Exchange Refund Cost Difference Using 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 exchange process with a refund of the cost difference using the FSA.

Note: This document begins after a Return has already been processed. If needed, refer to the Return Process QRG for detailed steps on how to process a return.

There are two alternate ways to start the exchange process:

- search for the Return Order number
- continue by clicking **OK** when the Success pop-up box is showing the message “Return Order created successfully.”

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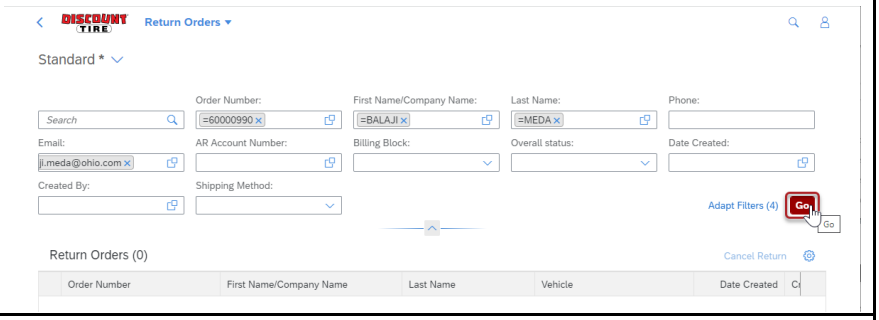
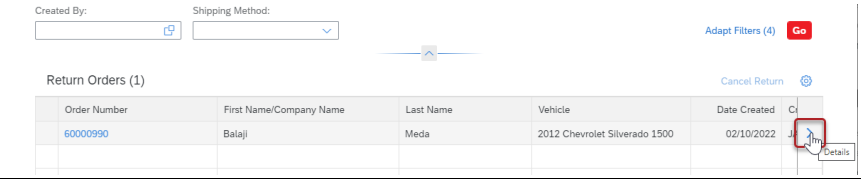
Exchange Refund Cost Difference – Return Order Number Search

Follow these three steps to process an exchange with a refund for the cost difference when you are starting with a search for the Return Order number:

Step	Action
1	Click the **Return Orders** tile.
2	Enter the Order Number (if you have it) and provide as much information about the customer as possible. If you use the Last Name, you must also enter the First Name or Email address. FSA will not search for Last Name only. 
3	Click the chevron to continue to the Return Order details. 

