

## Wheel Purchase Using Fiori Sales App (FSA)

### Introduction

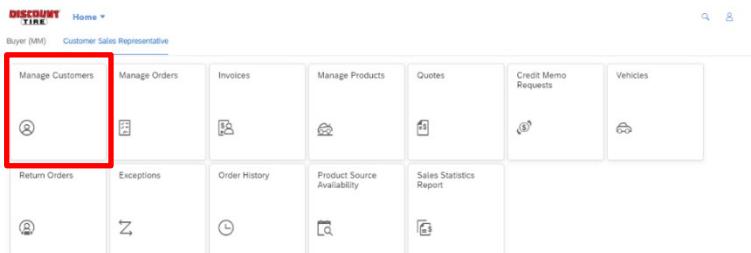
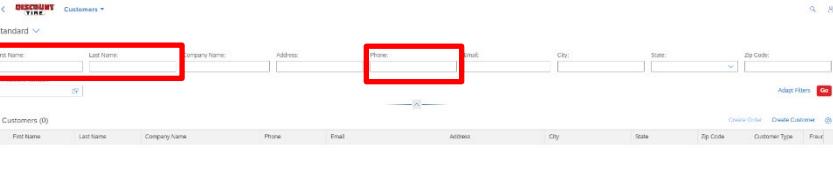
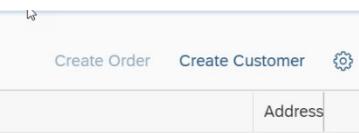
The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

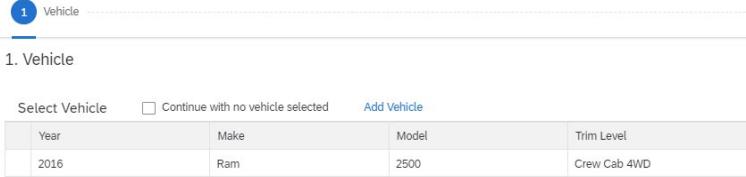
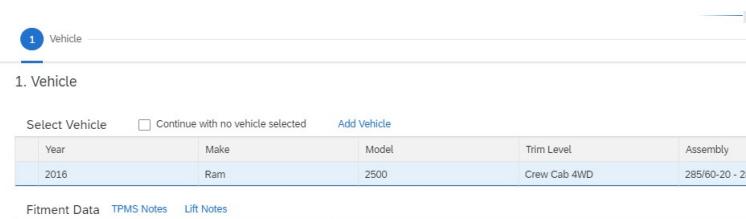
### Purpose

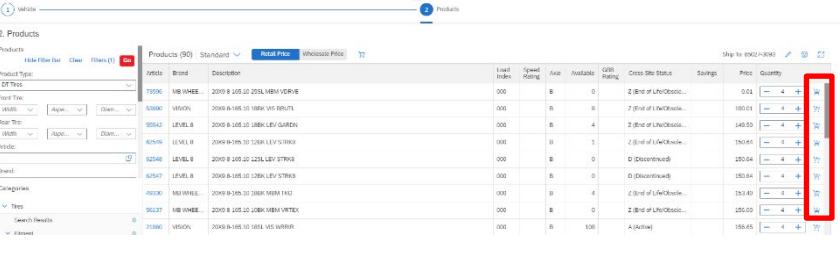
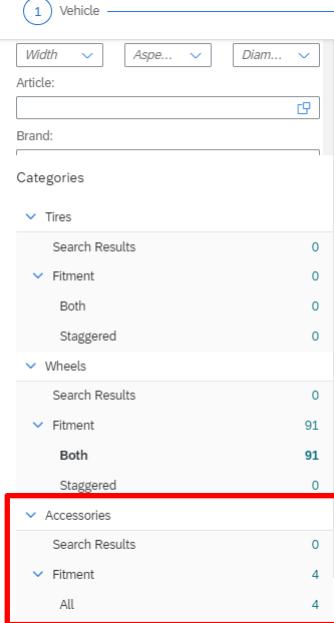
The purpose of this document is to guide agents through the steps to complete a wheel purchase using the Fiori Sales App (FSA).

