

DC- View Return Order Notes Using FSA

Introduction

The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

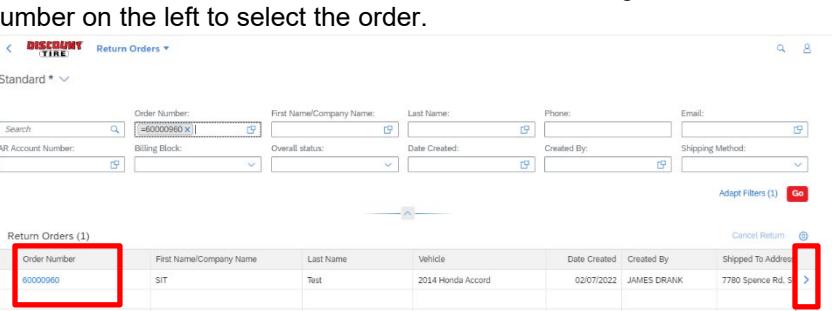
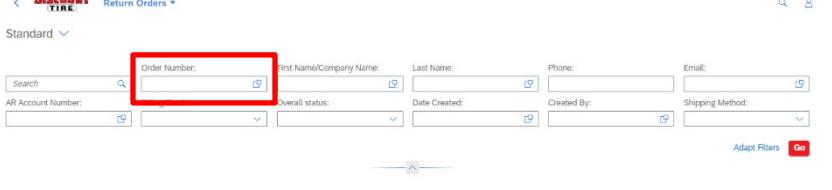
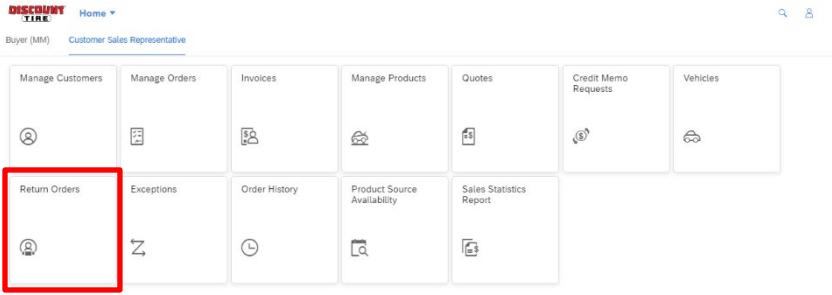
Purpose

The purpose of this document is to guide employees through the steps to view the comments of a return order using FSA.

View Return Order Notes

Follow these steps to view the comments of a return order:

1	Select the Return Orders tile from the dashboard.
2	Enter the order number in the Order Number field.
3	Once the order is identified, click the chevron on the right or the order number on the left to select the order.



View Return Order Notes (continued)

4 The return order will open. To view more details, click the chevron on the far right.

DISCOUNT TIRE Return Order

Return Order #60000960

Transaction Type: MAIL_ORDER
Purchase Order Type: Agent UI
Purchase Order Number: No customer PO
AR Account Number:
Return Reason: Customer Ordered wrong item

Sold-to: SIT Test
7780 Spence Rd
Ste B
Fairburn, GA 30213-2947
123-123-1234
kranthi.chetpelli@discounttire.com

Ship-to: SIT Test
7780 Spence Rd
Ste B
Fairburn, GA 30213-2947
123-123-1234
kranthi.chetpelli@discounttire.com

Tax Exception:
Created By:
Date Created: 02/07/2022
Last Updated: 02/07/2022
Billing Block: Returns Del.Block
Shipping Method: F92 (FedEx- GROUND)
Payment Method:
Authorization Block:

Sub-Total Amount: 130.00 USD
Total Tax: 10.08 USD
Total Shipping: 0.00 USD
Return Amount: 140.08 USD
Overall Status: Being processed

Items Standard *

Article	Brand	Article Description	Vehicle	Assembly	Lift	Return DC	Order Reason	Adjustment Type	Rejection Reason
13634	MOMO	17X7.5-114.30 42BK MMO BKKGH	2014 Honda Accord Coupe EX	23545-18...		WDG401			

5 This screen provides details for the item that was returned, including Return Amount, Return DC, and Quantity.

Click on the **Notes** tab to view notes.

