Managing Adjustments

Overview	**Tires and Wheels**
	After adjustments are invoiced in the POS, manage them on the Handheld MIM scanner or in the Desktop MIM. You can View, Edit, Scrap, Send to Warehouse, and Return to Vendor.
	Stores: Please make sure to follow instructions to know WHEN you use RTV instead of RTW.
	IMPORTANT:
	• The person logging into the Desktop MIM or scanner must be assigned to the site where the adjustments are currently located.

Include Required Information	Marketing Manager must ensure Sales Team always collects and includes accurate data:
	• DOT #
	• RMA #
	• Miles On
	• Miles Off
	• Return Reason
	• Tread Depth
	• <mark>Customer Information - Verify this is accurate!</mark>
	Vendors need this information to meet NHTSA requirements. If this information is not correct, the claim will probably be declined.
	Note: For wheel adjustments, only RMA # and Return Reason are required.

Warehouse: Receiving Adjustments	Receive adjustments in the same way you receive other products.
	For details, see: **Receiving Products and Non-Merchandise Orders** on the Knowledge Center.
	IMPORTANT: Do NOT check the Delivery Complete checkbox.
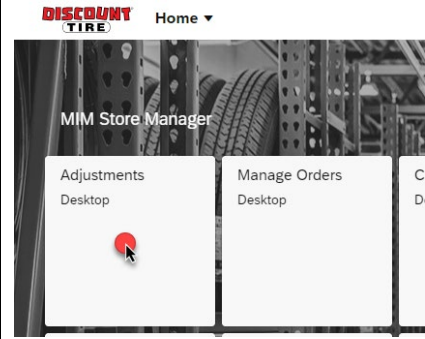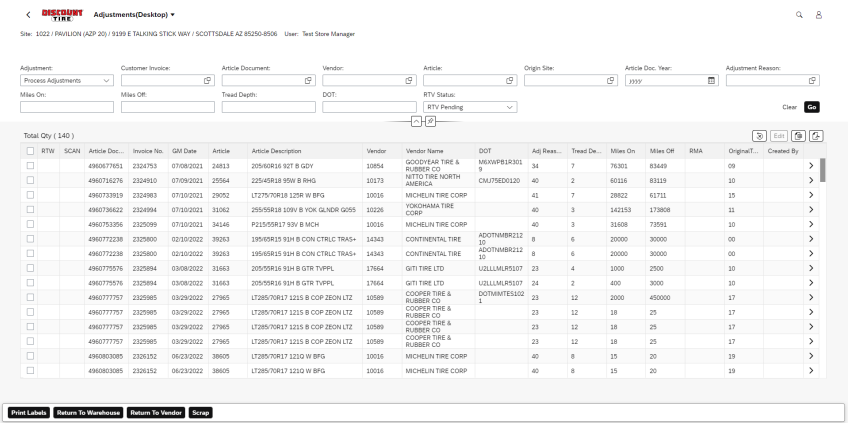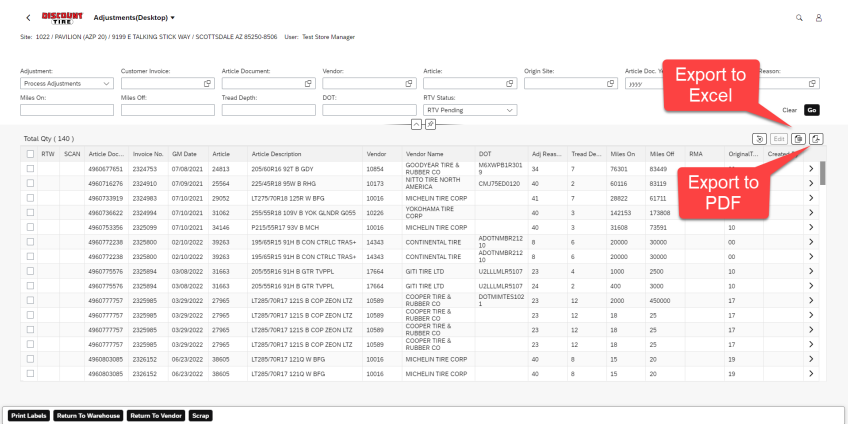
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Designed by: JL, AT

