

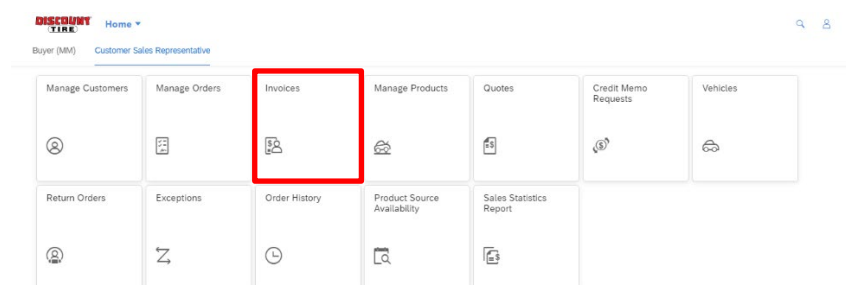
Road Hazard Adjustment Using Fiori Sales App

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.

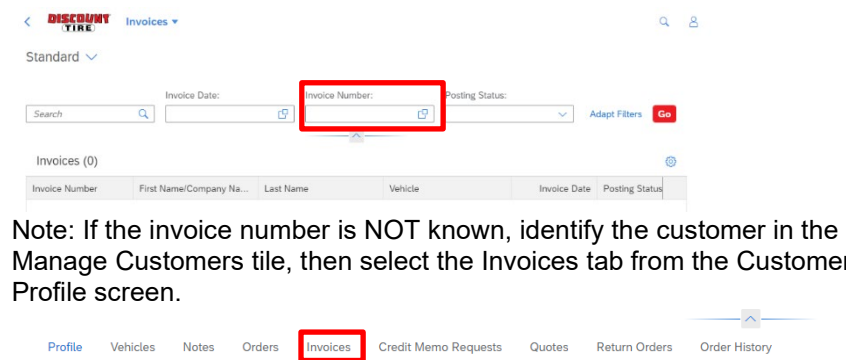
Purpose The purpose of this document is to guide agents through the steps to complete a road hazard adjustment using FSA.

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

1 Select 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 tile, then select the Invoices tab from the Customer Profile screen.

2 Select the invoice by clicking on the invoice number link on the left or the chevron to the far right.

Invoice Number	First Name/Company Name	Last Name	Vehicle	Invoice Date	Posting Status	Invoice Total
9704402036	Balaji	Meda	2012 Chevrolet Silverado ...	01/13/2022	Posting document has been created	1,574.06 USD
9704402033	Balaji	Meda	2012 Chevrolet Silverado ...	01/13/2022	Posting document has been created	1,574.06 USD
9704402032	Balaji	Meda	2012 Chevrolet Silverado ...	01/07/2022	Posting document has been created	897.41 USD
9704401980	Balaji	Meda	2012 Chevrolet Silverado ...	01/07/2022	Posting document has been created	897.41 USD
9704401973	Balaji	Meda	2012 Chevrolet Silverado ...	01/07/2022	Posting document has been created	2,112.85 USD
9704402070	Balaji	Meda	2012 Chevrolet Silverado ...	01/07/2022	Posting document has been created	1,574.06 USD
9704401919	Balaji	Meda	2012 Chevrolet Silverado ...	01/06/2022	Posting document has been created	108.50 USD
9704401764	Balaji	Meda	2012 Chevrolet Silverado ...	12/30/2021	Posting document has been created	21.50 USD
9704403773	Balaji	Meda	2012 Chevrolet Silverado ...	12/29/2021	Posting document has been created	1,574.06 USD
9704402121	Balaji	Meda	2012 Chevrolet Silverado ...	12/29/2021	Posting document has been created	897.41 USD

Road Hazard Adjustment (continued)

- 3 Select the item by clicking the box next to the article number.
Then click **Return**.

Items | Standard * ▾

Return Refund Exchange

Article	Description	Vehicle	Assembly	Lift	Promotion Amount	Header Promotion Amount	Promo
<input checked="" type="checkbox"/> 19403	LT265/60R20 121R B GDY WRNGR ...	2012 Chevrolet Silv...	275/55-20		0.00	0.00	
<input type="checkbox"/> 80017	CERTS FOR REFUND, REPLACEME...	2012 Chevrolet Silv...	275/55-20		0.00	0.00	

- 4 On the Item Information page, click on the empty box next to the article. Then click **Create Adjustment**.

