
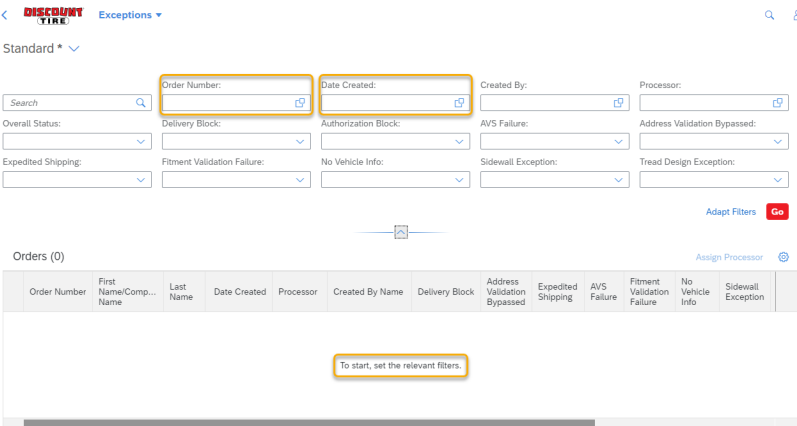


# eBay Order Processing

**Introduction**      The Fiori Sales App (FSA) is a product of SAP. It is an online application that interfaces with the Order Management System for Discount Tire.

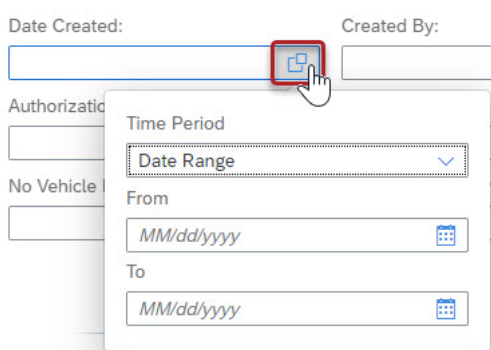
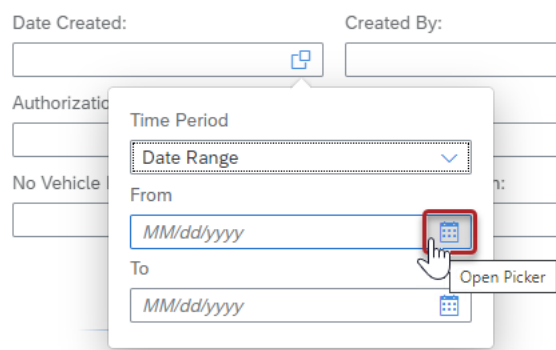
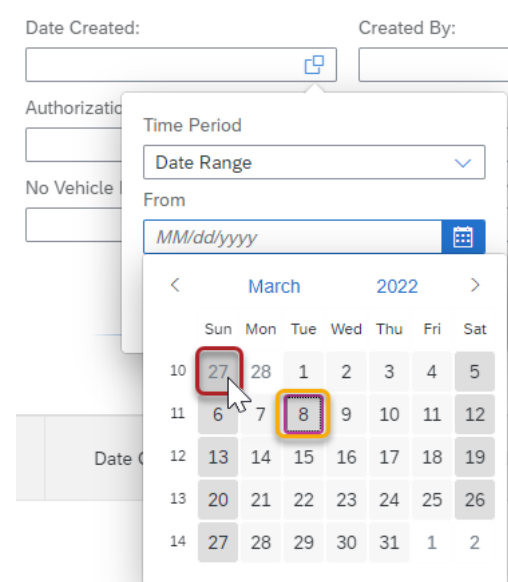
**Purpose**      These directions provide the steps for processing an eBay order within FSA.

