Tire Purchase Using the Fiori Sales App

Introduction

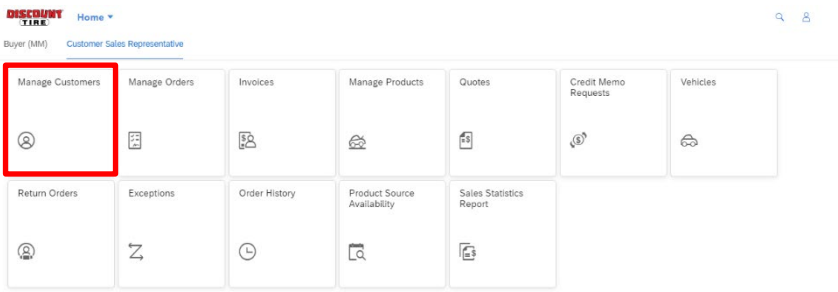
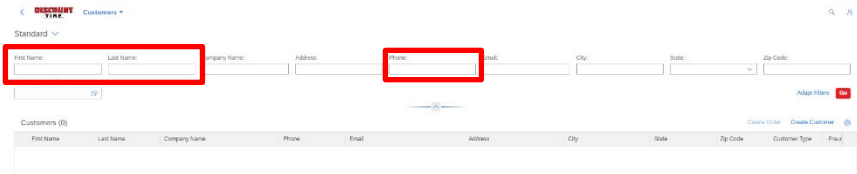
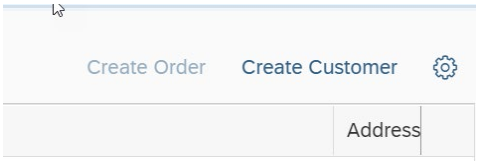
The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

Purpose

The purpose of this document is to guide agents through the steps to complete a tire purchase using the Fiori Sales App (FSA).

Procedure

Follow these steps to complete a tire 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.

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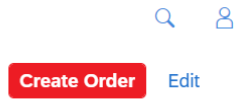
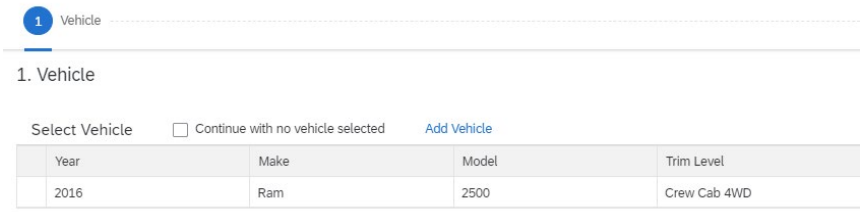
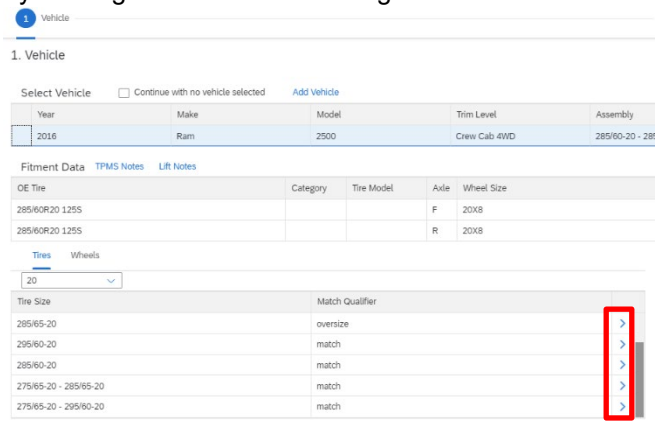
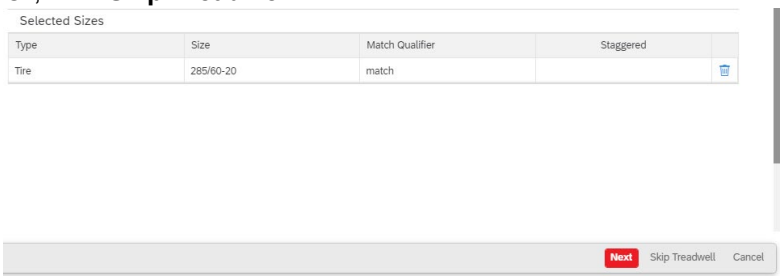
4	From the customer profile screen, click **Create Order**. 
5	Select the customer's vehicle by clicking the empty box on the left or **Continue with no vehicle selected**. If you choose to add a vehicle, select **Add Vehicle**.  Note: If a vehicle is added here, it is a temporary add and will not be 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	Use the fitment data provided to choose a tire size for the customer. Select by clicking the chevron on the right. 
7	View Treadwell results by clicking **Next**. Or, click **Skip Treadwell** to view the results for the size selected. 

