

## Creating a Purchase Order for a Special Order with Article

### Introduction

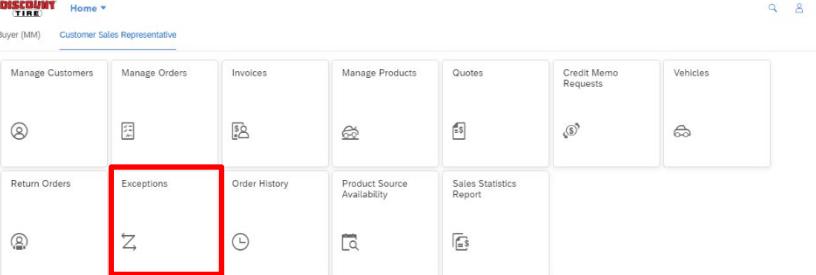
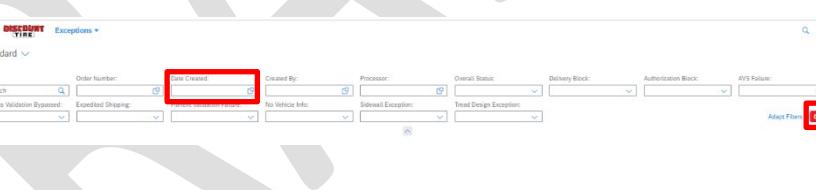
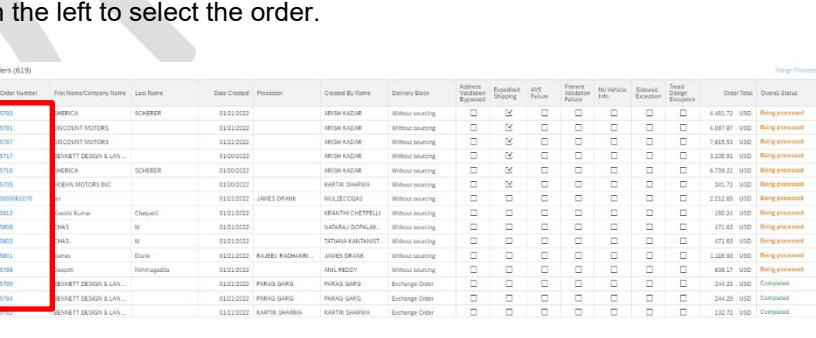
The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

### Purpose

The purpose of this document is to guide agents through the steps to create a purchase order for a special order with article using FSA.

Follow these steps to create a purchase order for a special order with article:

### Special Order with Article

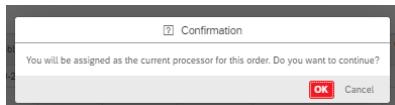
|   |   |
|---|---|
| 1 | <p>Select the <b>Exceptions</b> tile from the dashboard.</p>   |
| 2 | <p>Select the Date Range for the exception you are searching. Then click Go.</p>    |
| 3 | <p>Once the order is identified, click the chevron on the right or the order number on the left to select the order.</p>  |

## Special Order with Article (continued)

**4** The order will display, click Edit in the upper right corner.



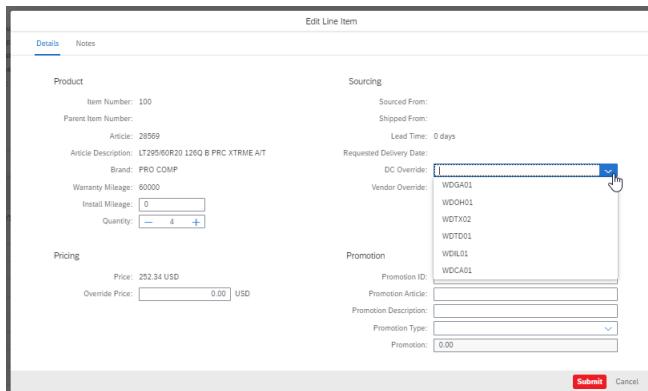
**5** A confirmation will display. Click OK.



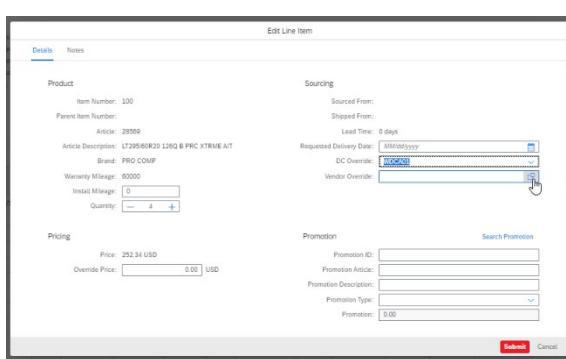
**6** To begin manual sourcing, click the edit icon.



