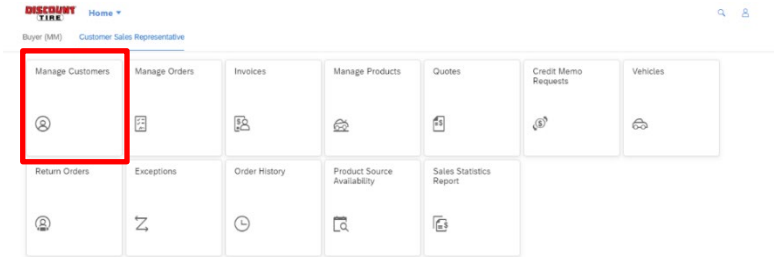
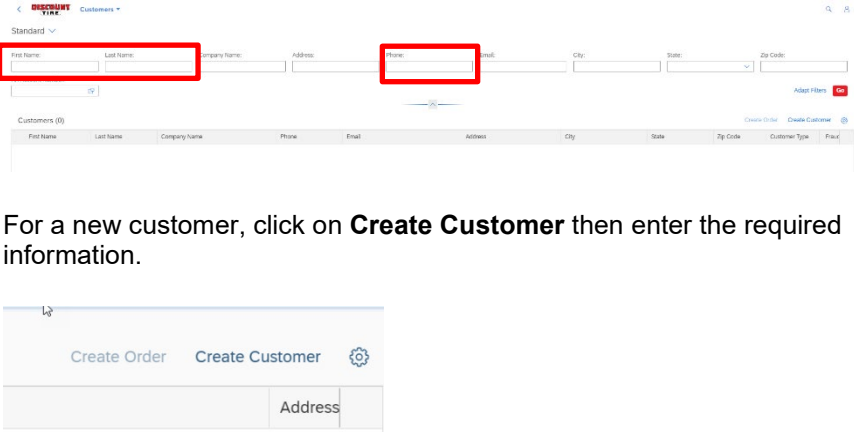



Wheel Purchase Using Fiori Sales App (FSA)

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).

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

Step	Action
1	<p>Select the Manage Customers tile from the dashboard.</p> 
2	<p>Identify the customer by entering first name, last name, and/or phone number. Then, click Go.</p>  <p>For a new customer, click on Create Customer 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> 

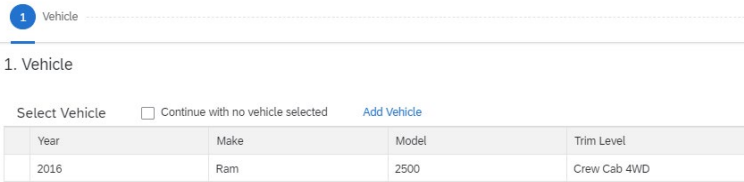
4

From the customer profile screen, click **Create Order**.



5

Select the customer vehicle by clicking the empty box on the left.
If a vehicle is not entered, select **Add Vehicle**.

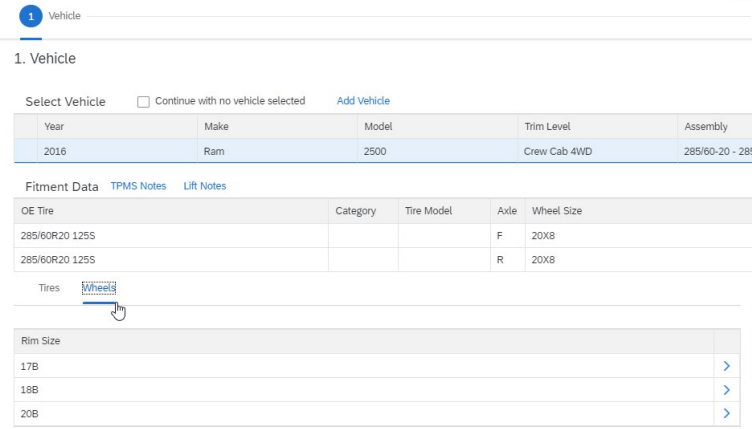


For a wheel purchase, it is necessary to select a vehicle to get the correct bolt pattern offset.

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.

