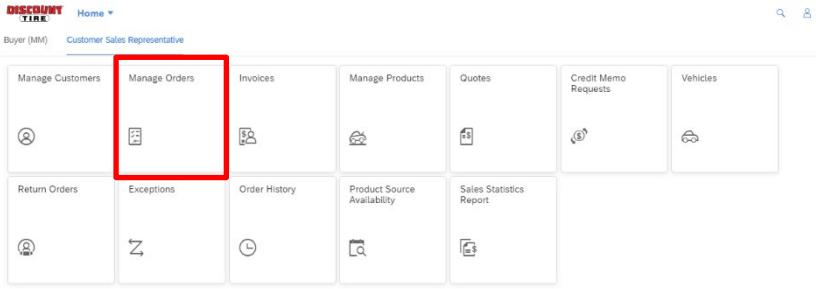
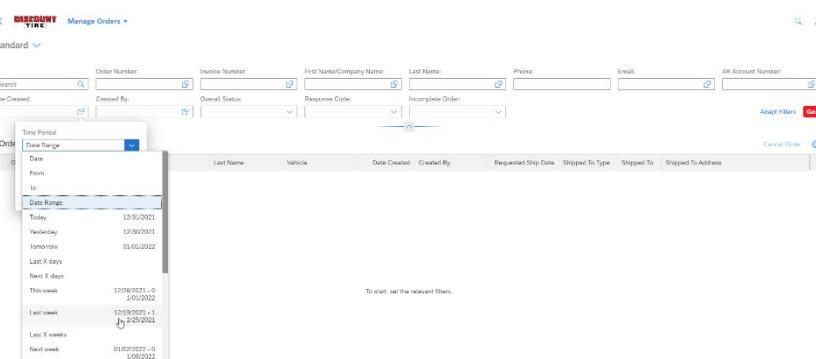
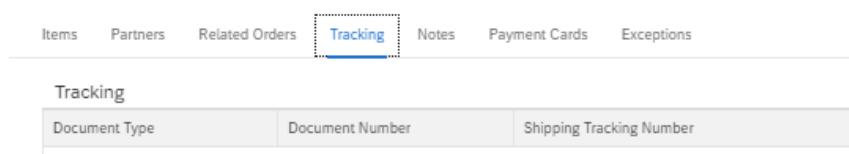


## View Order Tracking Using Fiori Sales App (FSA)

|                |   |
|----------------|---|
| <b>Purpose</b> | The purpose of this reference guide is to assist employees with viewing the tracking of an order using the Fiori Sales App (FSA). |
|----------------|---|

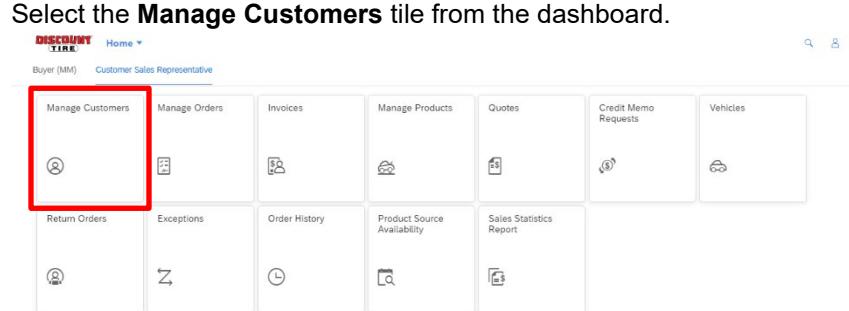
|                     |   |
|---------------------|---|
| <b>Introduction</b> | The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire. |
|---------------------|---|

|   |  |
|---|--|
| <b>Viewing Orders With Order Number</b> | <p>Follow these steps to view order tracking with order number:</p> <p><b>1</b> Select the <b>Manage Orders</b> tile from the dashboard.</p>  <p><b>2</b> 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>  |
|---|--|

|   |   |
|---|---|
| 3 | <p>To view details, click on the order number or click on the chevron on the right.</p>   |
| 4 | <p>Click on the <b>Tracking</b> tab.</p>    |
| 5 | <p>On the Tracking Screen, an agent can view shipping tracking information such as Document Type, Document Number, and Shipping Tracking Number.</p>  |

## Viewing Orders Without Order Number

Follow these steps to view order tracking without order number:

|   |  |
|---|--|
| 1 | <p>Select the <b>Manage Customers</b> tile from the dashboard.</p>   |
| 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 <b>Go</b>.</p>  |

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

| Customers (17) |           |              |               |                   |                           |           |          |            |               |       | <a href="#">Create Order</a> | <a href="#">Create Customer</a> |
|----------------|-----------|--------------|---------------|-------------------|---------------------------|-----------|----------|------------|---------------|-------|------------------------------|---------------------------------|
| First Name     | Last Name | Company Name | Phone         | Email             | Address                   | City      | State    | Zip Code   | Customer Type | Notes | <a href="#">&gt;</a>         |                                 |
| James          | Drank     |              | 406-490-0133  | jdrank1@gmail.com | 20633 N 31st Dr           | Phoenix   | Arizona  | 85027-3093 | RETAIL        |       | <a href="#">&gt;</a>         |                                 |
| JAMES          | FRANK     |              | 407-273-0790  |                   | 2951 Flowering Dogwood Dr | Orlando   | Florida  | 32826-0209 | RETAIL        |       | <a href="#">&gt;</a>         |                                 |
| JAMES          | FRANK     |              | 31-295-A-0118 |                   | 8700 W Melrose Dr         | New York  | New York | 10134-0275 | RETAIL        |       | <a href="#">&gt;</a>         |                                 |
| JAMES          | FRANK     |              | 817-265-4710  |                   | 203 Stonegate Dr          | Arlington | Texas    | 76004-1040 | RETAIL        |       | <a href="#">&gt;</a>         |                                 |

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

[DISCOUNT TIRE](#) Customer Detail ▾

James Drank

Customer ID: W000961941 Address: 20633 N 31st Dr  
 Customer Type: RETAIL Phoenix, AZ 85027-3093  
 Account Type: 456-852-3333  
 AR Account Number: jdrank1@gmail.com  
 Fraud Flag:

[Profile](#) [Vehicles](#) [Notes](#) **Orders** [Invoices](#) [Credit Memo Requests](#) [Quotes](#) [Return Orders](#) [Order History](#)

**5** Continue with Steps 3-5 listed above in Viewing Orders With Order Number.

## Contact

Contact the Service Desk at [support@discounttire.com](mailto:support@discounttire.com) or 800-366-4399.