

Road Hazard Adjustment Using Fiori Sales App

Introduction

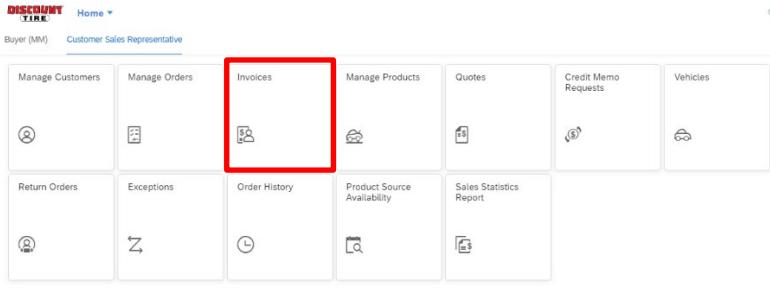
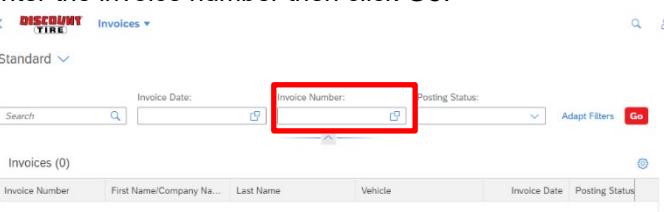
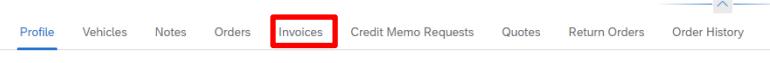
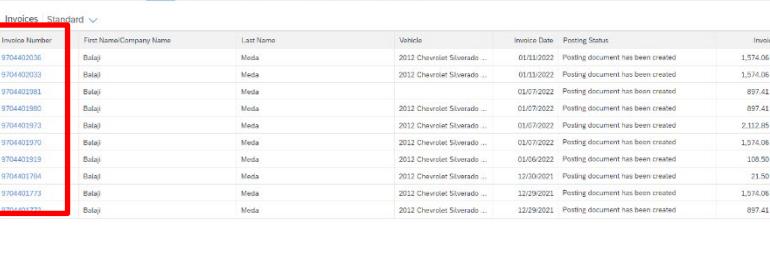
The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

Purpose

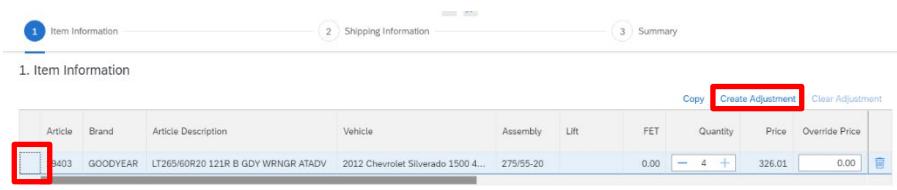
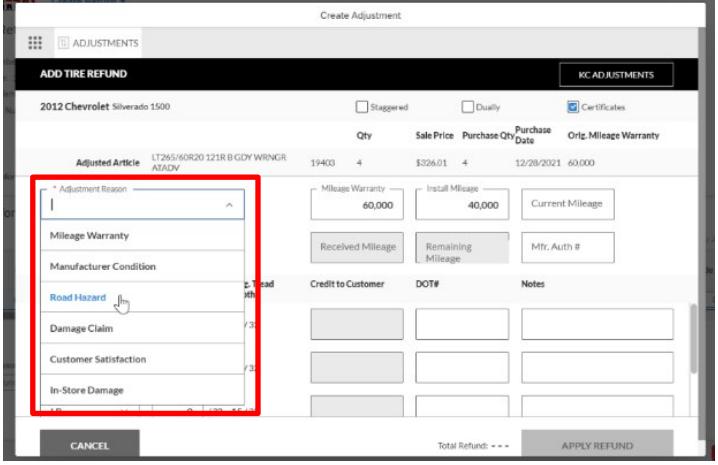
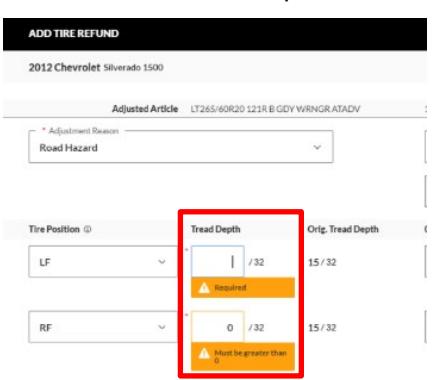
The purpose of this document is to guide agents through the steps to complete a road hazard adjustment using FSA.