**eBay Order Processing – Search for the Shipping Order**      Follow these steps to search for the shipping order as part of processing an eBay order from beginning to end:

Step	Action
1	<div>Click the <b>Exceptions</b> tile.</div> <div></div>
2	<div>Use fields like 'Order Number' and 'Date Created' to help narrow the search for eBay orders. For this QRG, the next steps cover the Date Created path.</div> <div></div>

Continued on next page

**eBay Order Processing – Search for the Shipping Order (continued)**

3	<p>Click the icon in the 'Date Created' field.</p> 
4	<p>Click the calendar icon in the 'From' field to open the date picker.</p> 
5	<p>Select a start (From) date for the 'Date Range'. For this example, select February 27<sup>th</sup>.</p> 

*Continue on next page*

## eBay Order Processing – Search for the Shipping Order (continued)

6

Now click the calendar icon in the 'To' field to select the end date for the 'Date Range'. For this example, select the current date highlighted by FSA.

The screenshot shows a search form with fields for 'Date Created', 'Created By', 'Authorization', 'No Vehicle', and 'Date'. A 'Time Period' dropdown is set to 'Date Range'. The 'From' field is '02/27/2022'. The 'To' field is 'MM/dd/yyyy' with a calendar icon. A calendar for March 2022 is open, showing dates from 1 to 31. A red arrow points to the date '8' in the calendar.

7

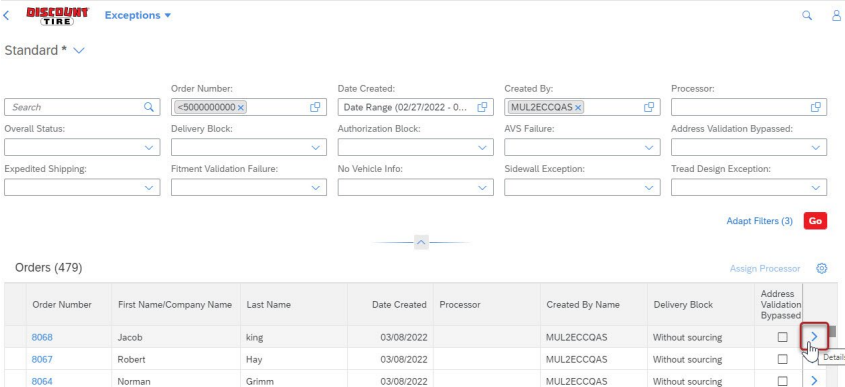
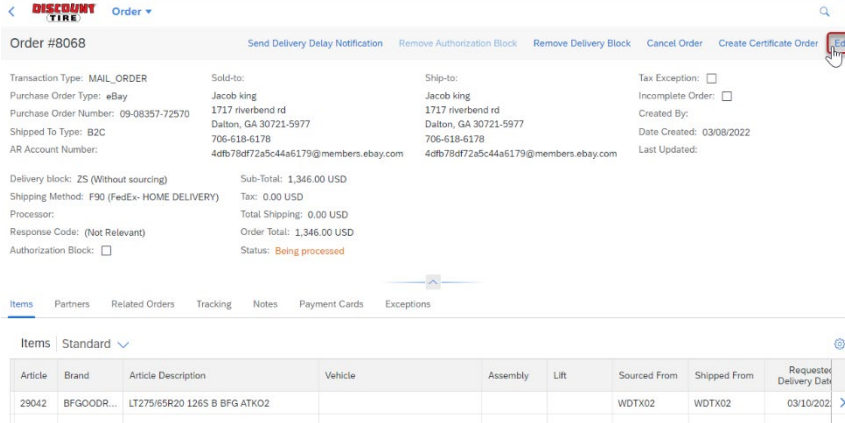
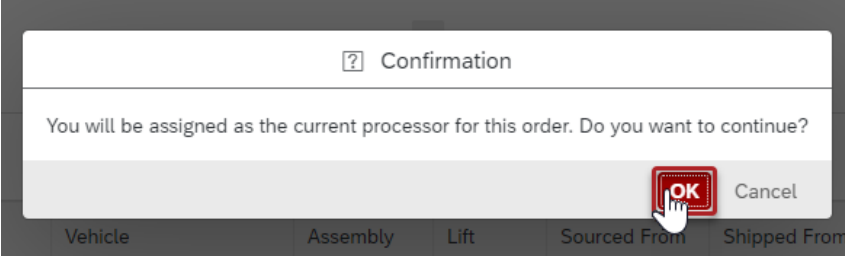
Continue to narrow your search by using other fields. When done, click **Go**.

