

Creating a Purchase Order for a Special Order Misc. Article

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.

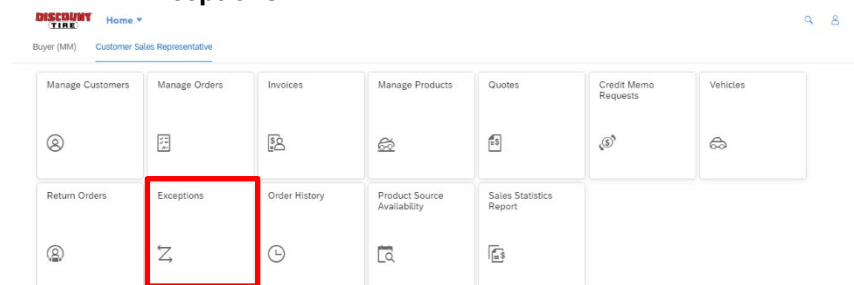
Purpose

The purpose of this document is to guide agents through the steps to create a purchase order for a special order with miscellaneous article using FSA.

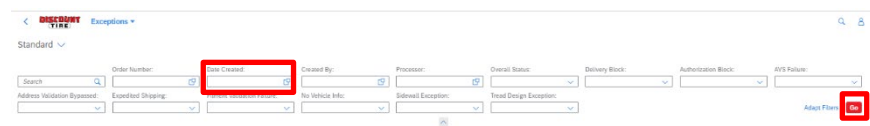
Special Order Miscellaneous Article

Follow these steps to create a purchase order for a special order with miscellaneous article:

- 1 Select the **Exceptions** tile from the dashboard.



- 2 Select the Date Range for the exception you are searching. Then click **Go**.



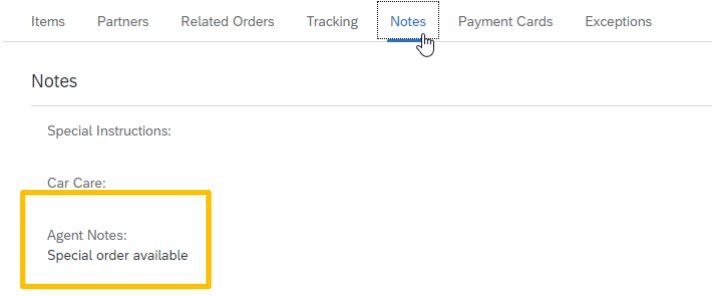
- 3 Once the order is identified, click the chevron on the right or the order number on the left to select the order.

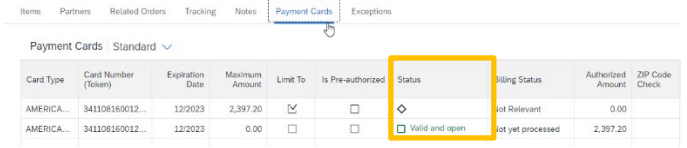
Orders (619)

