

Change Customer Profile Information 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 changing customer profile information using the Fiori Sales App (FSA).

Changing Customer Profile Follow these steps to change customer profile information:

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.
4	On the Customer Detail screen, click Edit in the upper right corner.

5

The Customer Profile screen will open.

Customer ID: 00000029557
Customer Type: RE148
Account Type: 000-000-0000
All Account Number:
Print Reg:

Profile Vehicles Notes Order History

Profile

First Name: Last Name:
Company Name:
Tax Exemption Certificate:

Addresses

Address Line 1: Address Line 2:
City: Phoenix State: Arizona Zip Code: 85013-2252

Phones

Phone Type: Phone Number: Add Phone Delete Phone

Emails

Email: Add Email Delete Email

Type in the fields to change customer's First Name/Last Name or Company Name.

First Name: Last Name:
Company Name:

Fraud Flag:

Type in the fields to edit customer address, email address, and/or phone number.

Addresses

Address Line 1: Address Line 2:
City: Phoenix State: Arizona Zip Code: 85013-2252

Phones

Phone Type: Phone Number: Add Phone Delete Phone

Emails

Email: Add Email Delete Email

To add an address, phone number, or email, click on the blank box next to the field you would like to edit, then click on **Add Address**, **Add Email**, or **Add Phone**.

Addresses

Address Line 1: Address Line 2:
City: Phoenix State: Arizona Zip Code: 85013-2252

Phones

Phone Type: Phone Number: Add Phone Delete Phone

Emails

Email: Add Email Delete Email

Next click on either **Add Address**, **Edit Address**, **Delete Address**, **Add Phone**, **Delete Phone**, **Add Email**, or **Delete Email**.

Addresses

Address Line 1: Address Line 2:
City: Phoenix State: Arizona Zip Code: 85013-2252

Phones

Phone Type: Phone Number: Add Phone Delete Phone

Emails

Email: Add Email Delete Email

When edits are complete, click **Save** in the lower right corner.

