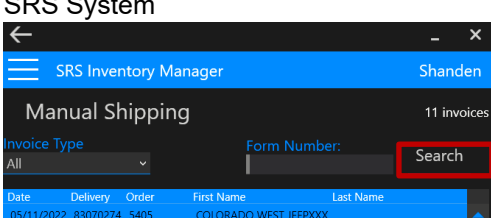
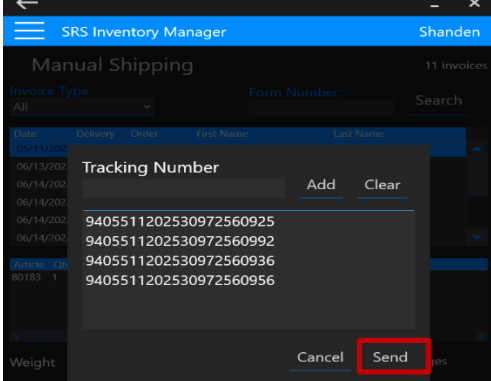
Shipping  
Tires, Wheels,  
and VAS  
Orders

| Step | Action  |
|------|---|
| 1    | Login to Endicia using the login information designated to invoicing DC.<br><a href="https://print.endicia.com/SignIn/">https://print.endicia.com/SignIn/</a>                                     |
| 2    | <div> <div>Select <b>Shipping label – 8 ½ x 11 Paper.</b></div> <div> Print On: <div>Shipping Label - 8 ½" x 11" Paper</div> </div> </div>  |
| 3    | <div> <div>Input customer’s shipping address from order in FSA.</div> <div> <b>Example:</b><br/> <div>Charles Mason</div> <div>PSC 473 BOX 8220</div> <div>FPO, AP 96349-0083</div> </div> </div> |

# Shipping Tires, Wheels, and VAS Orders (continued)

| Step  | Action  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
|---|---|----------------|--|----------------------|--|-----------|---------------|---|-----------------------------------|------------------|-----------------|------------|-----------------|----------------------|-------------------------------|---|-----------|-----------------|-----------|--------|--|------------|------------|--|--|
| 4   | Input customer's email address.   |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| 5   | Input weight.<br><br><b>Note:</b> Assemblies can only be shipped using USPS if the assembly weighs 70 lbs. or less. If an assembly weighs more than 70 lbs. and mounting and balancing service is requested, email the sales agent and explain that the service cannot be provided due to the assembly weight.  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| 6   | Select service, priority mail package <b>PM Package (1 Day)</b> .   |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| 7   | <p>Select customs forms and enter the description of tire, wheel, or accessory.<br/><b>Example:</b> 287/70R17 Falken Wild Peak AT3. Made In: United States. Value: What the order shows that the customer paid per unit. HS (Harmonization code): 401110.</p> <table border="1"> <thead> <tr> <th>Product</th><th>HS (Harmonization) Code</th></tr> </thead> <tbody> <tr> <td>Tires</td><td>401110</td></tr> <tr> <td>Wheels</td><td>870870</td></tr> <tr> <td>Accessories</td><td>870880</td></tr> </tbody> </table><br><table border="1"> <thead> <tr> <th>Item Description</th><th>Qty.</th><th>Unit Price</th><th>Made In</th><th>HS Tariff (Optional)</th></tr> </thead> <tbody> <tr> <td>285/70R17 FALKEN WILDPEAK AT3</td><td>1</td><td>\$ 185.00</td><td>United States</td><td>401110</td></tr> </tbody> </table> | Product        | HS (Harmonization) Code  | Tires                | 401110   | Wheels    | 870870        | Accessories   | 870880                            | Item Description | Qty.            | Unit Price | Made In         | HS Tariff (Optional) | 285/70R17 FALKEN WILDPEAK AT3 | 1 | \$ 185.00 | United States   | 401110    |        |  |            |            |  |  |
| Product   | HS (Harmonization) Code   |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Tires   | 401110  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Wheels  | 870870  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Accessories   | 870880  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Item Description  | Qty.  | Unit Price     | Made In  | HS Tariff (Optional) |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| 285/70R17 FALKEN WILDPEAK AT3   | 1   | \$ 185.00      | United States  | 401110               |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| 8   | <p>Click <b>Show Advanced Options</b>, input the order number in the Reference # field.</p> <table border="1"> <tbody> <tr> <td>Insure For \$:</td> <td>0.00</td> <td>\$0.00</td> <td><input checked="" type="checkbox"/> Hide Label Value <input type="checkbox"/> Print Receipt <input type="checkbox"/> Print Reference #</td> </tr> <tr> <td>Tracking:</td> <td>USPS Tracking</td> <td>\$0.00</td> <td>Reference #: <input type="text"/></td> </tr> <tr> <td>Contents:</td> <td>Customs Form...</td> <td></td> <td>Cost Code: None</td> </tr> <tr> <td>Dimensions:</td> <td>0" L 0" W 0" H</td> <td></td> <td></td> </tr> <tr> <td>Extra Services:</td> <td>Select...</td> <td>\$0.00</td> <td></td> </tr> <tr> <td>Mail Date:</td> <td>06/15/2022</td> <td></td> <td></td> </tr> </tbody> </table>                   | Insure For \$: | 0.00   | \$0.00               | <input checked="" type="checkbox"/> Hide Label Value <input type="checkbox"/> Print Receipt <input type="checkbox"/> Print Reference # | Tracking: | USPS Tracking | \$0.00  | Reference #: <input type="text"/> | Contents:        | Customs Form... |            | Cost Code: None | Dimensions:          | 0" L 0" W 0" H                |   |           | Extra Services: | Select... | \$0.00 |  | Mail Date: | 06/15/2022 |  |  |
| Insure For \$:  | 0.00  | \$0.00         | <input checked="" type="checkbox"/> Hide Label Value <input type="checkbox"/> Print Receipt <input type="checkbox"/> Print Reference # |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Tracking:   | USPS Tracking   | \$0.00         | Reference #: <input type="text"/>  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Contents:   | Customs Form...   |                | Cost Code: None  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Dimensions:   | 0" L 0" W 0" H  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Extra Services:   | Select...   | \$0.00         |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| Mail Date:  | 06/15/2022  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| 9   | Click <b>Print Label</b> .  |                |  |                      |  |           |               |   |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
| 10  | <p>Copy the tracking numbers and enter them in the Agent Notes section of the Notes field under the order information in FSA</p> <p><b>FSA – Notes section</b></p> <table border="1"> <thead> <tr> <th>Items</th><th>Partners</th><th>Related Orders</th><th>Tracking</th><th>Notes</th><th>Payment Cards</th></tr> </thead> <tbody> <tr> <td colspan="6"> <p>Special Instructions:</p> <p>Car Care:<br/>promotionApr 29.99%;promotionAPRType F;standardAPR 29.99%;standardAPRType FULL;promotionDuration 6 MONTHS;cc1PlanCode 206</p> <p>Agent Notes:<br/>9405 5112 0253 0972 5654 56<br/>9405 5112 0253 0972 5629 36<br/>9405 5112 0253 0972 5629 92<br/>9405 5112 0253 0972 5609 25</p> <p>5-23-22 10:36 LDecker SF 528827 emailed the tracking to customer</p> </td> </tr> </tbody> </table>                          | Items          | Partners   | Related Orders       | Tracking   | Notes     | Payment Cards | <p>Special Instructions:</p> <p>Car Care:<br/>promotionApr 29.99%;promotionAPRType F;standardAPR 29.99%;standardAPRType FULL;promotionDuration 6 MONTHS;cc1PlanCode 206</p> <p>Agent Notes:<br/>9405 5112 0253 0972 5654 56<br/>9405 5112 0253 0972 5629 36<br/>9405 5112 0253 0972 5629 92<br/>9405 5112 0253 0972 5609 25</p> <p>5-23-22 10:36 LDecker SF 528827 emailed the tracking to customer</p> |                                   |                  |                 |            |                 |                      |                               |   |           |                 |           |        |  |            |            |  |  |
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**Shipping  
Tires, Wheels,  
and VAS  
Orders  
(continued)**

