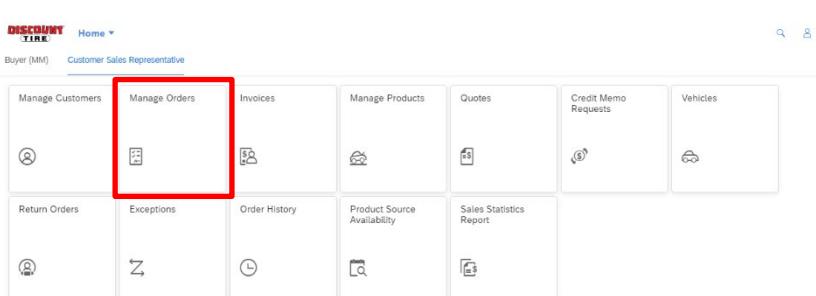
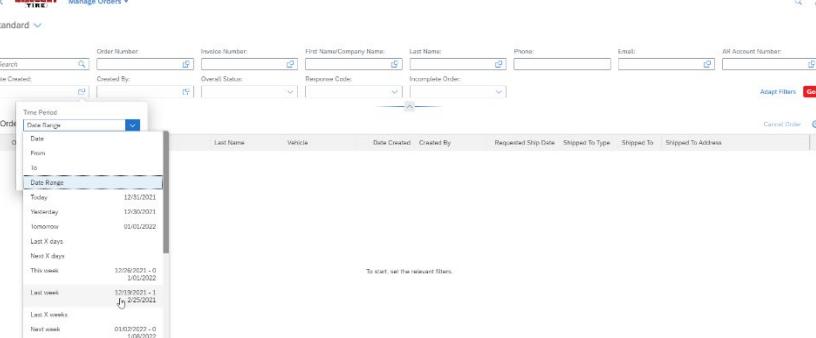


View Order Status using Fiori Sales App (FSA)

Purpose	The purpose of this reference guide is to assist employees with viewing the status of an order using the Fiori Sales App (FSA).
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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.
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Procedure Follow these steps to view order status if the order number is known:

Option 1	Step Action 1 Select the Manage Orders tile from the dashboard.
	 <p>2 If a customer calls with an order number, the agent can search by entering the number in the Order Number field.</p>  <p>An agent can also choose to search by date. Click on Date Created. Define the date range. Then, click Go.</p> 

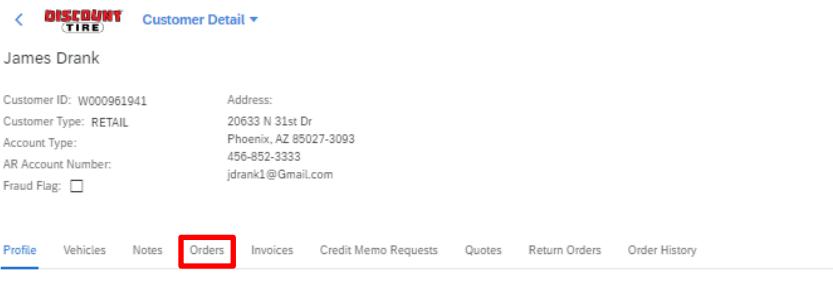
Procedure
Option 1
(continued)

Step	Action
3	To view details, click on the order number or click on the chevron on the right.
4	The status of the order will be located on the order details screen.
5	Additional information regarding the order such as tracking, notes, etc., can be viewed by selecting any of the tabs in the middle of the screen.

Follow these steps to view order status if the order number is unknown:

Option 2

Step	Action
1	Select the Manage Customers tile from the dashboard.

2	<p>If a customer does NOT know the order number, identify the customer by entering first name, last name, and/or phone number. Then, click Go.</p> 
3	<p>Once the existing customer is identified, click the chevron on the right to select the customer.</p> 
4	<p>On the Customer Detail screen, click on the Orders tab.</p> 
5	<p>Continue with Steps 3-5 listed above in Option 1.</p>

Contact

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