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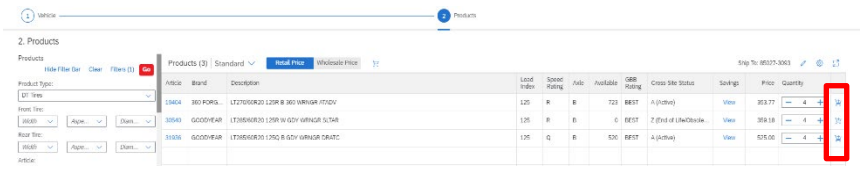
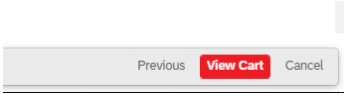
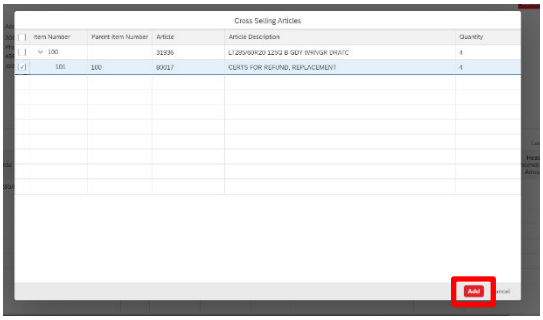
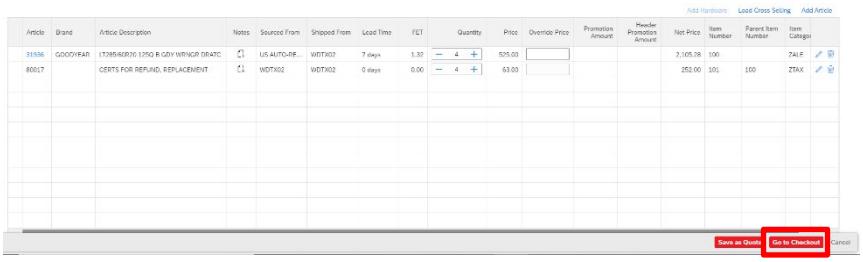
8	To select the preferred tire in stock, click the cart icon on the right. 
9	Click **View Cart** to proceed to checkout. 
10	You will be presented with Cross Selling Articles that apply to the product selected. Select articles, then click **Add**. 
11	Note the Sourced From location, Lead Time, and Order Total. Then, click **Go to Checkout**. 
12	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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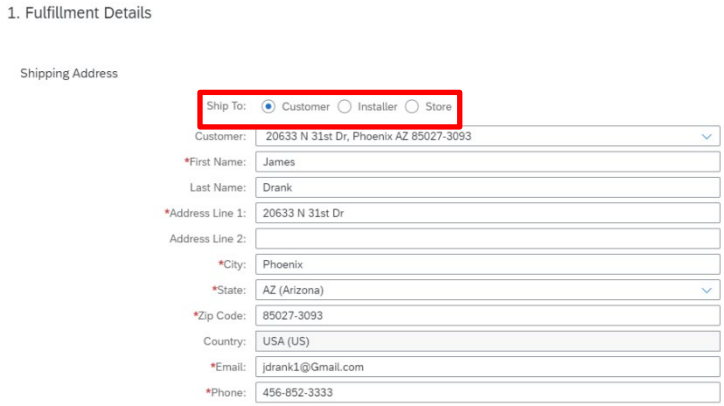
On the Fulfillment Details screen, if shipping to the customer, verify the shipping address.
Otherwise, select a maintained installer from the list or select a DT store.



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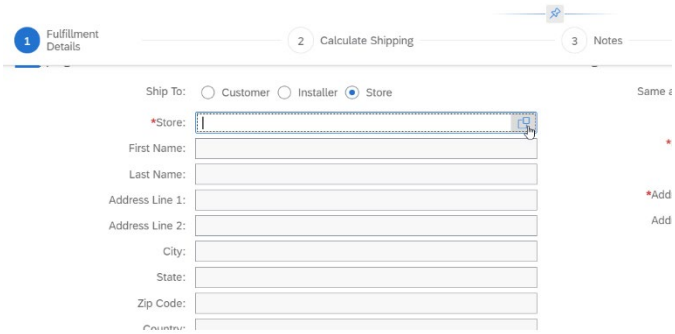
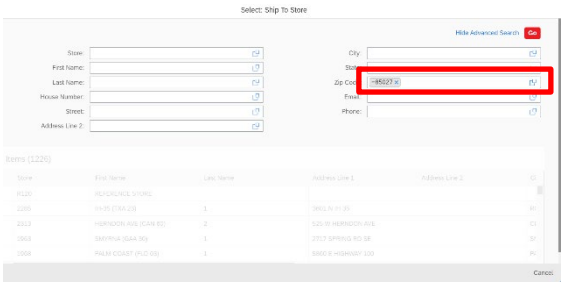
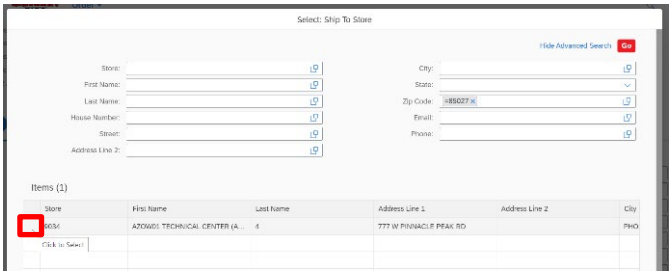
If selecting a store, click on the blue boxes in the store field.