The screenshot shows the search form with various filters. The 'Order Number' field is highlighted with a yellow box and contains '<5000000000x'. The 'Date Created' field is highlighted with a yellow box and contains 'Date Range (02/27/2022 - 0...'. The 'Created By' field is highlighted with a yellow box and contains 'MUL2ECCQAS'. The 'Processor' field is highlighted with a yellow box and contains 'MUL2ECCQAS'. The 'Go' button is highlighted with a red box. Below the search form is a table with columns: Order Number, First Name/Company Name, Last Name, Date Created, Processor, Created By Name, Delivery Block, Address Validation Bypassed. The table is currently empty, showing 'Orders (0)'. Below the table is a message: 'To start, set the relevant filters.'

*Continued on next page*

## eBay Order Processing – Confirming the Order Shipping

Follow these steps to assign yourself as the current processor and confirm all the shipping information needed for this eBay order processing.:

Step	Action																																				
8	<p>Click the chevron for the order.</p>  <p>Standard * <input type="button" value="v"/></p> <p>Order Number: <input type="text" value="5000000000"/> Date Created: <input type="text" value="02/27/2022 - 0..."/> Created By: <input type="text" value="MULZECCQAS"/> Processor: <input type="text"/></p> <p>Overall Status: <input type="text"/> Delivery Block: <input type="text"/> Authorization Block: <input type="text"/> AVS Failure: <input type="text"/> Address Validation Bypassed: <input type="text"/></p> <p>Expedited Shipping: <input type="text"/> Fitment Validation Failure: <input type="text"/> No Vehicle Info: <input type="text"/> Sidewall Exception: <input type="text"/> Tread Design Exception: <input type="text"/></p> <p>Adapt Filters (3) <input type="button" value="Go"/></p> <p>Orders (479)</p> <table border="1"> <thead> <tr> <th>Order Number</th><th>First Name/Company Name</th><th>Last Name</th><th>Date Created</th><th>Processor</th><th>Created By Name</th><th>Delivery Block</th><th>Address Validation Bypassed</th><th></th></tr> </thead> <tbody> <tr> <td>8068</td><td>Jacob</td><td>king</td><td>03/08/2022</td><td></td><td>MULZECCQAS</td><td>Without sourcing</td><td><input type="checkbox"/></td><td><input type="button" value="Details"/></td></tr> <tr> <td>8067</td><td>Robert</td><td>Hay</td><td>03/08/2022</td><td></td><td>MULZECCQAS</td><td>Without sourcing</td><td><input type="checkbox"/></td><td><input type="button" value="Details"/></td></tr> <tr> <td>8064</td><td>Norman</td><td>Grimm</td><td>03/08/2022</td><td></td><td>MULZECCQAS</td><td>Without sourcing</td><td><input type="checkbox"/></td><td><input type="button" value="Details"/></td></tr> </tbody> </table>	Order Number	First Name/Company Name	Last Name	Date Created	Processor	Created By Name	Delivery Block	Address Validation Bypassed		8068	Jacob	king	03/08/2022		MULZECCQAS	Without sourcing	<input type="checkbox"/>	<input type="button" value="Details"/>	8067	Robert	Hay	03/08/2022		MULZECCQAS	Without sourcing	<input type="checkbox"/>	<input type="button" value="Details"/>	8064	Norman	Grimm	03/08/2022		MULZECCQAS	Without sourcing	<input type="checkbox"/>	<input type="button" value="Details"/>
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8064	Norman	Grimm	03/08/2022		MULZECCQAS	Without sourcing	<input type="checkbox"/>	<input type="button" value="Details"/>																													
9	<p>Click the <b>Edit</b> link.</p>  <p>Order #8068 <input type="button" value="Send Delivery Delay Notification"/> <input type="button" value="Remove Authorization Block"/> <input type="button" value="Remove Delivery Block"/> <input type="button" value="Cancel Order"/> <input type="button" value="Create Certificate Order"/> <input type="button" value="Edit"/></p> <p>Transaction Type: MAIL_ORDER Sold-to: Jacob king Ship-to: Jacob king Tax Exception: <input type="checkbox"/>  Purchase Order Type: eBay Purchase Order Number: 09-08357-72570 1717 riverbend rd 1717 riverbend rd Incomplete Order: <input type="checkbox"/>  Shipped To Type: B2C Dalton, GA 30721-5977 Dalton, GA 30721-5977 Created By:   AR Account Number: 706-618-6178 706-618-6178 Date Created: 03/08/2022  4dfb78df72a5c44a6179@members.ebay.com 4dfb78df72a5c44a6179@members.ebay.com Last Updated:   Delivery block: ZS (Without sourcing) Sub-Total: 1,346.00 USD  Shipping Method: F90 (FedEx- HOME DELIVERY) Tax: 0.00 USD  Processor: Total Shipping: 0.00 USD  Response Code: (Not Relevant) Order Total: 1,346.00 USD  Authorization Block: <input type="checkbox"/> Status: Being processed</p> <p>Items Partners Related Orders Tracking Notes Payment Cards Exceptions</p> <p>Items Standard <input type="button" value="v"/></p> <table border="1"> <thead> <tr> <th>Article</th><th>Brand</th><th>Article Description</th><th>Vehicle</th><th>Assembly</th><th>Lift</th><th>Sourced From</th><th>Shipped From</th><th>Requester Delivery Date</th></tr> </thead> <tbody> <tr> <td>29042</td><td>BFGOODR...</td><td>LT275/65R20 126S B BFG ATK02</td><td></td><td></td><td></td><td>WDTX02</td><td>WDTX02</td><td>03/10/2022</td></tr> </tbody> </table>	Article	Brand	Article Description	Vehicle	Assembly	Lift	Sourced From	Shipped From	Requester Delivery Date	29042	BFGOODR...	LT275/65R20 126S B BFG ATK02				WDTX02	WDTX02	03/10/2022																		
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10	<p>Click <b>OK</b>.</p>  <p>Confirmation</p> <p>You will be assigned as the current processor for this order. Do you want to continue?</p> <p><input type="button" value="OK"/> <input type="button" value="Cancel"/></p> <p>Vehicle Assembly Lift Sourced From Shipped From</p>																																				

