

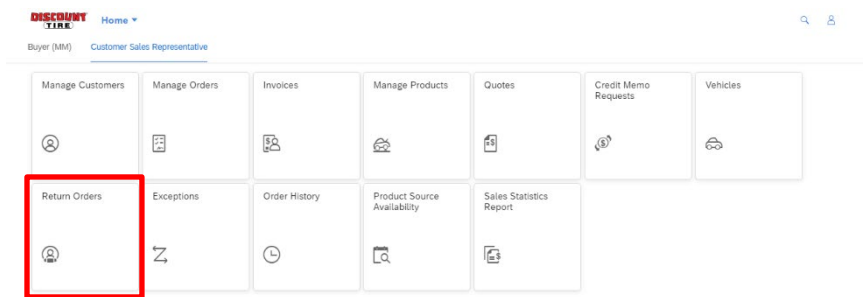
DC- View Return Order Notes Using FSA

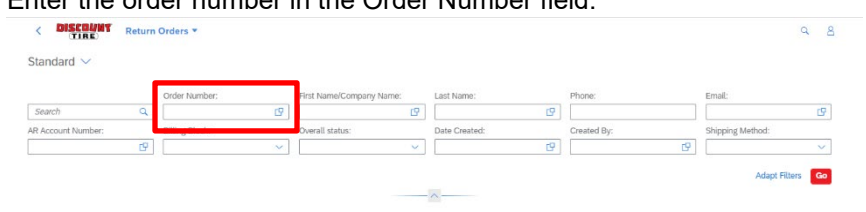
- Introduction** The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.
- Purpose** The purpose of this document is to guide employees through the steps to view the comments of a return order using FSA.

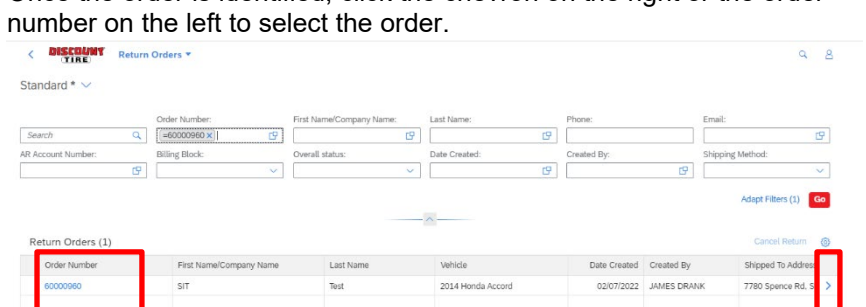
View Return Order Notes

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.

Return Order #60000960

Transaction Type: MAIL_ORDER Sold to: SIT Test Ship to: SIT Test Tax Exception: ☐ Delivery Block: Returns Del.Block
Purchase Order Type: Agent UI 7780 Spence Rd 7780 Spence Rd Created By: Billing Block:
Purchase Order Number: No customer PO Site B Site B Date Created: 02/07/2022 Shipping Method: F92 (FedEx- GROUND)
AR Account Number: Fairburn, GA 30213-2947 Fairburn, GA 30213-2947 Last Updated: 02/07/2022 Payment Method:
Return Reason: Customer Ordered wrong item 123-123-1234 123-123-1234 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 | Related Orders | Payment Cards

Items | Standard * <v>

Article	Brand	Article Description	Vehicle	Assembly	Lift	Return DC	Order Reason	Adjustment Type	Rejection Reason
13634	MOMO	17X7.5 5-114.30 42BK MMO BKGKH	2014 Honda Accord Coupe EX	235/45-18...		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.

