Add or View a Customer Profile Using Fiori Sales App
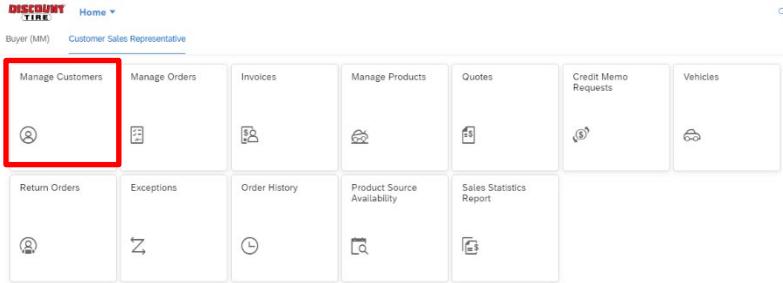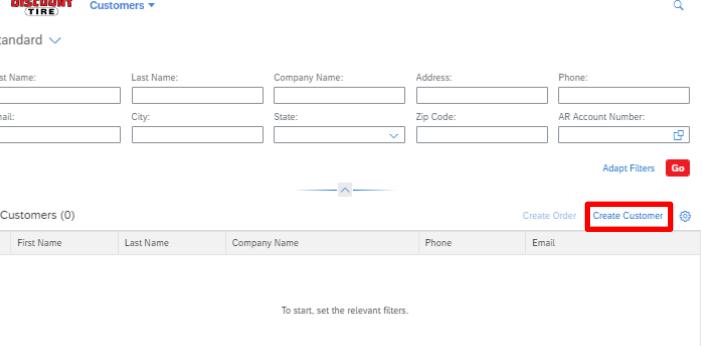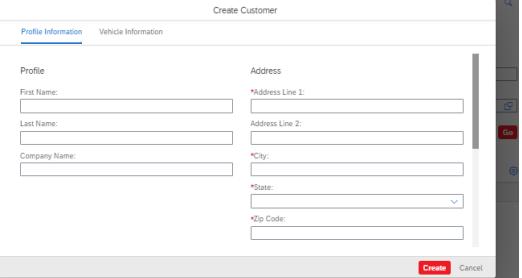
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Introduction	The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.
Purpose	The purpose of this reference guide is to assist employees with adding or viewing a customer profile using the Fiori Sales App (FSA).
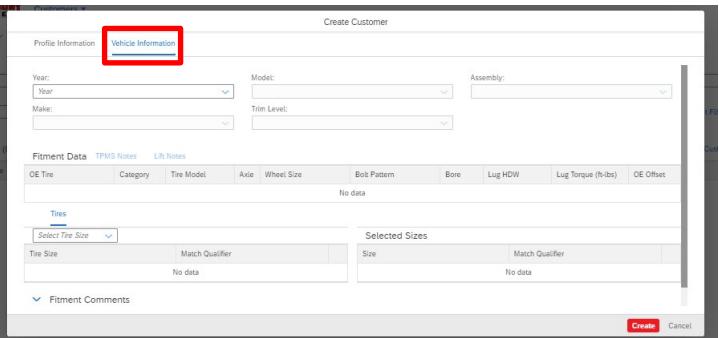
Adding Customer Profile
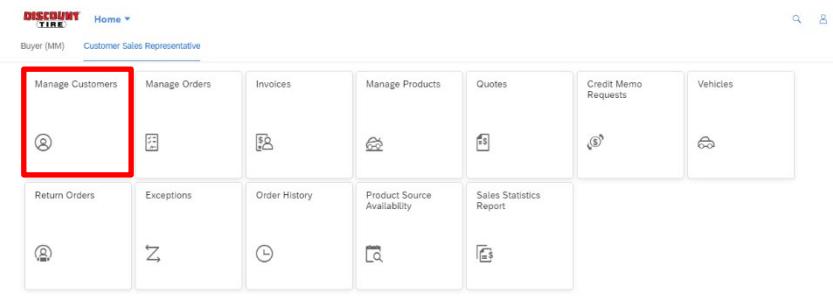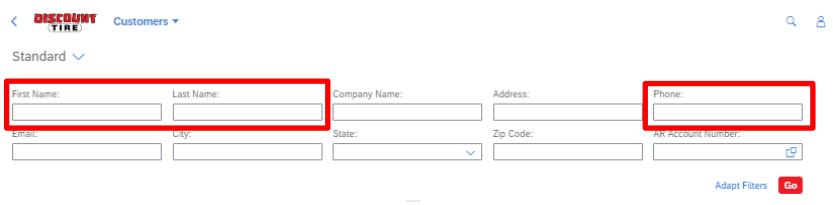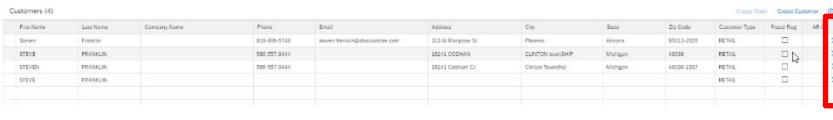
Follow these steps to add a customer profile:
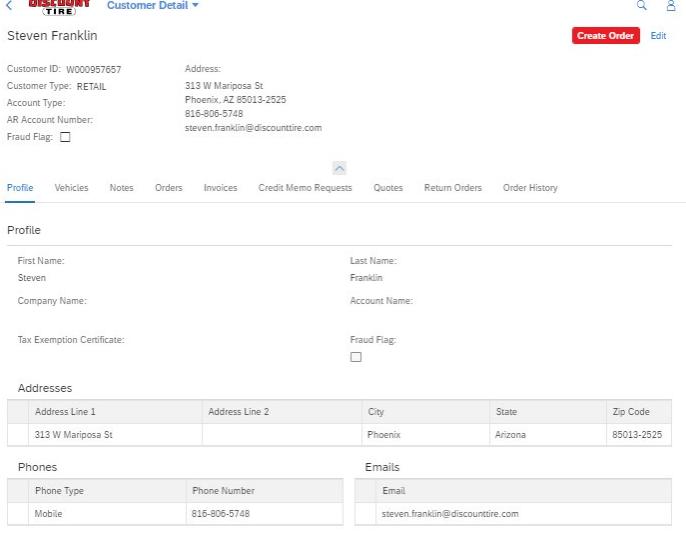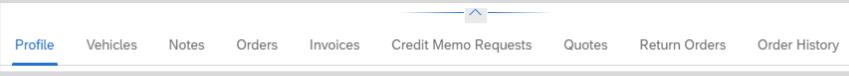
Step	Action
1	Select the **Manage Customers** tile from the dashboard.
2	To create a new customer, click **Create Customer**.
3	Complete the Profile Information.

