

Exceptions

Description:

Ecomm or Fresh Exceptions are orders that FSA flags, if something is wrong with it. This could be issues with address validation, fitment fail, sidewall selection, and special instructions.

Guidelines:

Sales agents are a part of the Exception team and typically handle most of the issues. However, if there are things we can correct on our end, we do so it lessens their load. The Support team does not handle exceptions for fitment failures, as a sales agent can better assist in getting that properly corrected. We also check FSA for any Incomplete Orders, which are like Exceptions.

You will need the following tools open:






- FSA – exception tile / incomplete order filters needed
- Email templates
- WISMO email set as the “From” address when sending a template

Process:

STEP:	ACTION
FSA Filter for: <i>Special instructions</i>	
Date Created: From (04/22/2022) Overall status: Being Processed (B) Delivery Block: Special instruction Authorization block: No AVS Failure: No Address Validation Bypassed: No	Expedited Shipping: No Fitment Validation Failure: No No Vehicle Info: No Sidewall Exception: No Tread Design Exception: No Purchase Order Type: Hybris
<div> <div>4-Special Instructions</div> <div> <div> <div>Search</div> <div>Order Number:</div> <div>Date Created:</div> <div>Created By:</div> <div>Processor:</div> <div>Overall Status:</div> <div>Delivery Block:</div> <div>Authorization Block:</div> </div> <div> <div> <div>AVS Failure:</div> <div>Address Validation Bypassed:</div> <div>Expedited Shipping:</div> <div>Fitment Validation Failure:</div> <div>No Vehicle Info:</div> <div>Sidewall Exception:</div> <div>Tread Design Exception:</div> <div>Incomplete Order:</div> </div> <div> <div>Purchase Order Type:</div> </div> </div> <div> <div> <div>From (04/22/2022)</div> <div><empty></div> <div>Being processed (B)</div> <div>(Special Instruction)</div> <div>No</div> </div> <div> <div>No</div> <div>No</div> <div>No</div> <div>No</div> <div>No</div> <div>No</div> <div>No</div> <div>No</div> </div> <div> <div>Hybris</div> </div> </div> <div> <div>Adapt Filters (13)</div> <div>Go</div> </div> </div> </div>	
1	<p>Once your filters are set and the list of exceptions are shown, open the order by clicking on the order number & going to the Notes tab</p> <div> <div>Items</div> <div>Partners</div> <div>Related Orders</div> <div>Tracking</div> <div>Notes</div> <div>Payment Cards</div> <div>Exceptions</div> </div> <div> <div>Items</div> <div>Standard</div> </div> <div> <div>Article</div> <div>Brand</div> <div>Article Description</div> <div>Vehicle</div> </div>
2	Read the notes in the special instructions box

3	<div>If the notes say anything about a delivery instruction or instructions for an installer, click Remove Delivery Block. We cannot relay these instructions to FedEx or the installer so there is nothing to do with them</div> <div>Order #5010695217<div><div>Send Notification</div><div>Send Delivery Delay Notification</div><div>Remove Author</div></div></div> <div><div><div>Transaction Type: MAIL_ORDER</div><div>Purchase Order Type: Hybris</div><div>Purchase Order Number: No Customer PO</div><div>Shipped To Type: B2C</div><div>AR Account Number:</div></div><div><div>Sold-to:</div><div>Stacy S Burke</div><div>23400 Heidi Dr</div><div>Covington, LA 70435-6626</div><div>504-491-0414</div><div>goofey1125@yahoo.com</div></div><div><div>Ship-to:</div><div>Stacy Burke</div><div>23400 Heidi Dr</div><div>Covington, LA 70435-6626</div><div>504-491-0414</div><div>goofey1125@yahoo.com</div></div><div><div>Tax Exception: <input type="checkbox"/></div><div>Incomplete Order: <input checked="" type="checkbox"/></div><div>Created By: MUL2ECCPRD</div><div>Date Created: 09/04/2023</div><div>Last Updated: 09/05/2023</div></div><div><div>Delivery block: ZI (Special Instruction)</div><div>Shipping Method: F92 (FedEx- GROUND)</div><div>Processor: Juliette Sherrill</div><div>Response Code: (Not Relevant)</div><div>Authorization Block: <input type="checkbox"/></div></div><div><div>Sub-Tot</div><div>Tax: 47</div><div>Total Sh</div><div>Order To</div><div>Status:</div></div></div> <div><div>Items</div><div>Partners</div><div>Related Orders</div><div>Tracking</div><div>Notes</div><div>Payment Cards</div><div>Exceptions</div></div> <div><div>Notes</div><div><div>Special Instructions:</div><div>Deliver tires next to garage door.</div></div></div>
Note:	<div>If the notes have a different address than the ‘Ship-To’ address > add notes in the “Agent Notes” section saying that they may need an address change. Then send the customer the “verify address” email template, and assign the order to the exception team</div>
Note:	<div>If the notes are requesting an item be added, changed, or removed > add notes in the “Agent Notes” section saying the issue with the special instruction. Then send the customer the “problem” email template, and assign to the exception team</div>
FSA Filter for: Address Validation Bypassed	
<div>Date Created: From (09/01/2022)</div> <div>Authorization Block: No</div> <div>AVS Failure: No</div> <div>Address Validation Bypassed: Yes</div> <div>Expedited Shipping: No</div>	<div>Fitment Validation Failure: No</div> <div>No Vehicle info: No</div> <div>Sidewall Exception: No</div> <div>Tread Design Exception: No</div> <div>Purchase Order Type: Hybris</div>
<div>5-Exceptions * <div></div></div> <div><div><div>Search</div><div>Order Number:</div><div>Date Created:</div><div>Created By:</div><div>Processor:</div><div>Overall Status:</div><div>Delivery Block:</div><div>Authorization Block:</div></div><div><div>AVS Failure:</div><div>Address Validation Bypassed:</div><div>Expedited Shipping:</div><div>Fitment Validation Failure:</div><div>No Vehicle Info:</div><div>Sidewall Exception:</div><div>Tread Design Exception:</div><div>Incomplete Order:</div></div><div><div>Purchase Order Type:</div><div>Hybris x</div></div><div><div>Adapt Filters (10)</div><div>Go</div></div></div>	
1	<div>Once your filters are set and the list of exceptions are shown, open the order by clicking on the order number</div>
2	<div>Look at the “Ship-To” address</div>
3	<div>If the zip code is only 5 digits, open USPS here</div> <div>Order #5010782140<div>Send N</div></div> <div><div><div>Transaction Type: MAIL_ORDER</div><div>Purchase Order Type: Hybris</div><div>Purchase Order Number: No Customer PO</div><div>Shipped To Type: B2C</div><div>AR Account Number:</div></div><div><div>Sold-to:</div><div>John L McDaniel Jr</div><div>25 S Main st</div><div>Stewartstown, PA 17363</div><div>443-939-7442</div><div>johnny.mcdaniel@whiting-turner.com</div></div><div><div>Ship-to:</div><div>John McDaniel</div><div>25 S Main st</div><div>Stewartstown, PA 17363</div><div>443-939-7442</div><div>johnny.mcdaniel@whiting-turner.com</div></div><div><div>Tax</div><div>Inco</div><div>Cre:</div><div>Date</div><div>Last</div></div></div> <div><div>Items</div><div>Partners</div><div>Related Orders</div><div>Tracking</div><div>Notes</div><div>Payment Cards</div><div>Exceptions</div></div>

