

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.


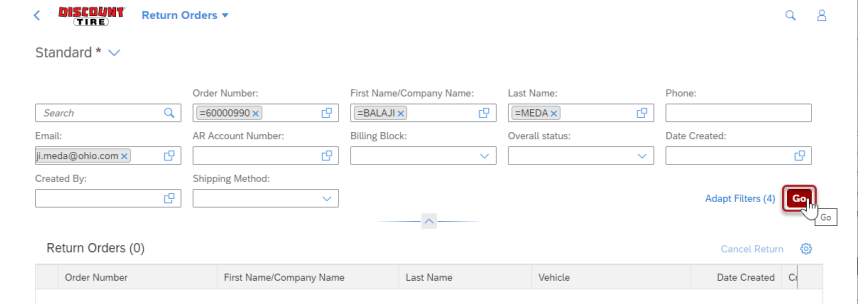
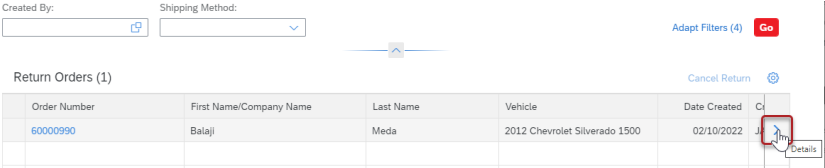
Note: This document begins after a Return has already been processed. If needed, refer to the Return Process QRG for detailed steps on how to process a return.

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**

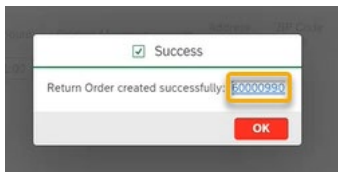
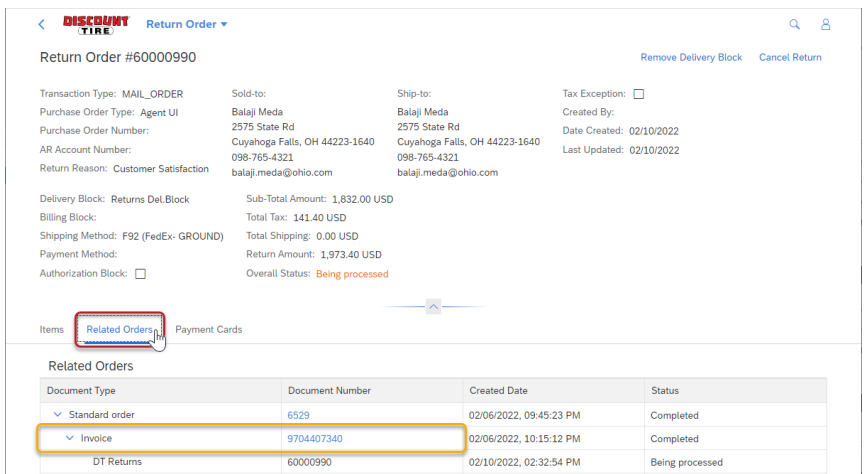
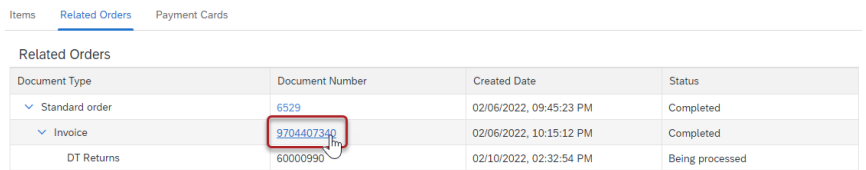
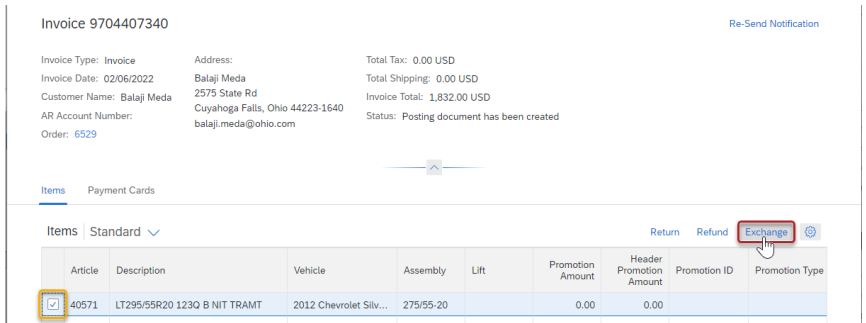
Follow these three steps to process an exchange with a refund for the cost difference when you are starting with a search for the Return Order number:

Step	Action
1	<p>Click the Return Orders tile.</p> 
2	<p>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.</p> 
3	<p>Click the chevron to continue to the Return Order details.</p> 

Continued on next page

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	<p>Click the Return Order number link.</p> 
2	<p>Click the Related Orders tab.</p> 
3	<p>Click the Invoice number.</p> 
4	<p>Check the small box to the left of the Article number, then click Exchange.</p> 

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Exchange Refund Cost Difference

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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.

