

Customer Concession – Partial Refund No Product Coming Back Process Using the Fiori Sales App (FSA)

Introduction


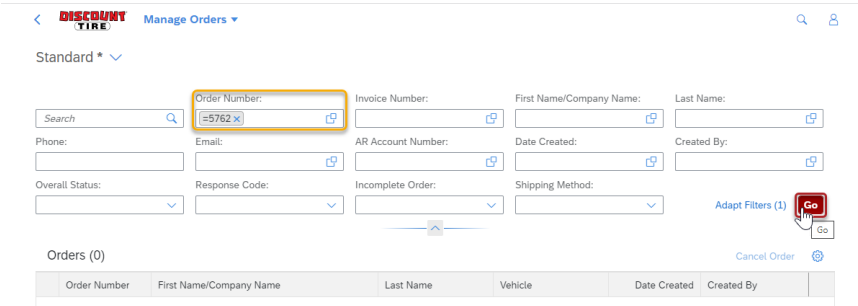
The Fiori Sales App (FSA) is a product of SAP. It is an online application that interfaces with the Order Management System for Discount Tire.

Purpose

The purpose of this document is to guide employees through the Customer Concession Partial Refund with No Product Coming Back process using the FSA. This document begins with an Order number provided by the Customer using a credit card purchase. Speak with your Manager and Trainer about the business process or steps leading this point.

Customer Concession – No Product Coming Back

Follow these steps:

Step	Action
1	<p>Since the customer provided an Order Number, start by clicking the Manage Orders tile.</p> 
2	<p>Type the customer order number provided into the Order Number field, then click Go.</p> 

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The Orders table populates with the customer information. Click either the Order Number link on the left or the chevron at the end of the row to continue to the order details.

Manage Orders

Standard * ▾

Search

Order Number:

Invoice Number:

First Name/Company Name:

Last Name:

Phone:

Email:

AR Account Number:

Date Created:

Created By:

Overall Status:

Response Code:

Incomplete Order:

Shipping Method:

Adapt Filters (1)

Orders (1)

Order Number	First Name/Company Name	Last Name	Vehicle	Date Created	Created By
5762	Mike	Douglas		01/20/2022	MUL2ECCQAS

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The **Items** tab opens first by default. This tab shows information about the order including Article, Brand, Article Description, Shipped From, Price, Quantity, and others. Use the scroll bar on the bottom of the table to see additional columns. Click the **Related Orders** tab to continue.

Order #5762

Send Delivery Delay Notification Remove Authorization Block Remove Delivery Block Cancel Order Create Certificate Order Edit

Transaction Type: MAIL_ORDER Sold-to: Mike Douglas Ship-to: Mike Douglas

Purchase Order Type: eBay Purchase Order Number: 21-08156-39400 1042 cattfish creek ct 1042 Cattfish Creek Ct

Shipped To Type: B2C OVIEDO, FL 32765-5652 OVIEDO, FL 32765-5652

AR Account Number: 407-221-9292 407-221-9292

00981c587c0f012a2b34@members.ebay.com 00981c587c0f012a2b34@members.ebay.com

Tax Exception: ☐ Delivery block: Sub-Total: 488.00 USD

Incomplete Order: ☐ Shipping Method: F92 (FedEx- GROUND) Tax: 0.00 USD

Created By: Processor: Total Shipping: 0.00 USD

Date Created: 01/20/2022 Response Code: (Not Relevant) Order Total: 488.00 USD

Last Updated: 01/21/2022 Authorization Block: ☐ Status: Completed

Items Partners Related Orders Tracking Notes Payment Cards Exceptions

Items Standard * ▾

Article	Brand	Article Description	Vehicle	Assembly	Shipped From	Requested Delivery Date	Price	Override Price	Quantity	Net Price
62796	DRAG	15X7 5-100.00/114.30 40BK DRG DR-33			WDOH01	01/27/2022	72.72	122.00	4	488.00

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On the Related Orders tab, find the Invoice row in the table. Click the linked Invoice Document number.

Related Orders

Document Type	Document Number	Created Date	Status
Standard order	5762	01/20/2022, 06:45:14 PM	Completed
Delivery	80134232	01/21/2022, 10:00:18 AM	Completed
Picking request	20220121	01/21/2022, 10:15:13 AM	Completed
GD goods issue:delv	4904953123	01/21/2022, 10:15:14 AM	Completed
Invoice	9704403932	01/21/2022, 10:15:29 AM	Completed

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Select the check box on the item line for the Article you want to apply a partial refund to, then click **Refund**.

Invoice 9704403932

Invoice Type: Invoice Address: Mike Douglas Total Tax: 0.00 USD
 Invoice Date: 01/21/2022 1042 Catfish Creek Ct Total Shipping: 0.00 USD
 Customer Name: Mike Douglas Oviedo, Florida 32765-5652 Invoice Total: 488.00 USD
 AR Account Number: 00981c587cf0f12a2b34@members.ebay.com Status: Posting document has been created
 Order: 5762

Items Payment Cards

Items Standard * ▾

Article	Description	Vehicle	Assembly	Lift	Quantity	Net Value	Promotion Amount	Header Promotion Amount	Promotion Type	Promotion
<input checked="" type="checkbox"/>	62796 15X7 5-100.00/114.30 40BK DRG D...				4	488.00	0.00	0.00		

Refund Refund Exchange

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A Warning message may appear. Speak to your Manager about your business process related to the message. Click **OK**.

Warning

OK Cancel

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In the **Create Refund** section, click the **Override Price** field and type the refund amount per article Quantity. Then FSA calculates the Net Price and Refund Amount. In this example, \$10.00 per wheel is the refund amount for an **Override Price** of 10.00. Once the calculation completes, 40.00 USD shows in the header as Refund Amount and in the Net Price field. Next, FSA requires a Refund Reason.

