

## 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.

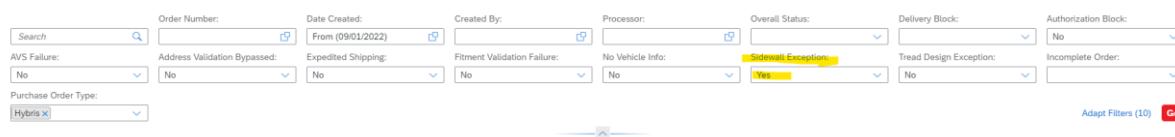
You will need the following tools open:

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

### **Process:**

STEP:	ACTION
<b>FSA Filter for: <i>Special instructions</i></b>	
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
4-Special Instructions 	
1	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
2	Read the notes in the special instructions box

	<p>If the notes say anything about a delivery instruction or instructions for an installer, click <b>Remove Delivery Block</b>. We cannot relay these instructions to FedEx or the installer so there is nothing to do with them</p> <p>Order #5010695217</p> <p><a href="#">Send Notification</a> <a href="#">Send Delivery Delay Notification</a> <a href="#">Remove Author</a></p> <p><b>3</b></p> <table border="1"> <tr> <td>Transaction Type: MAIL_ORDER</td><td>Sold-to: Stacy Burke</td><td>Ship-to: Stacy Burke</td><td>Tax Exception: <input type="checkbox"/></td><td>Delivery block: Z1 (Special Instruction)</td><td>Sub-Tot</td></tr> <tr> <td>Purchase Order Type: Hybris</td><td>23400 Heidi Dr</td><td>23400 Heidi Dr</td><td>Incomplete Order: <input checked="" type="checkbox"/></td><td>Shipping Method: F92 (FedEx- GROUND)</td><td>Tax: 47</td></tr> <tr> <td>Purchase Order Number: No Customer PO</td><td>Covington, LA 70435-6626</td><td>Covington, LA 70435-6626</td><td>Created By: MUL2ECCPRD</td><td>Processor: Juliette Sherrill</td><td>Total Sh</td></tr> <tr> <td>Shipped To Type: B2C</td><td>504-491-0414</td><td>504-491-0414</td><td>Date Created: 09/04/2023</td><td>Response Code: (Not Relevant)</td><td>Order T</td></tr> <tr> <td>AR Account Number: goofey1125@yahoo.com</td><td>goofey1125@yahoo.com</td><td>Last Updated: 09/05/2023</td><td>Authorization Block: <input type="checkbox"/></td><td>Status:</td><td></td></tr> </table> <p>Items Partners Related Orders Tracking Notes Payment Cards Exceptions</p> <p>Notes</p> <p>Special Instructions: Deliver tires next to garage door.</p>	Transaction Type: MAIL_ORDER	Sold-to: Stacy Burke	Ship-to: Stacy Burke	Tax Exception: <input type="checkbox"/>	Delivery block: Z1 (Special Instruction)	Sub-Tot	Purchase Order Type: Hybris	23400 Heidi Dr	23400 Heidi Dr	Incomplete Order: <input checked="" type="checkbox"/>	Shipping Method: F92 (FedEx- GROUND)	Tax: 47	Purchase Order Number: No Customer PO	Covington, LA 70435-6626	Covington, LA 70435-6626	Created By: MUL2ECCPRD	Processor: Juliette Sherrill	Total Sh	Shipped To Type: B2C	504-491-0414	504-491-0414	Date Created: 09/04/2023	Response Code: (Not Relevant)	Order T	AR Account Number: goofey1125@yahoo.com	goofey1125@yahoo.com	Last Updated: 09/05/2023	Authorization Block: <input type="checkbox"/>	Status:	
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<b>Note:</b>	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																														
<b>Note:</b>	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																														
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<b>2</b>	Look at the "Ship-To" address																														
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4	Copy and paste the customer's address into the fields on the website and click <b>Find</b>
5	Look at the list that generates and copy the additional 4 numbers on the zip code  
6	Click <b>Edit</b> on FSA
7	If needed, source the order, and then click <b>Go to checkout</b>
8	On the "Fulfillment Details" screen in FSA > add the additional 4 numbers to the "Ship-To" zip code and click <b>Next</b>
<b>Note:</b>	If it moves on to the next screen, finish processing the order like normal
<b>Note:</b>	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 &amp; Ebay Apps\Ecomm Email Templates</i>
10	Fill in the customer's email & order number, change the "from" address to <a href="mailto:wismo@discounttire.com">wismo@discounttire.com</a> and send the email
11	Open the 'Notes' tab in FSA and click <b>Edit Notes</b>
12	Add the following note: <i>"Could not verify address, sent verify address email- added to exceptions"</i>
13	Click <b>Save</b> and use the back arrow to exit the order
14	Click the box to the left of the order number and click <b>Assign Processor</b>
15	Type "EXC" and wait until it generates "exc_team" in the drop down. Select that when it pops up, and then click <b>Assign</b>
<b>FSA Filter for: Sidewall Exception</b>	
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5-Exceptions * 	
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

Send the customer the *black / white out email template* OR the *sidewall email template* with the correct tires & delete the photos in the template for the other tires

**3**

**DISCOUNT<sup>®</sup>**  
**TIRE DIRECT**

Your order number is

Thank you for choosing Discount Tire Direct for your tire and/or wheel needs.

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.

Mud Grappler

**Sidewall 1**  **Sidewall 2** 

Trail Grappler Mud Terrain

**Sidewall 1**  **Sidewall 2** 

**Contact:**

Julie Sherrill - [julie.sherrill@discounttire.com](mailto:julie.sherrill@discounttire.com)

Jim Gelowitz - [james.gelowitz@discounttire.com](mailto:james.gelowitz@discounttire.com)