

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.

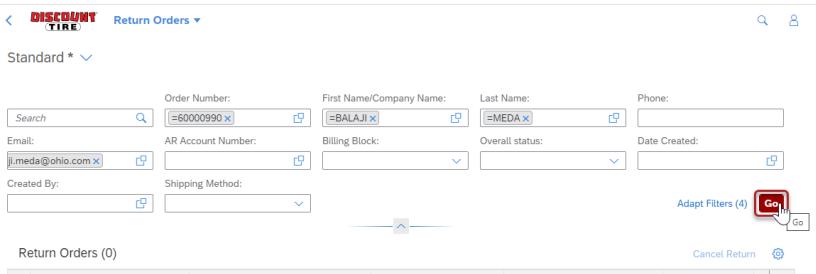
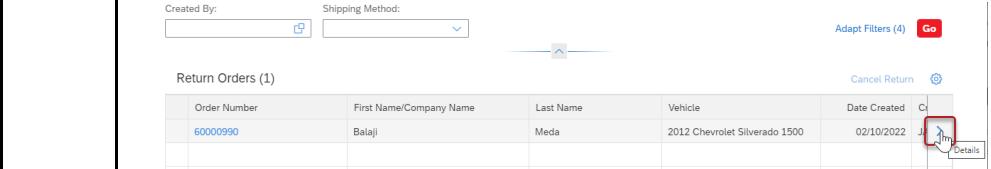
Note: This document begins after a Return has already been processed. If needed, refer to the Return Process QRG for detailed steps on how to process a return.

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."

**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:

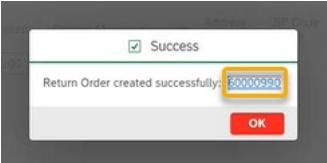
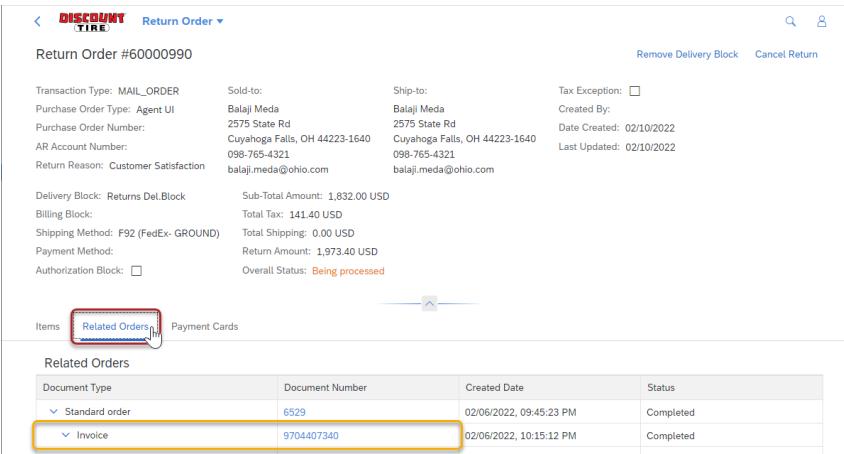
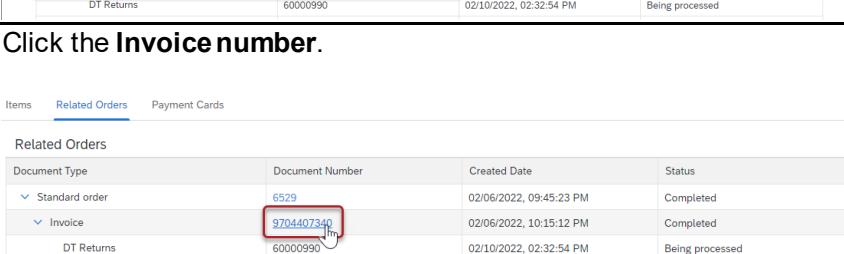
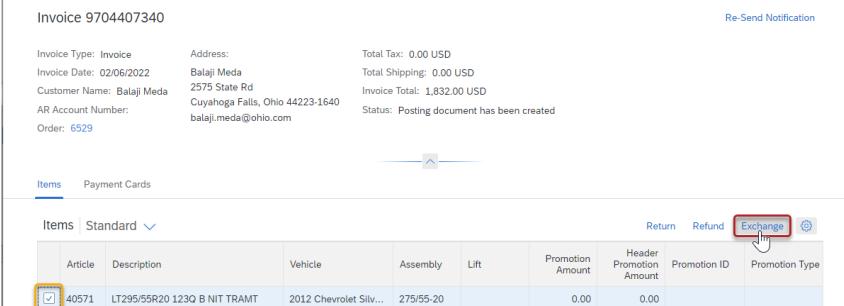
Step	Action
1	Click the Return Orders tile. 
2	Enter the Order Number (if you have it) and provide as much information about the customer as possible. If you use the Last Name, you must also enter the First Name or Email address. FSA will not search for Last Name only. 
3	Click the chevron to continue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

