

## Customer Invoice Storage and Destruction Policies and Procedures

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### Objective and Overview

At Discount Tire / America's Tire, we strive to retain our store customer invoices in safe and reasonably secure locations.

We will retain the store customer invoices in paper for 1 years (12 months) and, when the retention period has ended, ensure they are properly destroyed.

To best follow our retention schedule and Company policy, our invoices are placed in appropriate boxes, labeled and stored in such a way that allows for efficient, reliable access and destruction.

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### Responsibility

The regional VP is responsible for coordinating invoice storage and collection, and for ensuring that these policies and procedures are followed.

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### Keep invoices in reasonably secure locations

A reasonably secure location is a location, either in the store or warehouse, that is out of public access. This could be in a room upstairs or any location in which only employees have access. It does not include the racks, or anywhere in the bays.

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### Retain invoices for 12 months

We must retain the most recent 1 year (12 months) of paper invoices for each store. This means, just prior to destruction each quarter, reasonably secure storage will be needed for up to 15 months of invoices.

Invoices are never to be thrown away, because of the personal information they contain.

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### Destruction schedule

Invoices will be destroyed quarterly (January, April, July, and October) according to the retention policy.

Destruction Date	Invoices to be Destroyed	Invoices in storage
January, 2022	Oct 2020 – Dec 2020	Jan 2021 – Dec 2021
April, 2022	Jan 2021 – Mar 2021	Apr 2021 – Mar 2022
July, 2022	Apr 2021 – Jun 2021	Jul 2021 – Jun 2022
October, 2022	Jul 2021 – Sep 2021	Oct 2021 – Sept 2022
January, 2023	Oct 2021 – Dec 2021	Jan 2022 – Dec 2022
April, 2023	Jan 2022 – Mar 2022	Apr 2022 – Mar 2023
July, 2023	Apr 2022 – Jun 2022	Jul 2022 – Jun 2023
October, 2023	Jul 2022 – Sept 2022	Oct 2022 – Sept 2023
January, 2024	Oct 2022 – Dec 2022	Jan 2023 – Dec 2023

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**Invoice  
collection &  
destruction  
procedures**

Follow these steps to collect and schedule invoices for destruction.

Step	Responsibility	Action
1	Store	<p><b><u>Collect &amp; Store invoices</u></b></p> <ul style="list-style-type: none"> <li>Use Banker Boxes for storing invoices (use your normal office supplies ordering process).</li> <li>Include your <b>daily checkout reports</b> and <b>work orders</b> in the invoice boxes.</li> <li>Clearly write the following information on the end of each box: <ul style="list-style-type: none"> <li><b>Store #</b></li> <li><b>Beginning Invoice Date</b></li> <li><b>Ending Invoice Date</b></li> </ul> </li> <li>Keep invoice boxes together in a reasonably secure location, either in your store or at your regional warehouse.</li> </ul> <p>Ensure that boxes contain invoices <b><u>only from a single quarter</u></b>. Do not overlap quarters. For example, the first quarter boxes (Jan – March) should contain only invoices for Jan – March, the second quarter boxes should contain only April – June, and so on.</p>
2	Regional Office & Warehouse	<p><b><u>Coordinate the collection of boxes</u></b></p> <ul style="list-style-type: none"> <li>Prior to the beginning of January, April, July and October, the Corporate Records Management department will notify you to begin the collection of the invoice boxes that are ready for destruction and consolidate them at the regional warehouse.</li> </ul> <p>(See the destruction schedule on page 1.)</p>
3	Regional Warehouse	<p><b><u>Schedule Destruction</u></b></p> <ul style="list-style-type: none"> <li>The Corporate Records Management Department will notify you via email that destruction can begin and will include the contact information for scheduling shredding services with your local shredding company.</li> <li>Once shredding is complete for your region, scan and email Certificates of Destruction to <a href="mailto:DTC_RecordsMgmt@discounttire.com">DTC_RecordsMgmt@discounttire.com</a></li> </ul>

**Contact**

If you have questions about any of the above, please email

[dtc\\_recordsmgmt@discounttire.com](mailto:dtc_recordsmgmt@discounttire.com)

**NOTE: All instructions regarding Legal Holds take priority over the invoice retention schedule!**