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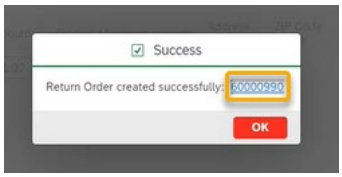
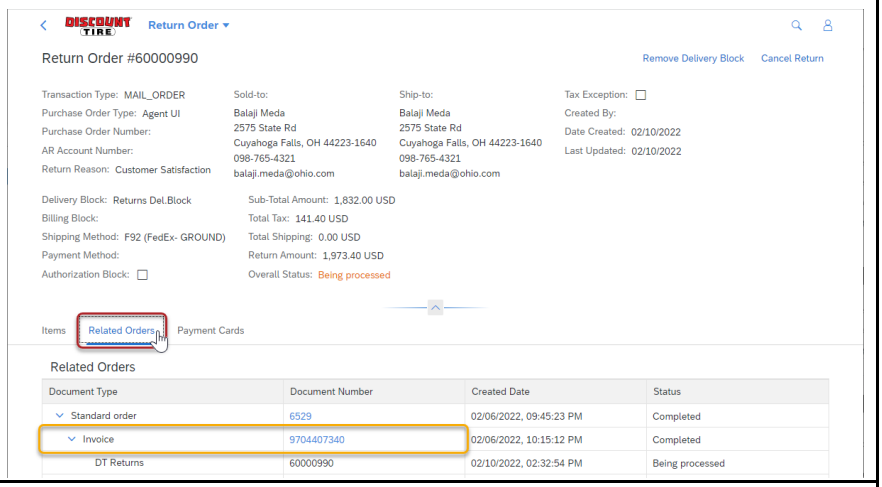
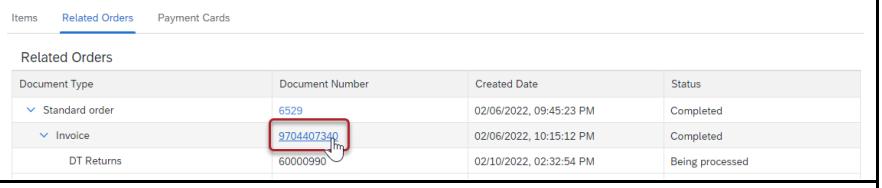
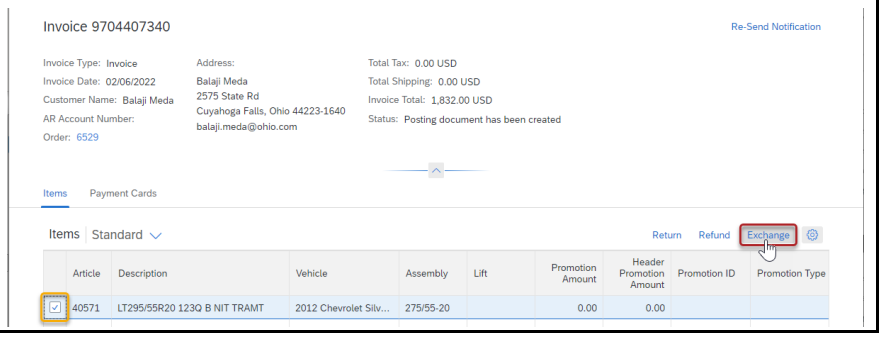
Exchange Refund Cost Difference – Success Message

Follow these steps to process an exchange with a refund for the cost difference when you have just completed the Return Order and the number is provided within the Success message:

Step	Action
1	Click the **Return Order** number link. 
2	Click the Related Orders tab. 
3	Click the **Invoice number**. 
4	Check the small box to the left of the Article number, then click **Exchange**. 

