

VAST: Invoicing Tire Adjustment – Best Practice Guide

PURPOSE

The purpose of this guide is to provide Critical to Quality callouts as well as Best Practice process steps and guidance to enable store employees involved in **Invoicing Tire Adjustment in VAST**.

By following this guide, you will be able to invoice a tire adjustment which may be needed for a variety of reasons, such as manufacture adjustable conditions, or adjustments needed due to MFG policy/goodwill, mileage, customer satisfaction, or road hazard.

SAFETY & QUALITY FIRST

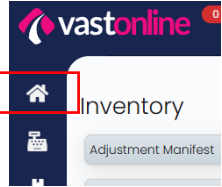
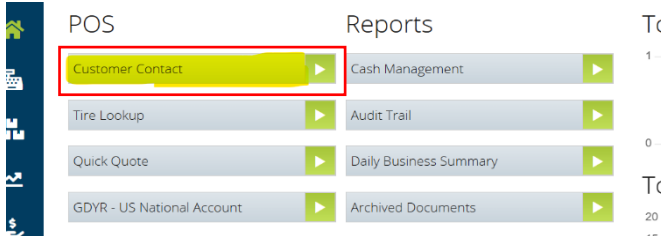


CRITICAL TO QUALITY

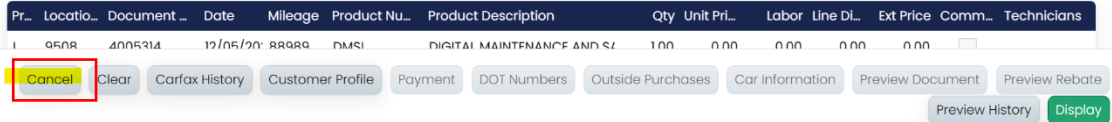
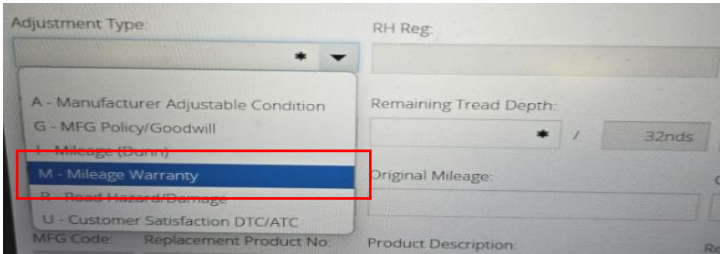
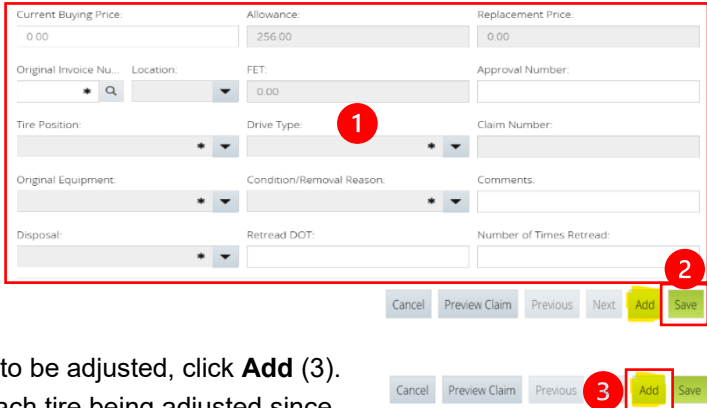


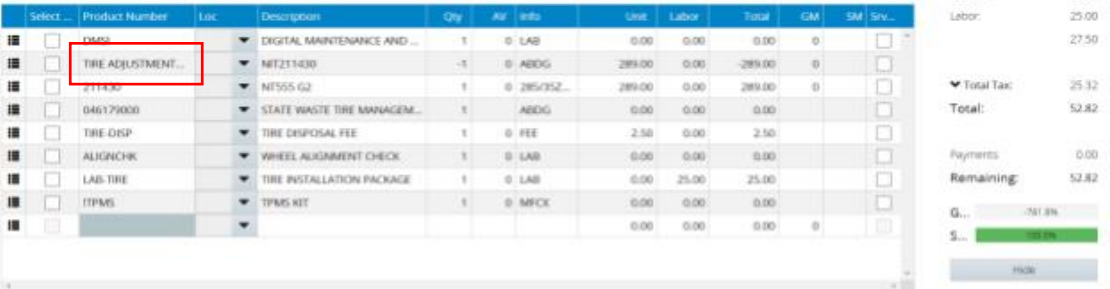
- Ensure proper vehicle information is obtained, such as mileage and tread depths.
- Ensure proper service history is obtained, such as rotations and alignments.

BEST PRACTICE PROCESS STEPS

Step	Action
1	Perform a thorough inspection of the vehicle to gather: • Mileage • Tread depths • DOTs of tires
2	Click the 'Home' icon in the left-side navigation menu. 
3	Click Customer Contact under 'POS.' 