Road Hazard Adjustment

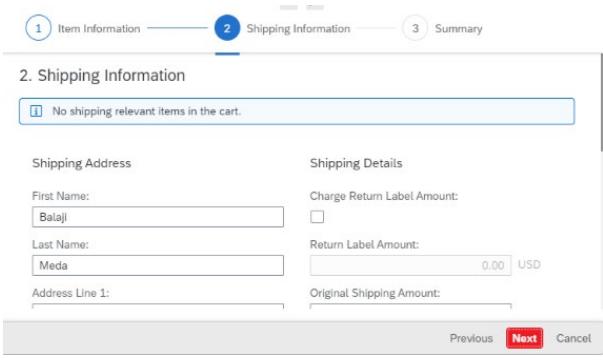
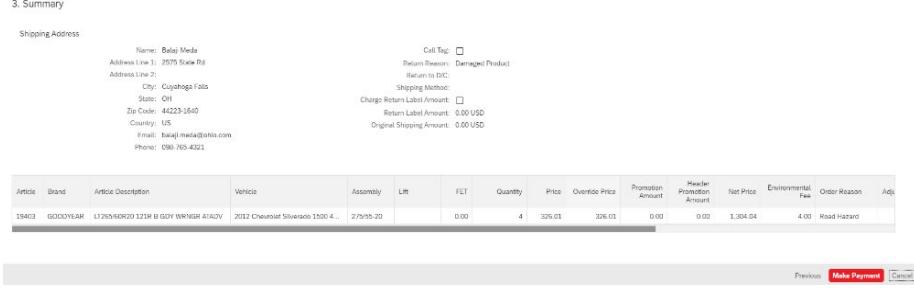
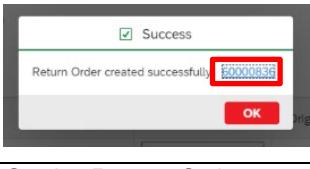
Follow these steps for adjusting due to a road hazard using FSA:

| | |
|---|--|
| 1 | <p>Select the Invoices tile from the dashboard if the invoice number is known.</p>  <p>Enter the invoice number then click Go.</p>  <p>Note: If the invoice number is NOT known, identify the customer in the Manage Customers tile, then select the Invoices tab from the Customer Profile screen.</p>  <p>2 Select the invoice by clicking on the invoice number link on the left or the chevron to the far right.</p>  |
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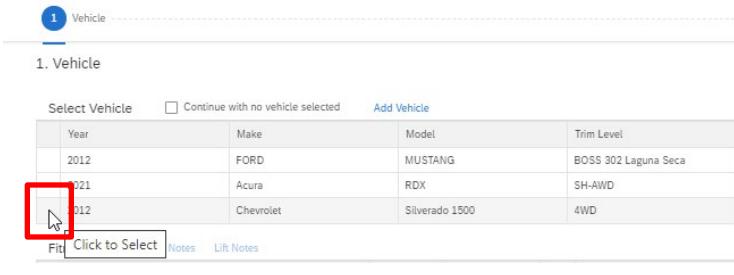
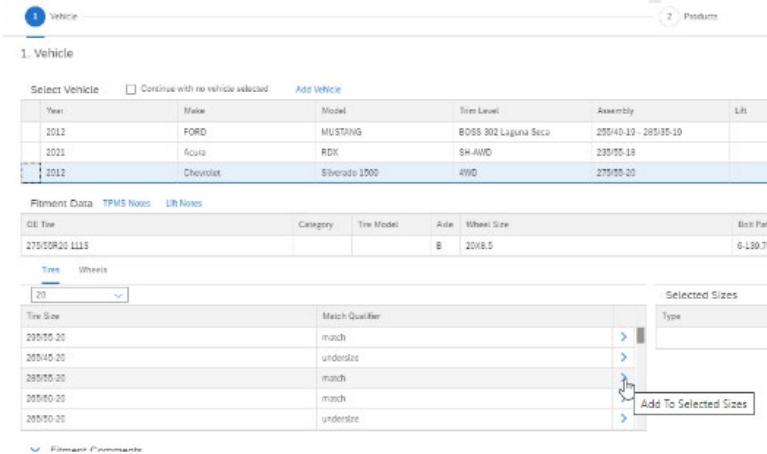
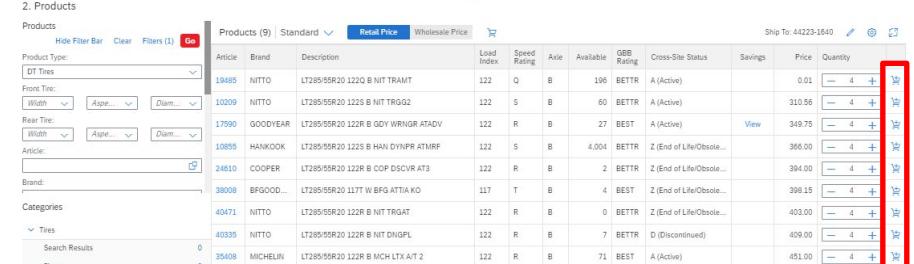
Road Hazard Adjustment (continued)