Create Refund

Invoice Number: 9704403932 Address: Mike Douglas Total Tax: 0.00 USD Refund Amount: 40.00 USD
 Invoice Date: 01/21/2022 1042 Catfish Creek Ct
 Customer Name: Mike Douglas Oviedo, Florida 32765-5652
 AR Account Number: 500000 407-221-9292 00981c587cf0f12a2b34@members.ebay.com

1 Item Information 2 Summary

1. Item Information

Article	Brand	Article Description	Vehicle	Assembly Description	Quantity	Price	Override Price	Net Price
62796	DRAG	15X7 5-100.00/114.30 40BK DRG DR-33			4	72.72	10.00	40.00

*Refund Reason:
 Select Return Reason

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Click the downward facing arrow in the Refund Reason field to display the drop-down list. Then *Select Return Reason*.

Accidental Cancellation
 Canceled - Buyer Remorse Customer Decide
 Customer - Confusion - Offer mix up
 Customer Changed mind
 Customer Ordered by Mistake
 Customer just didn't like it
 Customer Ordered wrong item
Customer Satisfaction
 Damaged Product
 Defective -Manufacturer - Doesn't work
 Fitment Issues
 Found It lower - Price
 Incorrect Address
 Missing parts or pieces
 No comments
 No stock per Vendor
 No stock per vendor - Discontinued
 Shipping time too long
 Wrong Address - Customer Provided Wrong
 Select Return Reason

Total Tax: 0.00 USD Refund Amount: 40.00 USD

Ct 65-5652
 b34@members.ebay.com

2 Summary

Vehicle	Assembly Description	Quantity
G DR-33		4

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After selecting a Refund Reason, click **Next**.

*Refund Reason:
 Customer Satisfaction

Next

Cancel

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Review the Summary, then click **Make Payment**.

1 Item Information 2 Summary

2. Summary

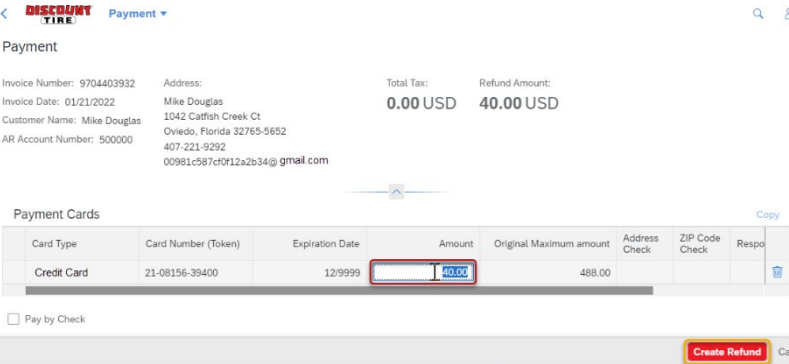
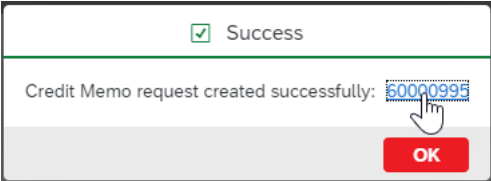
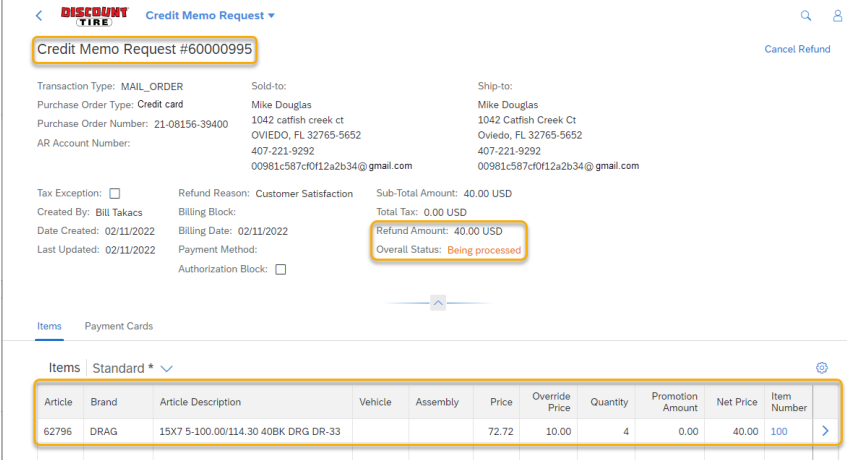
Refund Reason:
 Customer Satisfaction

Article	Brand	Article Description	Vehicle	Assembly Description	Quantity	Price	Override Price	Promotion Amount	Net Price
62796	DRAG	15X7 5-100.00/114.30 40BK DRG DR-33			4	72.72	10.00	0.00	40.00

Previous MakePayment Cancel

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12	<p>In the Payment section, click the Amount field and type the total Refund Amount. In this example, the amount is 40.00. Then click Create Refund.</p> 
13	<p>The Success message window is displayed. Click the linked Credit Memo Request number.</p> 
14	<p>The Credit Memo Request tile opens. Note, the Overall Status indicates that the Refund Amount is 'Being processed' back to the customer credit card. The Credit Memo Request number can be used to reference this Refund.</p> <p>This completes the Customer Concession No Product Coming Back process. Speak with your Manager about any other business process related to using these steps.</p> 
	<p>Note: In the case that the method of payment is PayPal and not credit card, then then agent shall email the Refund Request template to the PayPal Team; DTDPayPal or DTDPayPal@discounttire.com.</p>

Contact

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