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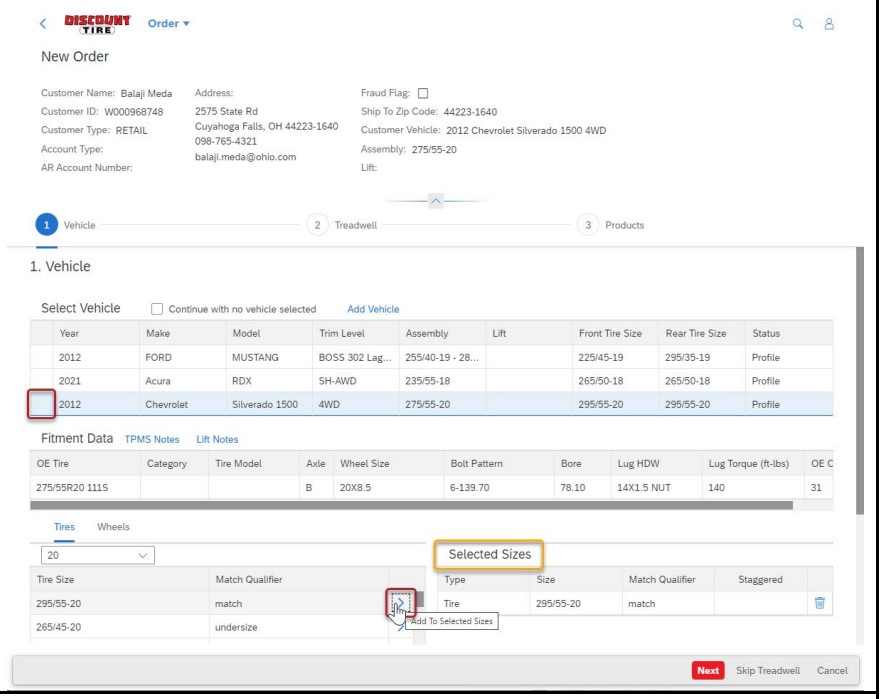
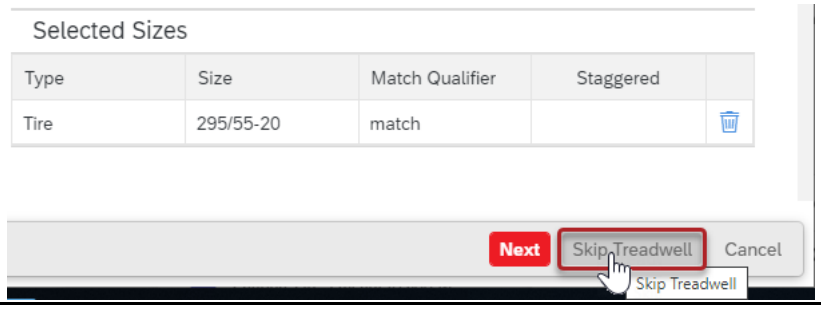
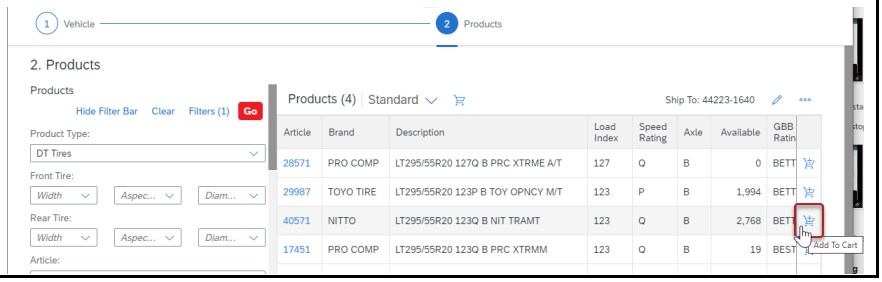
5	To create a new order, first select the vehicle line by clicking the box to the left. Then, in the Tires tab, click the chevron to move the Tire Size to the Selected Sizes table.
6	Talk with your Manager about when to click Next and when to click Skip Treadwell. In this example, click *Skip Treadwell* to continue the Exchange process.
7	Click the cart icon of the applicable product.







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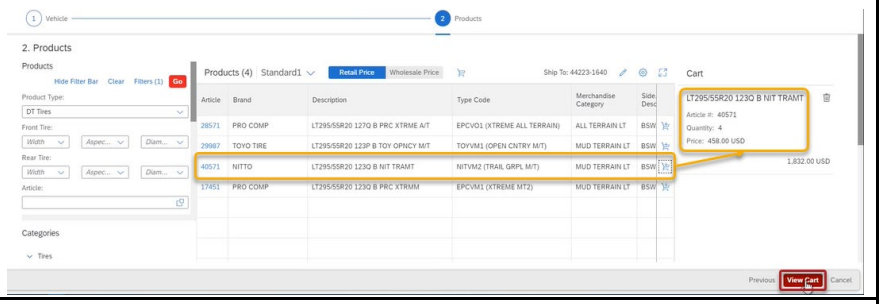
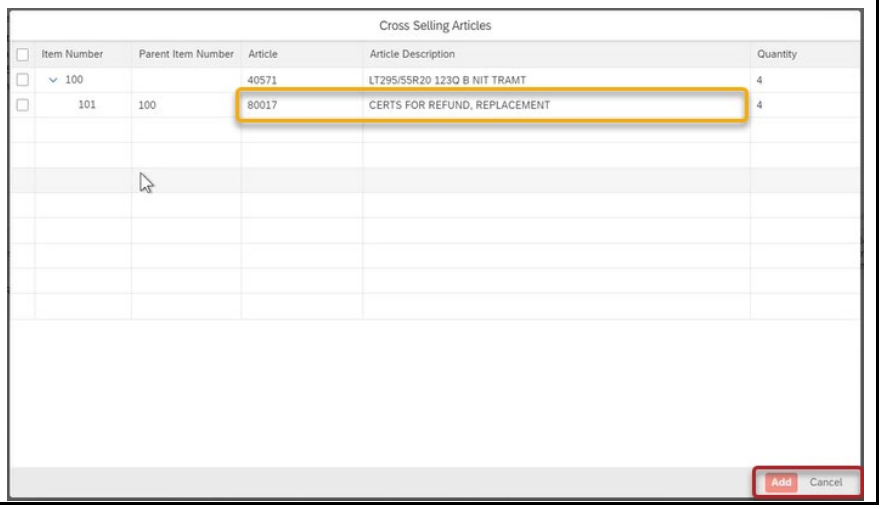
8	A cart preview opens to the right of the Retail Price table and shows the Article number, Quantity, and Price. Click **View Cart**. 
9	The Cross Selling Articles pop-up window opens. Click **Cancel.** **Note:** If applicable, select the box in the Item Number column for "CERTS FOR REFUND REPLACEMENT" and then click **Add**. 