|    |   |   |
|----|---|---|
| 11 | Search for the order in SRS Manual Shipping.  |  <p>SRS System</p> <p>SRS Inventory Manager Shanden</p> <p>Manual Shipping 11 Invoices</p> <p>Invoice Type: All Form Number: Search</p> <p>Date: 05/11/2022 Delivery: 83070274 Order: 5405 First Name: COLORADO WEST Last Name: JEEPXXX</p>   |
| 12 | Close order out in SRS Manual Shipping by selecting the tracking numbers and clicking <b>Send</b> . |  <p>SRS System</p> <p>SRS Inventory Manager Shanden</p> <p>Manual Shipping 11 Invoices</p> <p>Invoice Type: All Form Number: Search</p> <p>Date: 05/11/2022 Delivery: 83070274 Order: 5405 First Name: COLORADO WEST Last Name: JEEPXXX</p> <p>Tracking Number</p> <p>9405511202530972560925</p> <p>9405511202530972560992</p> <p>9405511202530972560936</p> <p>9405511202530972560956</p> <p>Cancel Send</p> |

**Processing  
Tire and  
Wheel Sets**

| Step | Action   |
|------|--|
| 1    | When APO product is brought to the Sets (PIT) shipping line from the Will Call. The Pit Manager will mount, balance, and package the set using the Best Practice.  |
| 2    | <p>When the set is completed and ready to ship, process shipping through Endicia following the Shipping, Tires, Wheels &amp; VAS Orders process (above). Close ticket out following Manual Shipping process in SRS with tracking information from Endicia.</p> <p>Note: Assemblies can only be shipped using USPS if the assembly weighs 70 lbs. or less. If an assembly weighs more than 70 lbs. and mounting and balancing service is requested, email the sales agent and explain that the service cannot be provided due to the assembly weight.</p> |

**Contact**

Please contact your supervisor for further assistance.