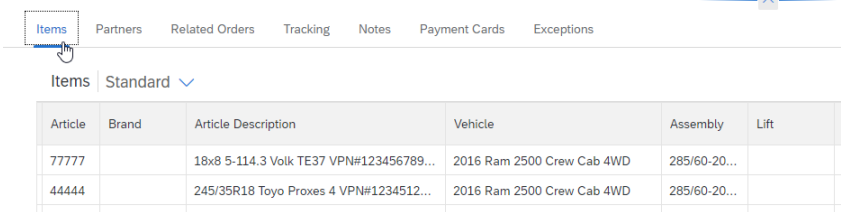
Order Number	First Name/Company Name	Last Name	Date Created	Processor	Created By Name	Delivery Block	Address Validation Bypassed	Expedited Shipping	BPS Failure	Payment Validation Return	No Vehicle Info	Subtotal Exception	Tread Change Exception	Order Total	Overall Status
9762	AMERICA	SCHERER	01/01/2022		ARISH KAGUR	Without sourcing								4,481.71 USD	Being processed
9761	DISCOUNT MOTORS		01/01/2022		ARISH KAGUR	Without sourcing								4,099.81 USD	Being processed
9767	DISCOUNT MOTORS		01/01/2022		ARISH KAGUR	Without sourcing								7,833.56 USD	Being processed
9757	BEHNETT DESIGN & LAND...		01/01/2022		ARISH KAGUR	Without sourcing								2,235.94 USD	Being processed
9758	AMERICA	SCHERER	01/01/2022		ARISH KAGUR	Without sourcing								6,759.22 USD	Being processed
9765	DISCOUNT MOTORS INC		01/01/2022		KARTIK SHARMA	Without sourcing								341.72 USD	Being processed
0800665078			01/01/2022	JAMES DRANK	MULJECCOAS	Without sourcing								2,212.65 USD	Being processed
1981	David Kumar	Chappell	01/01/2022		KRANTHI CHETTELU	Without sourcing								180.24 USD	Being processed
1989	PAULS	M	01/01/2022		KUTARAU DOTLAK	Without sourcing								471.63 USD	Being processed
1987	PAULS	M	01/01/2022		TORANJA KARTHEESIT	Without sourcing								471.63 USD	Being processed
1985	PAULS	Drish	01/01/2022	RUBEN RADHAKR...	JAMES DRANK	Without sourcing								1,128.96 USD	Being processed
1768	PAULS	Managabala	01/01/2022		ARIL REDDY	Without sourcing								808.17 USD	Being processed
1769	BEHNETT DESIGN & LAND...		01/01/2022	PRINAG GARG	PRINAG GARG	Exchange Order								244.29 USD	Completed
1764	BEHNETT DESIGN & LAND...		01/01/2022	PRINAG GARG	PRINAG GARG	Exchange Order								244.29 USD	Completed
1764	BEHNETT DESIGN & LAND...		01/01/2022	KARTIK SHARMA	KARTIK SHARMA	Exchange Order								132.72 USD	Completed


Special Order Miscellaneous Article (continued)

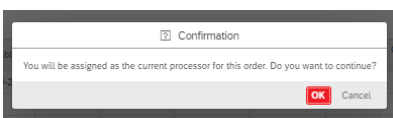
- 4 Click on the **Notes** tab to view agent notes.

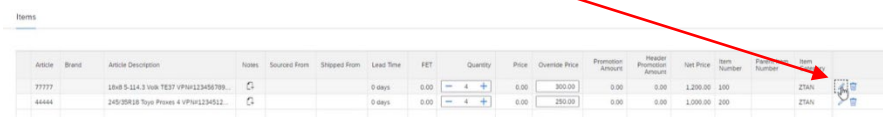

- 5 Click on the **Payment Cards** tab to view the status of the payment card.

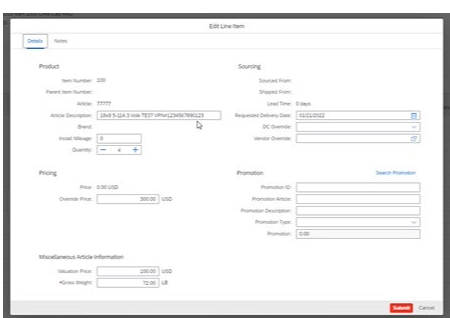

- 6 Click on the **Items** tab to return to the order screen.


- 7 Click **Edit** in the upper right corner.


- 8 A confirmation will display. Click **OK**.


- 9 To begin manual sourcing, click the edit icon.


- 10 The Edit Line Item window will open. The agent that originated the order should have added the Article Description.



Special Order Miscellaneous Article (continued)

- 11** Select the nearest Distribution Center from the drop down in the DC Override field.

