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Mileage Adjustment Using Fiori Sales App
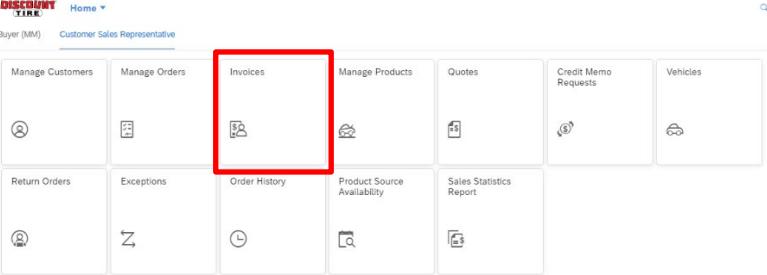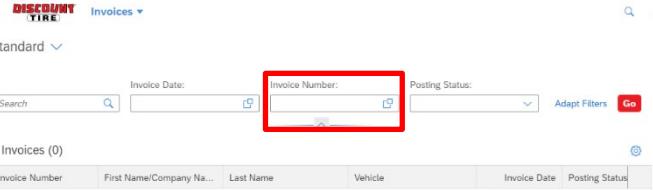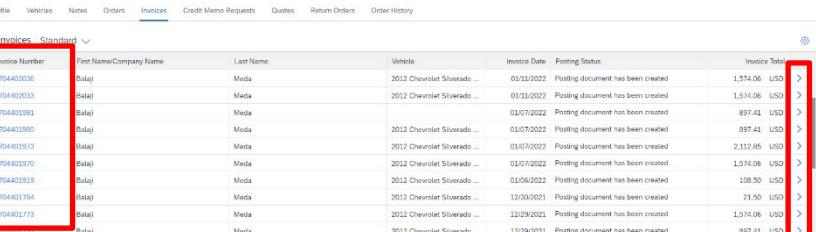
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Introduction	The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the Order Management System for Discount Tire.
Purpose	The purpose of this document is to guide agents through the steps to complete a mileage adjustment using the FSA.