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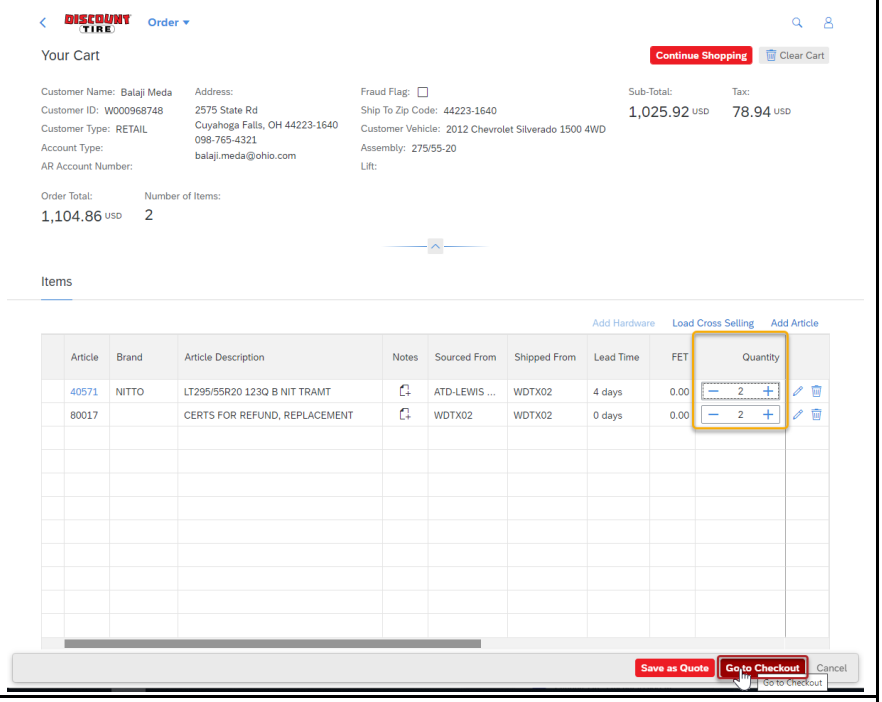
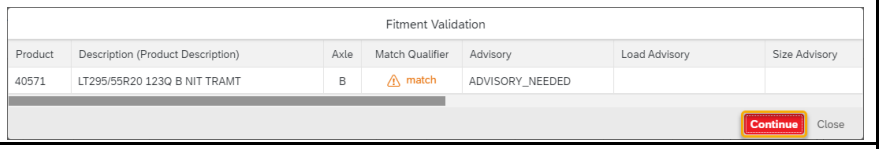
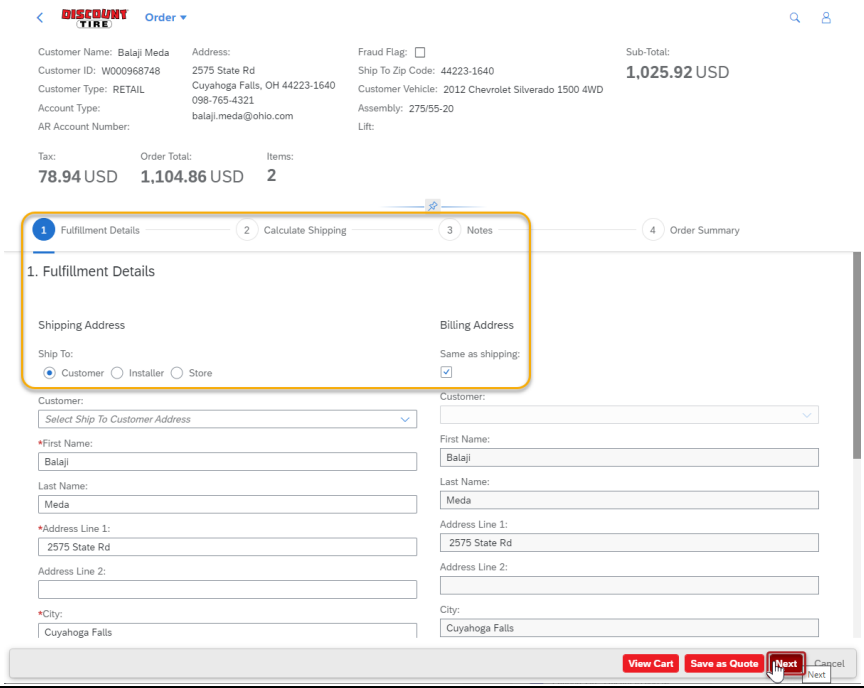
10	Make adjustments to Quantity if needed based on your Customer Exchange situation, then click **Go to Checkout**.
11	If the Fitment Validation pop-up window displays, speak with your Manager about how to respond.
12	Review the Fulfillment Details in the order, click **Next**.







