

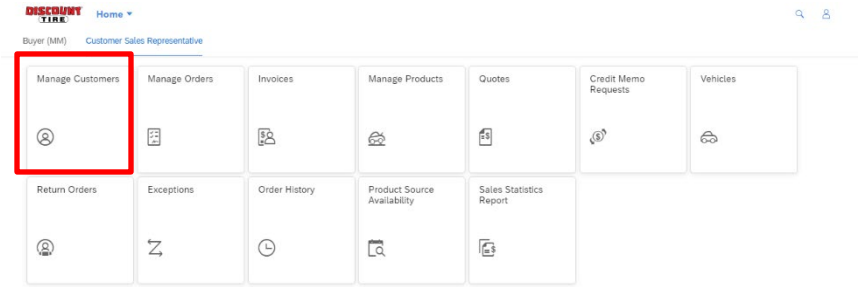
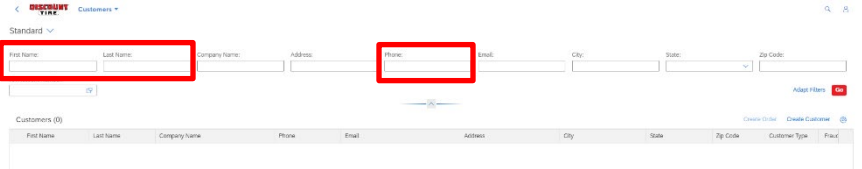
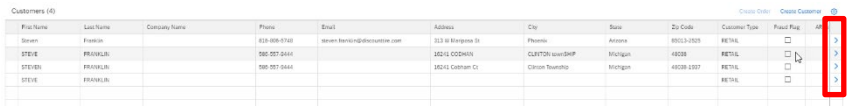
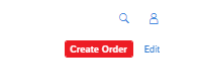
# Change Customer Profile Information Using Fiori Sales App

**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	<p>Select the <b>Manage Customers</b> tile from the dashboard.</p> 
2	<p>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 <b>Edit</b> in the upper right corner.</p> 

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The Customer Profile screen will open.

Steven Franklin

Customer ID: 0000000001      Address: 313 W. Main Street  
 Customer Type: REG      Phoenix, AZ 85013-2025  
 All Account Numbers: 0000000001      Steven.Franklin@fiori.com  
 Fraud Flag: ☐

Profile      Vehicles      Notes      Order History

Profile

First Name: Steven      Last Name: Franklin  
 Company Name:      Account Name:      Tax Exemption Certificate:      Fraud Flag: ☐

Addresses

Address Line 1	Address Line 2	City	State	Zip Code
313 W. Main Street		Phoenix	Arizona	85013-2025

Phones

Phone Type	Phone Number	Email
Mobile	602-605-5716	Steven.Franklin@fiori.com

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

Profile      Vehicles      Notes      Order History

Profile

First Name: Steven      Last Name: Franklin  
 Company Name:      Account Name:      Tax Exemption Certificate:      Fraud Flag: ☐

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

Addresses

Address Line 1	Address Line 2	City	State	Zip Code
313 W. Main Street		Phoenix	Arizona	85013-2025

Phones

Phone Type	Phone Number	Email
Mobile	602-605-5716	Steven.Franklin@fiori.com

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	State	Zip Code
313 W. Main Street		Phoenix	Arizona	85013-2025

Phones

Phone Type	Phone Number	Email
Mobile	602-605-5716	Steven.Franklin@fiori.com

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	State	Zip Code
313 W. Main Street		Phoenix	Arizona	85013-2025

Phones

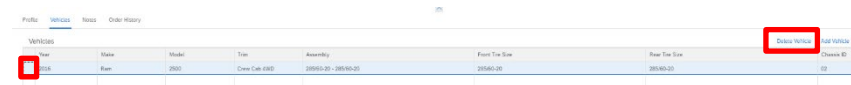
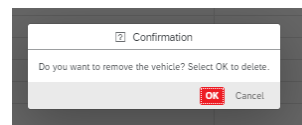
Phone Type	Phone Number	Email
Mobile	602-605-5716	Steven.Franklin@fiori.com