New Order

Customer Name: Balaji Meda Address: 2575 State Rd Ship To Zip Code: 44223-1640
 Customer ID: W000968748 Cuyahoga Falls, OH 44223-1640 Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD
 Account Type: RETAIL 098-765-4321 Assembly: 275/55-20
 AR Account Number: balaji.meda@ohio.com Lift:

1 Vehicle 2 Treadwell 3 Products

1. Vehicle

Select Vehicle ☐ Continue with no vehicle selected [Add Vehicle](#)

Year	Make	Model	Trim Level	Assembly	Lift	Front Tire Size	Rear Tire Size	Status
2012	FORD	MUSTANG	BOSS 302 Lag...	295/40-19 - 28...		225/45-19	295/35-19	Profile
2021	Acura	RDX	SH-AWD	235/55-18		265/50-18	265/50-18	Profile
2012	Chevrolet	Silverado 1500	4WD	275/55-20		295/55-20	295/55-20	Profile

Fitment Data [TPMS Notes](#) [Lift Notes](#)

OE Tire	Category	Tire Model	Axle	Wheel Size	Bolt Pattern	Bore	Lug HDW	Lug Torque (ft-lbs)	OE C
275/55R20 111S			B	20X8.5	6-139.70	78.10	14X1.5 NUT	140	31

Tires Wheels

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Tire Size	Match Qualifier	Type	Size	Match Qualifier	Staggered
295/55-20	match	Tire	295/55-20	match	
265/45-20	undersize				

Selected Sizes

Next Skip Treadwell Cancel

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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.

Selected Sizes

Type	Size	Match Qualifier	Staggered
Tire	295/55-20	match	

Next Skip Treadwell Cancel

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Click the cart icon of the applicable product.

2. Products

Products [Hide Filter Bar](#) [Clear](#) [Filters \(1\)](#) [Go](#)

Product Type: DT Tires

Front Tire: Width Aspect Diam...

Rear Tire: Width Aspect Diam...

Article: 17451

Products (4) Standard

Article	Brand	Description	Load Index	Speed Rating	Axle	Available	GBB Ratio
28571	PRO COMP	LT295/55R20 127Q B PRC XTRME A/T	127	Q	B	0	BETT
29987	TOYO TIRE	LT295/55R20 123P B TOY OPNCY M/T	123	P	B	1,994	BETT
40571	NITTO	LT295/55R20 123Q B NIT TRAMT	123	Q	B	2,768	BETT
17451	PRO COMP	LT295/55R20 123Q B PRC XTRMM	123	Q	B	19	BETT

Ship To: 44223-1640

Add to Cart

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Exchange Refund Cost Difference

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A cart preview opens to the right of the Retail Price table and shows the Article number, Quantity, and Price.
Click **View Cart**.

The screenshot shows a product selection interface. On the left, there are filters for Product Type, Front Tire, and Rear Tire. The main table lists products with columns for Article, Brand, Description, Type Code, Merchandise Category, and Side Desc. A cart preview is visible on the right, showing the selected item: LT295/55R20 123Q B NIT TRAMT, Article #: 40571, Quantity: 4, Price: 458.00 USD, and a total of 1,832.00 USD. A yellow box highlights the 'View Cart' button at the bottom right.

Article	Brand	Description	Type Code	Merchandise Category	Side Desc
28571	PRO COMP	LT295/55R20 127Q B PRC XTRME AT	EPCV01 (XTREME ALL TERRAIN)	ALL TERRAIN LT	BSW
29987	TOYO TIRE	LT295/55R20 123P B TOYO OPRCY MIT	TOYV01 (OPEN CNTRY MIT)	MUD TERRAIN LT	BSW
40571	NITTO	LT295/55R20 123Q B NIT TRAMT	NITV02 (TRAIL GRPL MIT)	MUD TERRAIN LT	BSW
17401	PRO COMP	LT295/55R20 123Q B PRC XTRAM	EPCV01 (XTREME MT2)	MUD TERRAIN LT	BSW

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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**.

The screenshot shows a 'Cross Selling Articles' pop-up window. It contains a table with columns for Item Number, Parent Item Number, Article, Article Description, and Quantity. Two items are listed: item 100 (LT295/55R20 123Q B NIT TRAMT) and item 101 (CERTS FOR REFUND, REPLACEMENT). A yellow box highlights the 'Add' button at the bottom right.