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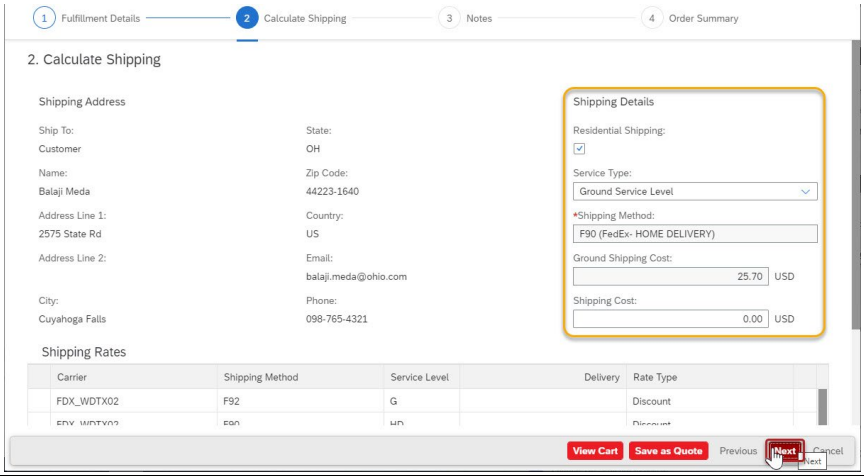
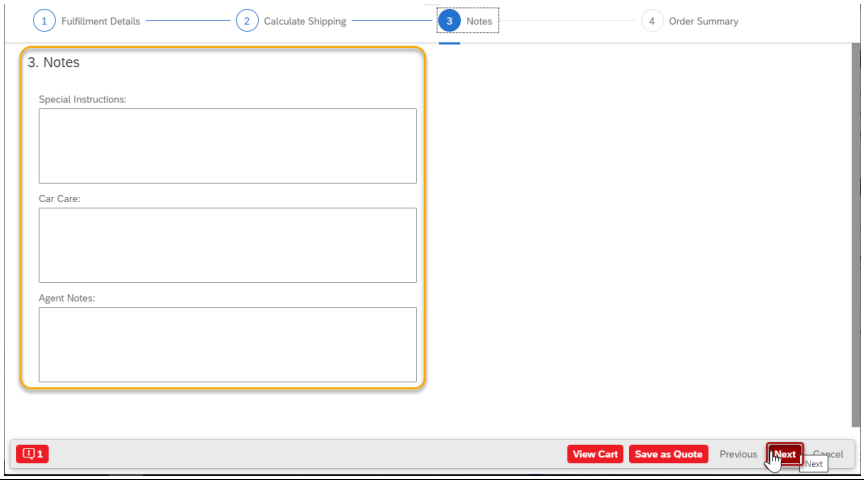
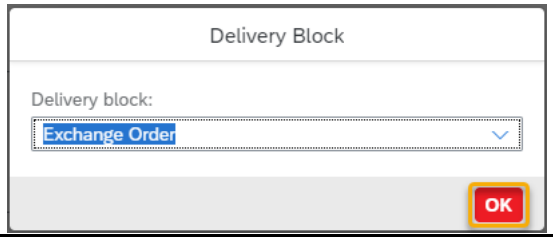
13	Review the Calculate Shipping information. Click **Next**. 
14	Review the Notes and add any new ones at this time. Speak with your Manager about how to use these Notes fields and your business process. Click **Next**. 
15	There may or may not be a Delivery Block pop-up window. Speak with your Manager about how to respond to pop-up window messages. Click **OK**. 