Return Order 60000960 - Item 100

Transaction Type: MAIL_ORDER Sold to: SIT Test Ship to: SIT Test Tax Exception: ☐ Delivery Block: Returns Del.Block
Purchase Order Type: Agent UI 7780 Spence Rd 7780 Spence Rd Created By: Billing Block:
Purchase Order Number: No customer PO Site B Site B Date Created: 02/07/2022 Shipping Method: F92 (FedEx- GROUND)
AR Account Number: Fairburn, GA 30213-2947 Fairburn, GA 30213-2947 Last Updated: 02/07/2022 Payment Method:
Return Reason: Customer Ordered wrong item 123-123-1234 123-123-1234 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: 282A Promotion Type: FET: 0.00 USD
Parent Item Number: Quantity: 1 Promotion: Price: 130.00 USD
Article: 13634 Return DC: WDG401 Promotion Amount: 0.00 USD Override Price: 0.00 USD
Brand: MOMO Order Reason: Promotion ID: Net Price: 130.00 USD
Article Description: 17X7.5 5-114.30 42BK MMO BKGKH Adjustment Type: Promotion Article: Item Tax: 10.08 USD
Vehicle: 2014 Honda Accord Coupe EX Promotion Description: Environmental Fee: 0.00 USD
Assembly: 235/45-18 - 235/45-18 Shipping Environmental Fee: 0.00 USD
Lift: Total Item Price: 140.08 USD

6

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

Return Order 60000960 - Item 100

Transaction Type: MAIL_ORDER Sold to: SIT Test Ship to: SIT Test Tax Exception: ☐ Delivery Block: Returns Del.Block Sub-Total Amount: 130.00 USD
Purchase Order Type: Agent UI 7780 Spence Rd 7780 Spence Rd Created By: Billing Block: Total Tax: 10.08 USD
Purchase Order Number: No customer PO Site B Site B Date Created: 02/07/2022 Shipping Method: F92 (FedEx- GROUND) Total Shipping: 0.00 USD
AR Account Number: Fairburn, GA 30213-2947 Fairburn, GA 30213-2947 Last Updated: 02/07/2022 Payment Method: Return Amount: 140.08 USD
Return Reason: Customer Ordered wrong item 123-123-1234 123-123-1234 Authorization Block: ☐ Overall Status: Being processed

Details | **Notes**

Notes

Article sales text:

eBay Listing id:

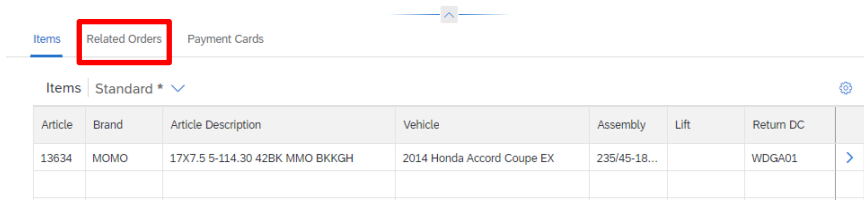
Original Article/vendor Part N:

Miscellaneous Article Info:

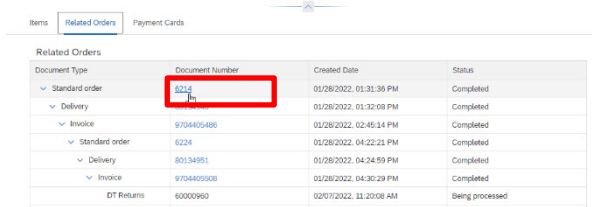
Click on the arrow in the upper left to return to the order.

View Return Order Notes (continued)

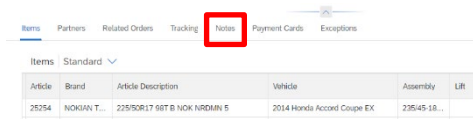
7 If you need to view the original order, click on the **Related Orders** tab.



8 On the following screen, click on the **Document Number** in the Standard Order row to view the original order.

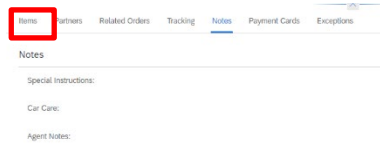


9 Click on the **Notes** tab on the original order.



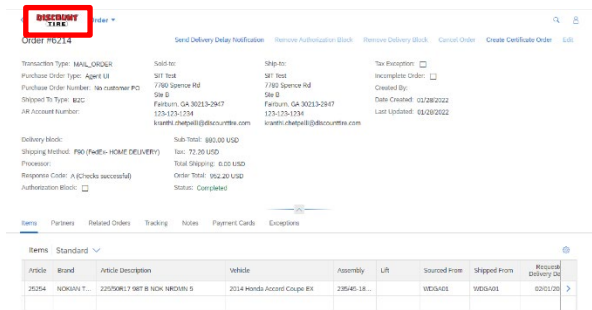
10 The screen that follows will display showing any notes that were entered for the original order.