Step	Action																																																																																																																																												
4	On the 'Customer Search' page: - Select the line item with the customer and vehicle information in need of the adjustment. - Click Select. Customer Search Name: bob ziolkowski Zip Code: State: Phone Num... License / VIN: Fleet Unit Number: Bill To: <table border="1"><thead><tr><th>Customer N...</th><th>A...</th><th>Name</th><th>Address</th><th>T...</th><th>Descripti...</th><th>Zip ...</th><th>Phone Num...</th><th>License</th><th>VIN</th><th>Fleet Unit Nu...</th><th>Billing Na...</th><th>Bill To A...</th></tr></thead><tbody><tr><td>000019</td><td>Cas</td><td>bob ziolkowski</td><td>696 fisher rd</td><td>02</td><td>Retail</td><td>14224</td><td>7166037829</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>9507012641</td><td>Cas</td><td>Bob ZIOLKOWSKI</td><td>696 FISHER</td><td>05</td><td>Employee</td><td>14224</td><td>7163813408</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>9508000158</td><td>Cas</td><td>BOB ZIOLKOWSKI</td><td>696 FISHER</td><td>05</td><td>Employee</td><td>14224</td><td>7166037829</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>9506009186</td><td>Cas</td><td>BOB ZIOLKOWSKI</td><td>696</td><td>02</td><td>Retail</td><td>14224</td><td>7166037829</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>9508002213</td><td>Cas</td><td>BOB ZIOLKOWSKI</td><td>4 BROOKEDGE</td><td>02</td><td>Retail</td><td>14043</td><td>7166683413</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>9515004552</td><td>Cas</td><td>BOB ZIOLKOWSKI</td><td>1064 SHADY DR</td><td>02</td><td>Retail</td><td>14081</td><td>7169494989</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>9508004945</td><td>Cas</td><td>BOBBY M ZIOLKOWSKI</td><td>781 EAGLE</td><td>02</td><td>Retail</td><td>14210</td><td>7166082555</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>950702028</td><td>Cas</td><td>bobby ziolkowski</td><td></td><td>02</td><td>Retail</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> ☐ Show Disabled Customers (Account St ☐ Over Counter) Cancel Add Customer Select	Customer N...	A...	Name	Address	T...	Descripti...	Zip ...	Phone Num...	License	VIN	Fleet Unit Nu...	Billing Na...	Bill To A...	000019	Cas	bob ziolkowski	696 fisher rd	02	Retail	14224	7166037829						9507012641	Cas	Bob ZIOLKOWSKI	696 FISHER	05	Employee	14224	7163813408						9508000158	Cas	BOB ZIOLKOWSKI	696 FISHER	05	Employee	14224	7166037829						9506009186	Cas	BOB ZIOLKOWSKI	696	02	Retail	14224	7166037829						9508002213	Cas	BOB ZIOLKOWSKI	4 BROOKEDGE	02	Retail	14043	7166683413						9515004552	Cas	BOB ZIOLKOWSKI	1064 SHADY DR	02	Retail	14081	7169494989						9508004945	Cas	BOBBY M ZIOLKOWSKI	781 EAGLE	02	Retail	14210	7166082555						950702028	Cas	bobby ziolkowski		02	Retail																														
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5	- Click the History button. - Search for the customer's information. - Click Continue. Customer Address 1: 1064 SHADY DR Address 2: 1064 SHADY DR City: IRVING State: NY Zip Code: 14081 Model: BEETLE Engine: Mileage In: Kilometers: Fleet Unit Number: Vehicle Type: Auto Color: License: GES1245 State: NY Cancel Preview Tech Assist History Vehicle Profile Customer Profile Continue																																																																																																																																												
6	On the 'Customer Service History' page, locate the customer. You will need to document the original information from the tire purchase, including the following information. - Original document number - DOTs - Mileage - Purchase date - Purchase price - Tread depth remaining of the tires being adjusted. Customer Service History ☐ Show Declined Both <table border="1"><thead><tr><th>Pr...</th><th>Locatio...</th><th>Document ...</th><th>Date</th><th>Mileage</th><th>Product Nu...</th><th>Product Description</th><th>Qty</th><th>Unit Pri...</th><th>Labor</th><th>Line Di...</th><th>Ext Price</th><th>Comm...</th><th>Technicians</th></tr></thead><tbody><tr><td>I</td><td>9508</td><td>4006878</td><td>02/12/20</td><td>79099</td><td>GL323A428A</td><td>RF CV AXLE ASSEMBLY</td><td>1.00</td><td>405.65</td><td>0.00</td><td>0.00</td><td>405.65</td><td></td><td></td></tr><tr><td>I</td><td>9508</td><td>4006878</td><td>02/12/20</td><td>79099</td><td>GL323A427A</td><td>LF CV AXLE ASSEMBLY</td><td>1.00</td><td>405.64</td><td>0.00</td><td>0.00</td><td>405.64</td><td></td><td></td></tr><tr><td>I</td><td>9508</td><td>4006457</td><td>01/21/202</td><td>78615</td><td>DMSI</td><td>DIGITAL MAINTENANCE AND S</td><td>1.