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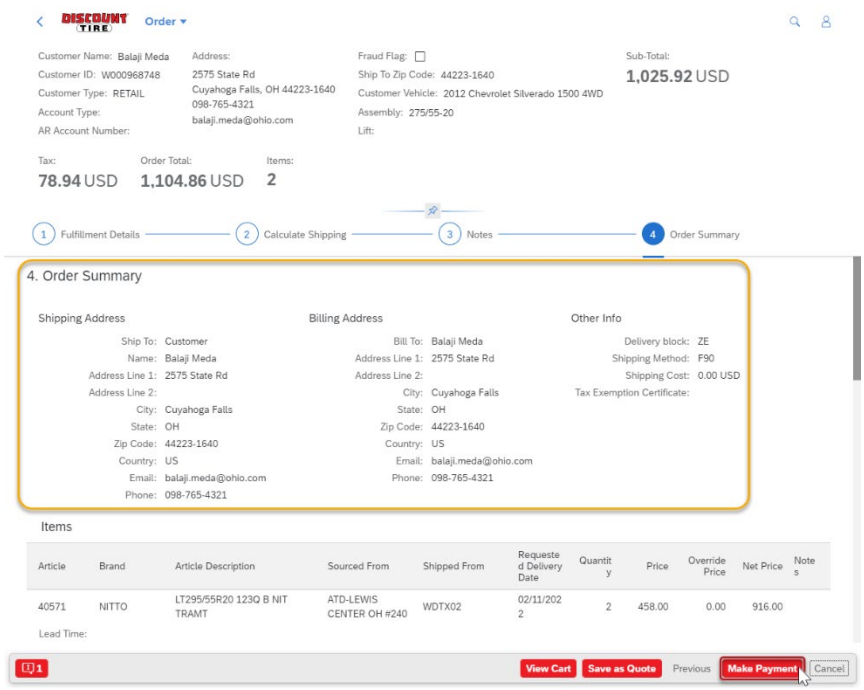
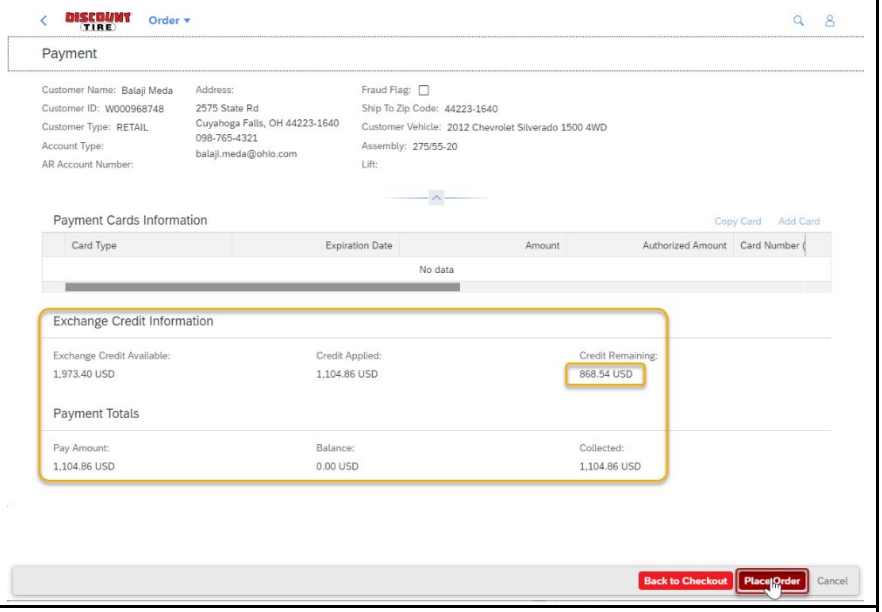
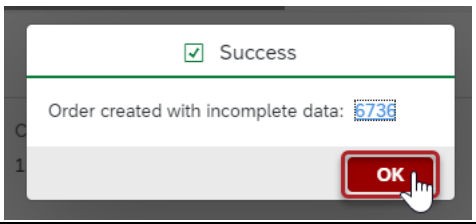
16	Review the Order Summary. Click **Make Payment**. 
17	Review the Exchange Credit Information. Click **Place Order**. 
18	The Credit Remaining is returned to the Customer Credit Card. Click the Order number in the “Success pop-up window to open the Order tile, or click **OK** to return to the FSA Home Dashboard. 

