

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.

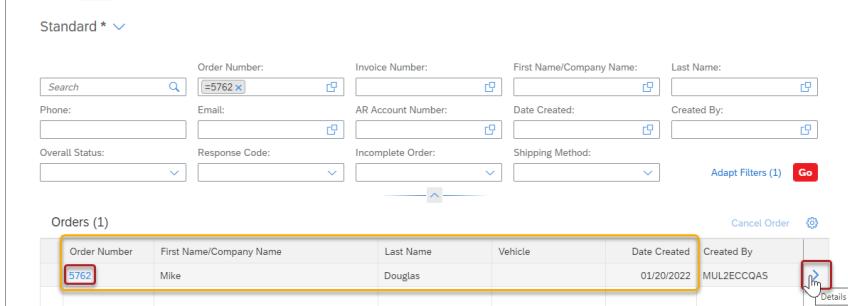
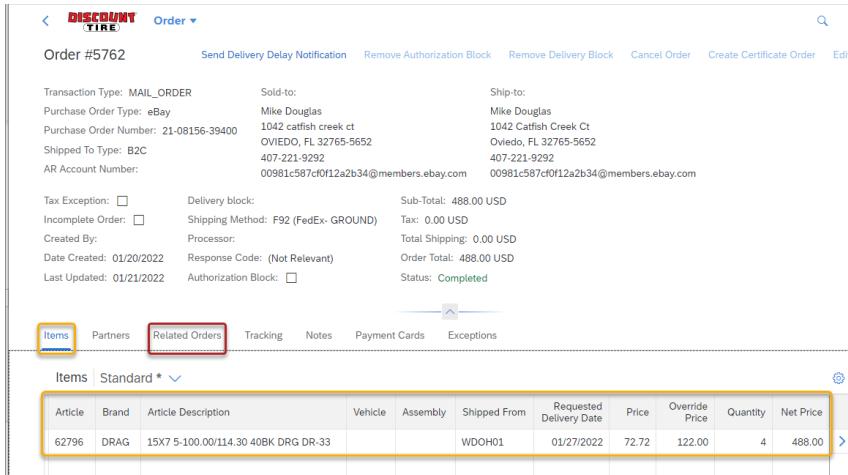
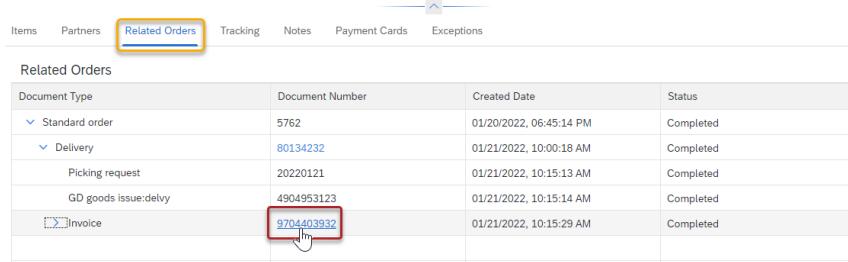
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Follow these steps:

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

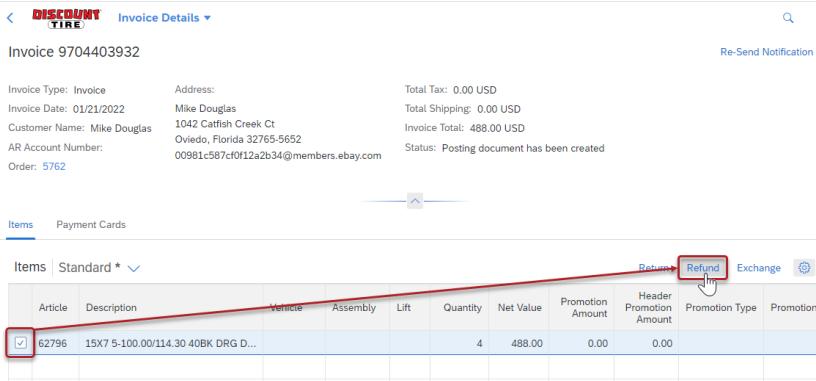
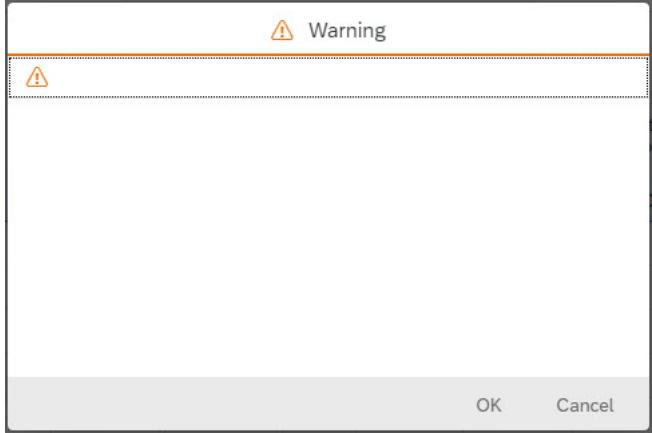
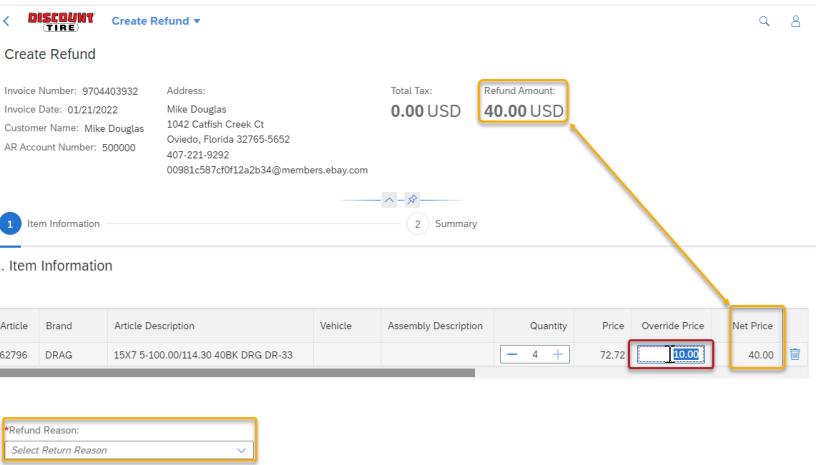
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3	<p>The Orders table populates with the customer information. Click either the Order Number link on the left or the chevron at the end of the row to continue to the order details.</p> 
4	<p>The Items tab opens first by default. This tab shows information 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.</p> <p>Click the Related Orders tab to continue.</p> 
5	<p>On the Related Orders tab, find the Invoice row in the table. Click the linked Invoice Document number.</p> 

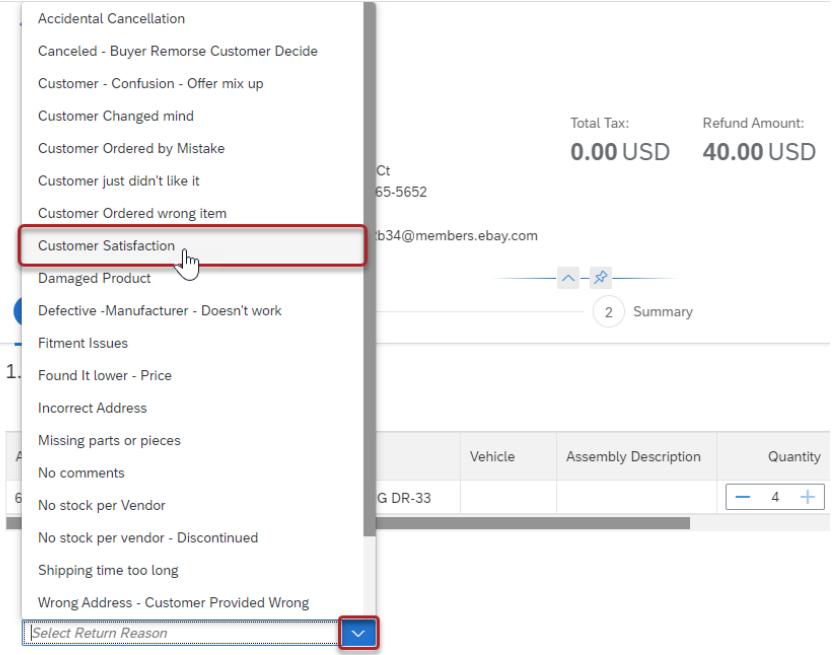
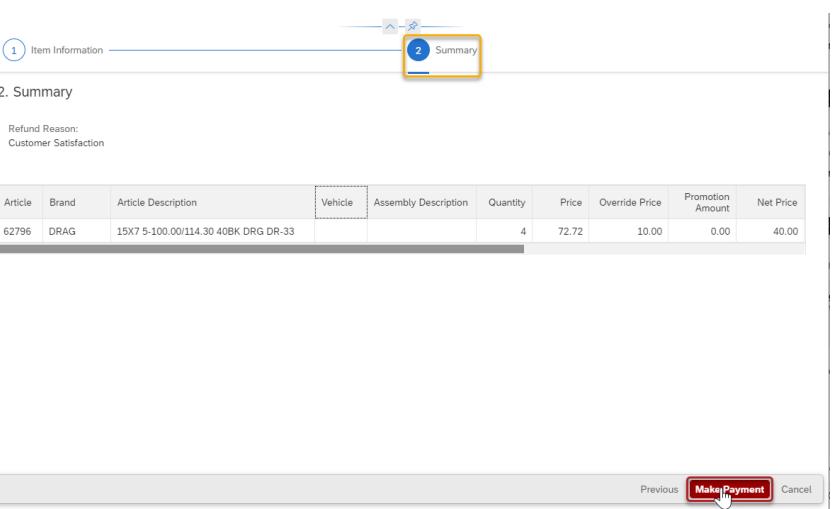
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6	<p>Select the check box on the item line for the Article you want to apply a partial refund to, then click Refund.</p> 
7	<p>A Warning message may appear. Speak to your Manager about your business process related to the message. Click OK.</p> 
8	<p>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.</p> 