4	Copy and paste the customer's address into the fields on the website and click Find
5	Look at the list that generates and copy the additional 4 numbers on the zip code <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> 25 S MAIN ST STEWARTSTOWN PA 17363-4084 </div>
6	Click Edit on FSA
7	If needed, source the order, and then click Go to checkout
8	On the "Fulfillment Details" screen in FSA > add the additional 4 numbers to the "Ship-To" zip code and click Next
Note:	If it moves on to the next screen, finish processing the order like normal
Note:	If there is an additional pop up, cancel out of the order
9	Open the "verify address" email template from this file path: <i>M:\Ecomm & Ebay Apps\Ecomm Email Templates</i>
10	Fill in the customer's email & order number, change the "from" address to wismo@discounttire.com and send the email
11	Open the 'Notes' tab in FSA and click Edit Notes
12	Add the following note: <i>"Could not verify address, sent verify address email- added to exceptions"</i>
13	Click Save and use the back arrow to exit the order
14	Click the box to the left of the order number and click Assign Processor
15	Type "EXC" and wait until it generates "exc_team" in the drop down. Select that when it pops up, and then click Assign
FSA Filter for: Sidewall Exception	
<div style="display: flex; justify-content: space-between;"> <div> Date Created: From (09/01/2022) Authorization Block: No AVS Failure: No Address Validation Bypassed: Yes Expedited Shipping: No </div> <div> Fitment Validation Failure: No No Vehicle info: No Sidewall Exception: No Tread Design Exception: No Purchase Order Type: Hybris </div> </div>	
<div> <div>5-Exceptions * </div> <div> <div> <div>Search </div> <div>Order Number: </div> <div>Date Created: From (09/01/2022) </div> <div>Created By: </div> <div>Processor: </div> <div>Overall Status: </div> <div>Delivery Block: </div> <div>Authorization Block: </div> </div> <div> <div>AVS Failure: </div> <div>Address Validation Bypassed: </div> <div>Expedited Shipping: </div> <div>Fitment Validation Failure: </div> <div>No Vehicle Info: </div> <div>Tread Design Exception: </div> <div>Incomplete Order: </div> </div> <div> <div>Purchase Order Type: </div> <div>Hybris </div> </div> </div> <div style="text-align: right;">Adapt Filters (10) </div> </div>	
1	Once your filters are set and the list of exceptions are shown, open the order by clicking on the order number
2	Look at the item specs to see if it is a black / white sidewall OR if the sidewalls are actually different

3	<p>Send the customer the <i>black / white out email template</i> OR the <i>sidewall email template</i> with the correct tires & delete the photos in the template for the other tires</p> <div>  </div> <p>Your order number is</p> <p>Thank you for choosing Discount Tire Direct for your tire and/or wheel needs.</p> <p>Discount Tire Direct is mounting & balancing your wheel & tire package. Please respond and let us know if you'd like the Sidewall 1 or Sidewall 2 facing outward.</p> <div> <div>Mud Grappler</div> <div> <div>Sidewall 1</div>  <div>Sidewall 2</div>  </div> </div> <div> <div>Trail Grappler Mud Terrain</div> <div> <div>Sidewall 1</div>  <div>Sidewall 2</div>  </div> </div>
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