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

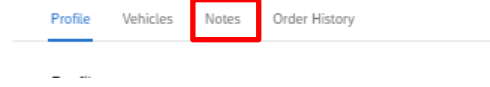
**Save** Cancel

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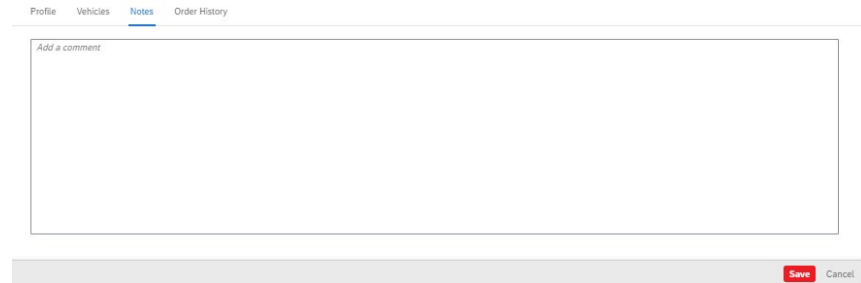
Click on the **Vehicles** tab to edit vehicle information.The Vehicles screen will open. To add a vehicle, click on **Add Vehicle**.The Create Vehicle screen will open. Enter information relevant to the customer's vehicle. When finished, click **Create** in the lower right corner.

 A screenshot of the 'Create Vehicle' screen. It contains several input fields for vehicle details: Year, Make, Model, Trim Level, Assembly, and Front Tire Size. Below these fields are sections for 'Fitment Data' and 'Tires', each with a table for selecting tire specifications. At the bottom right, there is a red 'Create' button.
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.

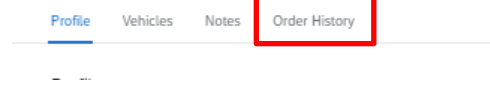
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Click on the **Notes** tab to add notes relevant to the customer.

On the following screen, type notes into the Add a Comment field then click **Save** in the lower right corner.



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Click on the **Order History** tab to view the customer's history.

Select the order number or click on the chevron on the right if you need more information than is displayed.

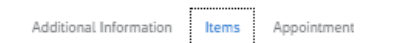
 A screenshot of the Fiori Sales App interface showing the 'Order History' tab. Below the navigation bar, there is a table with columns: Order Number, Order ID, Line Item ID, POS Transaction, OTD Order No., Item ID, Date Created, Created By Name, Status, Order Total, Transaction Type, Order Channel, and Order Type. The first row is highlighted with a red rectangular box. On the right side of the table, there is a chevron icon in a red box.
 

Order Number	Order ID	Line Item ID	POS Transaction	OTD Order No.	Item ID	Date Created	Created By Name	Status	Order Total	Transaction Type	Order Channel	Order Type
1000000001						01/01/2022	James Drank	Completed	2,075.00	USD	IS (PHONE)	C Order

The Additional Information screen will open.

 A screenshot of the Fiori Sales App interface showing the 'Additional Information' tab. Below the navigation bar, there is a form with fields for: Customer Type, Tax Exemption Certificate, Certificate Yes/No, Order Type, Parent Order Type, Order Channel, Fleet Number, Fleet Company Name, Special Instructions, Alternate Pickup Person, First Name, Last Name, Phone, and Email.

Click on the **Items** tab to view individual items the customer has ordered.



The Items screen will open.

 A screenshot of the Fiori Sales App interface showing the 'Items' tab. Below the navigation bar, there is a table with columns: Item ID, Description, Vehicle, Assembly, L/R, Unit Price, Discount, PET, Promotion desc., Order Promotion, Environment, Fee, Quantity, and Item Total.
 

Item ID	Description	Vehicle	Assembly	L/R	Unit Price	Discount	PET	Promotion desc.	Order Promotion	Environment	Fee	Quantity	Item Total
000001	REPLUG REPLACEMENT	2018 Ram 2500 Crew Cab 4WD	201801-20		50.00		1.00	0.00	0.00	0.00	0.00	4	200.00
000002	WAT TIGHT THERM WRAPPLER 02	2018 Ram 2500 Crew Cab 4WD	201801-20		501.00		1.00	0.00	0.00	0.00	0.00	2	1,002.00

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

**Contact**

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