

eBay Combined Order using Fiori Sales App

Introduction

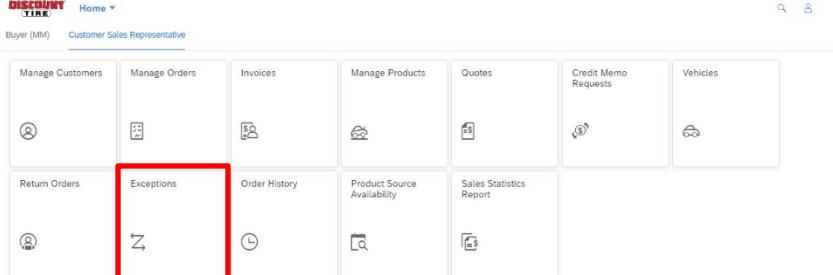
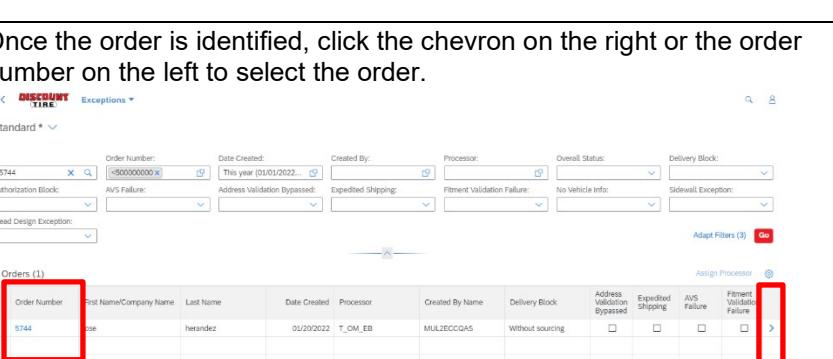
The Fiori Sale App (FSA) is a product of SAP. It is an online application that interfaces with the order management system for Discount Tire.

Purpose

The purpose of this document is to guide agents through the steps to create an eBay combined order using FSA.

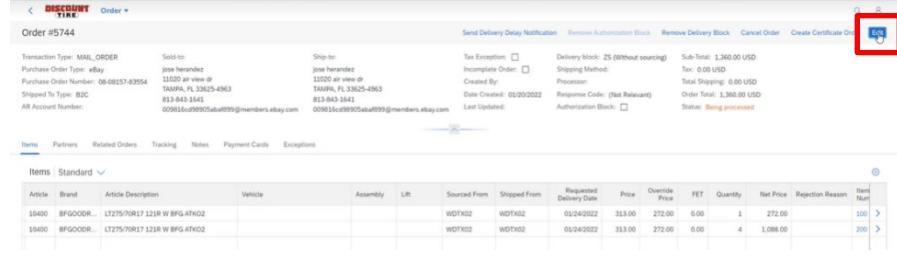
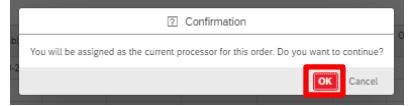
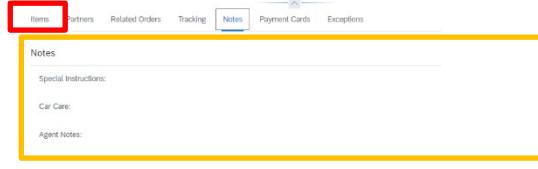
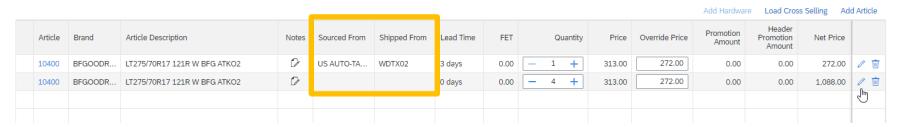
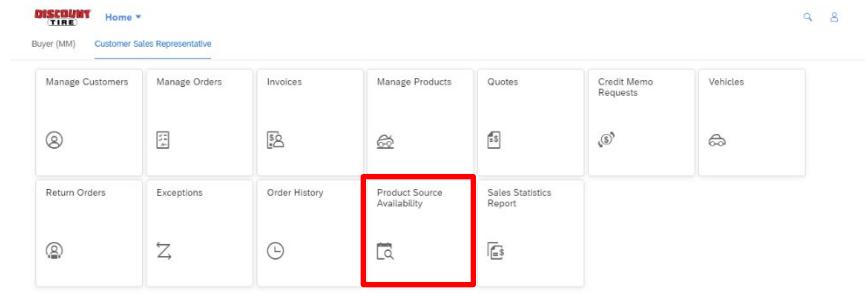
eBay Combined Orders