Item Number	Parent Item Number	Article	Article Description	Quantity
100		40571	LT295/55R20 123Q B NIT TRAMT	4
101	100	80017	CERTS FOR REFUND, REPLACEMENT	4

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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 TIRE** Order ▾

Your Cart Continue Shopping Clear Cart

Customer Name: Balaji Meda Address: 2575 State Rd Cuyahoga Falls, OH 44223-1640 Fraud Flag: ☐ Ship To Zip Code: 44223-1640 Sub-Total: 1,025.92 USD Tax: 78.94 USD
Customer ID: W000968748 Customer Type: RETAIL Account Type: 098-765-4321 AR Account Number: balaji.meda@ohio.com Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD Assembly: 275/55-20 Lift: 098-765-4321
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		ATD-LEWIS ...	WDTX02	4 days	0.00	2
80017		CERTS FOR REFUND, REPLACEMENT		WDTX02	WDTX02	0 days	0.00	2

Add Hardware Load Cross Selling Add Article

Save as Quote Go to Checkout Cancel

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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 TIRE** Order ▾

Customer Name: Balaji Meda Address: 2575 State Rd Cuyahoga Falls, OH 44223-1640 Fraud Flag: ☐ Ship To Zip Code: 44223-1640 Sub-Total: 1,025.92 USD
Customer ID: W000968748 Customer Type: RETAIL Account Type: 098-765-4321 AR Account Number: balaji.meda@ohio.com Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD Assembly: 275/55-20 Lift: 098-765-4321
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 Billing Address

Ship To: ☒ Customer ☐ Installer ☐ Store Same as shipping: ☒

Customer: First Name: Last Name: Address Line 1: Address Line 2: City:

Customer: First Name: Last Name: Address Line 1: Address Line 2: City:

View Cart Save as Quote Next Cancel

Exchange Refund Cost Difference

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Review the Calculate Shipping information. Click **Next**.

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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**.

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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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Exchange Refund Cost Difference

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

Customer Information:
 Customer Name: Balaji Meda
 Customer ID: W000968748
 Customer Type: RETAIL
 Account Type:
 AR Account Number:

Address:
 2575 State Rd
 Cuyahoga Falls, OH 44223-1640
 098-765-4321
 balaji.meda@ohio.com

Ship To Zip Code: 44223-1640
Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD
Assembly: 275/55-20
Lift:

Fraud Flag: ☐

Sub-Total: 1,025.92 USD

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

4. Order Summary

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

Billing Address:
 Bill To: Balaji Meda
 Address Line 1: 2575 State Rd
 Address Line 2:
 City: Cuyahoga Falls
 State: OH
 Zip Code: 44223-1640
 Country: US
 Email: balaji.meda@ohio.com
 Phone: 098-765-4321

Other Info:
 Delivery block: ZE
 Shipping Method: F90
 Shipping Cost: 0.00 USD
 Tax Exemption Certificate:

Article	Brand	Article Description	Sourced From	Shipped From	Requested Delivery Date	Quantity	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:

Buttons: View Cart, Save as Quote, Previous, **Make Payment** (highlighted), Cancel

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

Payment

Customer Information:
 Customer Name: Balaji Meda
 Customer ID: W000968748
 Customer Type: RETAIL
 Account Type:
 AR Account Number:

Address:
 2575 State Rd
 Cuyahoga Falls, OH 44223-1640
 098-765-4321
 balaji.meda@ohio.com

Ship To Zip Code: 44223-1640
Customer Vehicle: 2012 Chevrolet Silverado 1500 4WD
Assembly: 275/55-20
Lift:

Fraud Flag: ☐

Payment Cards Information:
 Copy Card Add Card

Card Type	Expiration Date	Amount	Authorized Amount	Card Number
No data				

Exchange Credit Information:

Exchange Credit Available: 1,973.40 USD	Credit Applied: 1,104.86 USD	Credit Remaining: 868.54 USD (highlighted)
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Payment Totals:

Pay Amount: 1,104.86 USD	Balance: 0.00 USD	Collected: 1,104.86 USD
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Buttons: Back to Checkout, **Place Order** (highlighted), 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.

Success

Order created with incomplete data: 5736

OK (highlighted)

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In the Order tile, click the **Payment Cards** tab.
The Applied Credit appears.

< **DISCOUNT TIRE** Order ▾

Order #6736

Send Delivery Delay Notification

Remove Authorization Block

Remove Delivery Block

Cancel Order

Create Certificate Order

Edit

Transaction Type: MAIL_ORDER

Purchase Order Type: Agent UI

Purchase Order Number: No customer PO

Shipped To Type: B2C

AR Account Number:

Sold-to:

Balaji Meda

2575 State Rd

Cuyahoga Falls, OH 44223-1640

098-765-4321

balaji.meda@ohio.com

Ship-to:

Balaji Meda

2575 State Rd

Cuyahoga Falls, OH 44223-1640

098-765-4321

balaji.meda@ohio.com

Tax Exception: ☐

Incomplete Order: ☒

Created By: Bill Takacs

Date Created: 02/11/2022

Last Updated: 02/11/2022

Delivery block: ZE (Exchange Order)

Sub-Total: 1,025.92 USD

Shipping Method: F90 (FedEx- HOME DELIVERY)

Tax: 78.94 USD

Processor:

Total Shipping: 0.00 USD

Response Code: A (Checks successful)

Order Total: 1,104.86 USD

Authorization Block: ☐

Status: Being processed

Items

Partners

Related Orders

Tracking

Notes

Payment Cards

Exceptions

Payment Cards | Standard * ▾

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"/>	<div><div></div></div>	Not Relevant	0.00	
Applied Credit	0060000990	12/9999	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<div><div></div>Valid and open</div>	Not yet processed	1,104.86	

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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.