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.



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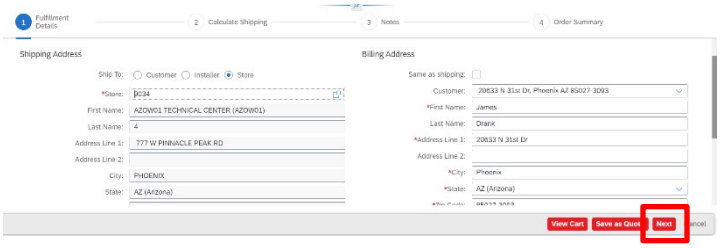
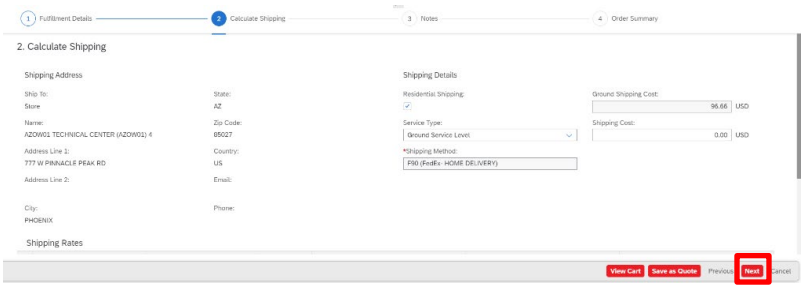
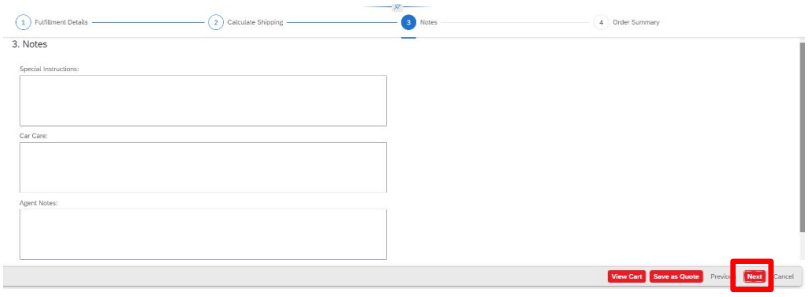
When you return to the Fulfillment Details screen, click **Next**.



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

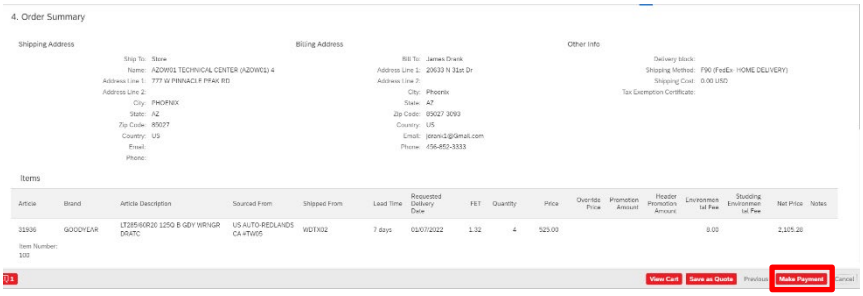


16 On the Notes screen, enter any notes relevant to the order. Special Instructions will go to the Distribution Center (DC).
When finished, click **Next**.



Note: If you choose to Save as Quote, any notes entered will not be saved.

17 On the Order Summary Screen, perform the benediction.
Review every aspect of the order to make sure everything entered is correct.
Then click **Make Payment**.



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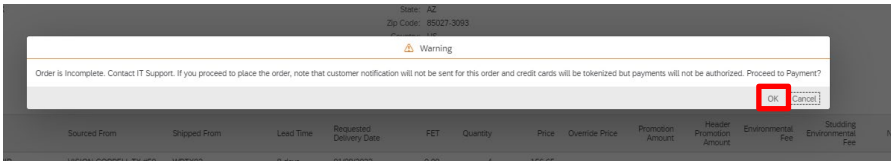
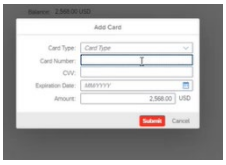
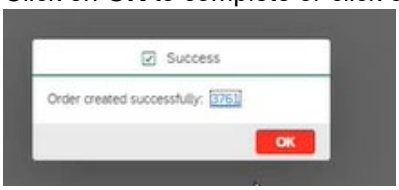
18	If there is an issue on the back end with receiving credit cards, a warning will pop up. If that occurs, it is acceptable to proceed with the sale and capture credit card information while you have the customer on the phone. Click **OK**.  Select **Add Card**. Enter card details. Click **Submit**.  Note: For security purposes, the card number shown is tokenized. Only the last four digits displayed are from the actual card number
19	Click **Place Order**.
20	Click on **OK** to complete or click on the order number to review the order. 
21	If you experienced any back-end issues in step 18, be sure 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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