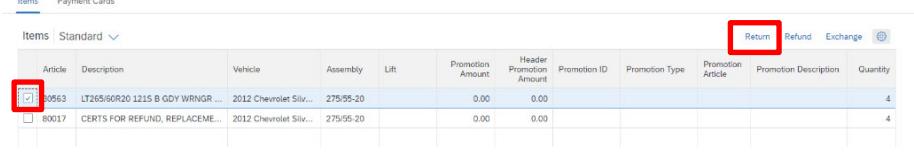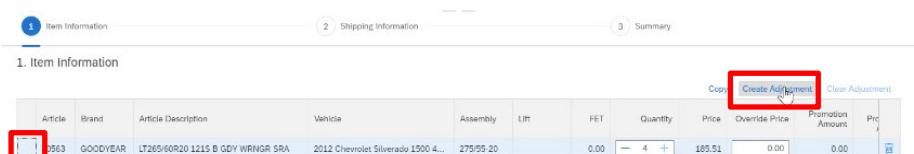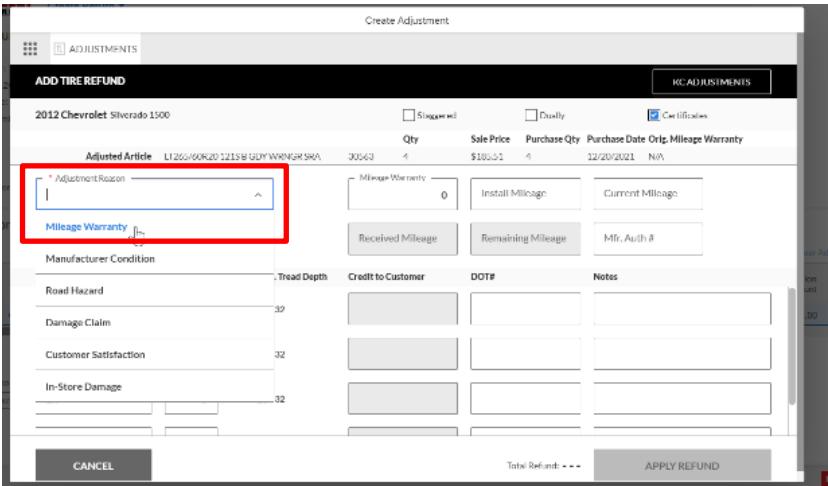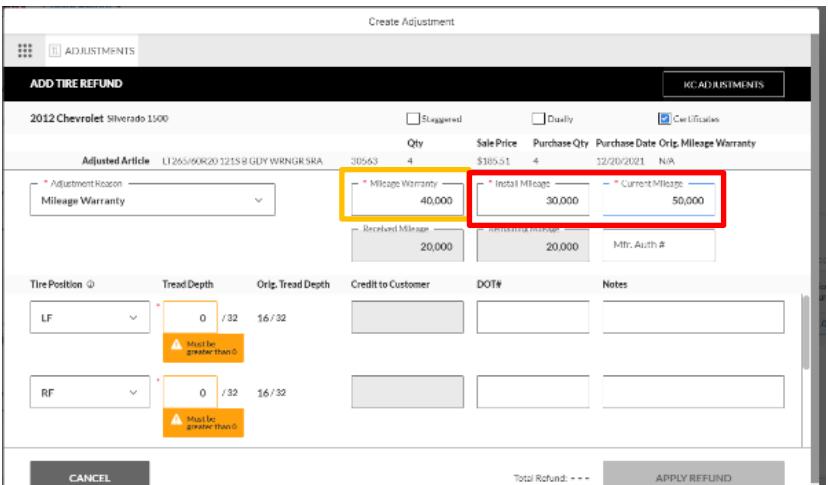
Mileage Adjustment
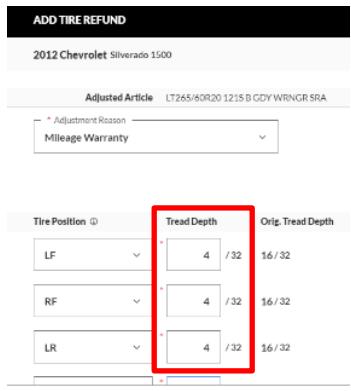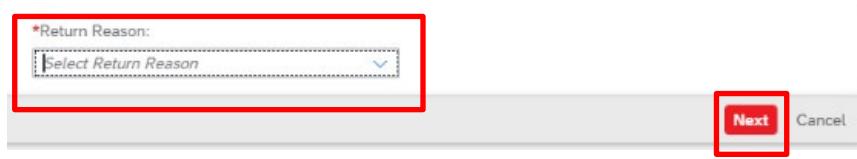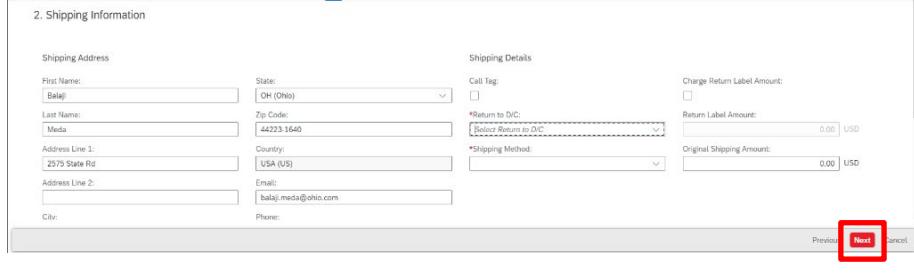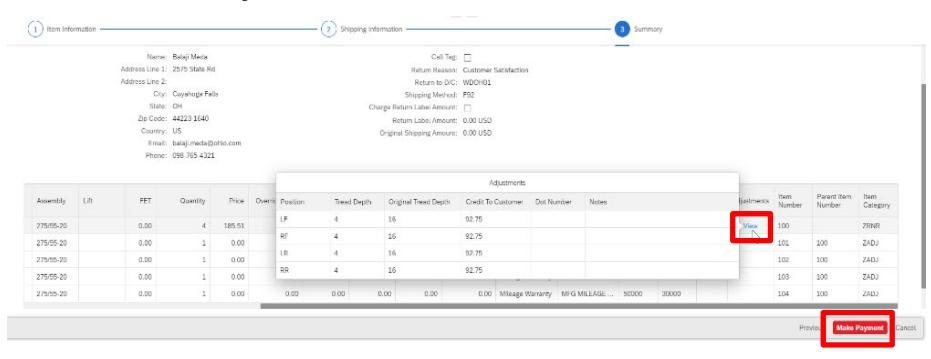
Follow these steps for a mileage adjustment using the FSA:

| 1	Click the **Invoices** tile from the dashboard if the invoice number is known.
