

## eBay Order Processing

### Introduction

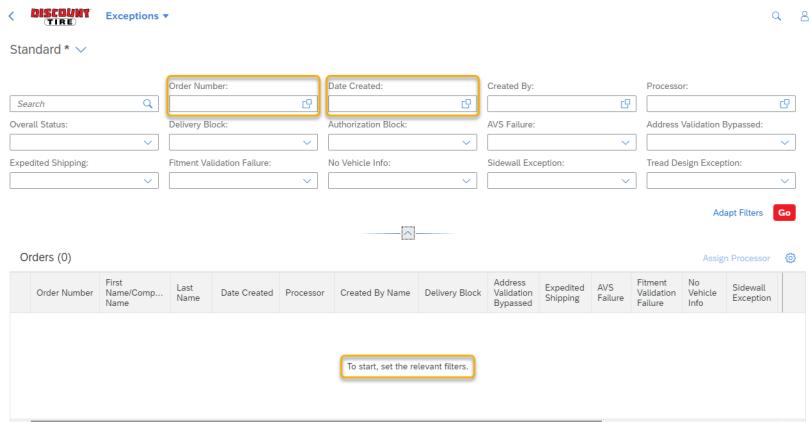
The Fiori Sales App (FSA) is a product of SAP. It is an online application that interfaces with the Order Management System for Discount Tire.

### Purpose

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

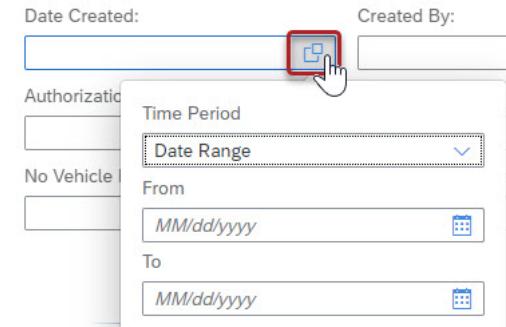
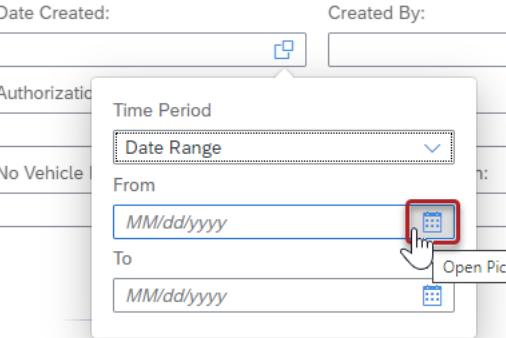
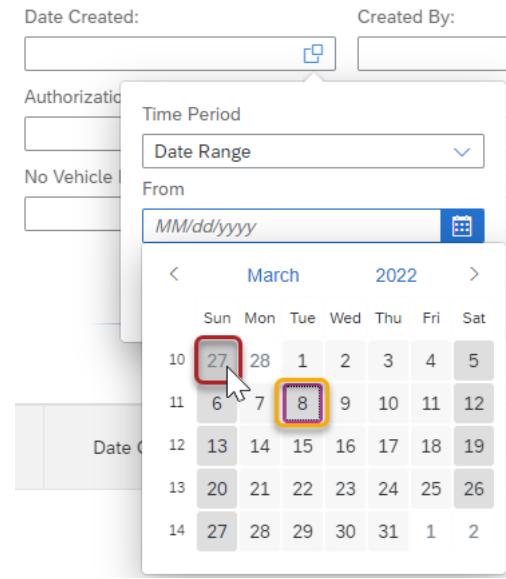
### eBay Order Processing – Search for the Shipping Order

Follow these steps to search for the shipping order as part of processing an eBay order from beginning to end:

Step	Action
1	<p>Click the <b>Exceptions</b> tile.</p> 
2	<p>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.</p> 

