

Retail – Mileage Adjustments

Purpose

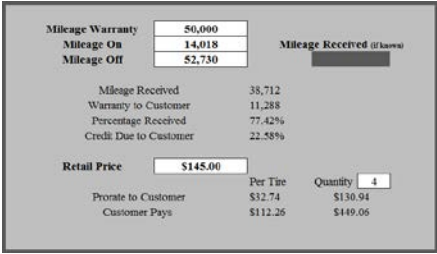
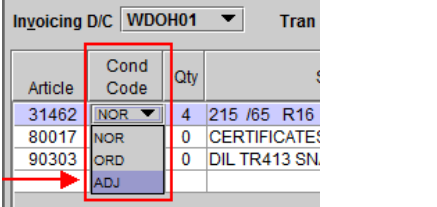

To clearly outline the proper procedure for adjusting tires that don't reach their tread life warranty. This will improve customer satisfaction as well as increase the amount of credits we receive from manufacturers.

Guidelines

- Return labels must be sent to the customer for tires being adjusted. We do not get any credit from the manufacturer if the tires are not sent back.
- In order to adjust tires for mileage, please request vehicle mileage at the time of installation and the current mileage.

Processing Mileage Warranty




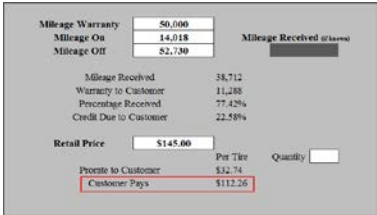
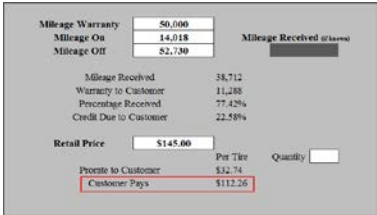
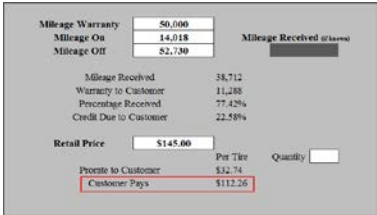
Follow the steps below to process a mileage warranty adjustment.

Step	Action	Example
1	Locate original invoice for the purchase of tires in evolve.	
2	Verify mileage warranty on product ordered.	
3	Open Pro-Rated Mileage calculator excel document.	
4	<p>Within the calculator enter the following:</p> <ul style="list-style-type: none"> Mileage warranty of tire Mileage at the time of installation. Current mileage on vehicle Retail price of tire on original invoice. <p>Note: The calculator will calculate how much credit the customer is due.</p>	
5	Enter the original tire(s) and quantity into Evolve.	
6	<p>Within the condition code field select "ADJ" from the dropdown list.</p> <p>Note: This will initiate the adjustment wizard.</p>	
7	Select Mileage warranty.	

**Processing
Mileage
Warranty
Continued**

8	Enter the number of tires being adjusted and the number of tires being shipped to the customer. Note: Mileage adjustments the majority of the time will be on sets of 4.*	
9	Click Yes – MFG Mileage Warranty.	<div>Can this Product be returned to the Manufacturer → <input type="radio"/> Yes - MFG Mileage Warranty <input type="radio"/> No - DOT/ATC Mileage Warranty</div>
10	Click next.	
11	Enter any value within the Mileage Calculation screen. Note: The Mileage Calculation does not work within evolve.	<div>Mileage Calculation Mileage Warranty 30000 Original Mileage (On) 35 Current Mileage (Off) 66 Miles Received 31</div>
12	Leave tread depth field blank and click add. Note: You do not need tread depth information.	<div>Original Tread Depth for Product: Remaining Tread Depth: Add Type: Add Adjust Adjustments Remaining Tread Type Available Adjustment Types 14 GOODWILL/RETIRED ROAD HAZARD 15 FOREIGN MATERIAL 16 FOREIGN/DOOR CORNER (S) 21 TREAD SEPARATION 24 INTERNAL SEPARATION 27 BRAD CHUCKING 28 OPEN TREAD SPACE Cancel Previous Next</div>
13	Click next.	
14	Enter 111111 into the DOT number field, click next.	<div>Original Tread Depth for Product: Remaining Tread Depth: Add Type: R Update Adjust Adjustments Remaining Tread Type Available Adjustment Types 14 GOODWILL/RETIRED ROAD HAZARD 15 FOREIGN MATERIAL 16 FOREIGN/DOOR CORNER (S) 21 TREAD SEPARATION 24 INTERNAL SEPARATION 27 BRAD CHUCKING 28 OPEN TREAD SPACE Cancel Previous Next</div>
15	Select the original purchase location.	<div>Select DOT Number: Add Adjust Adjustments DOT Number Cancel Previous Next</div> <div>Select the Original Purchase Location <input type="radio"/> Discount Tire <input type="radio"/> America's Tire → <input checked="" type="radio"/> Discount Tire Direct <input type="radio"/> Original Equipment <input type="radio"/> Another Retailer</div>
16	Through conversation with your customer, you will need to determine if the customer would like to stay with the same tires or switch to something else.	
	If...	Then...
	Customer would like to keep the same product, Customer would like to switch their product,	Select yes and next and proceed to step 17. <ul style="list-style-type: none">• Select no.• Select new article from list.• Proceed to step 17.

**Processing
Mileage
Warranty
Continued**

17	<table><tr><th>If...</th><th>Then...</th></tr><tr><td>The customer is staying with the same tire,</td><td><p>On the “Sale Price” screen enter the “Customers Pays” amount from the mileage calculator into “Adjusted Price to Customer” field on the adjustment wizard.</p></td></tr></table>	If...	Then...	The customer is staying with the same tire,	<p>On the “Sale Price” screen enter the “Customers Pays” amount from the mileage calculator into “Adjusted Price to Customer” field on the adjustment wizard.</p> 
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18	Click “Finish”.				
19	On the line item comment field, notate “mileage on” and “mileage off”.				
20	Click Finalize to complete order.				
21	Submit return labels through the KC. Note: Please see Requesting Return Lables BP for more information.				

Contact

Please see your manager with any questions.