1 Item Information 2 Shipping Information 3 Summary

1. Item Information

Copy Create Adjustment Clear Adjustment

Article	Brand	Article Description	Vehicle	Assembly	Lift	FET	Quantity	Price	Override Price
<input type="checkbox"/> 19403	GOODYEAR	LT265/60R20 121R B GDY WRNGR ATADV	2012 Chevrolet Silverado 1500 4...	275/55-20		0.00	4	326.01	0.00

*Return Reason:
Select Return Reason ▾

- 5 Click on Adjustment Reason, then select **Road Hazard** from the drop-down menu.

Create Adjustment

ADJUSTMENTS

ADD TIRE REFUND

2012 Chevrolet Silverado 1500

Adjusted Article: LT265/60R20 121R B GDY WRNGR ATADV

* Adjustment Reason: Road Hazard

Mileage Warranty: 60,000

Install Mileage: 40,000

Current Mileage: 0

Received Mileage: 0

Remaining Mileage: 0

MTF, Auth #

Credit to Customer

DOT#

Notes

CANCEL

Total Refund: 0.00

APPLY REFUND

- 6 Next, enter the tread depth for all tires.

ADD TIRE REFUND

2012 Chevrolet Silverado 1500

Adjusted Article: LT265/60R20 121R B GDY WRNGR ATADV

* Adjustment Reason: Road Hazard

Tire Position: LF

Tread Depth: 15 / 32

Orig. Tread Depth: 15 / 32

Tire Position: RF

Tread Depth: 0 / 32

Orig. Tread Depth: 15 / 32

- 7 Click **APPLY REFUND** in the lower right corner.

Total Refund: \$1,304.04

APPLY REFUND

Road Hazard Adjustment (continued)

8 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**.

9 No shipping information is required.

Click **Next**.

10 Review the Order Summary.

Then click **Make Payment**.

Article	Brand	Article Description	Vehicle	Assembly	LIT	FCT	Quantity	Price	Override Price	Promotion Amount	Reseller Production Amount	Net Price	Environmental Fee	Order Reason	Adj.
19403	GOODYEAR	LT265/60R20 121R B GDY WRNNGR ATADV	2012 Chevrolet Silverado 1500 4...	275/55-20		0.00	4	325.03	326.03	0.00	0.00	1,304.04	4.00	Road Hazard	

11 Enter the amount to be refunded.

Then click **Create Return**.

Card Type	Card Number (Token)	Expiration Date	Amount	Original Maximum amount	Address Check	ZIP Code Check
MASTER CARD	5444272090082205	01/2022	1,401.84	1,574.06		

12 A message will pop up showing the return was created successfully.

Click the order number to review the order.

13 On the Return Order screen, click on the **Related Orders** tab.

Article	Brand	Article Description	Vehicle	Assembly	LIT	Return DC	Order Reason	Adjustment Type	Rejection Reason
19403	GOODYEAR	LT265/60R20 121R B GDY WRNNGR ATADV	2012 Chevrolet Silverado 1500 4...	275/55-20		WDOH01	Road Hazard		

Road Hazard Adjustment (continued)

14 Click on the **Document Number** in the Invoice row.

Items | Related Orders | Payment Cards

Related Orders

Document Type	Document Number	Created Date	Status
Standard order	4473	12/29/2021 10:12:09 AM	Completed
Delivery	4615499	12/29/2021 10:29:18 AM	Completed
Invoice	479451774	12/29/2021 10:29:38 AM	Completed
DT Returns	48002358	01/16/2022 12:33:40 PM	Being processed

15 Click on the box on the far left next to the Article Number.
Then click **Exchange**.

Items | Standard

Article	Description	Vehicle	Assembly	Lit	Promotion Amount	Promotion ID	Promotion Type	Promotion Amount	Promotion Description	Quantity	PET	Net Value	Environmental Fee	Building Environmental Fee	Item Number	Parent Item Number
4615499	LT285/55R20 122R B GQY WRNGR...	2012 Chevrolet Sil...	275/55-20		0.00					4	0.00	1304.04	4.00	0.00	100	
4615499	CERTS FOR REFUND, REPLACME...	2012 Chevrolet Sil...	275/55-20		0.00					4	0.00	1304.04	4.00	0.00	101	100

16 Click the empty box next to the vehicle you would like to select.

1. Vehicle

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

Year	Make	Model	Trim Level
2012	FORD	MUSTANG	BOSS 302 Laguna Seca
2021	Acura	RDX	SH-AWD
2012	Chevrolet	Silverado 1500	4WD

☐ Click to Select [Notes](#) [Lift Notes](#)

17 Select a size for the replacement product by clicking the chevron on the right.

1. Vehicle

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

Year	Make	Model	Trim Level	Assembly	Lit
2012	FORD	MUSTANG	BOSS 302 Laguna Seca	205/40-19 - 205/35-19	
2021	Acura	RDX	SH-AWD	235/55-18	
2012	Chevrolet	Silverado 1500	4WD	275/55-20	