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Exchange Refund Cost Difference – Success Message

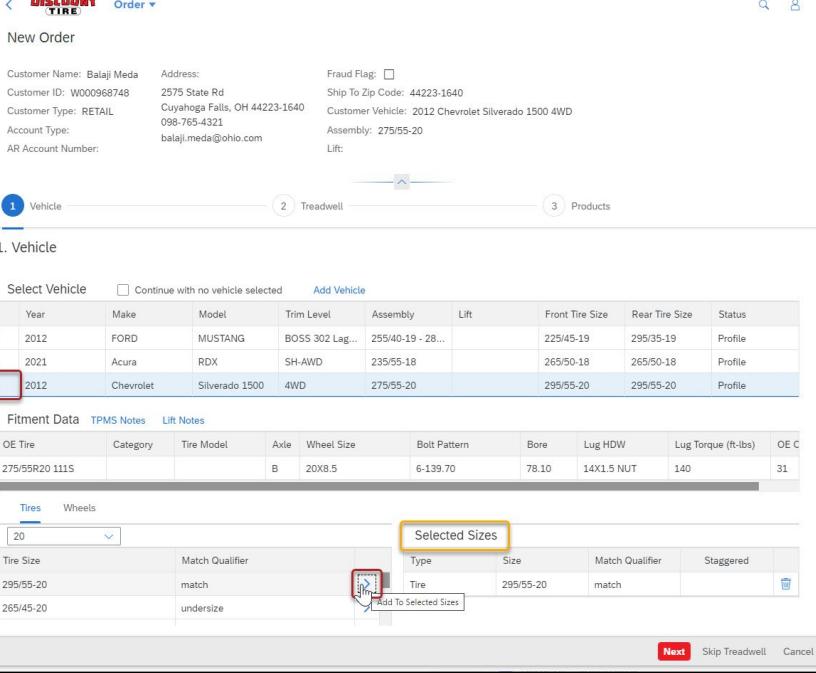
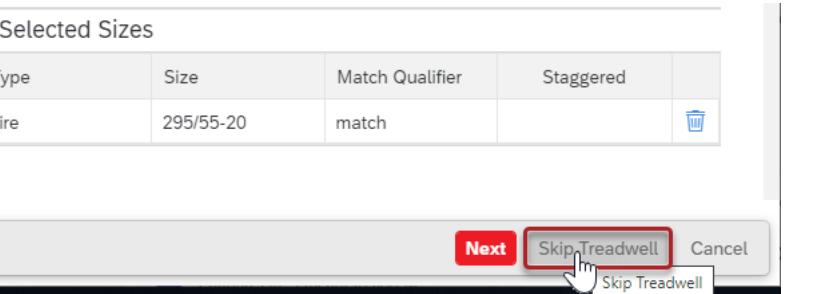
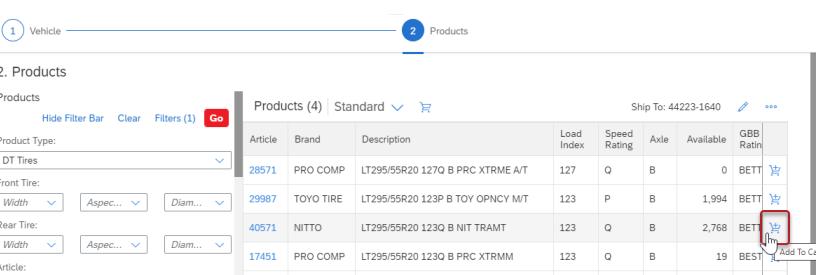
Follow these steps to process an exchange with a refund for the cost difference when you have just completed the Return Order and the number is provided within the Success message:

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 .

