



## DC – Mileage Adjustments

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**Purpose** To guide the Distribution Center employees on the proper way to complete the adjustment.

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**Processing Adjustments** Follow the steps in the table below to properly complete adjustments through SAP.

Step	Action
1	Tires are received back at DC.
2	Locate order in POS.
3	Login to SAP.
4	Click Adjustments.
5	Enter Article number, customer invoice, or document year to locate adjustment request.
6	Select line item and click edit.
7	Measure the tires tread depth and enter the accurate tread depth within SAP.
8	Enter correct DOT number into the Dept. of Trans# field.
9	Click Save.
10	Repeat steps 6-9 for each line item. <b>Note:</b> You can select all line items and edit at one time.
11	Once all line items have been edited, click print labels.
12	Click send to warehouse. <b>Note:</b> This will create an RTW for the product.
13	Place the product in a location until the adjustment warehouse picks up the product.

**Important:** If the tires do not qualify for return, please contact Customer Care through the DC Inquiries inbox. The agents will then get in contact with the customer.

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**Contact** Please see your manager if you have any questions.

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