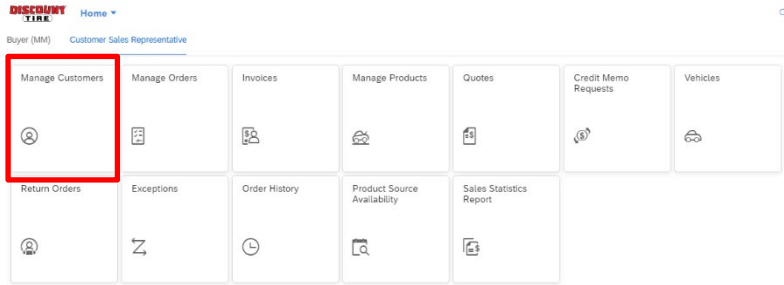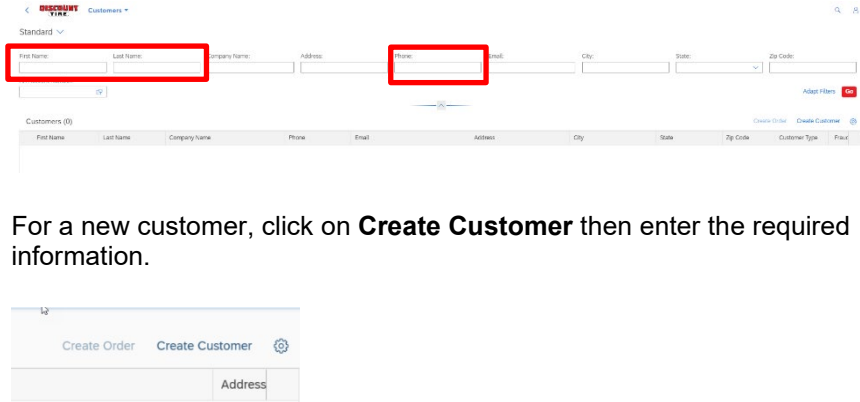# Miscellaneous Wheel and Tire Purchase Using FSA

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 miscellaneous tire and wheel purchase using the Fiori Sales App (FSA).
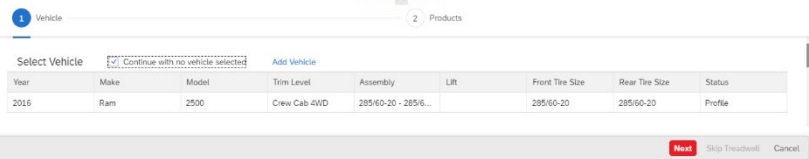
Procedure Follow these steps for a miscellaneous tire and wheel purchase using FSA:

Step	Action
1	Select the **Manage Customers** tile from the dashboard.
2	Identify the customer by entering first name, last name, and/or phone number. Then, click **Go**. For a new customer, click on **Create Customer** then enter the required information.
3	Once the existing customer is identified, click the chevron on the right to select the customer.

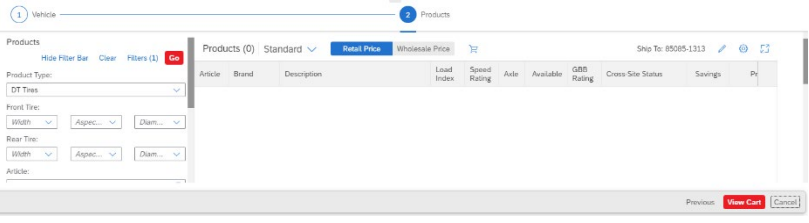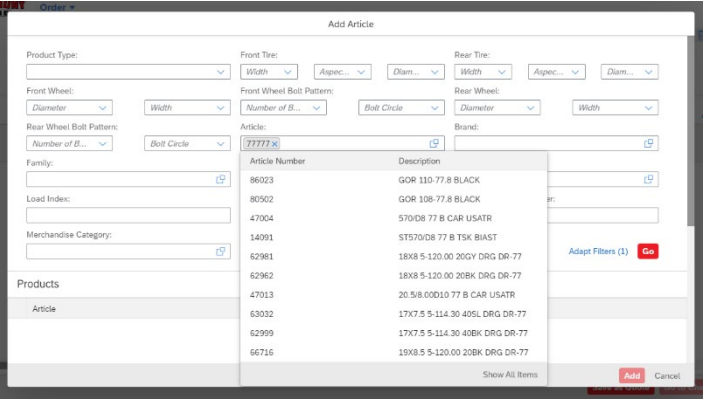| 4	From the customer profile screen, click **Create Order.**
5	Select the customer vehicle by clicking the empty box on the left or You can also choose to continue with no vehicle selected. Then click **Next**. Note: If vehicle is added here, it is a temporary add and will not be persisted on the customer profile. Vehicles added during customer create or from the Customer Profile/Vehicles tab will be persisted on the customer profile.
6	The Product List page is not needed for this type of transaction. Click **View Cart**.
7	Click **Add Article**.
8	In the search Article field, enter the miscellaneous wheel article 77777. Then click **Go**.