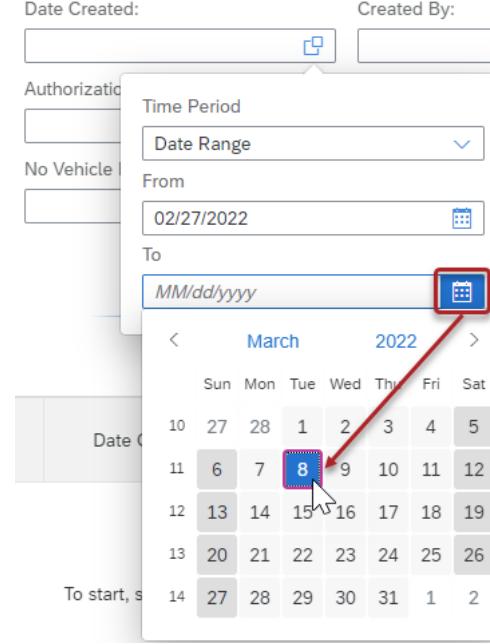
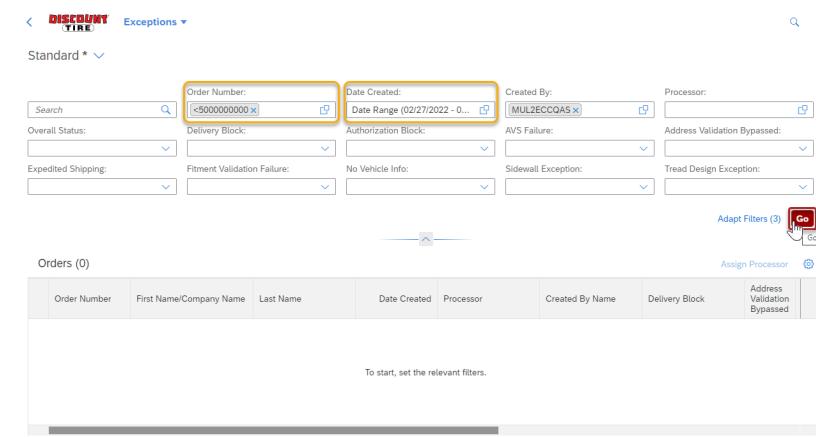
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## eBay Order Processing – Search for the Shipping Order (continued)

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	<p>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.</p> 
7	<p>Continue to narrow your search by using other fields. When done, click <b>Go</b>.</p> 

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## 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>
9	<p>Click the <b>Edit</b> link.</p>
10	<p>Click <b>OK</b>.</p>

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

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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  
Customer ID: W001058797 Dalton, GA 30721-5977  
Customer Type: RETAIL 706-618-6178  
Account Type: 4dfb78df72a5c44a6179@members.ebay.com  
AR Account Number:

Fraud Flag:  Sub-Total: 1,346.00 USD Tax: 0.00 USD Order Total: 1,346.00 USD  
Ship To Zip Code: 30721-5977 Customer Vehicle:  
Assembly:  
Lift:

Number of Items: 1

Items

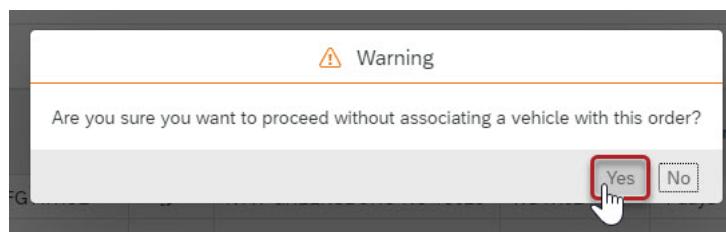
Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity	Price
29042	BFGOODR...	LT275/65R20 126S B BFG ATKO2		NTW-GREENSBORO NC #3025	WDTX02	4 days	0.00	<b>4</b>	420.00

