

Adjustment Invoice and Recovery Procedures

Overview

This document explains how to create a PDF invoice for a customer who visits your store and has tires or wheels that need adjustments, as well as recovery steps for adding the transaction into the POS.

NOTE

Once the transaction is added into the POS, the adjustments will become available in SAP for standard processing. If your adjustment pickup is scheduled while your system is down, you should keep the tires in the store until they can be transferred in SAP.

Invoice Adjustment Sections

The following sections of the invoice PDF are used for different adjustment types. These fields are referenced in the processes described in this document.

| ADJ | Original Retail: | Beg. 32nds | End 32nds | DOT: | Reason: | Certs: | QTY | Credit: | Amount: |
|-----|------------------|------------|-----------|------|---------|--------------------------|-----|---------|---------|
| ▼ | | | | | | <input type="checkbox"/> | | \$ 0.00 | \$ 0.00 |
| ▼ | | | | | | <input type="checkbox"/> | | \$ 0.00 | \$ 0.00 |
| ▼ | | | | | | <input type="checkbox"/> | | \$ 0.00 | \$ 0.00 |
| ▼ | | | | | | <input type="checkbox"/> | | \$ 0.00 | \$ 0.00 |

| Product | Article/Description | QTY: | Retail: | Amount: |
|---------|---------------------|------|---------|---------|
| ▼ | | | | \$ 0.00 |
| ▼ | | | | \$ 0.00 |
| ▼ | | | | \$ 0.00 |
| ▼ | | | | \$ 0.00 |
| ▼ | | | | \$ 0.00 |

Manufacturer Adjustments

Follow these steps to handle manufacturer adjustable conditions and road hazards with and without certificates.

| Step | Action |
|------|---|
| 1 | Select Tires from the ADJ menu. |
| 2 | Enter the original retail of the product that is being adjusted in the Original Retail field. <ol style="list-style-type: none"> If the price is not known, search the product on the website to find the original price. Navigate to www.discounttire.com or www.americastire.com. Assign your My Store as your store. This can be done through the store locator using your store's zip code, or by copying the following URL and changing ##### to your SAP site number and selecting Make This My Store: https://www.discounttire.com/store/az/scottsdale/s/##### If you know the article number, you can search it in the search field in the top-right corner of the website. |

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| | <p>e. If you do not know the article number, you can search by the size of the product, by vehicle, or by brand to find the appropriate article. If the article displays a price range, click the VIEW DETAILS button, and enter the appropriate information in the menus to get the correct price. These menus include</p> <p>NOTE</p> <p>Once you enter the retail for the product, it will begin updating the credit amount field. That field will update appropriately based on the information entered in the tread depth fields, certificate checkbox, and quantity field.</p> |
| 3 | Enter the original tread depth of the tire in the Beg.32nds field. |
| 4 | Enter the remaining tread depth of the tire in the End. 32nds field. |
| 5 | Enter the DOT number of the tire in the DOT field |
| 6 | Use the Reason field to capture either a description of the manufacturer adjustable or the adjustment reason code. Use the following link to view the codes on the Knowledge Center: http://portalprd.discounttire.com/portal/server.pt/document/915902/Adjustment%20Type%20Descriptions |
| 7 | If the customer purchased certificates with their original purchase, you can mark the Certs checkbox. NOTE: This will overwrite the credit amount of the adjustment and set it to 100% of the original retail. |
| 8 | Enter the quantity of adjustments for the given line (this will generate the total in the amount field). <ol style="list-style-type: none"> If you are consolidating all or some adjustments to a single line because they all have the same tread depth, DOT, and adjustable condition, you must set the quantity appropriately. |
| 9 | The Credit field will update automatically with the appropriate credit amount based on the equation used in the POS. |
| 10 | The Amount field will update automatically based on the credit amount and the quantity entered. |

NOTE

For mileage adjustments, there is a different calculation that occurs, but it was decided that they will be given the same credit as others: see recovery steps for updates.

In-Store Damage Adjustments

Follow these steps to handle In-Store Damage adjustments.

| Step | Action |
|------|--|
| 1 | Select Tires from the ADJ menu. |
| 2 | Enter the original retail of the product that is being adjusted in the Original Retail field (see Step 2 from Manufacturer Adjustments). |
| 3 | Do not enter any information into the tread depth fields. |
| 4 | Enter the DOT or some other identifier in the DOT field. |
| 5 | Enter the quantity of products in the QTY field. |
| 6 | The credit will display as 100% of the retail if not tread depths are entered in the tread depth fields. |
| 7 | The amount will display as the credit multiplied by quantity entered. |

Defective Wheel Adjustments

Follow these steps to handle Defective Wheel adjustments.

| Step | Action |
|------|--|
| 1 | Select Wheels from the ADJ menu. |
| 2 | Enter the original retail of the product that is being adjusted in the Original Retail field (see Step 2 from Manufacturer Adjustments). |
| 3 | Do not enter any information into the tread depth fields. |
| 4 | Enter some identifier in the DOT field. |
| 5 | Enter the quantity of products in the QTY field. |
| 6 | The credit will display as 100% of the retail if not tread depths are entered in the tread depth fields. |
| 7 | The amount will display as the credit multiplied by quantity entered. |

Tire/Wheel Adjustments that Require Manual Calculation

The following process for Customer Satisfaction and Manufacturer Goodwill can also be used for In Store Damage and Defective Wheels. These steps are performed in the standard product section of the form and not in the adjustment section.

| Step | Action |
|------|---|
| 1 | Select either Tires or Wheels from the Product menu depending on the adjustment. |
| 2 | In the Article/Description field, add product information and some identifier that the product is a customer satisfaction adjustment (i.e. adding "- Cust. Sat." to the end of the description). |
| 3 | Enter the quantity of products being adjusted in the QTY field. |

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| 4 | <p>The credit amount should be a negative 75% of the original retail.</p> <ol style="list-style-type: none"> a. Steps to find product retail can be found in Step 2 of Manufacturer Adjustments. b. To provide the appropriate amount in the Retail field, multiply the retail by .75. c. When entering the amount into the Retail field, you must precede it with a negative symbol. <p>Example: If the product retails for \$100.00, then 75% of this would be \$75 (100 x .75). To set this as a credit, it would be entered into the Retail field is -75.00.</p> |
| 5 | <p>The Amount field will automatically update based on the quantity and retail entered.</p> |

| Condition | Product Type | Credit Percentage |
|-----------------------|--------------|-------------------|
| Manufacturer Goodwill | Tires | 25% |
| Customer Satisfaction | Tires | 25% |
| Customer Satisfaction | Wheels | 25% |

NOTE

For Michelin Goodwill, there is a different calculation that occurs, but it was decided that they will be given the same credit as others. See recovery steps for updates.

Recovery Process for Adjustments

When performing recovery steps for invoices, adding the adjustments to the invoice will follow the standard adjustment process.

| Step | Action |
|------|--|
| 1 | <p>On the Detail Items Screen of the POS, select Adjustments from the drop down.</p> |
| 2 | <p>Fill out the required data in the adjustment wizard based on the information captured during the interaction with the customer.</p> |
| 3 | <p>When getting to the final step on the adjustment wizard, you must make sure the cost to the customer matches the cost from the PDF.</p> <ol style="list-style-type: none"> a. For adjustments such as mileage and Michelin Goodwill, the default price in the wizard may not be correct based on the equation used on the PDF. |
| 4 | <p>Once the invoice is finalized, the adjustment labels should print at the appropriate Zebra label printer.</p> |
| 5 | <p>Follow the appropriate steps to apply the labels to the correct tires.</p> |