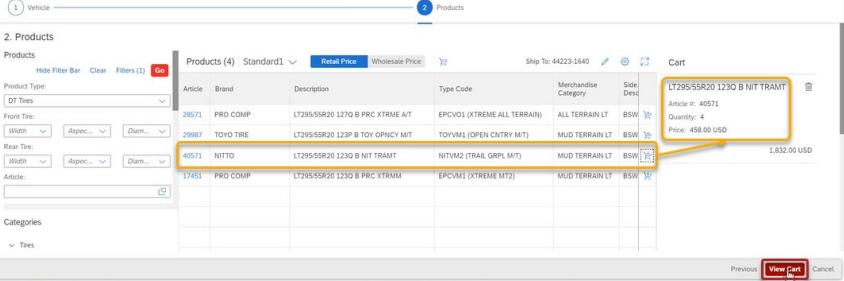
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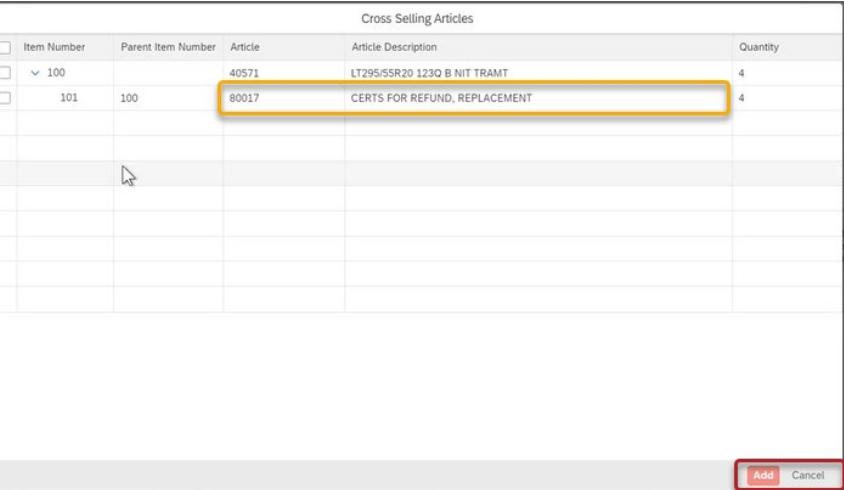
Exchange Refund Cost Difference

5	<p>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.</p>  <p>The screenshot shows the 'New Order' screen. At the top, customer information is listed: Name: Balaji Meda, Address: 2575 State Rd, Cuyahoga Falls, OH 44223-1640, Customer Type: RETAIL, Account Type: AR, and AR Account Number: balajimeda@ohio.com. Below this, there are tabs for Vehicle (selected), Treadwell, and Products. Under '1. Vehicle', there is a 'Select Vehicle' table with rows for 2012 Ford Mustang and 2021 Acura RDX. A checkbox next to the 2012 Ford Mustang is selected. Below the table is a 'Fitment Data' section with a table for OE Tire 275/55R20 111S, showing values for Category (B), Axle (B), Wheel Size (20X8.5), Bolt Pattern (6-139.70), Bore (78.10), Lug HDW (14X1.5 NUT), and Lug Torque (140 ft-lbs). The 'Tires' tab is selected, showing a list of tire sizes: 295/55-20, 265/45-20, and 255/45-19. The 295/55-20 size is highlighted with a yellow box and has a red cursor icon pointing to the 'Selected Sizes' button. The 'Selected Sizes' table shows the 295/55-20 size with a 'match' qualifier. At the bottom of the screen are 'Next', 'Skip Treadwell', and 'Cancel' buttons.</p>
6	<p>Talk with your Manager about when to click Next and when to click Skip Treadwell. In this example, click <i>Skip Treadwell</i> to continue the Exchange process.</p>  <p>The screenshot shows the 'Selected Sizes' table with one row: Tire 295/55-20 with a 'match' qualifier. At the bottom of the screen are 'Next', 'Skip Treadwell', and 'Cancel' buttons. The 'Skip Treadwell' button is highlighted with a red box and a cursor icon is pointing to it.</p>
7	<p>Click the cart icon of the applicable product.</p>  <p>The screenshot shows the '2. Products' screen. At the top, there is a 'Products' table with a header: Article, Brand, Description, Load Index, Speed Rating, Axle, Available, and GBB Rating. The table shows several tire products. A red box highlights the 'Add To Cart' icon for the last row, which is a PRO COMP tire.</p>

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Exchange Refund Cost Difference

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

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Make adjustments to Quantity if needed based on your Customer Exchange situation, then click **Go to Checkout**.