DISCOUNT TIRE Item Details

Return Order 60000960 - Item 100

Transaction Type: MAIL_ORDER
Purchase Order Type: Agent UI
Purchase Order Number: No customer PO
AR Account Number:
Return Reason: Customer Ordered wrong item

Sold-to: SIT Test
7780 Spence Rd
Ste B
Fairburn, GA 30213-2947
123-123-1234
kranthi.chetpelli@discounttire.com

Ship-to: SIT Test
7780 Spence Rd
Ste B
Fairburn, GA 30213-2947
123-123-1234
kranthi.chetpelli@discounttire.com

Tax Exception:
Created By:
Date Created: 02/07/2022
Last Updated: 02/07/2022
Delivery Block: Returns Del.Block
Billing Block:
Shipping Method: F92 (FedEx- GROUND)
Payment Method:
Authorization Block:

Sub-Total Amount: 130.00 USD
Total Tax: 10.08 USD
Total Shipping: 0.00 USD
Return Amount: 140.08 USD
Overall Status: Being processed

Details Notes

Product	Sourcing	Promotion	Pricing
Item Number: 100	Item Category: 70511	Promotion Type: <input type="checkbox"/> Promotion: <input type="checkbox"/> Promotion ID: <input type="checkbox"/> Promotion Article: <input type="checkbox"/> Promotion Description: <input type="checkbox"/>	NET: 0.00 USD Price: 130.00 USD Override Price: 0.00 USD Net Price: 130.00 USD Item Tax: 10.08 USD Environmental Fee: 0.00 USD Shipping Environmental Fee: 0.00 USD Total Item Price: 140.08 USD
Parent Item Number: 13634	Quantity: 1 Return DC: WDG401 Order Reason: <input type="checkbox"/>		
Article: 13634			
Brand: MOMO			
Article Description: 17X7.5-114.30 42BK MMO BKKGH	Adjustment Type: <input type="checkbox"/>		
Vehicle: 2014 Honda Accord Coupe EX			
Assembly: 23545-18 - 23545-18			
Lift: <input type="checkbox"/>			

6 The next screen will show any notes entered by the agent.

DISCOUNT TIRE Item Details

Return Order 60000960 - Item 100

Transaction Type: MAIL_ORDER
Purchase Order Type: Agent UI
Purchase Order Number: No customer PO
AR Account Number:
Return Reason: Customer Ordered wrong item

Sold-to: SIT Test
7780 Spence Rd
Ste B
Fairburn, GA 30213-2947
123-123-1234
kranthi.chetpelli@discounttire.com

Ship-to: SIT Test
7780 Spence Rd
Ste B
Fairburn, GA 30213-2947
123-123-1234
kranthi.chetpelli@discounttire.com

Tax Exception:
Created By:
Date Created: 02/07/2022
Last Updated: 02/07/2022
Delivery Block: Returns Del.Block
Billing Block:
Shipping Method: F92 (FedEx- GROUND)
Payment Method:
Authorization Block:

Sub-Total Amount: 130.00 USD
Total Tax: 10.08 USD
Total Shipping: 0.00 USD
Return Amount: 140.08 USD
Overall Status: Being processed

Details Notes

Notes

Article sales text:

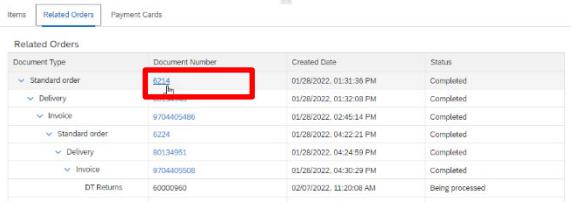
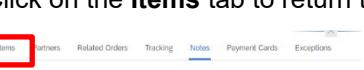
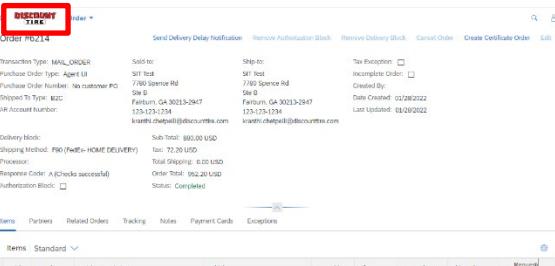
eBay Listing ID:

Original Article/Vendor Part #:

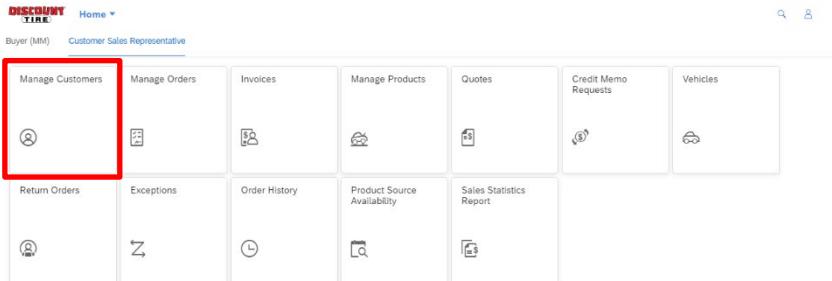
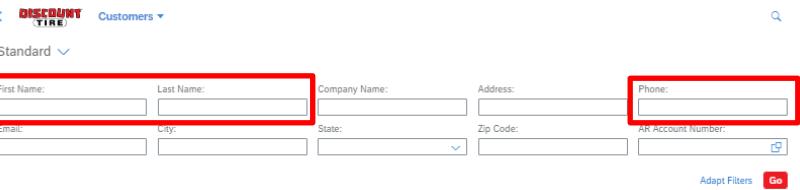
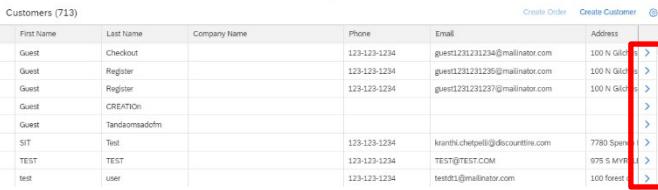
Miscellaneous Article Info:

Click on the arrow in the upper left to return to the order.

View Return Order Notes (continued)

7	<p>If you need to view the original order, click on the Related Orders tab.</p> 
8	<p>On the following screen, click on the Document Number in the Standard Order row to view the original order.</p> 
9	<p>Click on the Notes tab on the original order.</p> 
10	<p>The screen that follows will display showing any notes that were entered for the original order.</p> <p>Click on the Items tab to return to the order.</p> 
11	<p>You may need to view the customer profile for additional notes.</p> <p>Click on the Discount Tire logo in the upper left corner to return to the dashboard.</p> 

View Return Order Notes (continued)

12	<p>Select the Manage Customers tile from the dashboard.</p> 
13	<p>Identify the customer by entering first name, last name, and/or phone number. Then, click Go.</p> 
14	<p>Once the existing customer is identified, click the chevron on the right to select the customer.</p> 
15	<p>Click the Notes tab on the Customer Detail screen.</p> 
16	<p>On this screen, you can view any notes that are relevant to the customer. To add a note, click Edit in the upper right corner.</p> 

View Return Order Notes (continued)

17	<p>Enter notes into the notes field, then click Save.</p> 
18	<p>If you do not find the information you need, or if there are no notes entered, contact a Returns Team agent.</p>

Contact

Contact the Service Desk at support@discounttire.com or 800-366-4399.