Go to Checkout Cancel Go to Checkout

**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.

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



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

Customer Name: Jacob king Address: 1717 riverbend rd  
Customer ID: W001058797 Dalton, GA 30721-5977  
Customer Type: RETAIL 706-618-6178  
Account Type: 4dfb78df72a5c44a6179@members.ebay.com  
AR Account Number:

Fraud Flag:  Sub-Total: 1,346.00 USD Tax: 0.00 USD Order Total: 1,346.00 USD  
Ship To Zip Code: 30721-5977 Customer Vehicle:  
Assembly:  
Lift:

Items: 1

1. Fulfillment Details 2. Calculate Shipping 3. Notes 4. Order Summary

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

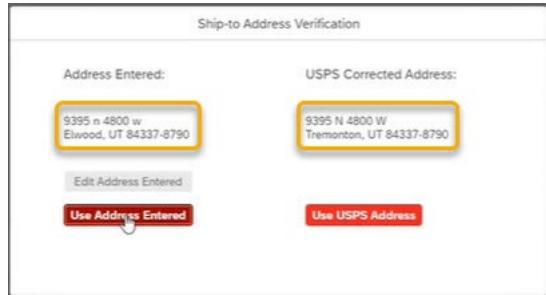
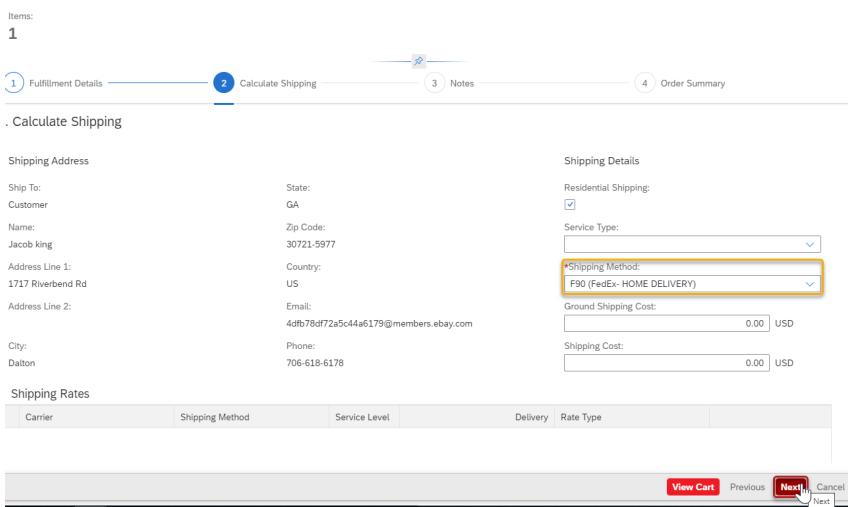
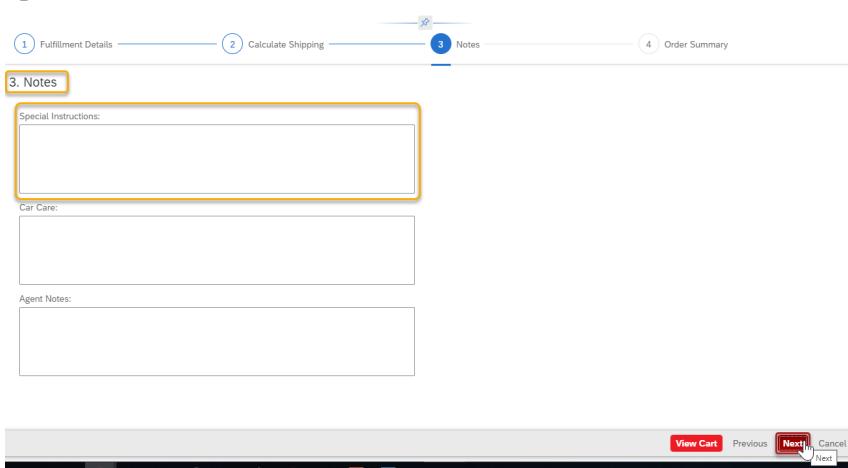
Billing Address