Follow these steps to complete a wheel purchase using Fiori Sales App (FSA):

### Procedure

Step	Action
1	<p>Select the <b>Manage Customers</b> tile from the dashboard.</p> 
2	<p>Identify the customer by entering first name, last name, and/or phone number. Then, click <b>Go</b>.</p>  <p>For a new customer, click on <b>Create Customer</b> then enter the required information.</p> 
3	<p>Once the existing customer is identified, click the chevron on the right to select the customer.</p> 

4	<p>From the customer profile screen, click <b>Create Order</b>.</p>  <p><b>Create Order</b> Edit</p>																					
5	<p>Select the customer vehicle by clicking the empty box on the left. If a vehicle is not entered, select <b>Add Vehicle</b>.</p>  <p>For a wheel purchase, it is necessary to select a vehicle to get the correct bolt pattern offset.</p> <p>Note: If vehicle is added here, it is a temporary add and will not be persisted on the customer profile. Vehicles added during customer create or from the customer profile/vehicles tab will be persisted on the customer profile.</p>																					
6	<p>Click on the <b>Wheels</b> tab below to view size options. Use the fitment data provided to choose a wheel size for the customer. Select by clicking the chevron on the right.</p>  <p>Fitment Data TPM Notes Lift Notes</p> <table border="1"> <thead> <tr> <th>OE Tire</th> <th>Category</th> <th>Tire Model</th> <th>Axle</th> <th>Wheel Size</th> </tr> </thead> <tbody> <tr> <td>285/60R20 125S</td> <td></td> <td></td> <td>F</td> <td>20X8</td> </tr> <tr> <td>285/60R20 125S</td> <td></td> <td></td> <td>R</td> <td>20X8</td> </tr> </tbody> </table> <p>Tires <b>Wheels</b></p> <p>Rim Size</p> <table border="1"> <tbody> <tr> <td>17B</td> <td>&gt;</td> </tr> <tr> <td>18B</td> <td>&gt;</td> </tr> <tr> <td>20B</td> <td>&gt;</td> </tr> </tbody> </table>	OE Tire	Category	Tire Model	Axle	Wheel Size	285/60R20 125S			F	20X8	285/60R20 125S			R	20X8	17B	>	18B	>	20B	>
OE Tire	Category	Tire Model	Axle	Wheel Size																		
285/60R20 125S			F	20X8																		
285/60R20 125S			R	20X8																		
17B	>																					
18B	>																					
20B	>																					
7	<p>Click <b>Next</b>.</p>  <p><b>Next</b> Skip Treadwell Cancel</p>																					

8	<p>To select the preferred wheel in stock, click the cart icon on the right.</p> 
9	<p>If the customer would like to purchase TPMS sensors, scroll to the bottom on the right under Accessories, select <b>All</b>.</p> 
10	<p>Use the data provided to select a TPMS sensor for the customer. Click the cart icon on the right to add to the cart.</p> 
11	<p>Click <b>View Cart</b> to proceed to checkout.</p> 

12 Hardware, such as lugs, will need to be added. Select the empty box next to the wheel article, then click **Add Hardware**.

Customer Name: James Drank Address: 20033 N 31st Dr Fraud Flag:  Sub-Total: 791.36 USD Tax: 68.06 USD Order Total: 859.42 USD Number of Items: 2

Customer ID: W000961941 Ship To Zip Code: 85027-3093 Customer Vehicle: 2016 Ram 2500 Crew Cab 4WD

Customer Type: RETAIL Account Type: 456-852-3333 Assembly: 285/60-20 - 285/60-20

AR Account Number: jdrank1@Gmail.com Lift:

Items

Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity	Price	Override Price	Actions
8860	VISION	20X9 8-165.10 18SL VIS WRRIR		VISION-COP...	WDTX02	8 days	0.00	- 4 +	156.65		<input type="button" value="Edit"/>
86633	TRW	TRW 8615 TO12 T10 433 MHZ SNAP-IN		WDOH01	WDOH01	10 days	0.00	- 4 +	41.19		<input type="button" value="Edit"/>

Add Hardware Load Cross Selling Add Article

13 Select the proper hardware for the customer by checking the box. Then click **Add**.

Add Hardware

Article	Article Description
82424	GOR 14X1.5 SD USE 80251, 80548, 80384
87343	WCA 14X1.5 SD 1.9" CL BK BL
87344	WCA 14X1.5 SD 1.9" CL CS BL

Add Cancel

Save to Quote Go

14 Note the Sourced From location, Lead Time, and Order Total. Then click **Go to Checkout**.

Customer Name: James Drank Address: 20033 N 31st Dr Fraud Flag:  Sub-Total: 833.46 USD Tax: 71.68 USD Order Total: 905.14 USD Number of Items: 3

Customer ID: W000961941 Ship To Zip Code: 85027-3093 Customer Vehicle: 2016 Ram 2500 Crew Cab 4WD

Customer Type: RETAIL Account Type: 456-852-3333 Assembly: 285/60-20 - 285/60-20

AR Account Number: jdrank1@Gmail.com Lift:

Items

Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity	Price	Override Price	Actions
21880	VISION	20X9 8-165.10 18SL VIS WRRIR		VISION-COP...	WDTX02	8 days	0.00	- 4 +	156.65		<input type="button" value="Edit"/>
86633	TRW	TRW 8615 TO12 T10 433 MHZ SNAP-IN		WDOH01	WDOH01	10 days	0.00	- 4 +	41.19		<input type="button" value="Edit"/>
87343	WEST CO...	WCA 14X1.5 SD 1.9" CL BK BL		WDIL01	WDIL01	10 days	0.00	- 1 +	42.10		<input type="button" value="Edit"/>

Save as Quote Go to Checkout Cancel

15 On the Fulfillment Details screen, if shipping to the customer, verify the shipping address.  
Otherwise, select a maintained installer from the list or select a DT store.

1 Fulfillment Details      2 Calculate Shipping      3 Notes

Shipping Address

Ship To:  Customer  Installer  Store

Customer: 20633 N 31st Dr, Phoenix AZ 85027-3093

\*First Name: James  
Last Name: Drank  
\*Address Line 1: 20633 N 31st Dr  
Address Line 2:  
\*City: Phoenix  
\*State: AZ (Arizona)

Billing Address

Same

16 If selecting a store, click on the blue boxes in the store field.

1 Fulfillment Details      2 Calculate Shipping      3 Notes

Ship To:  Customer  Installer  Store

\*Store:

First Name:  
Last Name:  
Address Line 1:  
Address Line 2:  
City:  
State:  
Zip Code:  
Phone:

Enter the customer zip code, click **Go**.

Select: Ship To Store

Hide Advanced Search

Store:  City:

First Name:  Last Name:  House Number:  Street:  Address Line 2:

Zip Code:  Phone:

Items (1220)

Store	First Name	Last Name	Address Line 1	Address Line 2	City
AZ001	PHOENIX (PHO)		20633 N 31ST		PHO
20633	VALS (VALS)		1	20633 N 31ST	PHO
22123	HAROLDSON AVE (HAROLD)		2	5202 W HAROLDSON AVE	PHO
20634	SMYTHIA (SMA 30)		1	2727 SPRINGS RD SE	PHO
20636	PALM COAST (PLM 06)		1	5800 E HOMESTEAD DR	PHO

Then, select a store from the list provided by clicking the empty box next to the store number.

Select: Ship To Store

Hide Advanced Search

Store:  City:

First Name:  Last Name:  House Number:  Street:  Address Line 2:

Zip Code:  Phone:

Items (1)

Store	First Name	Last Name	Address Line 1	Address Line 2	City
AZ001	AZ001 TECHNICAL CENTER (AZ001)		777 W PINNACLE PEAK RD		PHO

When you return to the Fulfillment Details screen, click **Next**.