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Follow these steps to find and view adjustments on the Desktop MIM:

Looking Up Adjustments on the Desktop MIM

Step	Action
1	After logging into the Desktop MIM, select the **Adjustments** tile.
2	• To look up specific adjustments, type the desired criteria, then click **Go**. • To view ALL adjustments**,** leave the fields blank, and click **Go**. *(Daily Adjustment Report):*
3	*Adjustments assigned to your site display. On this screen, you can:* • Select adjustment(s) to **Return to Vendor**, **Send to Warehouse**, **Scrap**, or **Edit**. • You can print items from this report by clicking **Export to PDF** or **Export to Excel** icons. See the following instructions for handling these procedures.

Searching Adjustments on the Desktop MIM

To search adjustments on the Desktop MIM, click the **Adjustments** tile, then:

Step	Action
1	Click the icon to the right of the field you want search.
2	If you have additional information about the adjustment(s) you are searching for, enter it into the 'Search' field. Click **Go** to view article documents assigned to your site.
3	*The search displays records that meet your search criteria.* Click the line item to select an article document. Click **Go**.
4	After you have selected the applicable data, click **Go**. *The MIM Adjustment results screen will display.*

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**Using the MIM Adjustment Results Screen**

On the MIM Adjustment results screen:

- **RTV** column displays whether adjustments have been processed for Return to Vendor.

- **RTW** column displays status of adjustments processed for Return to Warehouse.

RTV		RTW	
	Performed **Return to Vendor** **Note:** If the RTV column does not show this icon but you have already shipped back the tires, you need to reprocess this adjustment.		In transit to warehouse Goods Receipts **NOT** yet performed
			Returned to warehouse Goods Receipts performed

Follow these steps to filter adjustments.

Step	Action
1	Enter desired criteria into the applicable box Click **Go**.
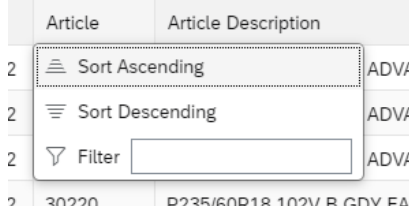
Selecting and Deselecting Adjustments

Once the desired view is obtained, you can work with the list by a single line, or multiple lines:

Step	Action
1	Click the Select All checkbox to select all line items. To select multiple line items, simply check multiple checkboxes.

When the items to be processed are highlighted, you have the following options:
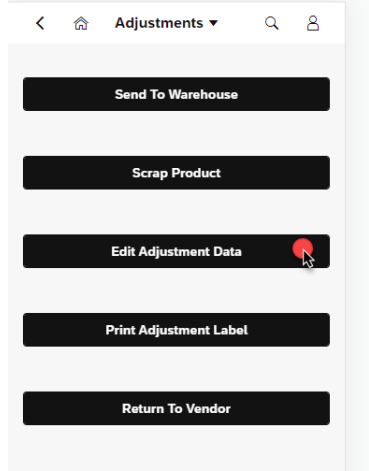- Return to Vendor
- Send to Warehouse
- Scrap
- Edit

Filtering Adjustments

After you have found adjustments, follow these steps to filter them:

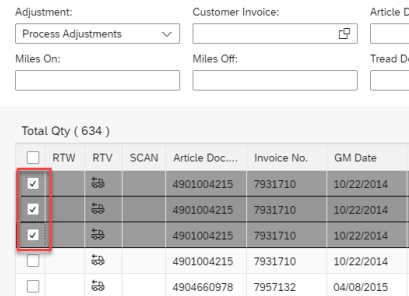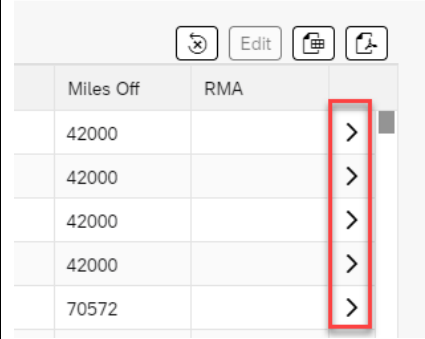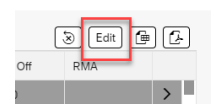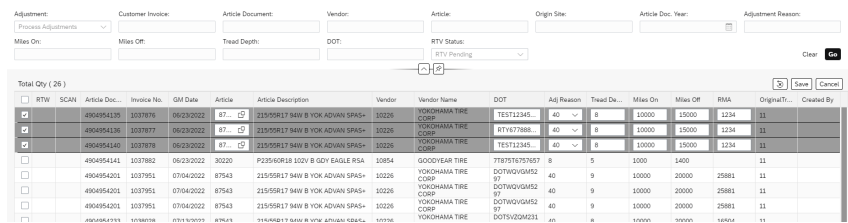| Step	Action
1	On the MIM Adjustment screen: • To restrict the list, enter data into any field. • Click **Go**
2	To restrict the results list, click the desired column and enter data into the filter box.

