

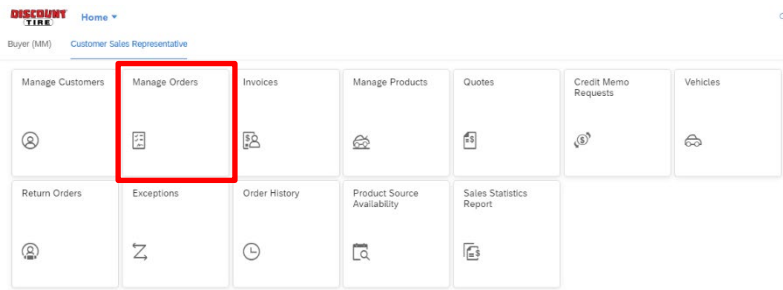
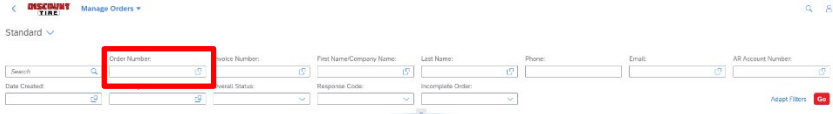
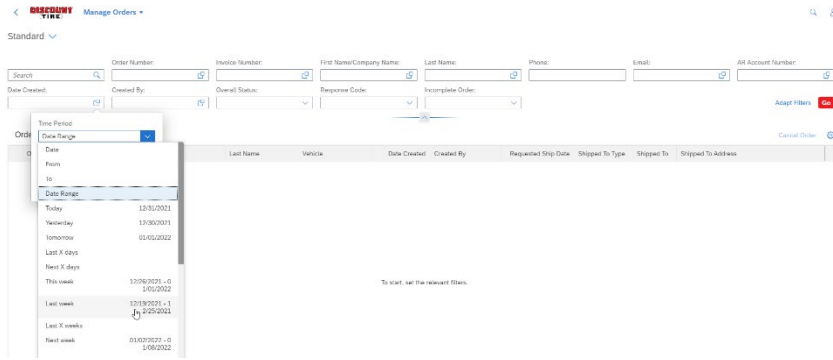
## View Order Status using Fiori Sales App (FSA)

**Purpose** The purpose of this reference guide is to assist employees with viewing the status of an order using the Fiori Sales App (FSA).

**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.

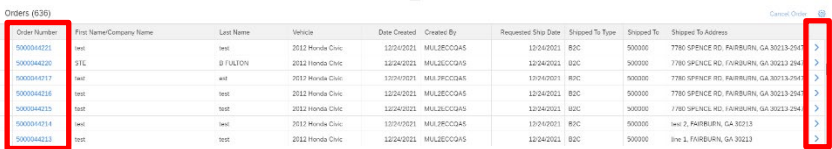
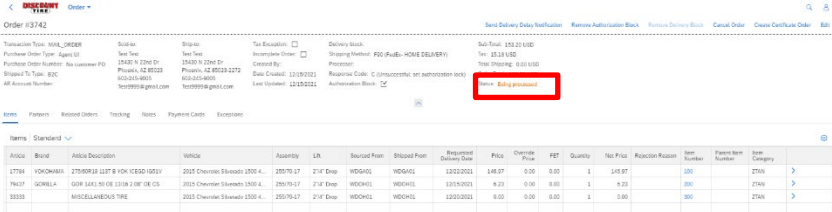

**Procedure** Follow these steps to view order status if the order number is known:

### Option 1

Step	Action
1	<p>Select the <b>Manage Orders</b> tile from the dashboard.</p> 
2	<p>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 <b>Date Created</b>. Define the date range. Then, click <b>Go</b>.</p> 

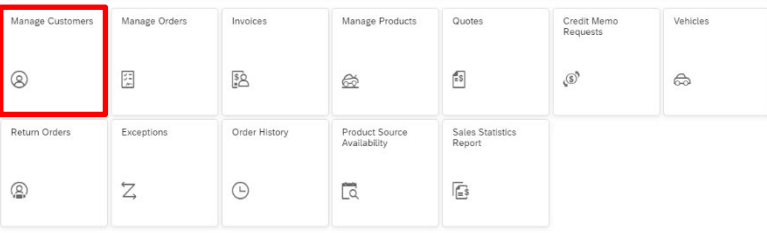
## Procedure

### Option 1 (continued)

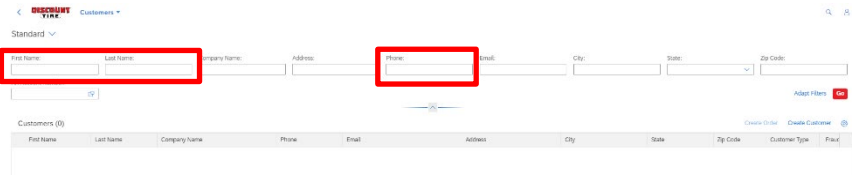
Step	Action
3	<p>To view details, click on the order number or click on the chevron on the right.</p> 
4	<p>The status of the order will be located on the order details screen.</p> 
5	<p>Additional information regarding the order such as tracking, notes, etc., can be viewed by selecting any of the tabs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

## Option 2


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

Step	Action
1	<p>Select the <b>Manage Customers</b> tile from the dashboard.</p> 

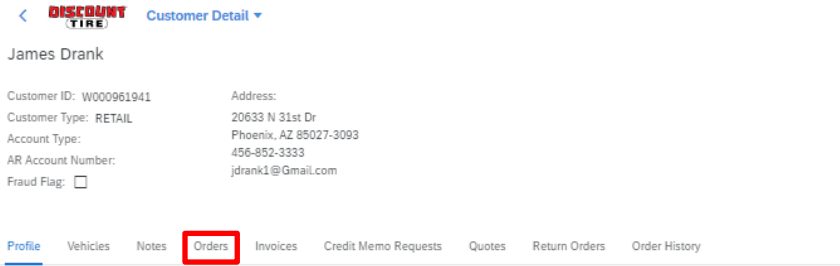
**2** If a customer does NOT know the order number, identify the customer by entering first name, last name, and/or phone number. Then, click **Go**.



**3** Once the existing customer is identified, click the chevron on the right to select the customer.



**4** On the Customer Detail screen, click on the **Orders** tab.



**5** Continue with Steps 3-5 listed above in Option 1.

**Contact**

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