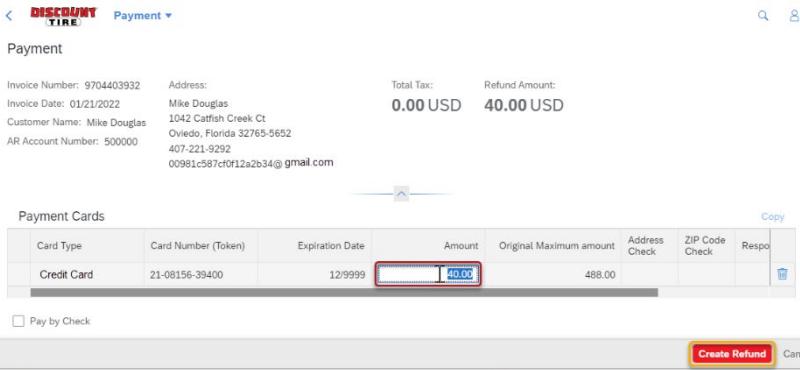
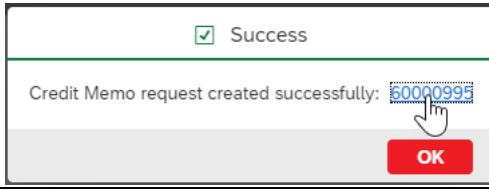
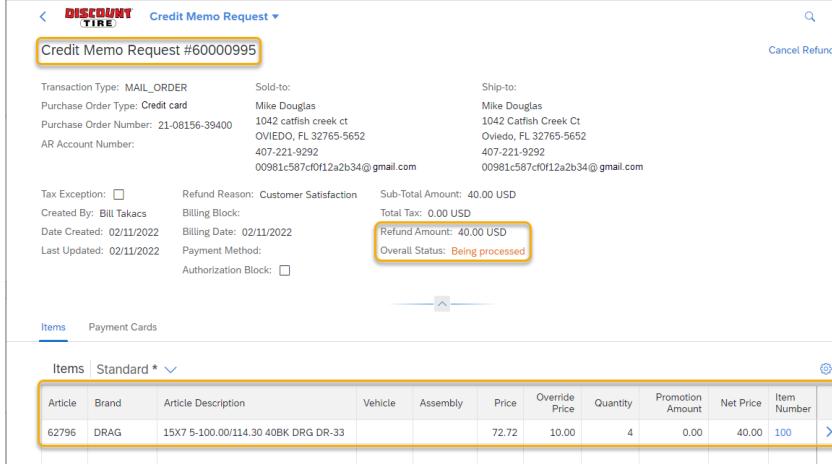
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9	<p>Click the downward facing arrow in the Refund Reason field to display the drop-down list. Then Select Return Reason.</p> 
10	<p>After selecting a Refund Reason, click Next.</p> 
11	<p>Review the Summary, then click Make Payment.</p> 

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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><u>Note:</u> 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.