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

OE Tire: 275/55R20 111S Category: Tire Model: Aisle: Wheel Size: 6-L130.70

Tires [Wheels](#)

Tire Size	Match Qualifier	Type
205/55-20	match	
205/40-20	undersize	
205/55-20	match	
205/40-20	match	
205/55-20	undersize	

[Add To Selected Sizes](#)

[Flament Comments](#)

18 Click **Skip Treadwell** in the lower right corner.

[Next](#) [Skip Treadwell](#) [Cancel](#)

19 To select the preferred tire in stock, click the cart icon on the right.

2. Products

Products (9) | Standard | Retail Price | Wholesale Price | Ship To: 44223-1540


Article	Brand	Description	Load Index	Speed Rating	Axis	Available	QBB Rating	Cross-Site Status	Savings	Price	Quantity
19485	NITTO	LT285/55R20 122Q B NIT TRAMIT	122	Q	B	196	BETTR	A (Active)	0.01		4
13209	NITTO	LT285/55R20 122S B NIT TRG02	122	S	B	80	BETTR	A (Active)		310.56	4
17590	GOODYEAR	LT285/55R20 122R B GQY WRNGR ATADV	122	R	B	27	BEST	A (Active)	View	349.75	4
10855	HANKOOK	LT285/55R20 122S B HAN DYNR ATURF	122	S	B	4.004	BETTR	Z (End of Life/Obsole...		366.00	4
24610	COOPER	LT285/55R20 122R B COP DISCVR AT3	122	R	B	2	BETTR	Z (End of Life/Obsole...		394.00	4
38008	BFGOOD...	LT285/55R20 117T W BFG ATTIA KO	117	T	B	4	BEST	Z (End of Life/Obsole...		398.15	4
40471	NITTO	LT285/55R20 122R B NIT TRGAT	122	R	B	0	BETTR	Z (End of Life/Obsole...		403.00	4
40335	NITTO	LT285/55R20 122R B NIT DRGPKL	122	R	B	7	BETTR	D (Discontinued)		409.00	4
35408	MICHELIN	LT285/55R20 122R B MCH LTX A/T 2	122	R	B	71	BEST	A (Active)		451.00	4

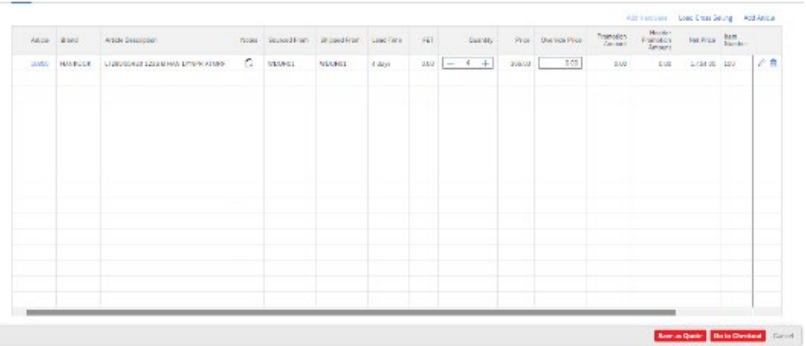
20 Click **View Cart**.

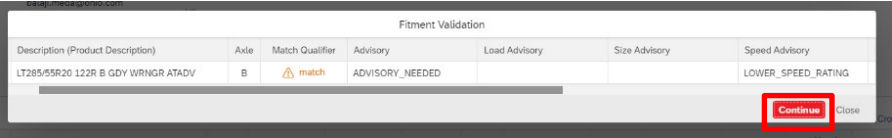
[Previous](#) [View Cart](#) [Cancel](#)

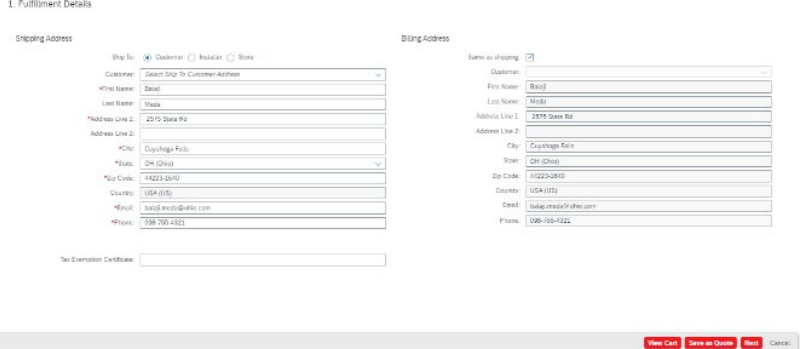
Road Hazard Adjustment (continued)

- 21** You will be presented with Cross Selling Articles that apply to the product selected. Select articles, then click **Add**.

