

DC – Mileage Adjustments

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

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. Note: 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. Note: 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.

Contact Please see your manager if you have any questions.