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| 3 | <p>Select the item by clicking the box next to the article number. Then click Return.</p>  |
| 4 | <p>On the Item Information page, click on the empty box next to the article. Then click Create Adjustment.</p>  |
| 5 | <p>Click on Adjustment Reason, then select Road Hazard from the drop-down menu.</p>  |
| 6 | <p>Next, enter the tread depth for all tires.</p>  |
| 7 | <p>Click APPLY REFUND in the lower right corner.</p>  |

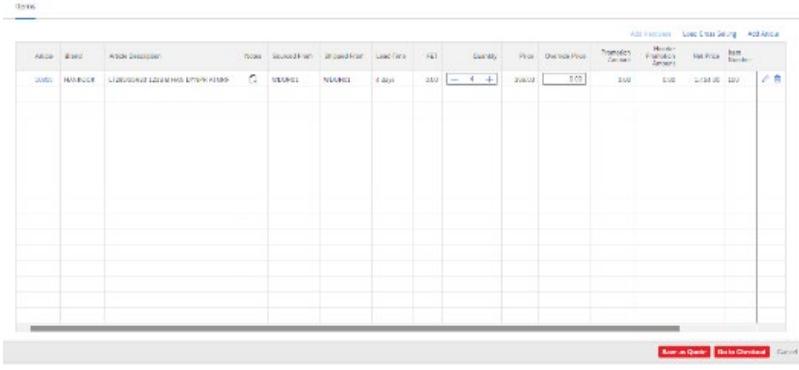
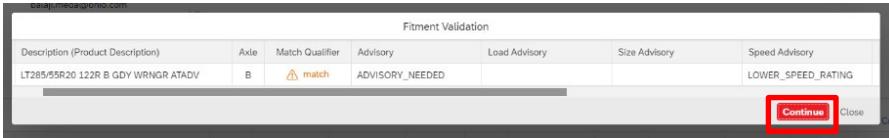
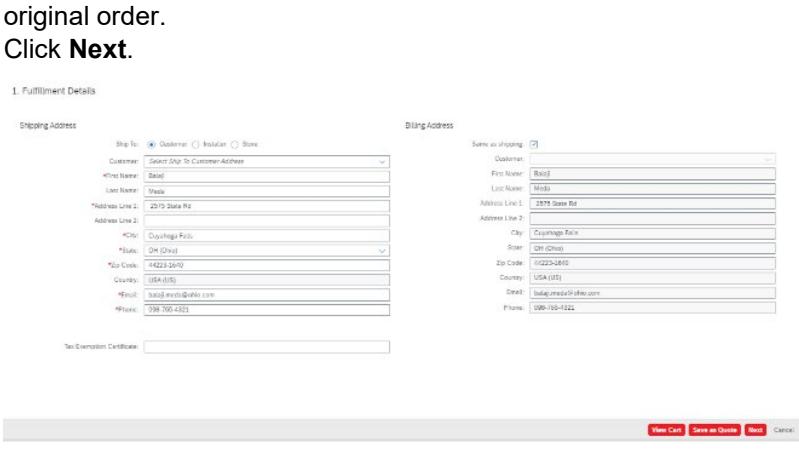
Road Hazard Adjustment (continued)