	Enter the invoice number, then click **Go**.
	Note: If the invoice number is NOT known, identify the customer in the Manage Customers time, then select the Invoice tab from the Customer Profile screen.
2	Select the invoice by clicking on the invoice number on the left or the chevron to the far right.

Mileage Adjustment (continued)	**3**	Select the item by clicking the box next to the article number. Then click **Return**.
	4	On the Item Information page, click on the empty box next to the Article. Then click **Create Adjustment**.
	5	Click the **Mileage Warranty** link located below the Adjustment Reason.
	6	The mileage from the warranty will auto populate the Mileage Warranty field. Enter the Install Mileage and Current Mileage. In this example, the remaining mileage is 20,000. Therefore, the customer will receive an adjustment for 20,000 miles.

Mileage Adjustment (continued)	**7**	Next, enter the tread depth for all tires. ADD TIRE REFUND 2012 **Chevrolet** Silverado 1500 Adjusted Article LT265/60R20 121S B GDY WRNGR SRA * Adjustment Reason Mileage Warranty Tire Position ⓘ Tread Depth Orig. Tread Depth LF 4 / 32 16 / 32 RF 4 / 32 16 / 32 LR 4 / 32 16 / 32
	8	Click **Apply Refund** in the lower right corner. Total Refund: **$371.00** **APPLY REFUND**
	9	Click on the blue arrow in the Return Reason field, then select from the drop-down menu on the Item Information screen. Then click **Next**. *Return Reason: Select Return Reason **Next** Cancel
	10	Select Shipping details from the drop-down menus. Then click **Next**. 2. Shipping Information Shipping Address Shipping Details First Name: Balaji State: OH (Ohio) Call Tag: ☐ Charge Return Label Amount: ☐ Last Name: Meda Zip Code: 44223-1640 *Return to D/C: Select Return to D/C Return Label Amount: 0.00 USD Address Line 1: 2575 State Rd Country: USA (US) *Shipping Method: Original Shipping Amount: 0.00 USD Address Line 2: Email: balaji.meda@ohio.com City: Phone: Previous **Next** Cancel
	11	Review the Order Summary. Scroll to the Adjustments column and click on the **View link** to see the credit given to each tire. Then click **Make Payment**. ① Item Information ───── ② Shipping Information ───── ③ Summary Name: Balaji Meda Cell Tag: ☐ Address Line 1: 2575 State Rd Return Reason: Customer Satisfaction Address Line 2: Return to D/C: WDOH01 City: Cuyahoga Falls Shipping Method: F92 State: OH Charge Return Label Amount: ☐ Zip Code: 44223-1640 Return Label Amount: 0.00 USD Country: US Original Shipping Amount: 0.00 USD Email: balaji.meda@ohio.com Phone: 098 765 4321 Adjustments Assembly / Lift / FET / Quantity / Price / Position / Tread Depth / Original Tread Depth / Credit To Customer / Dot Number / Notes / Adjustments / Item Number / Parent Item Number / Item Category 275/55-20 0.00 4 185.51 LF 4 16 92.75 View 100 ZRNR 275/55-20 0.00 1 0.00 RF 4 16 92.75 101 100 ZADJ 275/55-20 0.00 1 0.00 LR 4 16 92.75 102 100 ZADJ 275/55-20 0.00 1 0.00 RR 4 16 92.75 103 100 ZADJ 275/55-20 0.00 1 0.00 0.00 0.00 0.00 0.00 0.00 Mileage Warranty MFG MILEAGE... 50000 30000 104 100 ZADJ Previous **Make Payment** Cancel

| **Mileage Adjustment (continued)**	**12**	Enter the amount to be refunded. Then click **Create Return**.