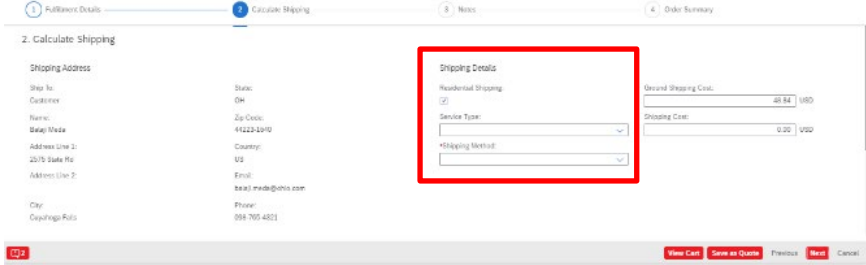
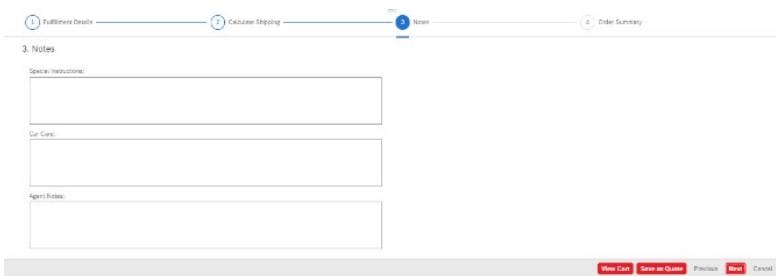


- 22** Click **Go to Checkout**.



- 23** You may receive a pop up for Fitment Validation. Make sure the product selected is a match. If so, click **Continue**.


- 24** On the Fulfillment Details screen, the shipping address will be the same as the original order. Click **Next**.



Road Hazard Adjustment (continued)

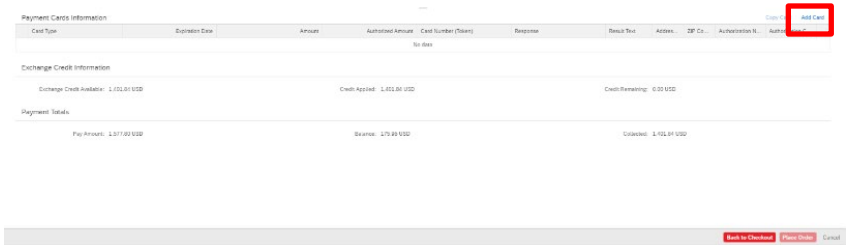
- 25 On the Calculate Shipping screen, select the preferred shipping method, then click **Next**.

- 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)

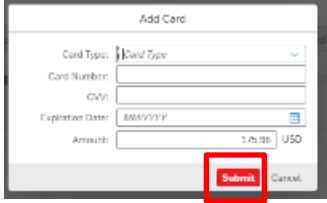
28

On the Payment Cards Information screen, click **Add Card**.



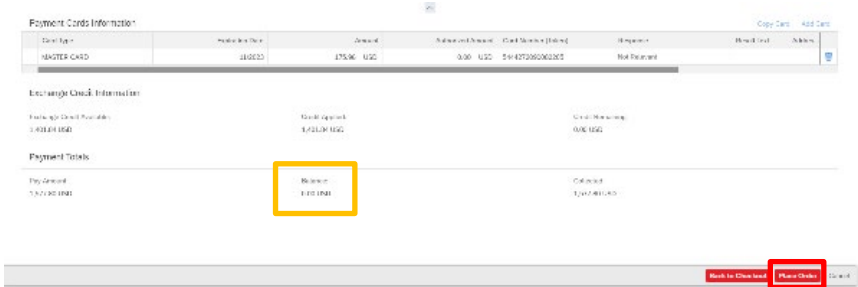
29

Enter card information for the difference of the exchange amount.
Click **Submit**.



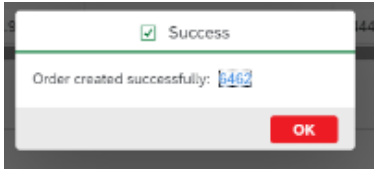
30

On the order screen, you will see the exchange credit and payment information is applied resulting in a zero-balance due.
Click **Place Order**.