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| 8 | <p>Click on the blue arrow in the Return Reason field, then select from the drop-down menu on the Item Information screen.</p> <p>Then click Next.</p>  |
| 9 | <p>No shipping information is required.</p> <p>Click Next.</p>  |
| 10 | <p>Review the Order Summary.</p> <p>Then click Make Payment.</p>  |
| 11 | <p>Enter the amount to be refunded.</p> <p>Then click Create Return.</p>  |
| 12 | <p>A message will pop up showing the return was created successfully.</p> <p>Click the order number to review the order.</p>  |
| 13 | <p>On the Return Order screen, click on the Related Orders tab.</p>  |

Road Hazard Adjustment (continued)

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| 14 | <p>Click on the Document Number in the Invoice row.</p>  |
| 15 | <p>Click on the box on the far left next to the Article Number. Then click Exchange.</p>  |
| 16 | <p>Click the empty box next to the vehicle you would like to select.</p>  |
| 17 | <p>Select a size for the replacement product by clicking the chevron on the right.</p>  |
| 18 | <p>Click Skip Treadwell in the lower right corner.</p>  |
| 19 | <p>To select the preferred tire in stock, click the cart icon on the right.</p>  |
| 20 | <p>Click View Cart.</p>  |

Road Hazard Adjustment (continued)

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| 21 | <p>You will be presented with Cross Selling Articles that apply to the product selected. Select articles, then click Add.</p>  |
| 22 | <p>Click Go to Checkout.</p>  |
| 23 | <p>You may receive a pop up for Fitment Validation. Make sure the product selected is a match. If so, click Continue.</p>  |
| 24 | <p>On the Fulfillment Details screen, the shipping address will be the same as the original order. Click Next.</p>  |

Road Hazard Adjustment (continued)

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

25 On the Notes screen, enter any notes relevant to the order. Special Instructions will go to the Distribution Center (DC). When finished, click **Next**.

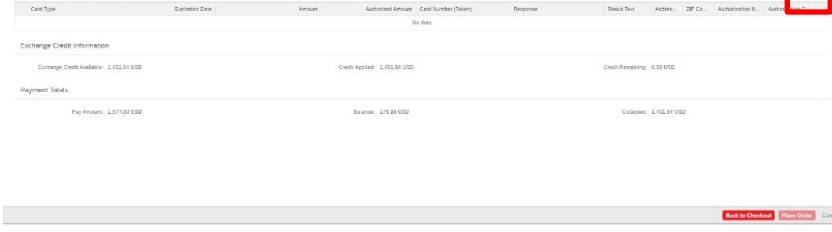
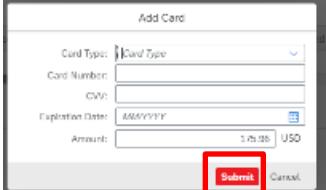
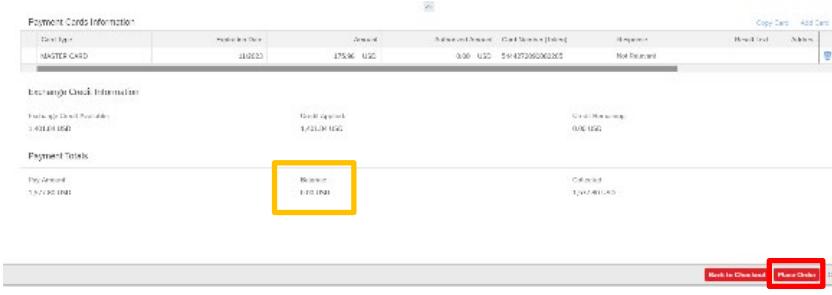
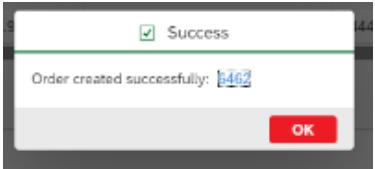
26 A message will pop up stating that a Delivery Block is created because of an Exchange Order. Click **OK**.



Note: For a road hazard adjustment, you will need to remove the delivery block once the exchange is complete.

27 On the Order Summary screen, perform a Benediction. Review every aspect of the exchange order to make sure everything is entered correctly. Then click **Make Payment**.