Continued on next page

## eBay Order Processing – Confirming the Order Shipping (continued)

11

Since this order is already sourced from a warehouse, the 'Sourced From' and 'Shipped From' columns are already filled out with locations. Next click **Go to Checkout**.

Cart - Order #8068

Customer Name: Jacob king Address: 1717 riverbend rd Dalton, GA 30721-5977 Fraud Flag: ☐ Sub-Total: 1,346.00 USD Tax: 0.00 USD Order Total: 1,346.00 USD

Customer ID: W001058797 Ship To Zip Code: 30721-5977 Customer Vehicle: Assembly: Lift:

Customer Type: RETAIL 706-618-6178

Account Type: 4dfb78df72a5c44a6179@members.ebay.com

AR Account Number:

Number of Items: 1

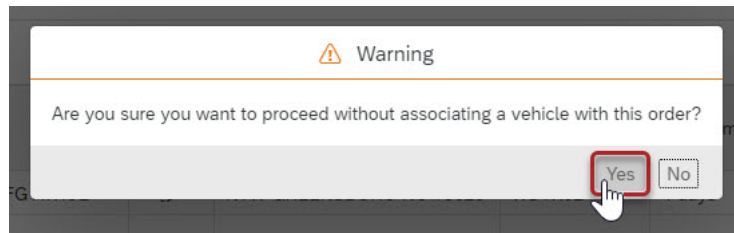
Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity	Price
29042	BFGOODR...	LT275/65R20 1265 B BFG ATK02		NTW-GREENSBORO NC #3025	WDTX02	4 days	0.00	4	420.00

Go to Checkout Cancel

**Note:** If the 'Sourced From' and 'Shipped From' columns are not filled out, speak with your manager or trainer to learn how to fill out the columns.

