

## **Calling for an Adjustment Authorization Number**

**Have the following information readily available when you call:**

**A. Customer Information:**

1. Name
2. Address
3. Phone number
4. Vehicle information
5. Purchase date of the tires
6. Vehicle mileage when tires were installed
7. Date the tires were removed
8. Vehicle mileage when tires were removed
9. Did the customer replace with the Vendors product

**B. Tire Information:**

1. Tire model
2. Tire size
3. D.O.T. numbers
4. Remaining tread depth
5. Tire article number
6. Vendor part number: This can be found in the Product Code Detail tab on the invoice screen.
7. Reason for the call
8. **BE ACCURATE!** If the adjustment tires don't match the data you give on the phone, no credit will be issued!

**C. Store Information:**

1. Store name
2. Store address
3. Store phone number
4. Store site number

**Call the vendor:**

- A. Phone numbers can be found in the vendor tab within the adjustment section located under the Store Operations tab of the Knowledge Center.
- B. Be courteous
- C. Ask if they would be able to help the customer
- D. If / when you receive an authorization number, ask if it's for ALL of the tires.
- E. Enter the authorization number and apply the label to the adjustment.