Road Hazard Adjustment (continued)

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| 28 | <p>On the Payment Cards Information screen, click Add Card.</p>  |
| 29 | <p>Enter card information for the difference of the exchange amount.</p> <p>Click Submit.</p>  |
| 30 | <p>On the order screen, you will see the exchange credit and payment information is applied resulting in a zero-balance due.</p> <p>Click Place Order.</p>  |
| 31 | <p>A message will pop up stating the order was created successfully.</p> <p>Click on the order number.</p>  |

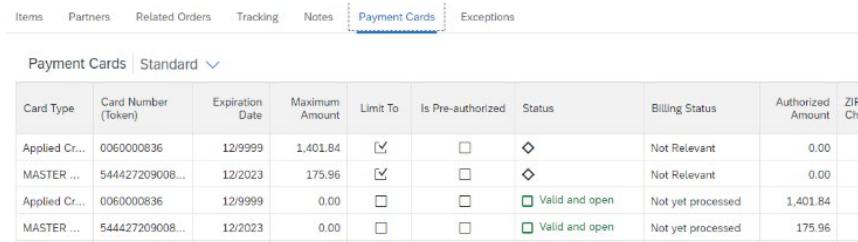
Road Hazard Adjustment (continued)

32 When you return to the order, click on the **Payment Cards** tab.



| Items | Partners | Related Orders | Tracking | Notes | Payment Cards | Exceptions |
|----------------|----------|------------------------------------|------------------------------------|-----------|---------------|------------|
| Items Standard | | | | | | |
| 10855 | HANKOOK | LT285/55R20 1225 B HAN DYNPR ATMRF | 2012 Chevrolet Silverado 1500 4... | 275/55-20 | WDOH01 | WDOH01 |

On this screen, you will see the applied credit and payment applied to the order.



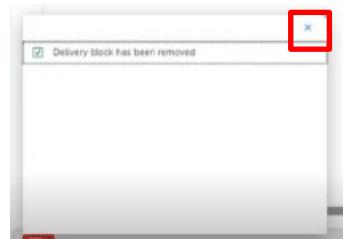
| Items | Partners | Related Orders | Tracking | Notes | Payment Cards | Exceptions |
|------------------------|---------------------|-----------------|----------------|----------|-------------------|------------|
| Payment Cards Standard | | | | | | |
| Card Type | Card Number (Token) | Expiration Date | Maximum Amount | Limit To | Is Pre-authorized | Status |

33 A road hazard 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.

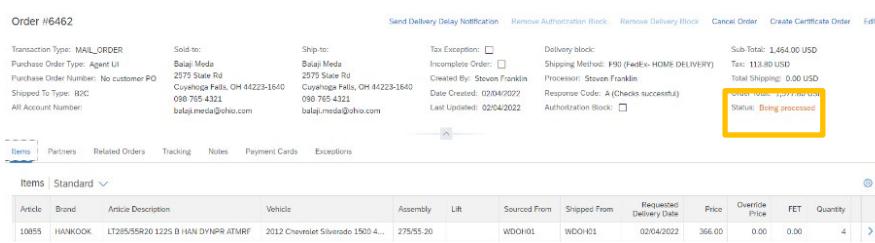


34 A message will pop up stating that the delivery block was removed. Close the message by clicking the blue x.



35 The road hazard adjustment and exchange are complete.

The status of the order will show as Being Processed.



| Order #6462 | 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: R2C All Account Number: | Sold to: Balaji Media 200000000000 Covington Falls, OH 44223-1840 090 765 4321 balaji.media@ohio.com | Ship to: Balaji Media 200000000000 Covington Falls, OH 44223-1840 090 765 4321 balaji.media@ohio.com | Tax Exception: <input type="checkbox"/> Incomplete Order: <input type="checkbox"/> Created By: Steven Franklin Processor: Steven Franklin Response Code: A (Checks successful) Last Updated: 02/04/2022 | Delivery block: <input type="checkbox"/> Shipping Method: F90 (FedEx - HOME DELIVERY) Processor: Steven Franklin Response Code: A (Checks successful) Authorization Block: <input type="checkbox"/> | Sub-Total: 1,464.00 USD Tax: 113.80 USD Total Shipping: 0.00 USD Order Total: 1,577.80 USD Status: Being processed | |
| Items Standard | | | | | | |
| 10855 | HANKOOK | LT285/55R20 1225 B HAN DYNPR ATMRF | 2012 Chevrolet Silverado 1500 4... | 275/55-20 | WDOH01 | WDOH01 |

Contact

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