

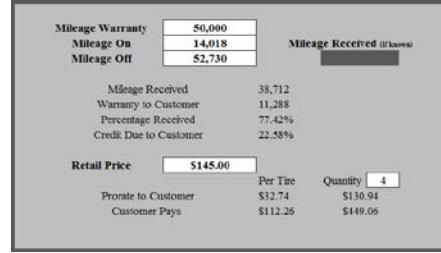
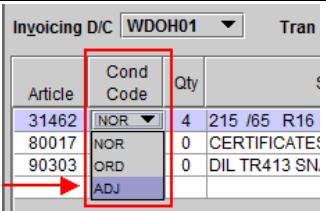
## Retail – Mileage Adjustments

**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.

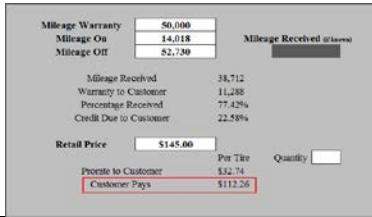
**Processing Mileage Warranty** Follow the steps below to process a mileage warranty adjustment.

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	Within the calculator enter the following: <ul style="list-style-type: none"> <li>Mileage warranty of tire</li> <li>Mileage at the time of installation.</li> <li>Current mileage on vehicle</li> <li>Retail price of tire on original invoice.</li> </ul> <b>Note:</b> The calculator will calculate how much credit the customer is due.	
5	Enter the original tire(s) and quantity into Evolve.	
6	Within the condition code field select "ADJ" from the dropdown list.  <b>Note:</b> This will initiate the adjustment wizard.	
7	Select Mileage warranty.	<p><b>Why is this Tire Being Adjusted?</b></p> <p><input type="radio"/> Manufacturer Adjustable Condition  <input type="radio"/> Road Hazard/Damage  <input type="radio"/> <b>Mileage Warranty</b> (highlighted with a red box and arrow)  <input type="radio"/> Customer Satisfaction  <input type="radio"/> MEG Policy/Goodwill  <input type="radio"/> New Defective/in-transit Damage</p>

**Processing  
Mileage  
Warranty  
Continued**

8	Enter the number of tires being adjusted and the number of tires being shipped to the customer.  <b>Note:</b> Mileage adjustments the majority of the time will be on sets of 4.*							
9	Click Yes – MFG Mileage Warranty.	<b>Can this Product be returned to the Manufacturer</b> <input checked="" type="radio"/> Yes - MFG Mileage Warranty <input type="radio"/> No - DTC/ATC Mileage Warranty						
10	Click next.							
11	Enter any value within the Mileage Calculation screen.  <b>Note:</b> The Mileage Calculation does not work within evolve.	<b>Mileage Calculation</b> Mileage Warranty 30000  Original Mileage (On) 35  Current Mileage (Off) 66  Miles Received 31						
12	Leave tread depth field blank and click add.  <b>Note:</b> You do not need tread depth information.	Original Tread Depth for Product: <input type="text"/> Remaining Tread Depth: <input type="text"/> Add Type: <input type="text"/> Add  Added Adjustments Available Adjustment Types Remaining Tread Type: <input type="text"/> 14 GOODYEAR EMT ROAD HAZARD 16 FOREIGN MATERIAL 18 EXCESSIVE DOG EATING (S) 22 TREAD SEPARATION 24 SIDEWALL SEPARATION 27 BEAD-THREAD 29 OPEN TREAD SPOTS  CANCEL Previous Next						
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14	Enter 111111 into the DOT number field, click next.	Enter DOT Number: <input type="text"/>  Added Adjustments DOT Number: <input type="text"/>  CANCEL Previous Next						
15	Select the original purchase location.	<b>Select the Original Purchase Location</b> <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						
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.	<table border="1" data-bbox="551 1558 1416 1765"> <tr> <td data-bbox="551 1558 985 1600">If...</td> <td data-bbox="985 1558 1416 1600">Then...</td> </tr> <tr> <td data-bbox="551 1600 985 1664">Customer would like to keep the same product,</td><td data-bbox="985 1600 1416 1664">Select yes and next and proceed to step 17.</td> </tr> <tr> <td data-bbox="551 1664 985 1765">Customer would like to switch their product,</td><td data-bbox="985 1664 1416 1765"> <ul style="list-style-type: none"> <li>• Select no.</li> <li>• Select new article from list.</li> <li>• Proceed to step 17.</li> </ul> </td> </tr> </table>	If...	Then...	Customer would like to keep the same product,	Select yes and next and proceed to step 17.	Customer would like to switch their product,	<ul style="list-style-type: none"> <li>• Select no.</li> <li>• Select new article from list.</li> <li>• Proceed to step 17.</li> </ul>
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**Processing  
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Continued**

		<b>If...</b>	<b>Then...</b>
	<b>17</b>	The customer is staying with the same tire,	On the "Sale Price" screen enter the "Customers Pays" amount from the mileage calculator into "Adjusted Price to Customer" field on the adjustment wizard.  
	<b>18</b>	The customer is going with a different tire,	Subtract the prorate to customer amount from the retail of the new tire and enter it into the adjustment price to customer field.  
	<b>19</b>	Click "Finish".	
	<b>20</b>	On the line item comment field, notate "mileage on" and "mileage off".	
	<b>21</b>	Click Finalize to complete order. <b>Note:</b> Please see Requesting Return Lables BP for more information.	

**Contact**

Please see your manager with any questions.