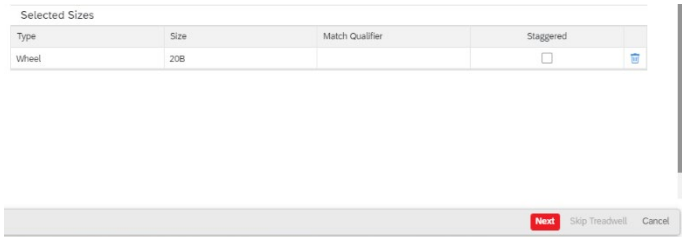
6

Click on the **Wheels** 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.



7

Click **Next**.



8

To select the preferred wheel in stock, click the cart icon on the right.

1 Vehicle 2 Products

2. Products

Hide Filter Bar Clear Filter(s)

Products (50) Standard Retail Price Wholesale Price

Product Type	Article	Brand	Description	Load Index	Speed Rating	Axis	Available	SPR Rating	Cross Site Status	Savings	Price	Quantity	
Front Tire	78936	MB WHEEL	2000 8 105 L2 255L MBM VORH	000	8	0			Z (End of Life/Obso...		0.01	4	+
Wheel	63606	MB WHEEL	2000 8 105 L2 255L MBM VORH	000	8	0			Z (End of Life/Obso...		180.01	4	+
Rear Tire	85642	LEVL 8	2000 8 105 L2 255L MBM VORH	000	8	4			Z (End of Life/Obso...		140.01	4	+
Wheel	67676	LEVL 8	2000 8 105 L2 255L MBM VORH	000	8	4			Z (End of Life/Obso...		170.01	4	+
Wheel	62646	LEVL 8	2000 8 105 L2 255L MBM VORH	000	8	0			D (Discontinued)		200.01	4	+
Wheel	63647	LEVL 8	2000 8 105 L2 255L MBM VORH	000	8	0			D (Discontinued)		180.01	4	+
Categories	60036	MB WHEEL	2000 8 105 L2 255L MBM VORH	000	8	4			Z (End of Life/Obso...		200.01	4	+
Tires	55237	MB WHEEL	2000 8 105 L2 255L MBM VORH	000	8	0			Z (End of Life/Obso...		200.01	4	+
Search Results	71880	MB WHEEL	2000 8 105 L2 255L MBM VORH	000	8	0			A (Active)		180.01	4	+

9

If the customer would like to purchase TPMS sensors, scroll to the bottom on the right under Accessories, select All.

1 Vehicle

Width Aspe... Diam...

Article:

Brand:

Categories

- Tires
 - Search Results 0
 - Fitment 0
 - Both 0
 - Staggered 0
- Wheels
 - Search Results 0
 - Fitment 91
 - Both 91
 - Staggered 0
- Accessories
 - Search Results 0
 - Fitment 4
 - All 4

10

Use the data provided to select a TPMS sensor for the customer. Click the cart icon on the right to add to the cart.

Products (4) Standard Retail Price Wholesale Price

Ship To: 85027-0003

Article	Brand	Description	Load Index	Speed Rating	Axis	Available	SPR Rating	Cross Site Status	Savings	Price	Quantity	
66643	DRIL	DRIL Y365 TQ12 T10 SHAP-IN	000			0		A (Active)		1.76	4	+
66635	TRW	TRW 87204H TQ12 T10 433 N42 SHAP-IN	000			0		A (Active)		27.30	4	+
62703	SCHRADER	SCH 33590 TQ12 T10 433 N42 SHAP-IN	000			0		Z (End of Life/Obso...		34.72	4	+
66653	TRW	TRW 88155 TQ12 T10 433 N42 SHAP-IN	000			5		A (Active)		41.19	4	+

Cart

200X 8-105 L2 255L MBM VORH

Article #: 21880

Quantity: 4

Price: 180.01 USD

620.00 USD

11

Click **View Cart** to proceed to checkout.