Follow these steps to create an eBay combined order:

1	<p>Select the Exceptions tile from the dashboard.</p> 
2	<p>Select the Date Range for the exception you are searching. Then click Go.</p> 
3	<p>Once the order is identified, click the chevron on the right or the order number on the left to select the order.</p> 

eBay Combined Orders

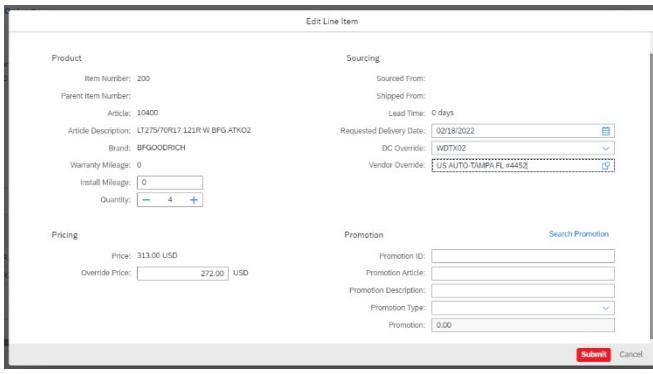
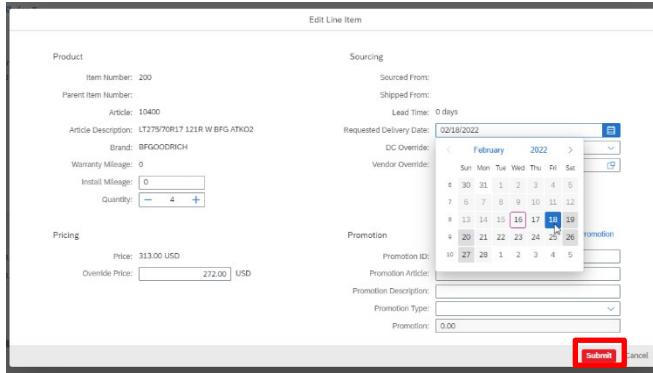
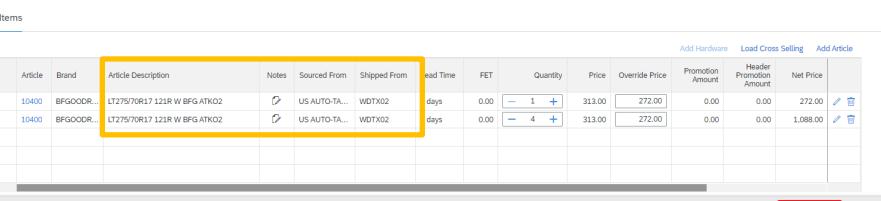
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4	<p>The order will display, click Edit in the upper right corner to begin manual sourcing.</p> 
5	<p>A confirmation will display. Click OK.</p> 
6	<p>You will need to check notes to see if there were any special instructions left by the customer.</p> <p>Click on the Notes tab.</p>  <p>If no notes were entered, return to the order by clicking the Items tab.</p> 
7	<p>The order will display. A combined order is two orders the customer purchased at the same time. In this case, the first tire was sourced automatically. The other four tires will need to be manually sourced.</p> 
8	<p>To find the product for sourcing, open FSA in a second tab on your browser and click on Product Source Availability.</p> 