9	Click the check box next to the miscellaneous wheel article (77777).
	Then click **Add**.

10	Enter a quantity and price for the product.

11	Select the edit icon at the far right to modify the article.

12	Enter the Gross Weight into the required field. This is a requirement to calculate shipping.

13	Enter a description into the Article Description field.
	When finished, click **Submit**.

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14	The article description will be shown in the cart. From here, you can click **Go to Checkout**.

OR to add a miscellaneous tire, click **Add Article**.

15	In the search Article field, enter the miscellaneous tire article 44444.

Then click **Go**.

16	Click the check box next to the miscellaneous tire article (44444).

Then click **Add**.

17	Enter a quantity and price for the product.

18	Select the edit icon at the far right to modify the article.

19	Enter a description into the Article Description field.

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20	Enter the Gross Weight, Cross Section, Aspect Ratio, and Diameter in the required fields.
21	The Studding Tire Indicator is an important field when entering a miscellaneous tire. Select SBL(1) for a tire that is not studded but can be. Select STD(2) for a tire that is already studded.
22	Enter the current mileage for the customer's vehicle in the Install Mileage field.
23	When finished click **Submit**.
24	The article description will be shown in the cart. From here, you can click **Go to Checkout**.

25	On the Fulfillment Details screen, if shipping to the customer, verify the shipping address. Otherwise, select a maintained installer from the list or select a DT store.
26	If selecting a store, click on the blue boxes in the store field. Enter the customer zip code, click **Go**. Then select a store from the list provided by clicking the empty box next to the store number. When you return to the Fulfillment Details screen, click **Next**.

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27	On the Calculate Shipping screen, select the preferred shipping method then click **Next**.

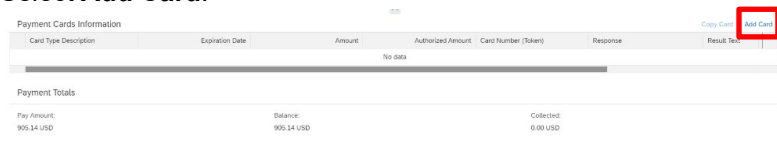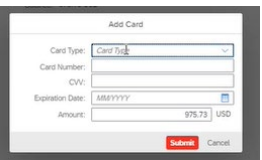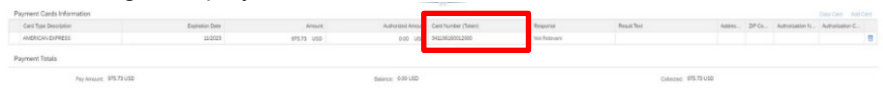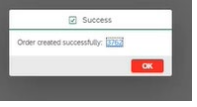| 28	On the Notes screen, enter any notes relevant to the order. Special Instructions will go to the Distribution Center (DC). When finished, click **Next**. Note: If you choose to **Save as Quote**, any notes entered at this point will not be saved.

29	On the Order Summary Screen, perform the Benediction. Review every aspect of the order to make sure all information is entered correctly. Click **Make Payment**.

30	If there is an issue on the back end with receiving credit cards, a warning will pop up. If that occurs, it is acceptable to proceed with the sale and capture credit card information while you have the customer on the phone. Click **OK**.

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	Select **Add Card**. Enter Card details. Click **Submit**. Note: For security purposes, the card number shown is tokenized. Only the last four digits displayed are from the actual card number.
31	Click **Place Order**.
32	Click on **OK** or click on the order number to review the order.
33	If you experienced any back-end issues in step 30, to notify IT Support by sending an email to support@discounttire.com.

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

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