	13	A message will pop up showing the return was created successfully. Click the order number to review the order.
	14	On the Return Order screen, click on the **Related Orders** tab.
	15	Click on the **Document Number** in the Invoice row.
	16	Click on the box on the far left next to the Article Number. Then click the **Exchange** link.
	17	Click the empty box next to the vehicle you would like to select.
	18	Select a size for the replacement product by clicking the chevron on the right.
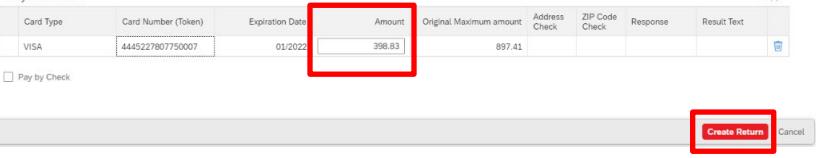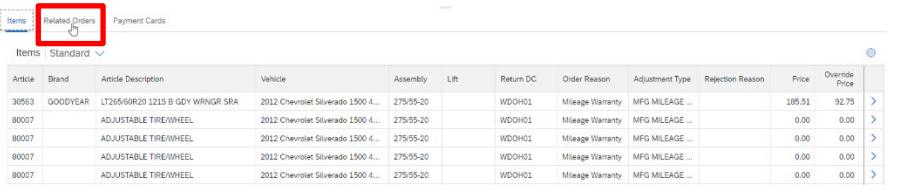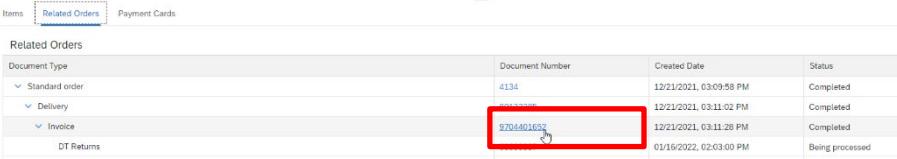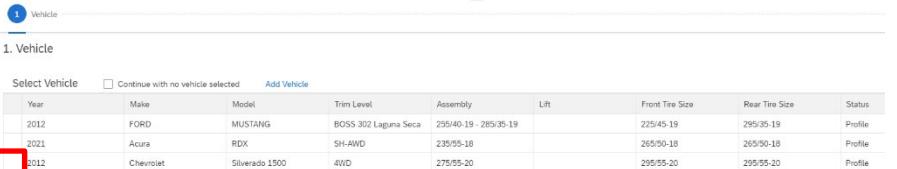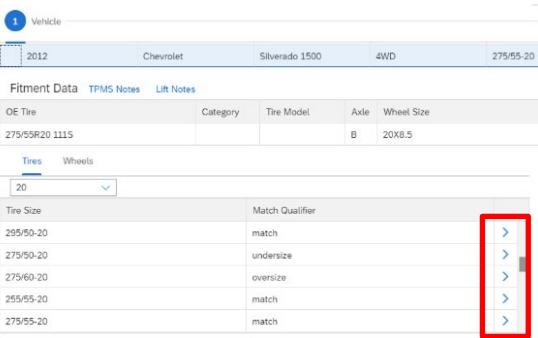
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Mileage Adjustment (continued)	**19**	Click **Skip Treadwell** in the lower right corner.
	20	To select the preferred tire in stock, click the cart icon on the right.
	21	Click **View Cart**.
	22	You will be presented with Cross Selling Articles that apply to the product selected. Select articles, then click **Add**.
	23	Click **Go to Checkout**.
	24	You may receive a pop up for Fitment Validation. Make sure the product selected is a match. If so, click **Continue**.