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td></td><td></td></tr><tr><td>I</td><td>9508</td><td>4006457</td><td>01/21/202</td><td>78615</td><td>ALIGNCHK</td><td>WHEEL ALIGNMENT CHECK</td><td>1.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td></td><td>JK</td></tr><tr><td>C</td><td>9508</td><td>C000038</td><td>01/18/202</td><td>78507</td><td>VEHEVAL</td><td>VEHICLE EVALUATION</td><td>-1.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td></td><td>DR</td></tr><tr><td>I</td><td>9508</td><td>4006383</td><td>01/18/202</td><td>78507</td><td>VEHEVAL</td><td>VEHICLE EVALUATION</td><td>1.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td></td><td>DR</td></tr><tr><td>I</td><td>9508</td><td>4006212</td><td>01/10/202</td><td>77201</td><td>DMSI</td><td>DIGITAL MAINTENANCE AND S</td><td>1.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td></td><td></td></tr><tr><td>I</td><td>9508</td><td>4006212</td><td>01/10/202</td><td>77201</td><td>355930</td><td>33X12.50R18LT / F / BSW / Ope</td><td>4.00</td><td>269.49</td><td>0.00</td><td>0.00</td><td>1077.96</td><td></td><td>AR</td></tr><tr><td>I</td><td>9508</td><td>4006212</td><td>01/10/202</td><td>77201</td><td>048179000</td><td>STATE WASTE TIRE MANAGEME</td><td>4.00</td><td>2.50</td><td>0.00</td><td>0.00</td><td>10.00</td><td></td><td></td></tr></tbody></table> Cancel Clear Carfax History Customer Profile Payment DOT Numbers Outside Purchases Car Information Preview Document Preview Rebate	Pr...	Locatio...	Document ...	Date	Mileage	Product Nu...	Product Description	Qty	Unit Pri...	Labor	Line Di...	Ext Price	Comm...	Technicians	I	9508	4006878	02/12/20	79099	GL323A428A	RF CV AXLE ASSEMBLY	1.00	405.65	0.00	0.00	405.65			I	9508	4006878	02/12/20	79099	GL323A427A	LF CV AXLE ASSEMBLY	1.00	405.64	0.00	0.00	405.64			I	9508	4006457	01/21/202	78615	DMSI	DIGITAL MAINTENANCE AND S	1.00	0.00	0.00	0.00	0.00			I	9508	4006457	01/21/202	78615	ALIGNCHK	WHEEL ALIGNMENT CHECK	1.00	0.00	0.00	0.00	0.00		JK	C	9508	C000038	01/18/202	78507	VEHEVAL	VEHICLE EVALUATION	-1.00	0.00	0.00	0.00	0.00		DR	I	9508	4006383	01/18/202	78507	VEHEVAL	VEHICLE EVALUATION	1.00	0.00	0.00	0.00	0.00		DR	I	9508	4006212	01/10/202	77201	DMSI	DIGITAL MAINTENANCE AND S	1.00	0.00	0.00	0.00	0.00			I	9508	4006212	01/10/202	77201	355930	33X12.50R18LT / F / BSW / Ope	4.00	269.49	0.00	0.00	1077.96		AR	I	9508	4006212	01/10/202	77201	048179000	STATE WASTE TIRE MANAGEME	4.00	2.50	0.00	0.00	10.00		
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Step	Action
7	After the above information is obtained, click Cancel to return to the open workorder for the customer being serviced.  On the workorder screen, click the 'Hamburger' tab. Then select Product Adjustment. 
8	In the 'Product Adjustment' window, provide all the information from the original tire purchase. This will also include the selection for the 'Adjustment Type,' for example, M – Mileage Warranty. 
9	On the 'Product Adjustment' window provide all required information (1). Note: Mileage warranties can only be applied to tires 2/32nd and under. Once the information is filled out, click Save (2). Note: If more than one tire needs to be adjusted, click Add (3). Fill out the same information for each tire being adjusted since we must have an adjustment page for each tire. 

Step	Action
10	Once the information is filled out, click Save. Note: This will auto-populate the adjustments onto the workorder with the adjustment pricing. The price will include the adjustment, mounting, balancing, and tax based on the original price of the tire. 
11	Once the adjustment prices are set, get the customer's approval. Then print the workorder. Note: - If the tires needed are not in stock, you must order the tires. To order the tires search as you normally would using the 'Tires' tab, add them to the workorder, and order them electronically. - This will cause duplicate tires to be added to the workorder because the tire was already added to the workorder during the adjustment process. If tires were ordered, you will need to delete one of the tire lines once the tires are received.