| 4	Next, click on the **Vehicle Information** tab to enter vehicle information.
5	When finished entering all information, click **Create**.

Viewing Customer Profile

Follow these steps to view a customer profile:

Step	Action
1	Select the **Manage Customers** tile from the dashboard.
2	Identify the customer by entering first name, last name, and/or phone number. Then, click **Go**.
3	Once the existing customer is identified, click the chevron on the right to select the customer.

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Page 2 of 3
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4	The customer profile screen shows the customer's name, address, phone number, and email.

5	Additional information about the customer can be viewed by clicking the tabs near the middle of the screen.
	Vehicles: Provides a list of vehicles for that customer.
	Notes: Any notes entered here will be pertinent to that customer.
	Orders: Shows any order that has been created within FSA. It will not show you orders created in the store, and it will not show orders that were created in Legacy POS. For those orders, you would select the Order History tab.
	Invoices: Provides a view of invoices related to the customer.
	Credit Memo Requests: Shows any refunds issued for a customer on a particular order.
	Quotes: Tab. Shows any quote that has been saved for a customer. Agents can also create orders from these quotes up to 30 days from creation. After 30 days, the quotes are visible; however, you will not be able to transact an order from the quote.
	Return Orders: Shows any returns that were issued to a customer.
	Order History: Tab. Shows any orders that were created in a store. After clicking the Order History Tab, you can view information such as POS transaction number, store location, order total, and transaction type.

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

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Page 3 of 3
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