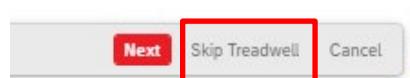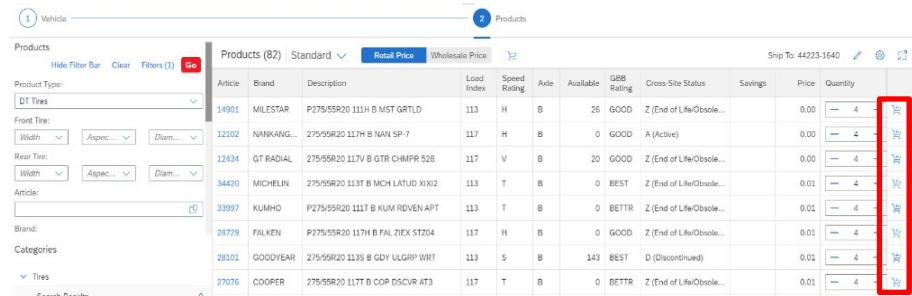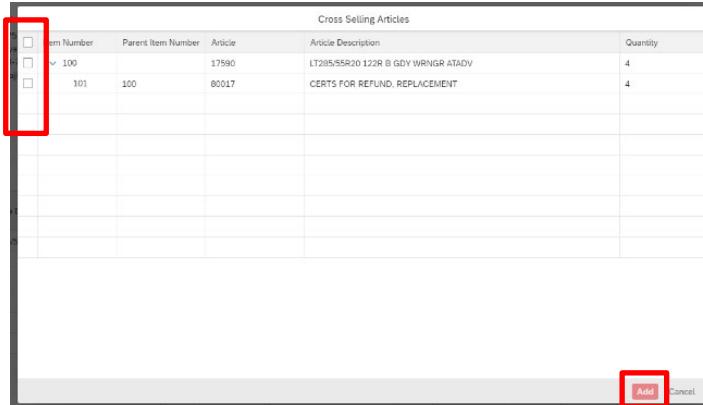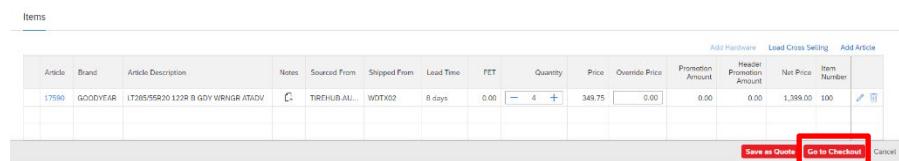
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Mileage Adjustment (continued)	25	On the Fulfillment Details screen, the shipping address will be the same as the original order. Click **Next**.
	26	On the Calculate Shipping screen, select the preferred shipping method then click **Next**.
	27	On the Notes screen, enter any notes relevant to the order. Special Instructions will go to the Distribution Center (DC). When finished, click **Next**.
	28	A message will pop up stating that a Delivery Block is created because of an Exchange Order. Click **OK**. **Note:** For a mileage adjustment, you will need to remove the delivery block once the exchange is complete.

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Mileage Adjustment (continued)	**29**	On the Order Summary screen, perform a Benediction. Review every aspect of the exchange order to make sure everything entered is correct. Then click **Make Payment**.
	30	On the Payment Cards Information screen, click **Add Card**.
	31	Enter card information for the difference of the exchange amount. Click **Submit**.
	32	On the Order screen, you will see the exchange credit and payment information is applied resulting in a zero-balance due. Click **Place Order**.