Editing Adjustments on the Handheld Scanner

Follow these steps to edit adjustments on the Handheld Scanner:

Step	Action	
1	Click the **Adjustments** tile.	
2	Click **Edit Adjustment Data**.	
3	Scan barcode on adjustment label.	
4	Select field(s) you want to edit and make the correction(s). Click **Save**. **Note:** You can search the return reason list with the ⧉ button. If the edits change information on the labels, a new label will print. Attach it over the old label.	

Editing Adjustments on the Desktop MIM

Follow these steps to edit adjustments on the Desktop MIM:

Step	Action
1	From the MIM Adjustment results screen, select the line item(s) you want to edit.
2	*(Optional)* Click **>** on the right side of the line item to see other data elements that were collected in the invoicing process as well as fields that will be populated by later processing.
3	Make sure that the line item is selected, then click **Edit**.
4	The fields you can edit are highlighted: • **DOT #** *(maximum of 13 characters)* • **Miles On / Miles Off** *(miles off must be greater than miles on)* • **Return Reason (Adjustment Types)** • **Tread Depth** *(maximum of 2 characters)* • **RMA #** *(Return Authorization)* **Note**: For misc. adjustments, you can also edit vendor *(see next page).* Click **Save** in the lower left corner.
5	A new adjustment label will print automatically. Attach it over the current adjustment label.
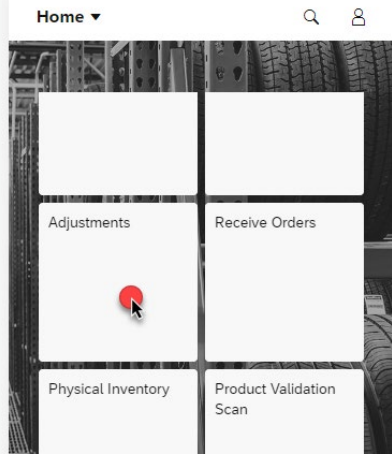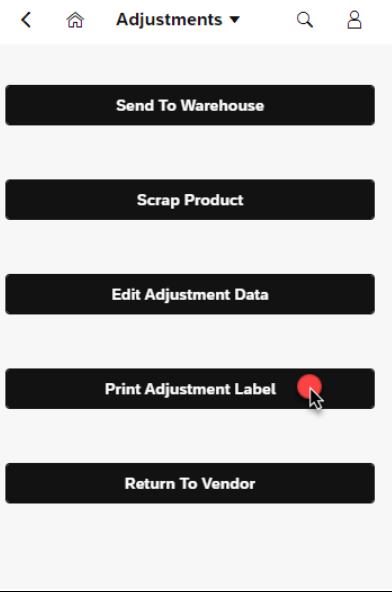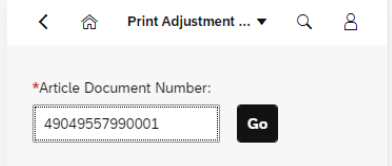
Editing Vendor for Miscellaneous Adjustments

Follow these steps to change the vendor for miscellaneous articles (44444/77777) AND miscellaneous vendors being returned to secondary suppliers or other approved wholesalers:

Step	Action
1	From the MIM Adjustment results screen, select the line item(s) you want to edit, then click **Edit**.
2	Enter the correct vendor number in the 'Vendor' field. **Note:** To find a vendor number, click the ⊡ button next to the vendor number. **Important:** If you enter the wrong vendor number, your tire may be sent back to the wrong vendor, and you will not get the correct credit!
3	Click **Save**. If you enter an invalid vendor number, you will get an error code, and will not be able to process the RTV.

