

## Manager Guide to Reviewing Invoices Daily

### Expectation

To better understand your business, create and maintain a daily cadence of reviewing all invoices (work orders).

Setting aside deliberate and undisturbed time each day to review the day's invoices will:

- Give you management insights into all transactions in your store
- Provide opportunities to coach and mentor employees
- Develop the skills needed to analyze your business
- Create consistency and a daily routine for you to follow.

### Reviewing invoices

When reviewing invoices, ask these questions and follow up for additional information and/or provide coaching as needed:

#### Compare pricing

Were all Tire, Wheel, Installation, Accessory, and disposal invoiced at set retail?

If not, was there a logical explanation for the deviation?

If trade-in was invoiced, was it legitimate or was it used as a tool to discount product?

Was a Rebate Code used and invoiced properly per current promotions?

Were adjustments invoiced accurately with details that reflect the actual transaction or was this used as a tool to discount the purchase? If applicable, were the tires saved?

#### Product recommendation

Was Treadwell used?

Was product:

- In-stock or special order?
- Core product?
- GBB?

#### Certificates

Were certificates invoiced?

#### Wiper blades

Were wiper blades invoiced? If not, did we ask questions and consider sales person's current %?

#### Service orders

Was tread depth 4/32 or less?

Was vehicle age & spare tire inspection performed?

Was mileage entered accurately

#### Comment Line

Were the instructions for the service area clear and accurate?

### Contact

If you have questions or concerns, please contact your AVP or VP.