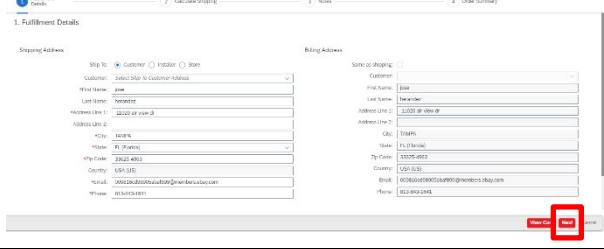
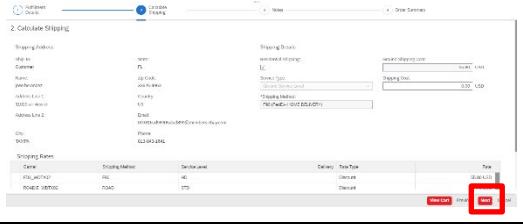
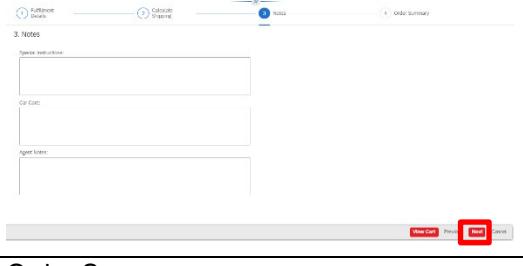
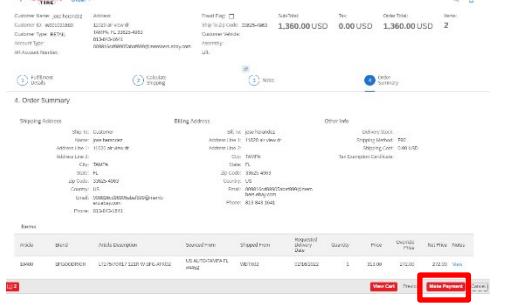
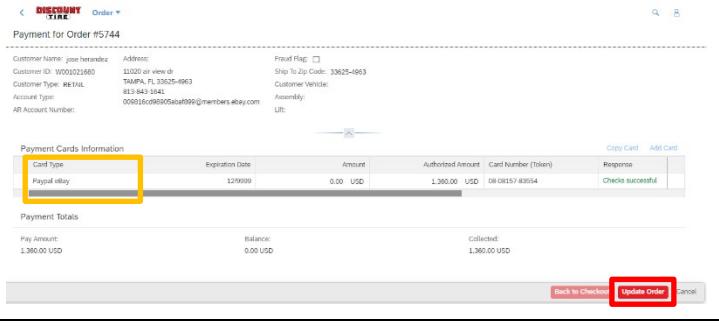
**eBay
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9	<p>Enter the article number, customer zip code, and quantity.</p> <p>Click Go.</p> <p>FSA will find the closest location to the customer with the desired quantity in stock.</p> <p>Take note of the Vendor Number in parenthesis, you will need to enter this number when returning to the order.</p>
10	<p>Return to the previous tab with the order displayed.</p> <p>To edit the line item that needs manual sourcing, click the edit icon within that line.</p>
11	<p>The Edit Line Item window will open. Combined orders are drop shipped to the customer. In the DC Override field, select WDTX02.</p>

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12	<p>Enter the Vendor Number from step 9 into the Vendor Override field.</p> 
13	<p>Select a Requested Delivery Date. Then click Submit.</p>  <p>Note: eBay combined orders are drop shipped; calculate at least 2 days for shipping to the customer.</p>
14	<p>When you return to the order, you will see the sourcing information is completed for both products along with WDTX02 for drop shipping.</p>  <p>You are ready to click Go to Checkout in the lower right corner.</p> <p>Save as Quote Go to Checkout Cancel</p>

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15	<p>The Fulfillment Details will remain the same as when the order was created.</p> <p>Click Next.</p> 
16	<p>There is no need to Calculate Shipping.</p> <p>Click Next.</p> 
17	<p>Add notes if applicable then click Next.</p> 
18	<p>Order Summary screen.</p> <p>Click Make Payment.</p> 
19	<p>PayPal eBay funds will already be here from when the order was created.</p> <p>Click Update Order.</p> 

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20	A message will pop up stating the order was updated successfully. Click OK to complete the order. 
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Contact

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