	33	A message will pop up stating the order was created successfully. Click on the order number.
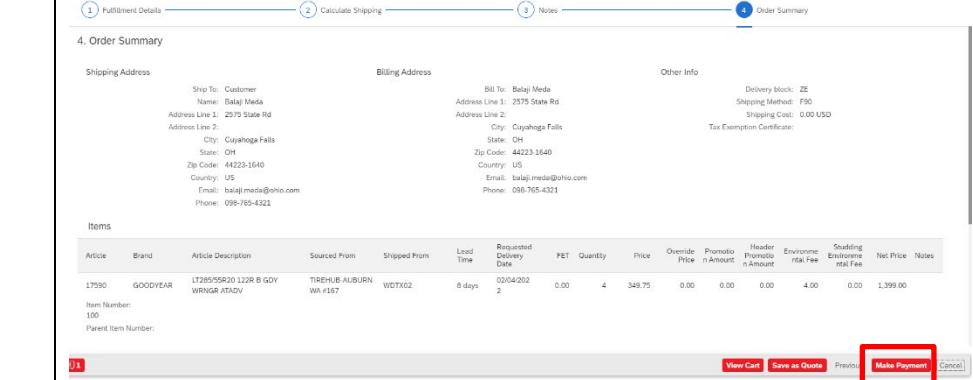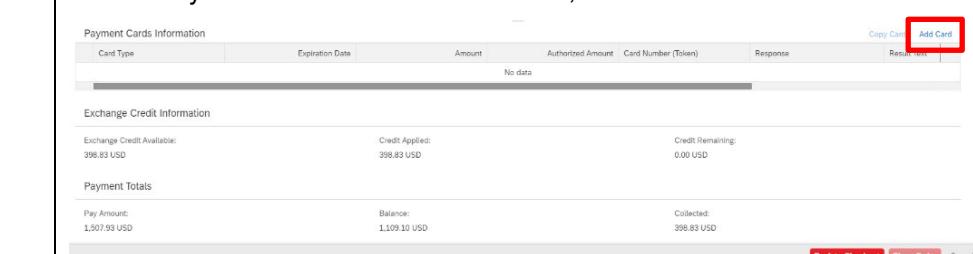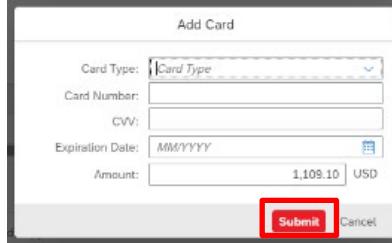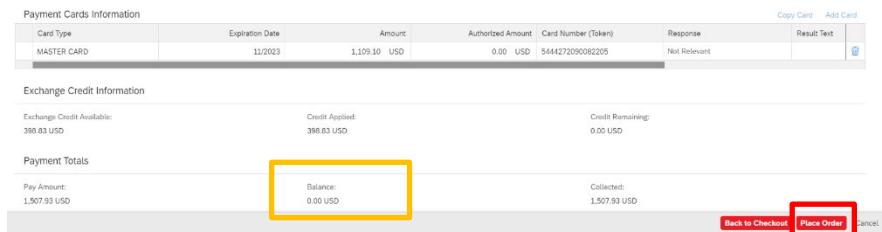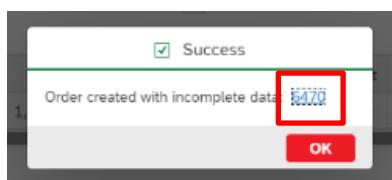
| Mileage Adjustment (continued) | 34 | When you return to the order, click on the **Payment Cards** tab. |
		On this screen, you will see the applied credit and payment applied to the order.
	35	Note: A mileage adjustment does not require the customer to send the tire back. Therefore, the delivery block must be removed.
		Click on **Remove Delivery Block** in the upper right corner.
	36	A message will pop up stating that the delivery block was removed. Close the message by clicking the blue x.
	37	The mileage adjustment and exchange are complete.
		The status of the order will show as Being Processed.
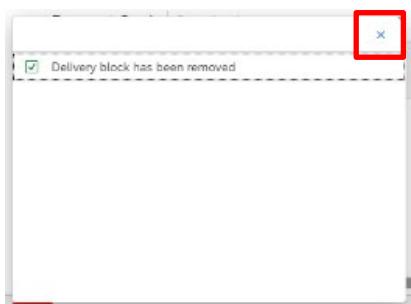
| Contact | Contact the Service Desk at support@discounttire.com or 800-366-4399. |

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