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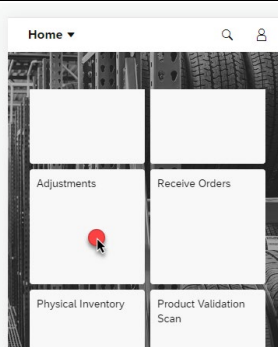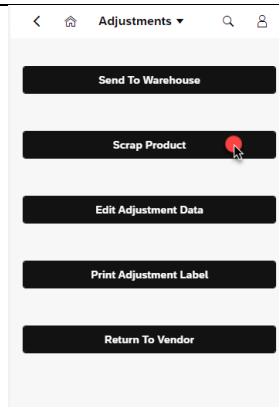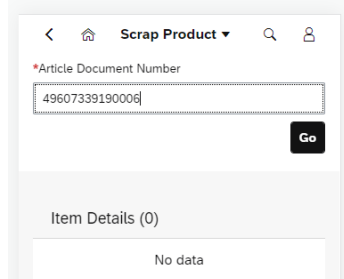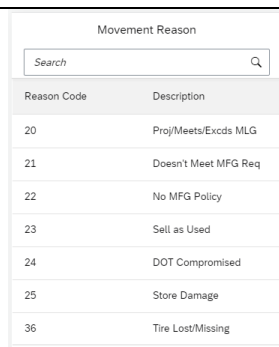
Reprinting Adjustment Labels

Follow these steps to reprint adjustment labels on the Handheld MIM:

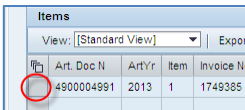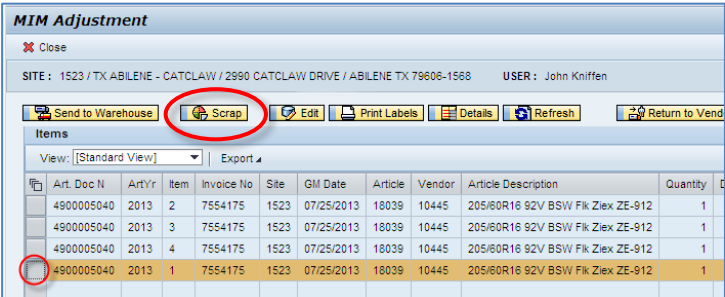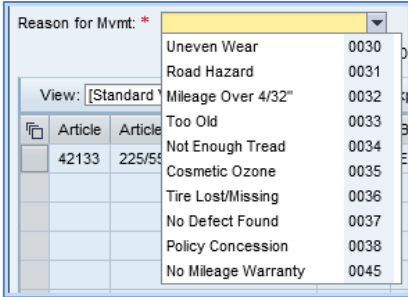| Step	Action	
1	After you log in to the Handheld MIM, Click the **Adjustments** tile.	
2	Click **Print Adjustment Label**.	
3	Scan the adjustment label and click **Go**.	

Scrapping Adjustments on the Handheld Scanner

Follow these steps to scrap adjustments on the Handheld Scanner:

Step	Action	
1	Click the **Adjustment** tile.	
2	Click **Scrap Product**.	
3	Scan barcode on adjustment label.	
4	Choose a reason code by clicking .	
6	Press **Save**.	
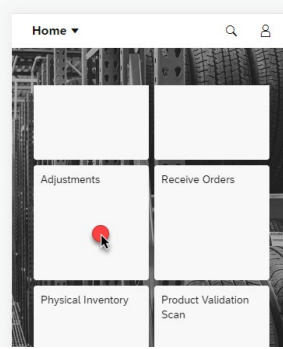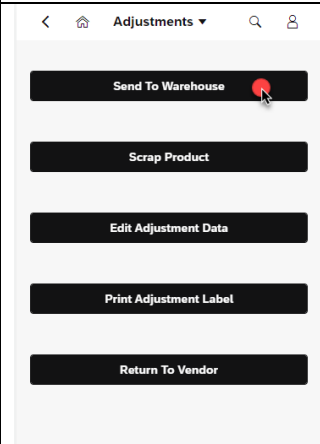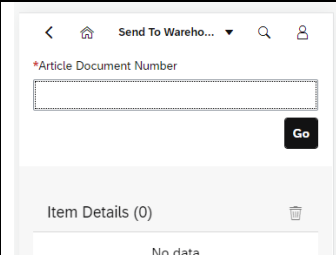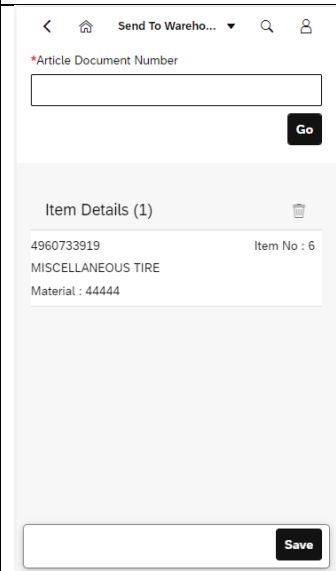
Scrapping Adjustments on the Desktop MIM

Follow these steps to scrap adjustments on the Desktop MIM:

Step	Action
1	From the MIM Adjustment results screen, select the line item(s) you want to scrap.
2	Click **Scrap**.
3	A **Create Goods Movement** screen displays. Select a reason for movement from the **Reason for Mvmt.** drop-down list.
4	Select **Save**.

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Sending to Warehouse on the Handheld Scanner
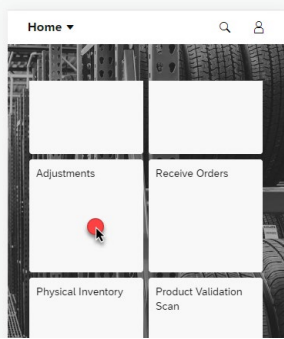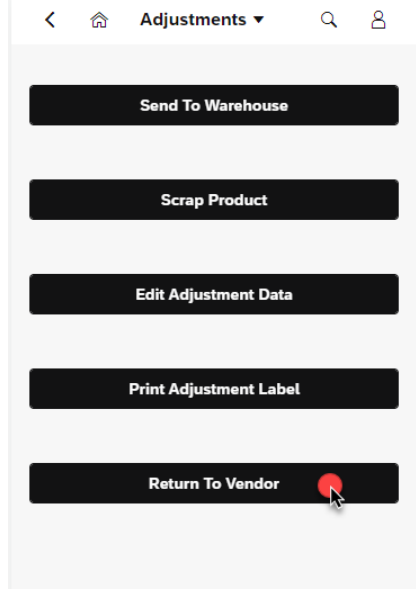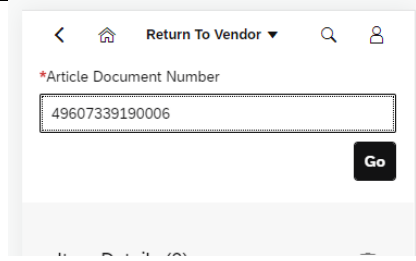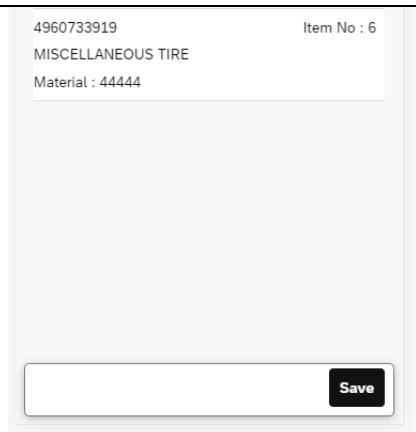
Follow these steps to send adjustments to the regional warehouse on the Handheld scanner:

Step	Action	
1	Click the **Adjustment** tile.	
2	Click **Send to Warehouse**.	
3	Scan barcodes on adjustments labels going to Warehouse.	
4	Press **Save**. *The STO will be created. and items placed in transit to your warehouse.*	

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Sending Adjustments to Warehouse on the Desktop MIM

Use **Send to Warehouse** to place adjustments into transit for the regional adjustments warehouse. Follow these steps to put adjustments in transit to the warehouse:

Step	Action
1	From the MIM Adjustment results screen, select the line item(s) you want to send to warehouse.
2	Click **Send to Warehouse**.
3	A Create Stock Transfer Purchase Order window will display. Click **Save**. This will create the STO and perform the Goods Issue to your corresponding adjustment warehouse.