12

eBay orders will always trigger a Warning pop-up message - always click **Yes**.



13

The 'Shipping Address' is already completed for the order. In this case, click **Next**.

1. Fulfillment Details

Shipping Address

Ship To: ☒ Customer ☐ Installer ☐ Store

Customer: Select Ship To Customer Address

\*First Name: Jacob

\*Last Name: king

\*Address Line 1: 1717 riverbend rd

Address Line 2:

\*City: Dalton

\*State: GA (Georgia)

\*Zip Code: 30721-5977

Country: USA (US)

\*Email: 4dfb78df72a5c44a6179@members.ebay.com

\*Phone: 706-618-6178

Billing Address

Same as shipping: ☐

Customer: Jacob

\*First Name: Jacob

\*Last Name: king

\*Address Line 1: 1717 riverbend rd

Address Line 2:

City: Dalton

State: GA (Georgia)

Zip Code: 30721-5977

Country: USA (US)

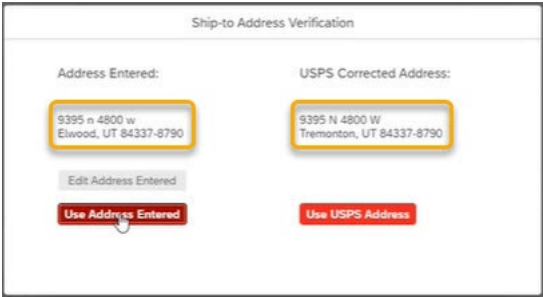
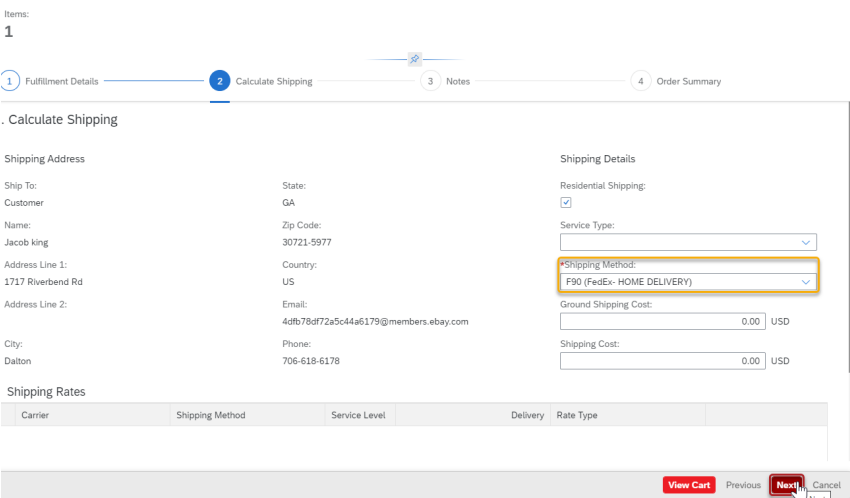
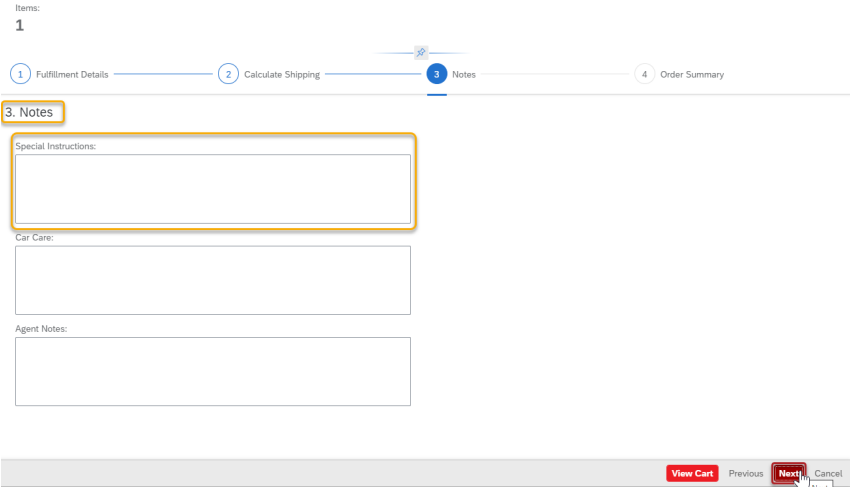
Email: 4dfb78df72a5c44a6179@members.ebay.com

