View Order Tracking Using Fiori Sales App (FSA)
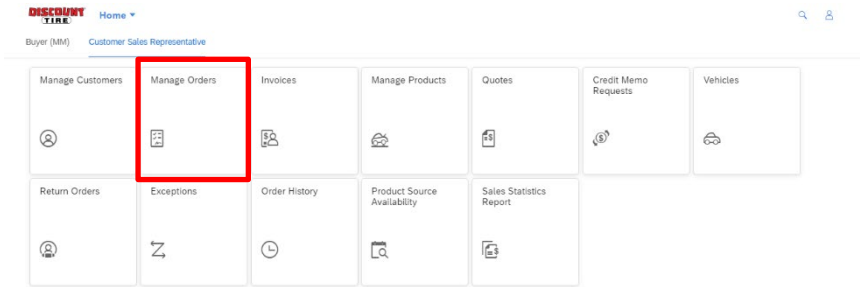
Purpose	The purpose of this reference guide is to assist employees with viewing the tracking of an order using the Fiori Sales App (FSA).
Introduction	The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

Viewing Orders With Order Number

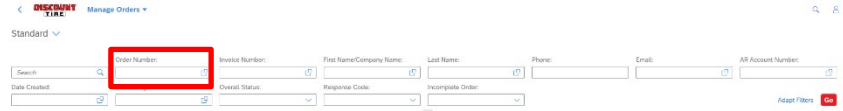Follow these steps to view order tracking with order number:

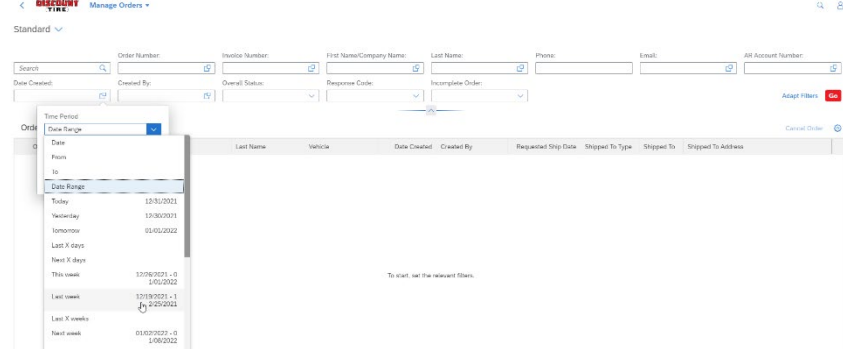| 1	Select the **Manage Orders** tile from the dashboard.

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**.

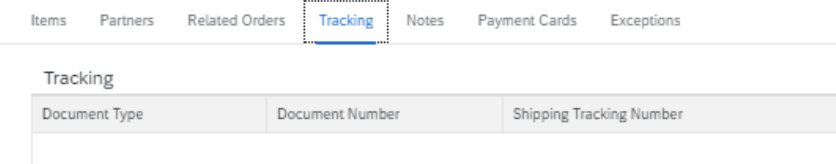| 3	To view details, click on the order number or click on the chevron on the right.

4	Click on the **Tracking** tab.

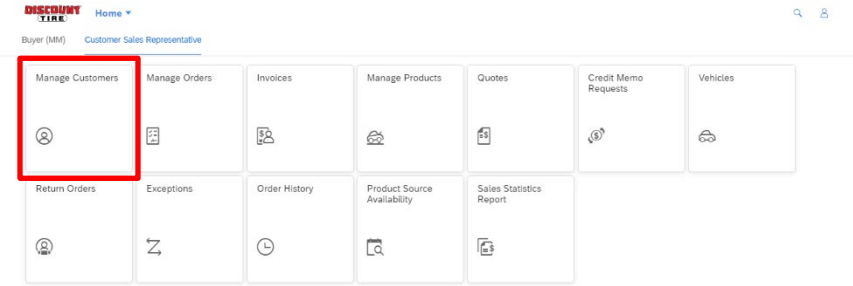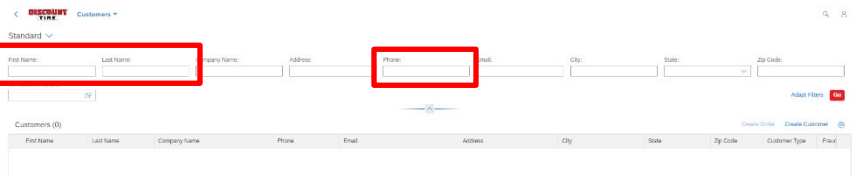| 5	On the Tracking Screen, an agent can view shipping tracking information such as Document Type, Document Number, and Shipping Tracking Number.

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**.

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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 Viewing Orders With Order Number.

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

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