

## DC- Mileage and Ride/ Non-Uniformity and Defective Adjustments

**Purpose** The purpose of this document is to guide employees in processing manufacturer defective product and eligible mileage adjustment tires.

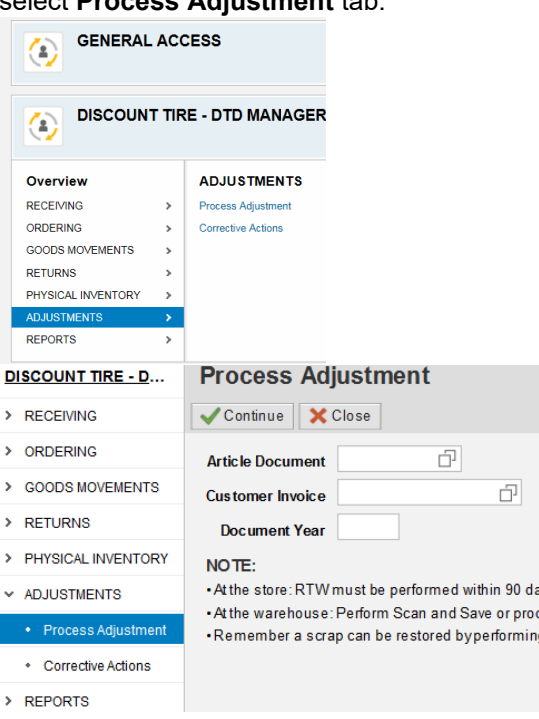
**Guidelines** Each Returns Manager is responsible for updating the DOT #, tread depth, mileage in SAP NetWeaver, and labeling each adjustment with correct adjustment label when processing returns. An invoice needs to be printed and attached to one of the adjustments for each order.

Adjustment link for Knowledge Center below:

[Managing Adjustments \(discounttire.com\)](https://discounttire.com/Managing Adjustments)

[DHL Adjustments - DTD \(discounttire.com\)](https://discounttire.com/DHL Adjustments - DTD)

**Procedure** Follow these steps to process manufacturer defective product and eligible mileage adjustment tires:

Step	Action
1	<p>Log in to NetWeaver (SAP) and select <b>Adjustments</b> tab. Then select <b>Process Adjustment</b> tab:</p>  <p>The screenshot shows the SAP NetWeaver interface. On the left, there is a navigation menu for 'DISCOUNT TIRE - DTD MANAGER'. The 'ADJUSTMENTS' section is expanded, and 'Process Adjustment' is selected. On the right, the 'Process Adjustment' form is visible, showing fields for 'Article Document', 'Customer Invoice', and 'Document Year'. There are 'Continue' and 'Close' buttons at the top of the form. A 'NOTE' section at the bottom provides instructions for processing adjustments at the store and warehouse.</p>

<p>FROM: 10396928 455941 GARY WHITE 350 W TURKENA ST HAYNEVILLE AL 36040-2031</p>	<p>25 LBS      1 OF 4</p> <p><b>RS</b></p>	<p><b>GA 302 6-</b></p> 
<p>SHIP TO:</p> <p>DISCOUNT TIRE DIRECT - WDGA01 (602) 732-6394 RM/STE B 7780 SPENCE ROAD <b>FAIRBURN GA 30213-2947</b></p>		<p><b>UPS GROUND</b></p> <p>TRACKING #: 1Z 4F5 68E 90 7895 8508</p> 
<p>REF 1 10396928 REF 2 ADJUSTMENT</p>		<p>BILLING: P/P DESC: return RETURN SERVICE</p>

Candidate Number  
098673

Born Name  
WILLI

C & D Date  
06/12/2019

D/JT Number  
09C-UBA 1A199

Return Address  
C/O WILKINSON - UNIVERSITY

Taxid Death  
00

Miles On  
60027

P Ins Cnt  
00041

A Classification

Action Description  
SP100

Schedule  
SUN 10 PM MONDAY 12PM

Vendor Name  
T RE CO INC

View: RTV Pending										Print Version		Export					
Item	RTN	SCN	Alt Doc N	Invoice No	GRD Date	Article	Article Description	Qty	Vendor	Vendor Name	Dist of Transf	Alt Reason	32nd	Miles On	Miles Off	RMSP	
2			493915689	425430	06/17/2019	17569	2756JR20 1137 B QDYWRNGR AJ4V	1	18614	GOOD YEAR T & RUBBER CO	TCYJACH1017	34	11	72987	73211		
1			493915689	425430	06/17/2019	17569	2756JR20 1137 B QDYWRNGR AJ4V	1	18614	GOOD YEAR T & RUBBER CO	TCYJACH1017	34	12	72987	73211		

**RF:**



<b>Step 3 (continued)</b>	<p>If we cannot send all 4 tires back, we need to mount to check the run out and to see which tire or tires are defective (out of round). Following manufacturer guidelines for Ride/Non-Uniformity tires that can be sent back - update DOT, Tread depth, and On/Off Mileage. Then apply label or labels to tires and stage for the Adjustment Warehouse to pick up.</p> <p>Tires that cannot be send back because of the manufacturer guideline quantity limits can be listed on Ebay, Follow <a href="#">Selling Used Product on eBay</a> to determine if we can list. Tires that do not meet requirements need to be disposed of.</p>		
<b>Manufacturer Guidelines</b>	<b><u>Manufacturer</u></b>	<b><u>Ride</u></b>	<b><u>Mileage</u></b>
	Bridgestone	2 tires Run out must be on sticker 1/32nds Wear	3/32nds Non OE
	Carlisle	N/A	N/A
	Continental	1 tire Run out must be on sticker 2/32nds 1 tire	3/32nds Non OE
	Cooper	4 tires 2/23nds Wear	5/32nds Non OE
	Falken	3 tires 1/32nds	4/32nds
	Goodyear	2 tires 2/32nds Wear	4/32nds Non OE
	GT Radial	4 tires 2/32nds Wear	4/32nds Non OE
	Hankook	4 Tires / 12 months 2/23nds Wear	4/32nds Non OE On/Rotations/Off mileage
	Heartland (API)	N/A	N/A
	Kumho	4 Tires 2/32nds Wear	3/32nds Non OE
	MAST(Michelin/B FG/Uniroyal)	1 Tire	4/32nds
	Maxxis	4 Tires 2/32nds Wear	2/32nds
	Mikey Thompson	4 Tires 2/32nds Wear	2/32nds
	Nankang (Tireco)	4 Tires 2/32nds Wear	4/32nds Non OE
	Nexen	4 Tires 2/32nds Wear	2/32nds
	Nitto	Ebay Tires	4/32nds Non OE
	Omni/Corsa	4 Tires 2/32nds Wear	2/32nds
	Pirelli	Run out must be on sticker 2/32nds 4tires	4/32nd Non OE

<b>Manufacturer Guidelines (continued)</b>	Pro Comp	4 Tires 10% Wear	2/32nds	
	Sentury	4 Tires 2/32nds Wear	4/32nds	
	Taskmaster	4 Tires 2/32nds Wear	4/32nds	
	Veento	4 Tires 2/32nds Wear	4/32nds Non OE	
	Vogue	4 Tires Run out must be on stickers 2/32nds Wear	4/32nds Non OE	
	Yokohama	4 Tires/ 1 year	5/32nds Non OE	

**Contact**

Please see your manager if you have additional questions.