

## Add or View Customer Order Notes Using Fiori Sales App

### Introduction

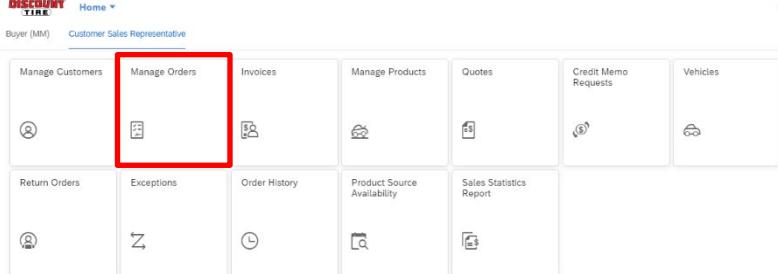
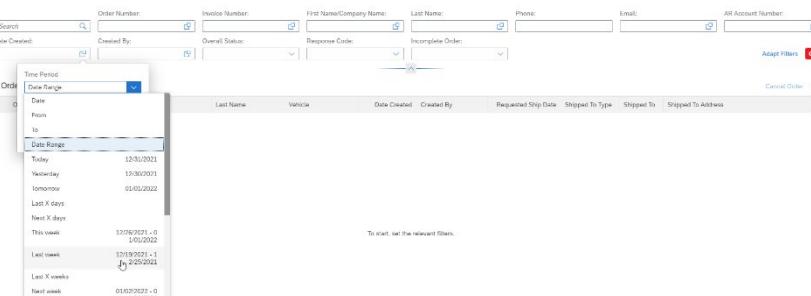
The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

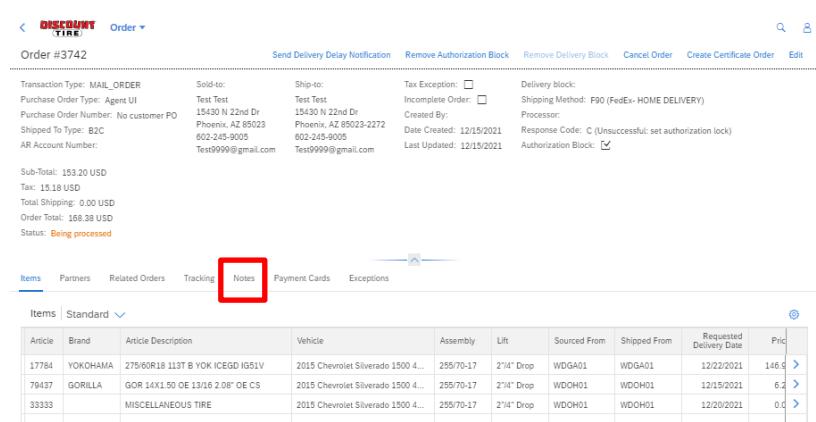
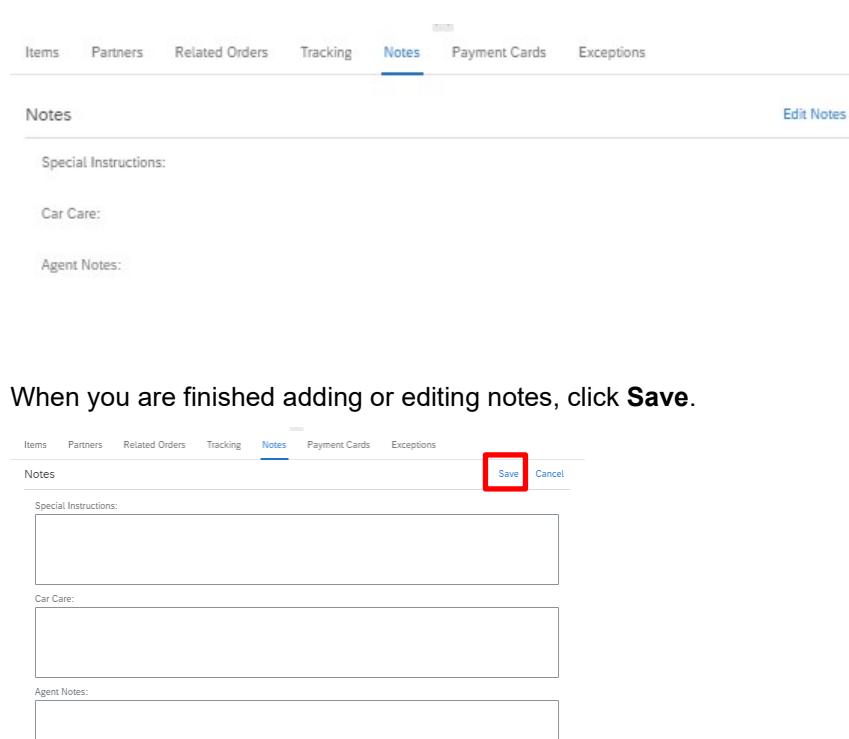
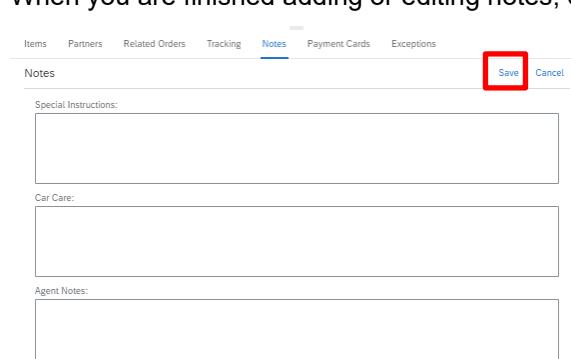
### Purpose