1 Fulfillment Details      2 Calculate Shipping      3 Notes      4 Order Summary

Shipping Address

Ship To:  Customer  Installer  Store

\*Store:  City:  State:

First Name: AZ001 TECHNICAL CENTER (AZ001)  
Last Name: 4  
Address Line 1: 777 W PINNACLE PEAK RD  
Address Line 2:  
City: PHOENIX  
State: AZ (AZ001)

Billing Address

Same as shipping:  Customer: 20633 N 31st Dr, Phoenix AZ 85027-3093  
\*First Name: James  
Last Name: Drank  
\*Address Line 1: 20633 N 31st Dr  
Address Line 2:  
\*City: Phoenix  
\*State: AZ (Arizona)

17 On the Calculate Shipping screen, select the preferred shipping method, then click **Next**.

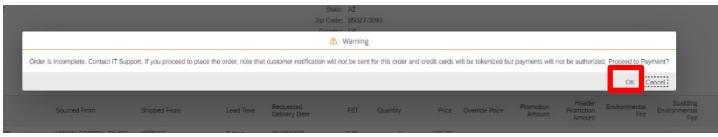
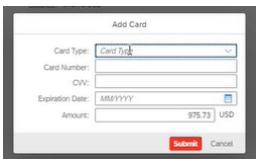
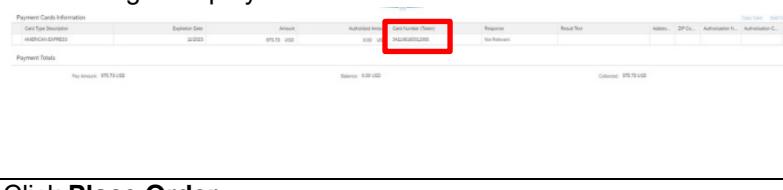
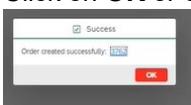
18 On the Notes screen, enter any notes relevant to the order. Special Instructions will go to the Distribution Center (DC). When finished, click **Next**.

Note: If you choose to **Save as Quote**, any notes entered at this point will not be saved.

19 On the Order Summary Screen, perform the benediction. Review every aspect of the order to make sure everything entered is correct.

Then, click **Make Payment**.

Article	Brand	Article Description	Received At Store	Shipped At Store	Last Time Received	Received Date/City	MT	Quantity	Price	Character At Store	Warehouse Address	Warehouse Address	Shipment Method	Shipment Date	Item Price	Item Tax	Item Total	Item Category
10001	10000	2019-01-01 10:00:00, US, MM-B	US-DC-CORP-7A-100	1000102	9 days	02/08/2022	00:00	4	200.00						200.00	12.00	212.00	24L
10002	10000	2019-01-01 10:00:00, US, MM-B	US-DC-CORP-7A-100	1000103	20 days	02/08/2022	00:00	4	40.00						40.00	2.40	42.40	24M
10003	10000	2019-01-01 10:00:00, US, MM-B	US-DC-CORP-7A-100	1000104	30 days	02/08/2022	00:00	1	40.00						40.00	2.00	42.00	24M

20	<p>If there is an issue on the back end with receiving credit cards, a warning will pop up. If that occurs, it is acceptable to proceed with the sale and capture credit card information while you have the customer on the phone. Click <b>OK</b>.</p>  <p>Select <b>Add Card</b>.</p>  <p>Enter card details. Click <b>Submit</b>.</p>  <p>Note: For security purposes, the card number shown is tokenized. Only the last four digits displayed are from the actual card number.</p> 
21	<p>Click <b>Place Order</b>.</p>
22	<p>Click on <b>OK</b> or click on the order number to review the order.</p> 
23	<p>If you experienced any back-end issues in step 20, notify IT Support by sending an email to <a href="mailto:support@discounttire.com">support@discounttire.com</a>.</p>

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