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 Next

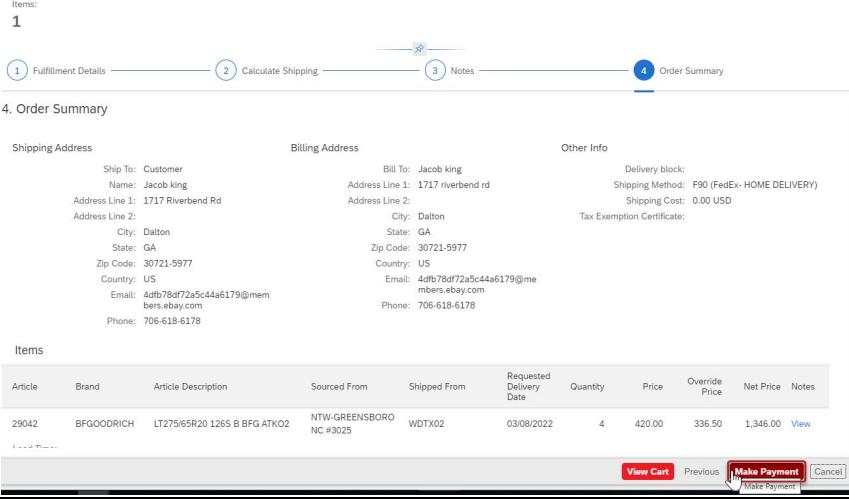
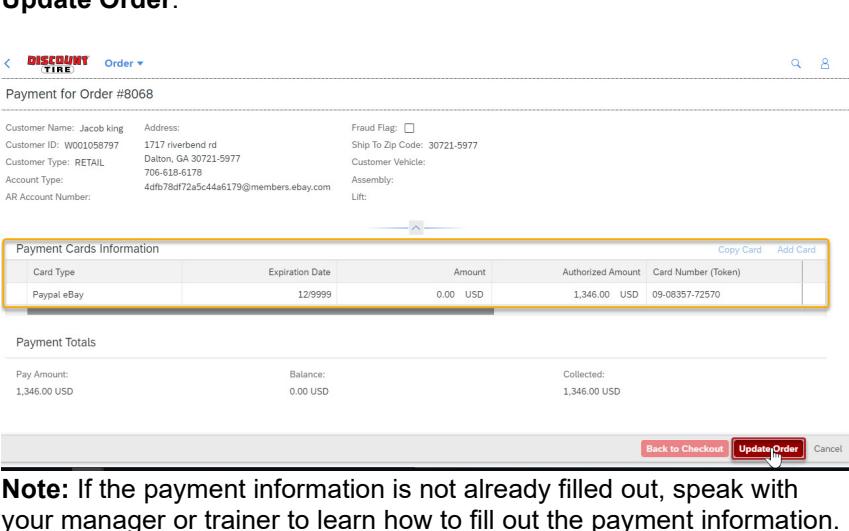
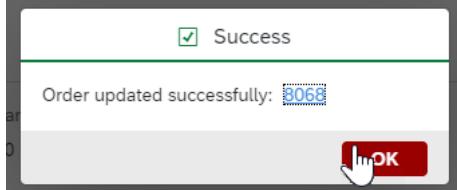
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## eBay Order Processing – Confirming the Order Shipping (continued)

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> 

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## eBay Order Processing – Confirming the Order Shipping

16	<p>Review the Order Summary. If it is correct, click <b>Make Payment</b>.</p> 
17	<p>The payment information is already filled in for all eBay orders, click <b>Update Order</b>.</p>  <p><b>Note:</b> If the payment information is not already filled out, speak with your manager or trainer to learn how to fill out the payment information.</p>
18	<p>Click <b>OK</b> in the 'Success' message pop-up.</p> 

## Contact

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