Click on the **Items** tab to return to the order.

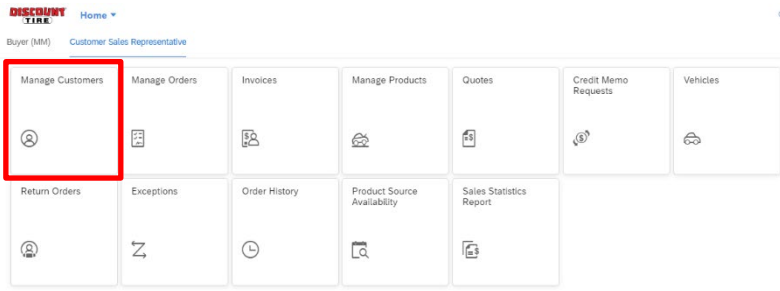
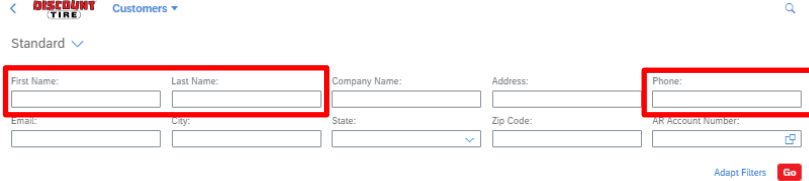
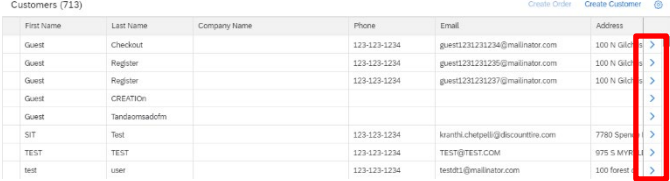
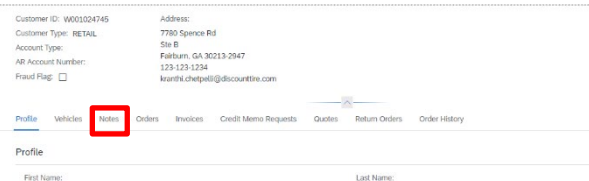
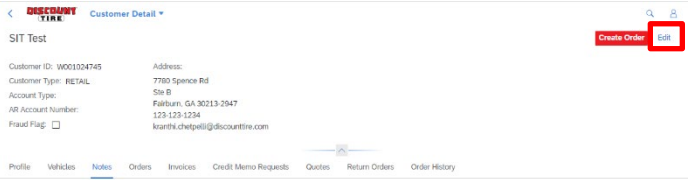


11 You may need to view the customer profile for additional notes.

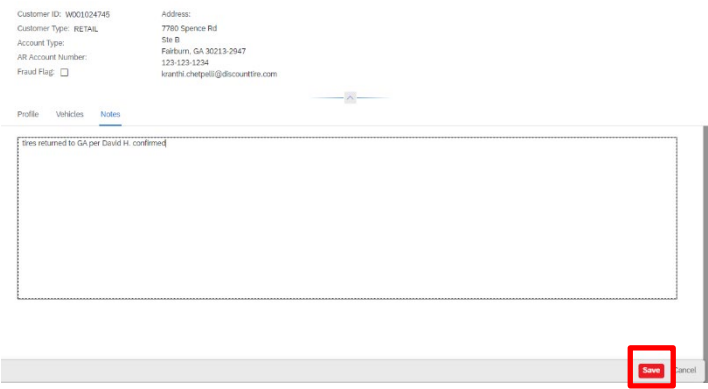
Click on the **Discount Tire logo** in the upper left corner to return to the dashboard.



View Return Order Notes (continued)

- 12** Select the **Manage Customers** tile from the dashboard.
- 
- 13** Identify the customer by entering first name, last name, and/or phone number. Then, click **Go**.
- 
- 14** Once the existing customer is identified, click the chevron on the right to select the customer.
- 
- 15** Click the **Notes** tab on the Customer Detail screen.
- 
- 16** 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.
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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.