

View Order Tracking Using Fiori Sales App (FSA)

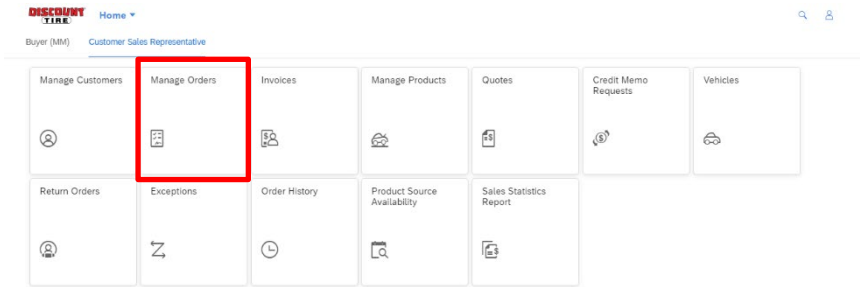
Purpose The purpose of this reference guide is to assist employees with viewing the tracking of an order using the Fiori Sales App (FSA).

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.

Viewing Orders With Order Number Follow these steps to view order tracking with order number:

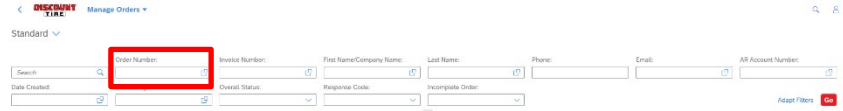
1

Select the **Manage Orders** tile from the dashboard.

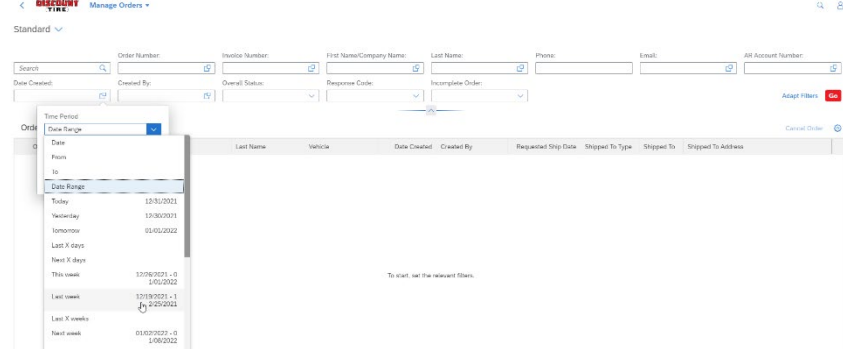


2


If a customer calls with an order number, the agent can search by entering the number in the Order Number field.




An agent can also choose to search by date. Click on **Date Created**. Define the date range. Then, click **Go**.



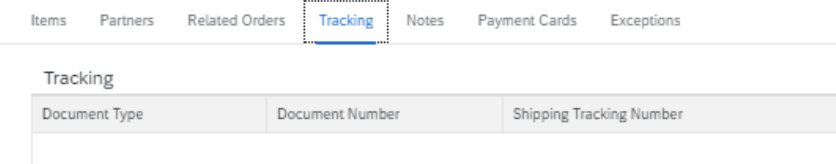
3 To view details, click on the order number or click on the chevron on the right.



4 Click on the **Tracking** tab.



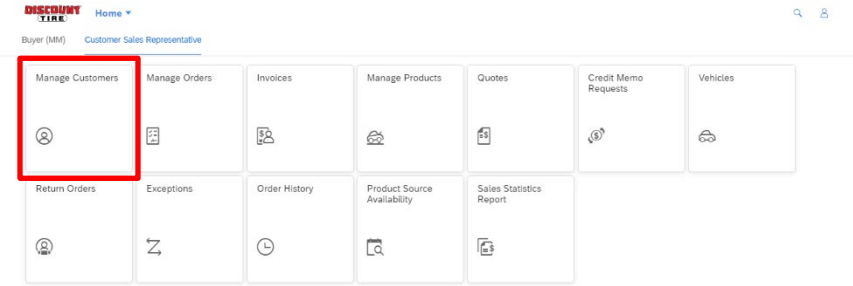
5 On the Tracking Screen, an agent can view shipping tracking information such as Document Type, Document Number, and Shipping Tracking Number.



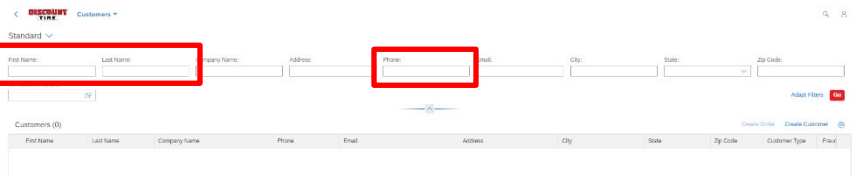
Viewing Orders Without Order Number

Follow these steps to view order tracking without order number:

1 Select the **Manage Customers** tile from the dashboard.






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.

Customers (17) Create New Create Customer

First Name	Last Name	Company Name	Phone	Email	Address	City	State	Zip Code	Customer Type	
James	Drank		408-652-3333	jdrank1@gmail.com	20633 N 31st Dr	Phoenix	Arizona	08073300	RETAIL	
JAMES	FRANK		407-273-0799		2551 Flowering Dogwood Dr	Orlando	Florida	32828-4028	RETAIL	
JAMES	FRANK		311-653-3516		8700 W Mueller Dr	New Palestine	Indiana	46154-0751	RETAIL	
JAMES	FRANK		817-265-4719		203 Stonewall Dr	Arlington	Texas	76014-0340	RETAIL	

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

 **Customer Detail** ▼

James Drank

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

[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 or 800-366-4399.