The screenshot shows the 'Edit Line Item' form with the 'DC Override' dropdown menu open. The dropdown lists several options: WDCA01, WDCA02, WDCA03, WDCA04, WDCA05, WDCA06, WDCA07, WDCA08, WDCA09, WDCA10, WDCA11, WDCA12, WDCA13, WDCA14, WDCA15, WDCA16, WDCA17, WDCA18, WDCA19, WDCA20, WDCA21, WDCA22, WDCA23, WDCA24, WDCA25, WDCA26, WDCA27, WDCA28, WDCA29, WDCA30, WDCA31, WDCA32, WDCA33, WDCA34, WDCA35, WDCA36, WDCA37, WDCA38, WDCA39, WDCA40, WDCA41, WDCA42, WDCA43, WDCA44, WDCA45, WDCA46, WDCA47, WDCA48, WDCA49, WDCA50, WDCA51, WDCA52, WDCA53, WDCA54, WDCA55, WDCA56, WDCA57, WDCA58, WDCA59, WDCA60, WDCA61, WDCA62, WDCA63, WDCA64, WDCA65, WDCA66, WDCA67, WDCA68, WDCA69, WDCA70, WDCA71, WDCA72, WDCA73, WDCA74, WDCA75, WDCA76, WDCA77, WDCA78, WDCA79, WDCA80, WDCA81, WDCA82, WDCA83, WDCA84, WDCA85, WDCA86, WDCA87, WDCA88, WDCA89, WDCA90, WDCA91, WDCA92, WDCA93, WDCA94, WDCA95, WDCA96, WDCA97, WDCA98, WDCA99, WDCA100. The 'WDCA01' option is selected.

- 12** Click the small blue boxes in the Vendor Override Field.

The screenshot shows the 'Edit Line Item' form with the 'Vendor Override' field. The field contains the text 'WDCA01' and a small blue box with a magnifying glass icon, indicating a search function.

- 13** Search for vendor then click the empty box next to the vendor. Contact the vendor to verify they have the product in stock.

The screenshot shows the 'Select Vendor Override' dialog box. It contains a search bar and a list of vendors. The first vendor listed is 'CUSTOM WHEEL HOUSE LLC' with address '2870 S 14TH AVE, CHANDLER, AZ 85226'. The second vendor is 'CUSTOM WHEEL SPECIALISTS' with address '2880 WILSON ST, CHANDLER, AZ 85226'.

- 14** Valuation Price is required and should have been entered by the sales agent. If not, get the price by contacting the vendor.

The screenshot shows the 'Edit Line Item' form with the 'Valuation Price' field. The field is labeled '*Valuation Price' and contains the value '100.00 USD'. The 'Override Price' field is also visible, containing the value '300.00 USD'.

Special Order Miscellaneous Article (continued)

15 Select a Requested Delivery Date.

Then click **Submit**.

Note: When selecting a requested delivery date, allow 7 days for product to arrive at the Distribution Center (DC). Then calculate at least 2 days for shipping to the customer (Total of approximately 9 days).

16 Repeat steps 9-15 for the miscellaneous tire (in this example).

Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	RET	Quantity	Price	Override Price	Promotion Amount	Header Promotion Amount	Net Price	Item Number	Parent Item Number	Item Category
77777		18x8 5-11.4 3 Volk TE37 VPNH123456789		CUSTOM W...	WDCAS	0 days	0.00	4	0.00	300.00	0.00	0.00	1,200.00	100		27NB
44444		245/35R18 Toyo Proxes 4 VPNH123456789		TOYO TIRE	WDCAS	0 days	0.00	4	0.00	250.00	0.00	0.00	1,000.00	200		27NB

17 When you return to the order you will see the sourcing information is completed along with the Distribution Center (DC) the product will ship from.

Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	RET	Quantity	Price	Override Price	Promotion Amount	Header Promotion Amount	Net Price	Item Number	Parent Item Number	Item Category
77777		18x8 5-11.4 3 Volk TE37 VPNH123456789		CUSTOM W...	WDCAS	0 days	0.00	4	0.00	300.00	0.00	0.00	1,200.00	100		27NB
44444		245/35R18 Toyo Proxes 4 VPNH123456789		TOYO TIRE	WDCAS	0 days	0.00	4	0.00	250.00	0.00	0.00	1,000.00	200		27NB

You are ready to click **Go to Checkout** in the lower right corner.

18 The Fulfillment Details will remain the same as when the order was created.

Click **Next**.