Returning to Vendor on the Handheld Scanner

STORES: Follow these steps to return adjustments to vendor on the Handheld Scanner, for products that your warehouse does not handle:
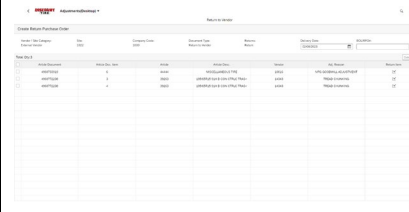
WAREHOUSES: See Warehouse Adjustments – Return to Vendor for instructions.

Step	Action	
1	Click the **Adjustment** tile.	
2	Click **Return to Vendor**.	
3	Scan barcodes on adjustments labels going to a vendor.	
4	Press **Save**. The **Return Purchase Order** will be created. and items placed in transit to the vendor.	

Returning to Vendor on the Desktop MIM

STORES: Follow these steps to return adjustments to vendor on the Desktop MIM, for products that your warehouse does not handle:

WAREHOUSES: See Warehouse Adjustments – Return to Vendor for instructions.

Step	Action
1	From the MIM Adjustment results screen, select the line item(s) you want to Return to Vendor.
2	Click **Return to Vendor**.
3	A **Create Return Purchase Order** window will display. Click **Save**. This will create the RTV PO and perform the Goods Issue to the corresponding vendor.

Corrective Actions

Use **ADJUSTMENTS · Corrective Actions** to undo adjustments done incorrectly, or made in error:

- Undo Return to Vendor (Adj. Only – '55' or '66')

- Undo Return to Warehouse

- Undo Scrap

Note: If a Corrective Action is needed to reverse an incorrect RTV or RTW AFTER the day it was performed, contact the Warranty Team for assistance. They will need to reverse the PO for you.
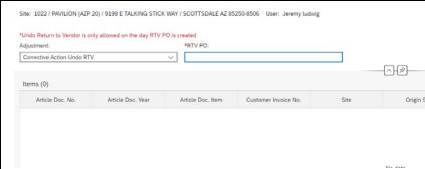
Undo Return to Vendor

You can only correct a RTV the same day that it is performed.
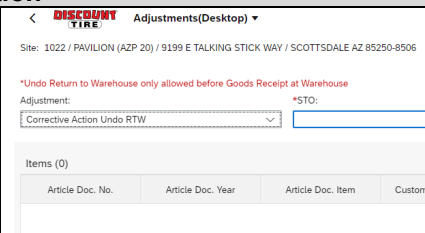
Follow these steps to Undo Return to Vendor (Adj. only):

Step	Action
1	Select **Corrective Action Undo RTV**.
2	Type the RTV PO number you want to undo ('55' or '66').
3	Select **Go**.
4	Select **Save**. <u>Message displays:</u> RTV Purchase Order (number) reversed successfully.

Undo Return to Warehouse

Only stores can Undo a Return to Warehouse must do this **before** the Goods Receipt has been performed by the warehouse.

Follow these steps to Undo Return to Warehouse:
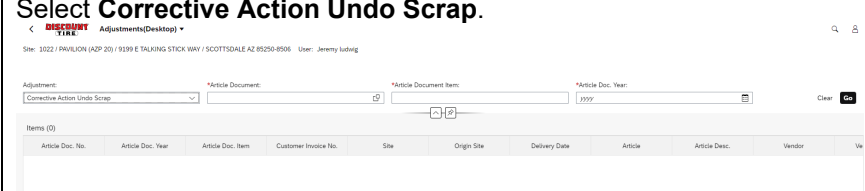
Step	Action
1	Select **Corrective Action Undo RTW**.
2	Type the STO number you want to undo.
3	Select **Go**.
4	Select **Save**. <u>Message displays:</u> RTW Purchase Order (number) reversed successfully.