DISCOUNT
TIRES Order ▾

Your Cart

Customer Name: Balaji Meda Address: Fraud Flag: Sub-Total: 1,025.92 USD Tax: 78.94 USD

Customer ID: W000968748 2575 State Rd Ship To Zip Code: 44223-1640 Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD

Customer Type: RETAIL Cuyahoga Falls, OH 44223-1640 Assembly: 275/55-20

Account Type: 098-765-4321 AR Account Number: Lift:

Order Total: 1,104.86 USD Number of Items: 2

Items

Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity
40571	NITTO	LT295/55R20 123Q B NIT TRAMT	<input type="button" value="+"/> ATD-LEWIS ...	WDTX02	4 days	0.00	<input type="button" value="-"/> <input type="button" value="2"/> <input type="button" value="+"/>	
80017		CERTS FOR REFUND, REPLACEMENT	<input type="button" value="+"/> WDTX02	WDTX02	0 days	0.00	<input type="button" value="-"/> <input type="button" value="2"/> <input type="button" value="+"/>	

Save as Quote **Go to Checkout** Cancel [Go to Checkout](#)

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If the Fitment Validation pop-up window displays, speak with your Manager about how to respond.

Fitment Validation

Product	Description (Product Description)	Axle	Match Qualifier	Advisory	Load Advisory	Size Advisory
40571	LT295/55R20 123Q B NIT TRAMT	B	⚠ match	ADVISORY_NEEDED		

Continue **Close**

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Review the Fulfillment Details in the order, click **Next**.

DISCOUNT
TIRES Order ▾

Customer Name: Balaji Meda Address: Fraud Flag: Sub-Total: 1,025.92 USD

Customer ID: W000968748 2575 State Rd Ship To Zip Code: 44223-1640 Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD

Customer Type: RETAIL Cuyahoga Falls, OH 44223-1640 Assembly: 275/55-20

Account Type: 098-765-4321 AR Account Number: Lift:

Tax: 78.94 USD Order Total: 1,104.86 USD Items: 2

1 Fulfillment Details 2 Calculate Shipping 3 Notes 4 Order Summary

1. Fulfillment Details

Shipping Address

Ship To:
 Customer Installer Store

Customer:

First Name:

Last Name:

Address Line 1:

Address Line 2:

City:

Billing Address

Same as shipping:

Customer:

First Name:

Last Name:

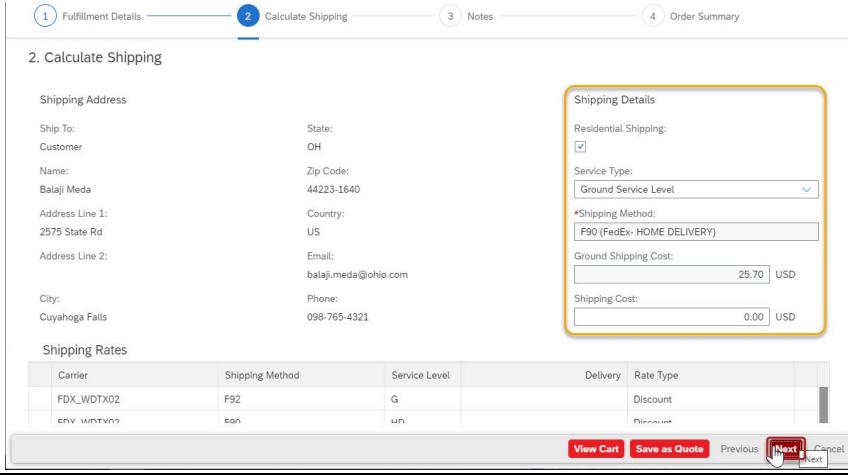
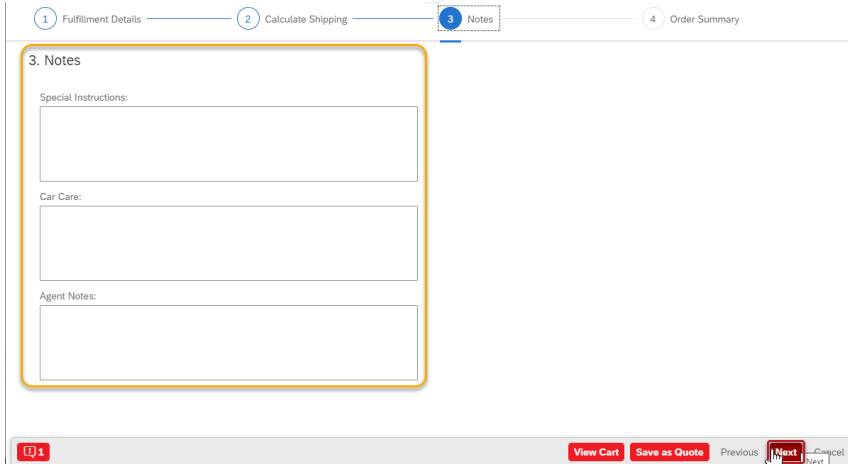
Address Line 1:

Address Line 2:

City:

View Cart **Save as Quote** **Next** **Cancel**

Exchange Refund Cost Difference

13	<p>Review the Calculate Shipping information. Click Next.</p> 
14	<p>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.</p> 
15	<p>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.</p> 

Continued on next page

Exchange Refund Cost Difference

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Review the Order Summary. Click **Make Payment**.

Customer Name: Balaji Meda Address: Fraud Flag: Sub-Total: 1,025.92 USD

Customer ID: W000968748 2575 State Rd Ship To Zip Code: 44223-1640

Customer Type: RETAIL Cuyahoga Falls, OH 44223-1640 Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD

Account Type: 098-765-4321 Assembly: 275/55-20

AR Account Number: balaji.meda@ohio.com Lift:

Tax: Order Total: Items: 78.94 USD 1,104.86 USD 2

1 Fulfillment Details 2 Calculate Shipping 3 Notes 4 Order Summary

4. Order Summary

Shipping Address Billing Address Other Info

Ship To: Customer Bill To: Balaji Meda Delivery block: ZE
Name: Balaji Meda Address Line 1: 2575 State Rd Shipping Method: F90
Address Line 2: Address Line 2: City: Cuyahoga Falls Shipping Cost: 0.00 USD
City: Cuyahoga Falls State: OH Zip Code: 44223-1640
State: OH Country: US Country: US
Zip Code: 44223-1640 Email: balaji.meda@ohio.com
Country: US Phone: 098-765-4321
Email: balaji.meda@ohio.com Phone: 098-765-4321

Items

Article	Brand	Article Description	Sourced From	Shipped From	Requeste d Delivery Date	Quantit y	Price	Override Price	Net Price	Notes
40571	NITTO	LT295/55R20 123Q B NIT TRAMT	ATD-LEWIS CENTER OH #240	WDTX02	02/11/2022	2	458.00	0.00	916.00	

Lead Time:

View Cart Save as Quote Previous Make Payment Cancel

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Review the Exchange Credit Information. Click **Place Order**.

Customer Name: Balaji Meda Address: Fraud Flag: Sub-Total: 1,025.92 USD

Customer ID: W000968748 2575 State Rd Ship To Zip Code: 44223-1640

Customer Type: RETAIL Cuyahoga Falls, OH 44223-1640 Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD

Account Type: 098-765-4321 Assembly: 275/55-20

AR Account Number: balaji.meda@ohio.com Lift:

Payment Cards Information

Card Type	Expiration Date	Amount	Authorized Amount	Card Number
No data				

Copy Card Add Card

Exchange Credit Information

Exchange Credit Available: 1,973.40 USD Credit Applied: 1,104.86 USD Credit Remaining: 868.54 USD