**7** Select the nearest Distribution Center from the drop down in the DC Override field.



**8** Click the small blue boxes in the Vendor Override Field.



**Special Order with Article (continued)**

**9** Search for vendor then click the empty box next to the vendor. Contact the vendor to verify they have the product in stock.

**10** You will return to the edit screen. Select a Requested Delivery Date. Then click **Submit**.

Note: When selecting a requested delivery date, allow 7 days for product to arrive at the Distribution Center (DC). Then calculate at least 2 days for shipping to the customer. (Total of approximately 9 days).

**11** When you return to the order you will see the sourcing information is completed along with the Distribution Center (DC) the product will ship from.

| Article | Brand    | Article Description              | Notes | Sourced From | Shipped From | Lead Time | FET  | Quantity | Price  | Override Price | Promotion Amount | Header Promotion Amount | Net Price | Item Number | Parent Item Number | Item Category |
|---------|----------|----------------------------------|-------|--------------|--------------|-----------|------|----------|--------|----------------|------------------|-------------------------|-----------|-------------|--------------------|---------------|
| 28569   | PRO COMP | LT295/60R20 126Q B PRC XTRME A/T |       | PRO COMP     | WDC011       | 0 days    | 3.40 | — 4 +    | 252.34 | 0.00           | 0.00             | 0.00                    | 1,022.96  | 100         | ZTAB               |               |

You are ready to click Go to Checkout in the lower right corner.

## Special Order with Article (continued)

**12** The Fulfillment Details will remain the same as when the order was created.

**Click Next.**

1. Fulfillment Details

Shipping Address

Billing Address

Same as shipping:

Customer:  Customer  Insider  Store  
Select Ship To Customer Address

First Name: James  
Last Name: Drank  
Address Line 1: 2400 N 20th Dr  
Address Line 2: Ste 130 Brig C  
City: Phoenix  
State: AZ (Arizona)  
Zip Code: 85008-1313  
Country: USA (US)  
Email: jdrank1@gmail.com  
Phone: 954-482-0005

Address Line 1: 2300 N 20th Dr  
Address Line 2: Ste 124 Brig C  
City: Phoenix  
State: AZ (Arizona)  
Zip Code: 85008-1313  
Country: USA (US)  
Email: jdrank1@gmail.com  
Phone: 954-482-0005

Tax Exemption Certificate:

**Next**

**13** There is no need to Calculate Shipping.

**Click Next.**

2. Calculate Shipping

Shipping Address

Shipping Details

Shipping Address

Ship To: Customer  
Name: James Drank  
Address Line 1: 2400 N 20th Dr  
Address Line 2: Ste 130 Brig C  
City: Phoenix  
State: AZ  
Zip Code: 85008-1313  
Country: USA  
Email: jdrank1@gmail.com  
Phone: 954-482-0005

Shipping Details

Residential Shipping:

Service Type:  Ground Service Level  
Ground Service Level

Ground Shipping Cost: \$12.84 USD  
Shipping Cost: \$0.00

\*Shipping Method: Flat Rate (HOMESTEAD DELIVERY)

Shipping Rates

| Carrier | Shipping Method | Service Level | Delivery | Rate Type | Rate       |
|---------|-----------------|---------------|----------|-----------|------------|
| FEDEX   | FEDEX           | G             | Discount |           | \$0.00 USD |
| FEDEX   | FEDEX           | G             | Discount |           | 16.64 USD  |
| FEDEX   | FEDEX           | HQ            | Discount |           | 16.64 USD  |
| UPS     | UPS             | G             | Discount |           | 397.90 USD |

**Next**

**14** No additional notes are needed.

**Click Next.**

1 Fulfillment Details — 2 Calculate Shipping — 3 Notes — 4 Order Summary

3. Notes

Special Instructions:

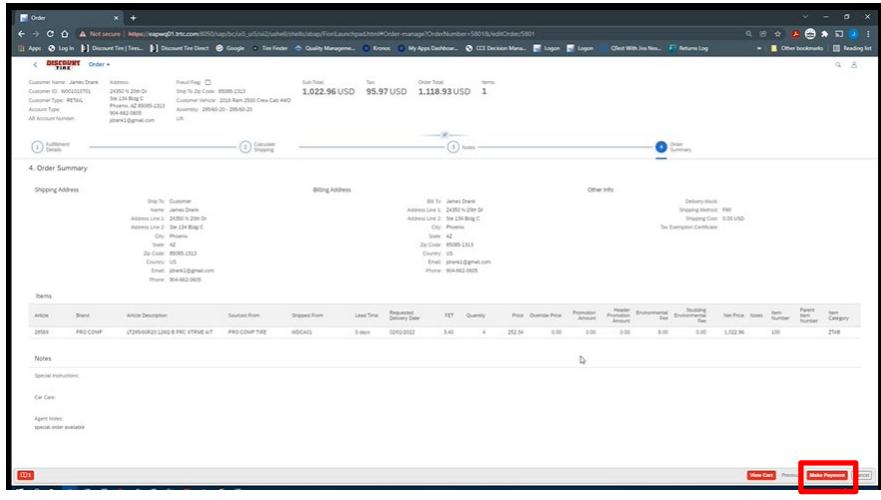
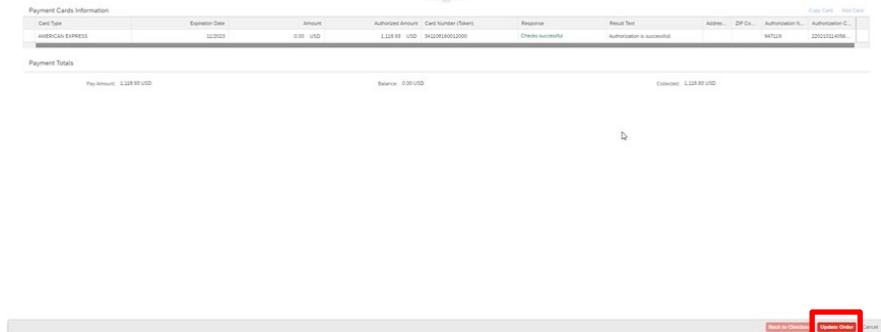
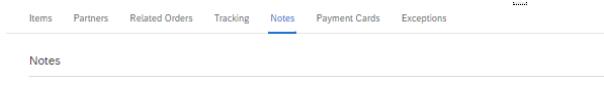
Car Care:

Agent Notes:

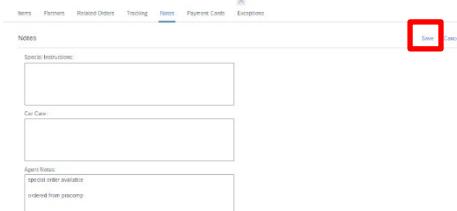
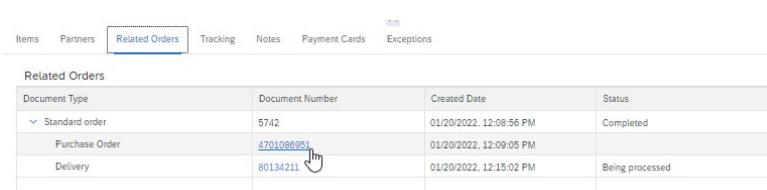
special order available

**Next**

## Special Order with Article (continued)

|    |  |
|----|--|
| 15 | <p>Order Summary screen.<br/>Click <b>Make Payment</b>.</p>    |
| 16 | <p>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 checkout flow and update the order. Click <b>OK</b>.</p>  <p>Payment will already be here from when the order was created.<br/>Click <b>Update Order</b>.</p>  |
| 17 | <p>Click on the order number to review the order.</p>   |
| 18 | <p>Click on the Notes tab.</p>   |

**Special Order with Article (continued)**

|    |   |
|----|---|
| 19 | <p>Click on Edit Notes.</p>   |
| 20 | <p>Add to the Agent Notes stating that the product was ordered from the vendor.</p> <p>If applicable, add confirmation numbers if the product was ordered through any vendor portals.</p>  |
| 21 | <p>Click Save.</p>   |
| 22 | <p>On the Order Screen, click on the Related Orders tab.</p>   |
| 23 | <p>Click on the Document number in the Purchase Order row. Provide the vendor with the Purchase Order Number.</p>   |
| 24 | <p>View the information on the Purchase Order.</p> <p>If a chevron is present within a field, click on it to view additional details.</p>    |
| 25 | <p>Once the product is ordered from the vendor, the Ordering team will return to the Notes section to add notes. The notes will include the confirmation number from the vendor.</p>  |

**Contact**

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