The purpose of this reference guide is to assist employees with adding or viewing customer order notes using the Fiori Sales App (FSA).

### Add or View Customer Order Notes With Order Number

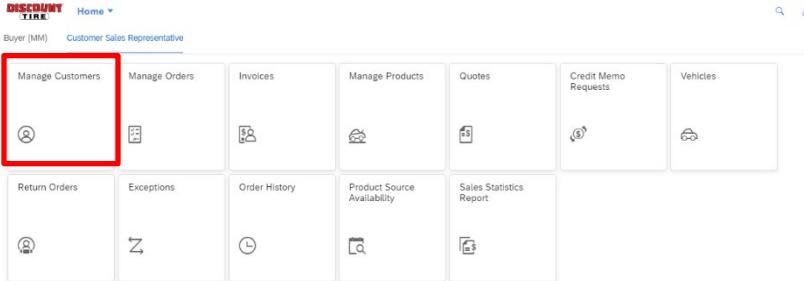
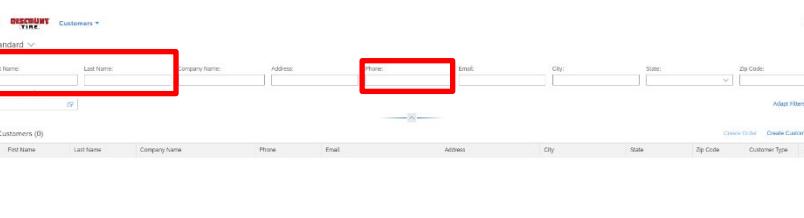
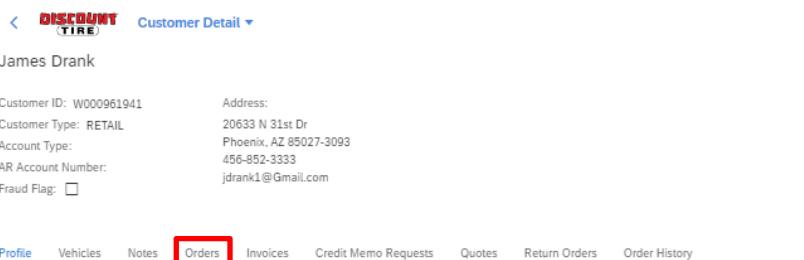
Follow these steps to add or view customer order notes if the order number is known:

Step	Action
1	<p>Select the <b>Manage Orders</b> tile from the dashboard.</p> 
2	<p>If a customer calls with an order number, the agent can search by entering the number in the Order Number field.</p>  <p>An agent can also choose to search by date. Click on <b>Date Created</b>. Define the date range. Then, click <b>Go</b>.</p> 

3	<p>To view details, click on the <b>order number</b> or the chevron on the right.</p> 
4	<p>Click on the <b>Notes</b> tab.</p> 
5	<p>The Notes screen will show Special Instructions, Car Care, and Agent Notes. To add or change the notes, click <b>Edit Notes</b>.</p>  <p>When you are finished adding or editing notes, click <b>Save</b>.</p> 

**Add or View  
Customer  
Order Notes  
Without Order  
Number**

Follow these steps to view customer order notes if the order number is unknown:

Step	Action
1	<p>Select the <b>Manage Customers</b> tile from the dashboard.</p> 
2	<p>If a customer does NOT know the order number, identify the customer by entering first name, last name, and/or phone number. Then, click <b>Go</b>.</p> 
3	<p>Once the existing customer is identified, click the chevron on the right to select the customer.</p> 
4	<p>On the Customer Detail screen, click on the <b>Orders</b> tab.</p> 

<b>5</b>	Continue with Steps 3-5 in Add or View Customer Order Notes With Order Number.
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**Contact**

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Contact the Service Desk at [support@discounttire.com](mailto:support@discounttire.com) or 800-366-4399.

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