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.
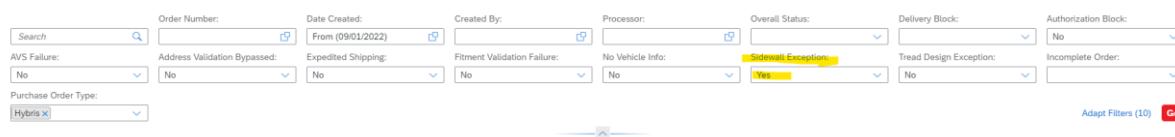
You will need the following tools open:

- 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: *Special instructions*	
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
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 Items Partners Related Orders Tracking **Notes** Payment Cards Exceptions Items | Standard ⌄ Article Brand Article Description Vehicle
2	Read the notes in the special instructions box

3	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
Note:	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
Note:	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

<table>
<tr><td colspan="2" align="center">FSA Filter for: <i>Address Validation Bypassed</i></td></tr>
<tr><td>Date Created: From (09/01/2022)</td><td>Fitment Validation Failure: No</td></tr>
<tr><td>Authorization Block: No</td><td>No Vehicle info: No</td></tr>
<tr><td>AVS Failure: No</td><td>Sidewall Exception: No</td></tr>
<tr><td>Address Validation Bypassed: Yes</td><td>Tread Design Exception: No</td></tr>
<tr><td>Expedited Shipping: No</td><td>Purchase Order Type: Hybris</td></tr>
</table>

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 "Ship-To" address
3	If the zip code is only *5 digits*, open USPS here

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 25 S MAIN ST STEWARTSTOWN PA **17363-4084**
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: *M:\Ecomm & Ebay Apps\Ecomm Email Templates*
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: "*Could not verify address, sent verify address email- added to exceptions*"
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*

Date Created: From (09/01/2022)	Fitment Validation Failure: No
Authorization Block: No	No Vehicle info: No
AVS Failure: No	Sidewall Exception: No
Address Validation Bypassed: Yes	Tread Design Exception: No
Expedited Shipping: No	Purchase Order Type: Hybris

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	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

Contact:
Julie Sherrill - julie.sherrill@discounttire.com
Jim Gelowitz - james.gelowitz@discounttire.com