Save Cancel

6 Click on the **Vehicles** tab to edit vehicle information.

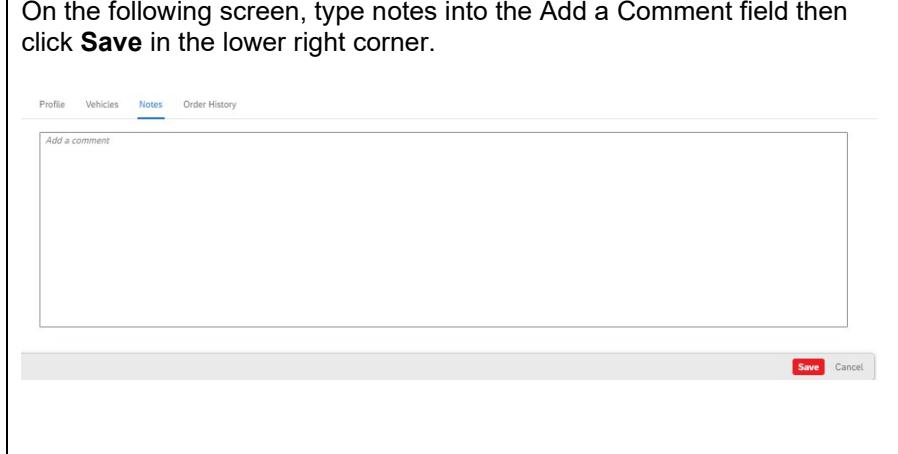
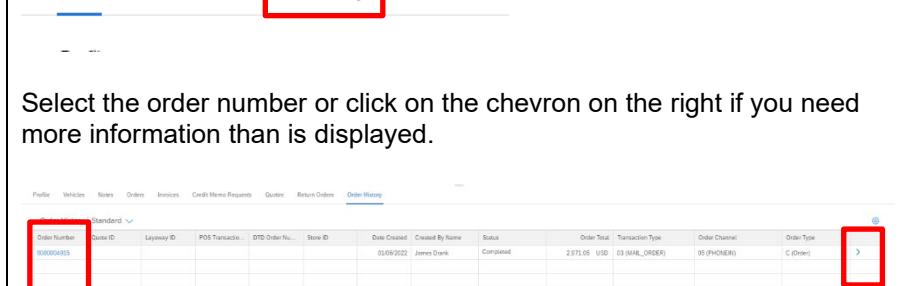
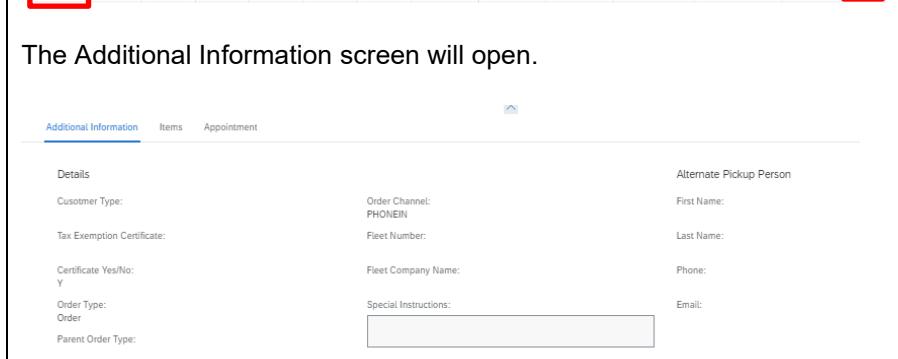
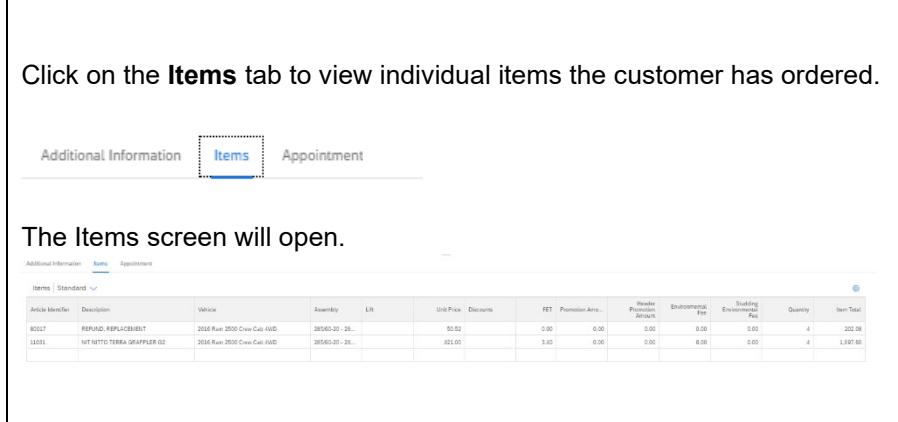
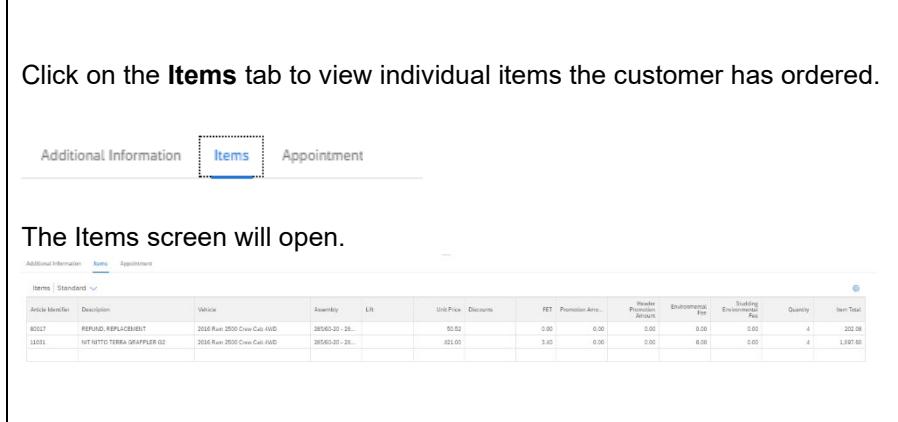
The Vehicles screen will open. To add a vehicle, click on **Add Vehicle**.

The Create Vehicle screen will open. Enter information relevant to the customer's vehicle. When finished, click **Create** in the lower right corner.

To delete a vehicle, first click on the blank box next to the vehicle you would like to delete. Then, click on **Delete Vehicle**.

Select **OK** to delete or cancel to return to the previous screen.

When edits are complete, click **Save** in the lower right corner.

7	<p>Click on the Notes tab to add notes relevant to the customer.</p>  <p>On the following screen, type notes into the Add a Comment field then click Save in the lower right corner.</p> 
8	<p>Click on the Order History tab to view the customer's history.</p>  <p>Select the order number or click on the chevron on the right if you need more information than is displayed.</p>  <p>The Additional Information screen will open.</p>  <p>Click on the Items tab to view individual items the customer has ordered.</p>  <p>The Items screen will open.</p> 

	<p>Click on the Appointment tab to view customer's appointments.</p> <p>Additional Information Items Appointment</p>
The following screen will show the store location and the time and date of the customer's appointment(s).	

Contact

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