Undo Scrap

The Article Document number and line item for the adjustment are located at the bottom of the adjustment label.
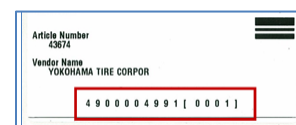
Follow these steps to Undo Scrap:

Step	Action
1	Select **Corrective Action Undo Scrap**.
2	Type in the Article Document #, the Article Document Year, and the Article Document Item *(line item = last 4 digits on label in brackets).*
3	Select **Go**.
4	Select **Save**. <u>Message displays:</u> Article Document (number year item) reversed successfully.

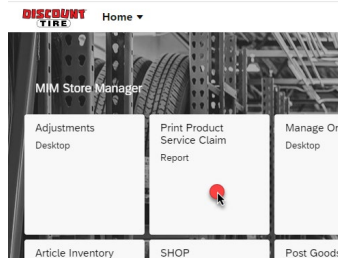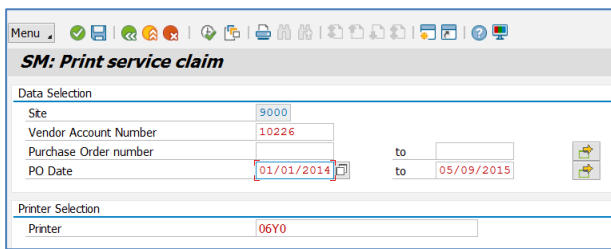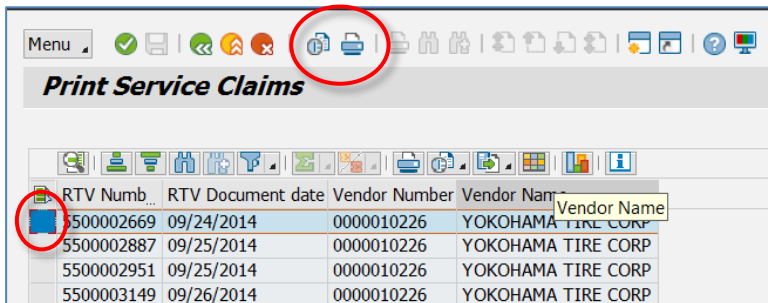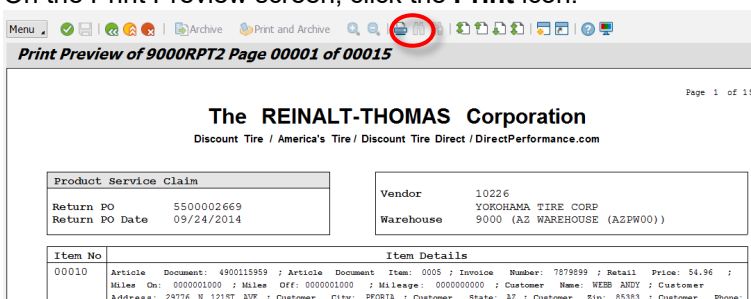|	
Printing a Product Service Claim	New functionality has been added to Desktop MIM to allow you to print a Product Service Claim for adjustments that have a corresponding product service claim. Follow these steps to print or reprint a Product Service Claim for an adjustment: **Note**: This is valid for Adjustment PO's beginning with '55' only.

Step	Action
1	From the launchpad, click **Print Product Service Claim**.
2	1) Complete the 'Vendor Account Number' field or 'PO number' field. *(Purchase Order Number is Best Practice.)* 2) Enter 'from' and 'to PO Date' fields. *(The date fields default to today's date, but you can change them to enter any date range, if needed.)* 3) Click **Execute** or press **ENTER**.
3	1) Select the PO you want to print the Product Service Claim for. 2) Click the **Print** to print a list of PO numbers, or click the **Print Preview** icon to view the Product Service Claim.
4	On the Print Preview screen, click the **Print** icon.

Contact	If you have any questions or concerns, please contact your Manager, AVP or Warranty Team.