Phone: 706-618-6178

View Cart Next Cancel

Continued on next page

## eBay Order Processing – Confirming the Order Shipping (continued)

N/A	<p>Note: If you receive the Ship-to Address Verification pop up, verify address with the USPS Corrected Address and use original address entered if it does not match. In this example, click <b>Use Address Entered</b>.</p> 
14	<p>In this example, the 'Shipping Method' is 'FedEx – HOME DELIVERY'. If not, select it from the drop-down. Then click <b>Next</b>.</p> 
15	<p>If needed, add special instructions into the Notes. Then click <b>Next</b>.</p> 

Continued on next page

## eBay Order Processing – Confirming the Order Shipping

16

Review the Order Summary. If it is correct, click **Make Payment**.

Items: 1

1 Fulfillment Details 2 Calculate Shipping 3 Notes 4 Order Summary

#### 4. Order Summary

Shipping Address		Billing Address		Other Info	
Ship To: Customer	Bill To: Jacob king	Delivery block:		Shipping Method: F90 (FedEx- HOME DELIVERY)	
Name: Jacob king	Address Line 1: 1717 riverbend rd	Address Line 1: 1717 riverbend rd		Shipping Cost: 0.00 USD	
Address Line 2: 1717 Riverbend Rd	Address Line 2:	City: Dalton		Tax Exemption Certificate:	
City: Dalton	State: GA	Zip Code: 30721-5977			
State: GA	Country: US	Email: 4dfb78df72a5c44a6179@members.ebay.com			
Zip Code: 30721-5977	Phone: 706-618-6178	Phone: 706-618-6178			

Article	Brand	Article Description	Sourced From	Shipped From	Requested Delivery Date	Quantity	Price	Override Price	Net Price	Notes
29042	BFGOODRICH	LT275/65R20 1265 B BFG ATK02	NTW-GREENSBORO NC #3025	WDTX02	03/08/2022	4	420.00	336.50	1,346.00	<a href="#">View</a>

View Cart Previous **Make Payment** Cancel

17

The payment information is already filled in for all eBay orders, click **Update Order**.

< **DISCOUNT TIRE** Order ▾

Payment for Order #8068

Customer Name: Jacob king	Address:	Fraud Flag: <input type="checkbox"/>
Customer ID: W001058797	1717 riverbend rd	Ship To Zip Code: 30721-5977
Customer Type: RETAIL	Dalton, GA 30721-5977	Customer Vehicle:
Account Type:	706-618-6178	Assembly:
AR Account Number:	4dfb78df72a5c44a6179@members.ebay.com	Lift:

#### Payment Cards Information

Card Type	Expiration Date	Amount	Authorized Amount	Card Number (Token)
Paypal eBay	12/9999	0.00 USD	1,346.00 USD	09-08357-72570

#### Payment Totals

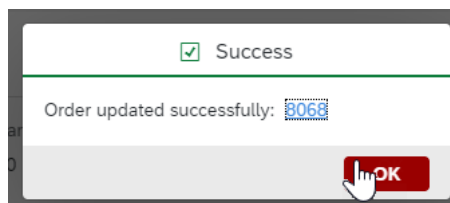
Pay Amount:	Balance:	Collected:
1,346.00 USD	0.00 USD	1,346.00 USD

Back to Checkout **Update Order** Cancel

**Note:** If the payment information is not already filled out, speak with your manager or trainer to learn how to fill out the payment information.

18

lick **OK** in the 'Success' message pop-up.



## Contact

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