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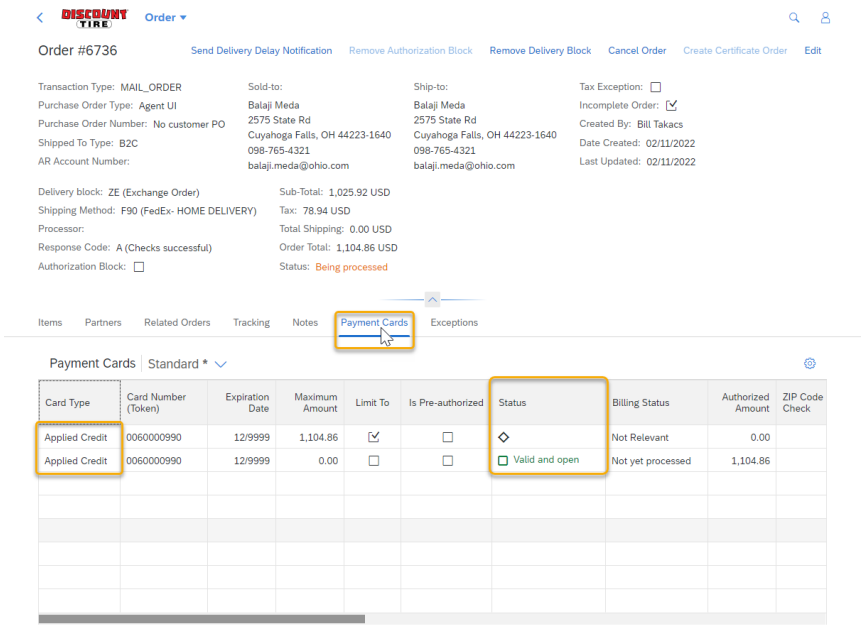
19	In the Order tile, click the **Payment Cards** tab. The Applied Credit appears. 
20	Once the Return has come back to the warehouse, the Delivery block is removed, the customer's additional amount will get credited back to the credit card. This completes the Exchange Refund Cost Difference process. Speak with your Manager about any other business process related to using these steps.

Contact

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

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