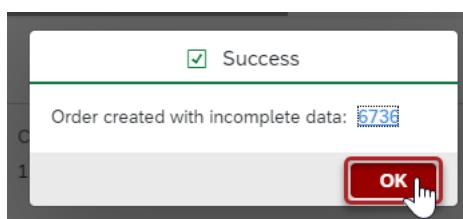
Payment Totals

Pay Amount:	Balance:	Collected:
1,104.86 USD	0.00 USD	1,104.86 USD

Back to Checkout Place Order Cancel

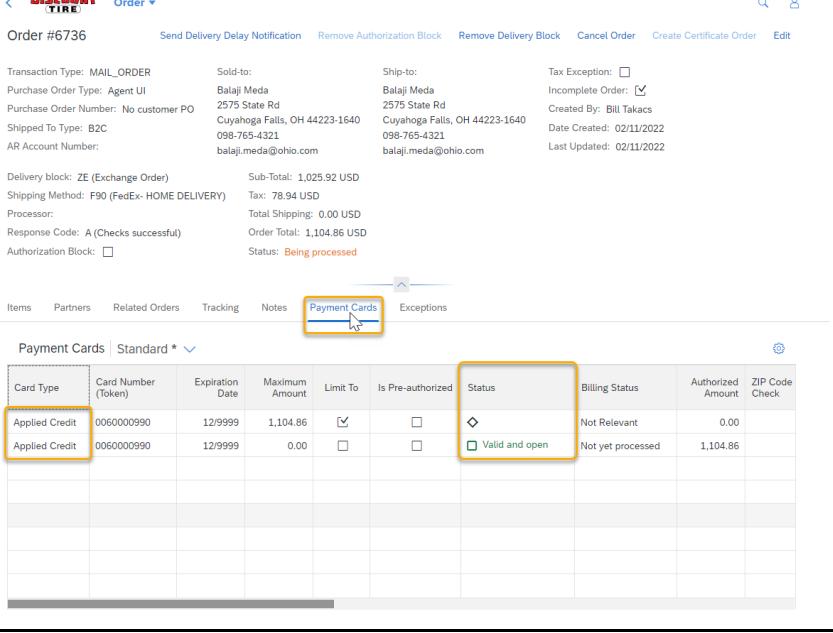
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The Credit Remaining is returned to the Customer Credit Card. Click the Order number in the "Success" pop-up window to open the Order tile, or click **OK** to return to the FSA Home Dashboard.



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Exchange Refund Cost Difference

19	<p>In the Order tile, click the Payment Cards tab. The Applied Credit appears.</p>  <table border="1" data-bbox="595 623 1395 876"> <thead> <tr> <th>Card Type</th><th>Card Number (Token)</th><th>Expiration Date</th><th>Maximum Amount</th><th>Limit To</th><th>Is Pre-authorized</th><th>Status</th><th>Billing Status</th><th>Authorized Amount</th><th>ZIP Code Check</th></tr> </thead> <tbody> <tr> <td>Applied Credit</td><td>0060000990</td><td>12/9999</td><td>1,104.86</td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td><td>◆</td><td>Not Relevant</td><td>0.00</td><td></td></tr> <tr> <td>Applied Credit</td><td>0060000990</td><td>12/9999</td><td>0.00</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td>□</td><td>Valid and open</td><td>1,104.86</td><td></td></tr> </tbody> </table>	Card Type	Card Number (Token)	Expiration Date	Maximum Amount	Limit To	Is Pre-authorized	Status	Billing Status	Authorized Amount	ZIP Code Check	Applied Credit	0060000990	12/9999	1,104.86	<input checked="" type="checkbox"/>	<input type="checkbox"/>	◆	Not Relevant	0.00		Applied Credit	0060000990	12/9999	0.00	<input type="checkbox"/>	<input type="checkbox"/>	□	Valid and open	1,104.86	
Card Type	Card Number (Token)	Expiration Date	Maximum Amount	Limit To	Is Pre-authorized	Status	Billing Status	Authorized Amount	ZIP Code Check																						
Applied Credit	0060000990	12/9999	1,104.86	<input checked="" type="checkbox"/>	<input type="checkbox"/>	◆	Not Relevant	0.00																							
Applied Credit	0060000990	12/9999	0.00	<input type="checkbox"/>	<input type="checkbox"/>	□	Valid and open	1,104.86																							
20	<p>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.</p> <p>This completes the Exchange Refund Cost Difference process. Speak with your Manager about any other business process related to using these steps.</p>																														

Contact

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