Previous **View Cart** Cancel

12

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

Your Cart

Customer Name: James Drank Address: 20633 N 31st Dr Phoenix, AZ 85027-3093 Customer ID: W000961941 Ship To Zip Code: 85027-3093 Customer Type: RETAIL 456-852-3333 Account Type: jdrank12@gmail.com AR Account Number: Fraud Flag: ☐ Sub-Total: 791.36 USD Tax: 68.06 USD Order Total: 859.42 USD Number of Items: 2

Customer Vehicle: 2016 Ram 2500 Crew Cab 4WD Assembly: 285/60-20 - 285/60-20 Lift:

Items

Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity	Price	Override Price
1080	VISION	20X9 8-165.10 18SL VIS WRRIR		VISION-COP...	WDTX02	8 days	0.00	4	156.65	
86633	TRW	TRW 6815 TQ12 T10 433 MHZ SNAP-IN		WDOH01	WDOH01	10 days	0.00	4	41.19	

13

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

Add Hardware

Article	Article Description
82494	GOR 14X1.5 SD USE 80251, 80548, 80384
<input checked="" type="checkbox"/> 87343	WCA 14X1.5 SD 1.9" CL BK BL
<input type="checkbox"/> 87384	WCA 14X1.5 SD 1.9" CL CS BL

Add **Cancel**

14

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

Your Cart

Customer Name: James Drank Address: 20633 N 31st Dr Phoenix, AZ 85027-3093 Customer ID: W000961941 Ship To Zip Code: 85027-3093 Customer Type: RETAIL 456-852-3333 Account Type: jdrank12@gmail.com AR Account Number: Fraud Flag: ☐ Sub-Total: 833.46 USD Tax: 71.68 USD Order Total: 905.14 USD Number of Items: 3

Customer Vehicle: 2016 Ram 2500 Crew Cab 4WD Assembly: 285/60-20 - 285/60-20 Lift:

Items

Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity	Price	Override Price
21860	VISION	20X9 8-165.10 18SL VIS WRRIR		VISION-COP...	WDTX02	8 days	0.00	4	156.65	
86633	TRW	TRW 6815 TQ12 T10 433 MHZ SNAP-IN		WDOH01	WDOH01	10 days	0.00	4	41.19	
87343	WEST CO...	WCA 14X1.5 SD 1.9" CL BK BL		WDIL01	WDIL01	10 days	0.00	1	42.10	

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 Billing 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)

*Zip Code: 85027-3093

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:

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

Select: Ship To Store

Store:

First Name:

Last Name:

House Number:

Street:

Address Line 2:

City:

State:

Zip Code:

Phone:

Items (2220)

Store	First Name	Last Name	Address Line 1	Address Line 2
1001	1001	1001	1001	1001
1002	1002	1002	1002	1002
1003	1003	1003	1003	1003
1004	1004	1004	1004	1004
1005	1005	1005	1005	1005
1006	1006	1006	1006	1006
1007	1007	1007	1007	1007
1008	1008	1008	1008	1008
1009	1009	1009	1009	1009
1010	1010	1010	1010	1010
1011	1011	1011	1011	1011
1012	1012	1012	1012	1012
1013	1013	1013	1013	1013
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1016	1016	1016	1016	1016
1017	1017	1017	1017	1017
1018	1018	1018	1018	1018
1019	1019	1019	1019	1019
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1021	1021	1021	1021	1021
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1199	1199			

17

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

18

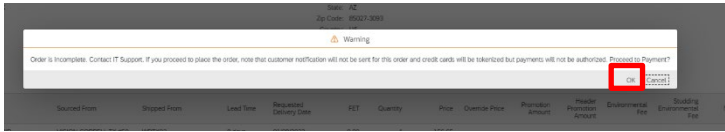
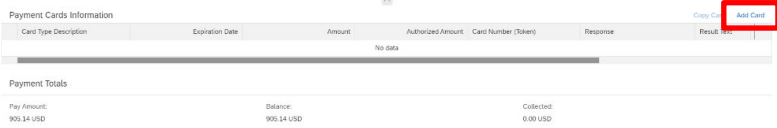
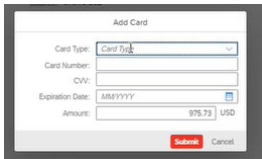

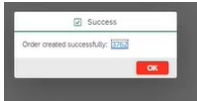
On the Notes screen, enter any notes relevant to the order. Special Instructions will go to the Distribution Center (DC). When finished, click **Next**.

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**.

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 OK.</p>  <p>Select Add Card.</p>  <p>Enter card details. Click Submit.</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	Click Place Order .
22	<p>Click on OK 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 support@discounttire.com.</p>

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