Special Order Miscellaneous Article (continued)

19 There is no need to Calculate Shipping.

Click **Next**.

2. Calculate Shipping

Shipping Address

Ship To: Customer
Name: James Drank
Address Line 1: 24000 N 20th Dr
Address Line 2: Ste 124-Bldg C
City: Phoenix
State: AZ
Zip Code: 85022-1205
Country: US
Email: james.d@gmail.com
Phone: 504-852-3005

Shipping Details

Residential Shipping: ☐
Service Type:
Shipping Method:
Ground Shipping Cost: \$5.89 USD
Shipping Cost: \$5.89 USD

Shipping Rates

Cart	Shipping Method	Service Level	Delivery	Rate Type	Rate
MC_HSCAS	WHL	S		Discount	0.00 USD
FDL_HSCAS	FD	S		Discount	\$5.89 USD
FDL_HSCAS	FD	HD		Discount	\$5.89 USD
WHL_HSCAS	WHL	S		Discount	\$67.90 USD

View Cart Previous **Next** Cancel

20 No additional notes are needed.

Click **Next**.

1 Fulfillment Details 2 Calculate Shipping 3 Notes 4 Order Summary

3. Notes

Special Instructions:

Car Care:

Agent Notes:
special order available

View Cart Previous **Next** Cancel

21 Order Summary screen.

Click **Make Payment**.

4. Order Summary

Shipping Address

Ship To: Customer
Name: James Drank
Address Line 1: 24000 N 20th Dr
Address Line 2: Ste 124-Bldg C
City: Phoenix
State: AZ
Zip Code: 85022-1205
Country: US
Email: james.d@gmail.com
Phone: 504-852-3005

Billing Address

Bill To: James Drank
Address Line 1: 24000 N 20th Dr
Address Line 2: Ste 124-Bldg C
City: Phoenix
State: AZ
Zip Code: 85022-1205
Country: US
Email: james.d@gmail.com
Phone: 504-852-3005

Other Info

Delivery Week: Shipping Method: FBL
Shipping Cost: \$5.89 USD
Tax Exemption Certificate:

Items

Article	Brand	Article Description	Sourced From	Shipped From	Lead Time	Reestimated Delivery Date	EST	Quantity	Price	Quantity Price	Promotion Amount	Product Promotion Amount	Estimated Price	Shipping	Subtotal	Tax	Notes	Item Number	Parent Item Number	Item Category
11191		1048 8 gpa 2 inch TEST	CUSTOMER WHEEL HMM	WHL	7 days	02/10/2022	0.00	4	0.00	\$40.00	0.00	0.00	0.00	0.00	1,200.00	100		2704		
10004		1048 8 gpa 2 inch TEST	1048 8 gpa 2 inch TEST	WHL	7 days	02/10/2022	0.00	4	0.00	\$40.00	0.00	0.00	0.00	0.00	1,200.00	200		2704		

Notes

Special Instructions:

Car Care:

Agent Notes:
Special order available

View Cart Previous **Make Payment** Cancel

22 If there is an issue on the back end with receiving credit cards, a warning will pop up. If that occurs, it is acceptable to proceed with the checkout flow and update the order. Click **OK**.

Warning

Order is Incomplete. Contact IT Support. If you proceed to place the order, note that customer notification will not be sent for this order and credit cards will be tokenized but payments will not be authorized. Proceed to Payment?

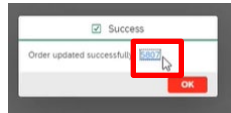
OK Cancel

Payment will already be here from when the order was created.

Special Order Miscellaneous Article (continued)

Click **Update Order**.

23 Click on the order number to review the order.



24 On the Order Screen, click on the **Related Orders** tab.

25 Click on the **Document Number** in the Purchase Order row. Provide the vendor with the Purchase Order Number.

26 View the information on the Purchase Order.

If a chevron is present within a field, click on it to view additional details.

27 Once the product is ordered from the vendor, the Ordering team will return to the Notes section to add notes. The notes will include the confirmation number from the vendor.

Contact

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