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

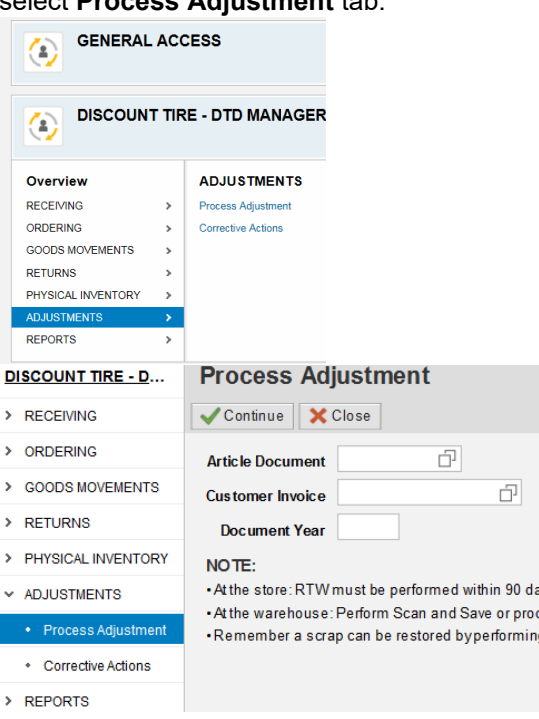|	
Purpose	The purpose of this document is to guide employees in processing manufacturer defective product and eligible mileage adjustment tires.

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)
	DHL Adjustments - DTD (discounttire.com)

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

Step	Action
1	Log in to NetWeaver (SAP) and select **Adjustments** tab. Then select **Process Adjustment** tab:

2	Under **Customer Invoice** enter the invoice number from the return UPS label located at the bottom. If it's the order number, then use that in Evolve to get the invoice number

3	**If Tires are Mileage or Defective Adjustments-**
	Enter DOT, Tread depth, and On/Off Mileage. Select the **Edit** tab to enter correct information for the tire selected. Then select the **Save** tab at the bottom. The Adjustment labels will print on the GT800 printer. Apply labels to tires and stage for the Adjustment Warehouse to pick up. Attach a copy of the invoice with tires.
	If Tires are Ride/Non-Uniformity-
	For out of round tires, refer to the chart below to see how many tires can be sent back. Some manufacturers require the tires to be within a certain tread wear usage and a Run Out sticker.

Step 3 (continued)	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. Tires that cannot be send back because of the manufacturer guideline quantity limits can be listed on Ebay, Follow Selling Used Product on eBay to determine if we can list. Tires that do not meet requirements need to be disposed of.

Manufacturer Guidelines

Manufacturer	Ride	Mileage	
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/BFG/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	

Manufacturer Guidelines (continued)	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.