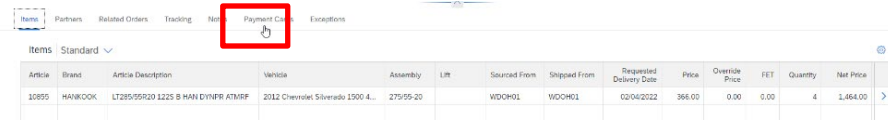
31

A message will pop up stating the order was created successfully.
Click on the order number.



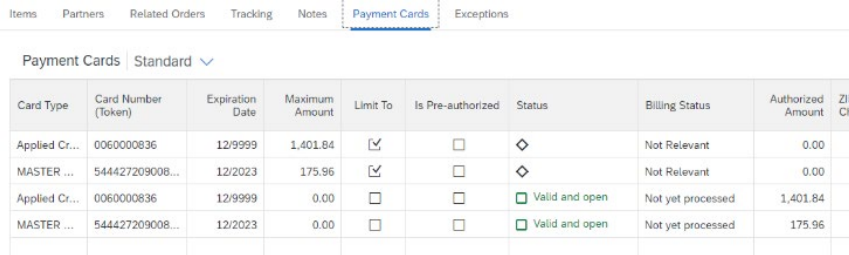
Road Hazard Adjustment (continued)

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



Article	Brand	Article Description	Vehicle	Assembly	L/R	Sourced From	Shipped From	Requested Delivery Date	Price	Override Price	FET	Quantity	Net Price
10855	HANKOOK	LT285/55R20 1225 B HAN DYNPR ATMR	2012 Chevrolet Silverado 1500 4...	275/55-20		WDOH01	WDOH01	02/04/2022	366.00	0.00	0.00	4	1,464.00

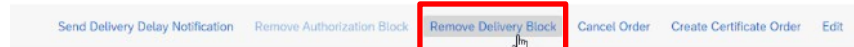
On this screen, you will see the applied credit and payment applied to the order.



Card Type	Card Number (Token)	Expiration Date	Maximum Amount	Limit To	Is Pre-authorized	Status	Billing Status	Authorized Amount	ZIP Ch
Applied Cr...	0060000836	12/9999	1,401.84	<input checked="" type="checkbox"/>	<input type="checkbox"/>	◇	Not Relevant	0.00	
MASTER ...	544427209008...	12/2023	175.96	<input checked="" type="checkbox"/>	<input type="checkbox"/>	◇	Not Relevant	0.00	
Applied Cr...	0060000836	12/9999	0.00	<input type="checkbox"/>	<input type="checkbox"/>	Valid and open	Not yet processed	1,401.84	
MASTER ...	544427209008...	12/2023	0.00	<input type="checkbox"/>	<input type="checkbox"/>	Valid and open	Not yet processed	175.96	

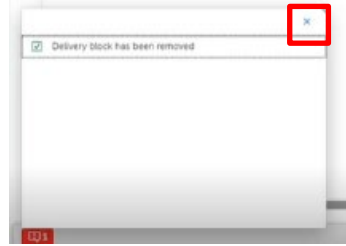
33 A road hazard adjustment does not require the customer to send the tire back. Therefore, the delivery block must be removed.

Click on **Remove Delivery Block** in the upper right corner.

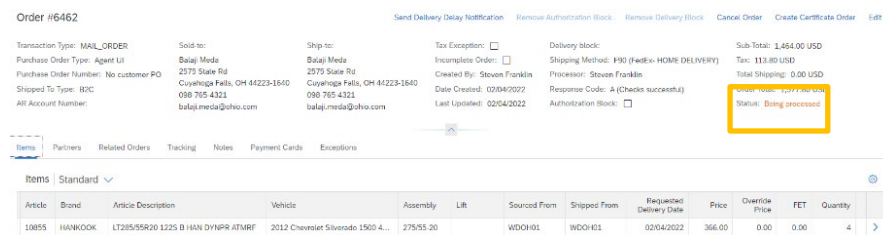


Send Delivery Delay Notification	Remove Authorization Block	Remove Delivery Block	Cancel Order	Create Certificate Order	Edit
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34 A message will pop up stating that the delivery block was removed. Close the message by clicking the blue x.



35 The road hazard adjustment and exchange are complete. The status of the order will show as Being Processed.



Article	Brand	Article Description	Vehicle	Assembly	L/R	Sourced From	Shipped From	Requested Delivery Date	Price	Override Price	FET	Quantity	Net Price
10855	HANKOOK	LT285/55R20 1225 B HAN DYNPR ATMR	2012 Chevrolet Silverado 1500 4...	275/55-20		WDOH01	WDOH01	02/04/2022	366.00	0.00	0.00	4	1,464.00

Contact

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