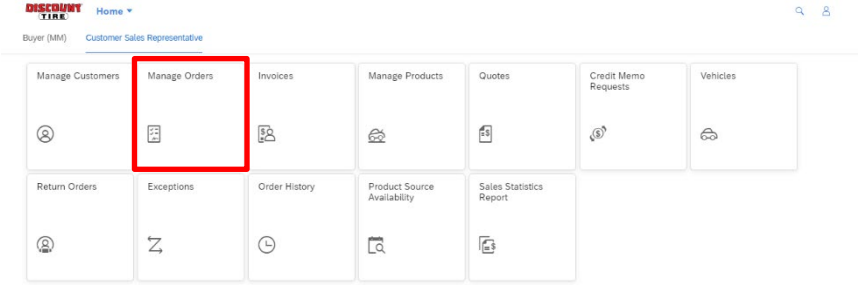
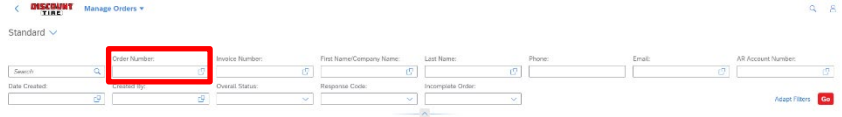
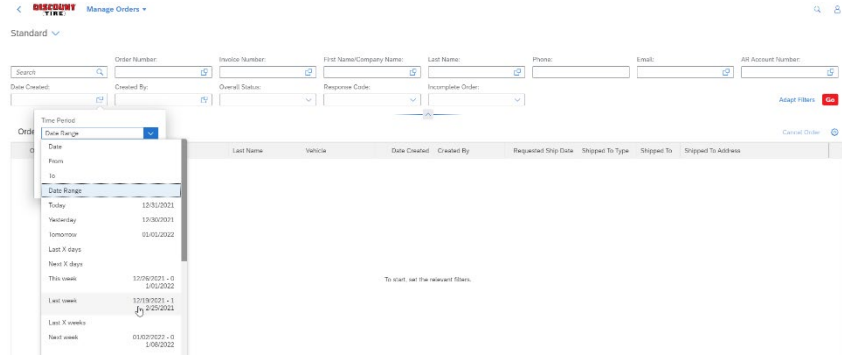


Add or View Customer Order Notes Using Fiori Sales App

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 Manage Orders 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 Date Created. Define the date range. Then, click Go.</p> 

3 To view details, click on the **order number** or the chevron on the right.

Orders (636)

Order Number	First Name/Company Name	Last Name	Vehicle	Date Created	Created By	Requested Ship Date	Shipped To Type	Shipped To	Shipped To Address	
0000040721	test	test	2012 Honda Civic	12/04/2021	MUL2EC0045	12/04/2021	B2C	900000	7780 SPENCE RD, FAIRBURN, GA 30213-294	>
0000040720	STL		2012 Honda Civic	12/04/2021	MUL2EC0045	12/04/2021	B2C	900000	7780 SPENCE RD, FAIRBURN, GA 30213-294	>
0000040717	test	ast	2012 Honda Civic	12/04/2021	MUL2EC0045	12/04/2021	B2C	900000	7780 SPENCE RD, FAIRBURN, GA 30213-294	>
0000040715	test	test	2012 Honda Civic	12/04/2021	MUL2EC0045	12/04/2021	B2C	900000	7780 SPENCE RD, FAIRBURN, GA 30213-294	>
0000040713	test	test	2012 Honda Civic	12/04/2021	MUL2EC0045	12/04/2021	B2C	900000	7780 SPENCE RD, FAIRBURN, GA 30213-294	>
0000040711	test	test	2012 Honda Civic	12/04/2021	MUL2EC0045	12/04/2021	B2C	900000	7780 SPENCE RD, FAIRBURN, GA 30213-294	>
0000040710	test	test	2012 Honda Civic	12/04/2021	MUL2EC0045	12/04/2021	B2C	900000	7780 SPENCE RD, FAIRBURN, GA 30213-294	>

4 Click on the **Notes** tab.

Order #3742

Transaction Type: MAIL_ORDER
Purchase Order Type: Agent UI
Purchase Order Number: No customer PO
Shipped To Type: B2C
AR Account Number:

Sold-to:
Test Test
15430 N 22nd Dr
Phoenix, AZ 85023
602-245-9005
Test9999@gmail.com

Ship-to:
Test Test
15430 N 22nd Dr
Phoenix, AZ 85023-2272
602-245-9005
Test9999@gmail.com

Tax Exception: ☐
Incomplete Order: ☐
Created By:
Date Created: 12/15/2021
Last Updated: 12/15/2021

Delivery block:
Shipping Method: F90 (FedEx- HOME DELIVERY)
Processor:
Response Code: C (Unsuccessful: set authorization lock)
Authorization Block: ☒

Sub-Total: 153.20 USD
Tax: 15.18 USD
Total Shipping: 0.00 USD
Order Total: 168.38 USD
Status: Being processed

Items Partners Related Orders Tracking **Notes** Payment Cards Exceptions

Article	Brand	Article Description	Vehicle	Assembly	Lift	Sourced From	Shipped From	Requested Delivery Date	Pric
17784	YOKOHAMA	275/60R18 113T B YOK ICEGD IG51V	2015 Chevrolet Silverado 1500 4...	255/70-17	2"14" Drop	WDGA01	WDGA01	12/22/2021	146.6
79437	GORILLA	GOR 14X1.50 OE 13/16 2.08" OE CS	2015 Chevrolet Silverado 1500 4...	255/70-17	2"14" Drop	WDGH01	WDGH01	12/15/2021	6.2
33333		MISCELLANEOUS TIRE	2015 Chevrolet Silverado 1500 4...	255/70-17	2"14" Drop	WDGH01	WDGH01	12/20/2021	0.0

5 The Notes screen will show Special Instructions, Car Care, and Agent Notes. To add or change the notes, click **Edit Notes**.

Items Partners Related Orders Tracking **Notes** Payment Cards Exceptions

Notes Edit Notes

Special Instructions:

Car Care:

Agent Notes:

When you are finished adding or editing notes, click **Save**.

Items Partners Related Orders Tracking **Notes** Payment Cards Exceptions

Notes Save Cancel

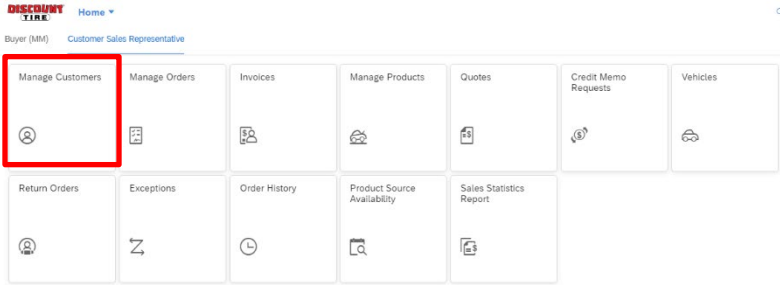
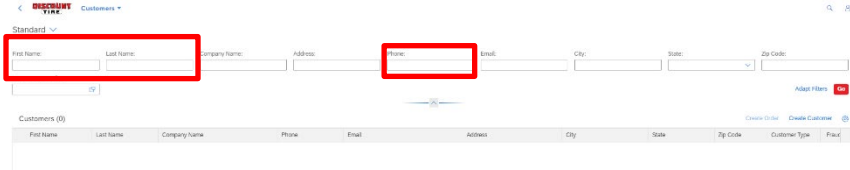

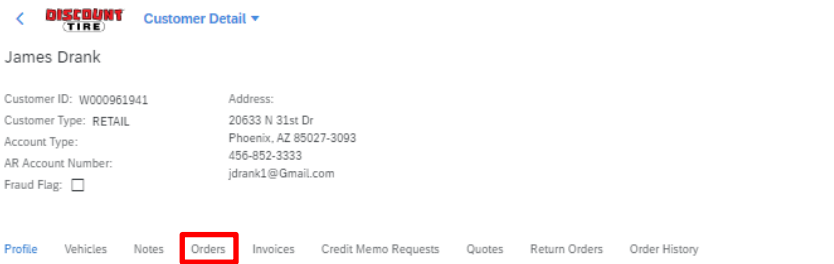
Special Instructions:

Car Care:

Agent Notes:

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 Manage Customers 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 Go.</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 Orders tab.</p> 

5	Continue with Steps 3-5 in Add or View Customer Order Notes With Order Number.
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Contact

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