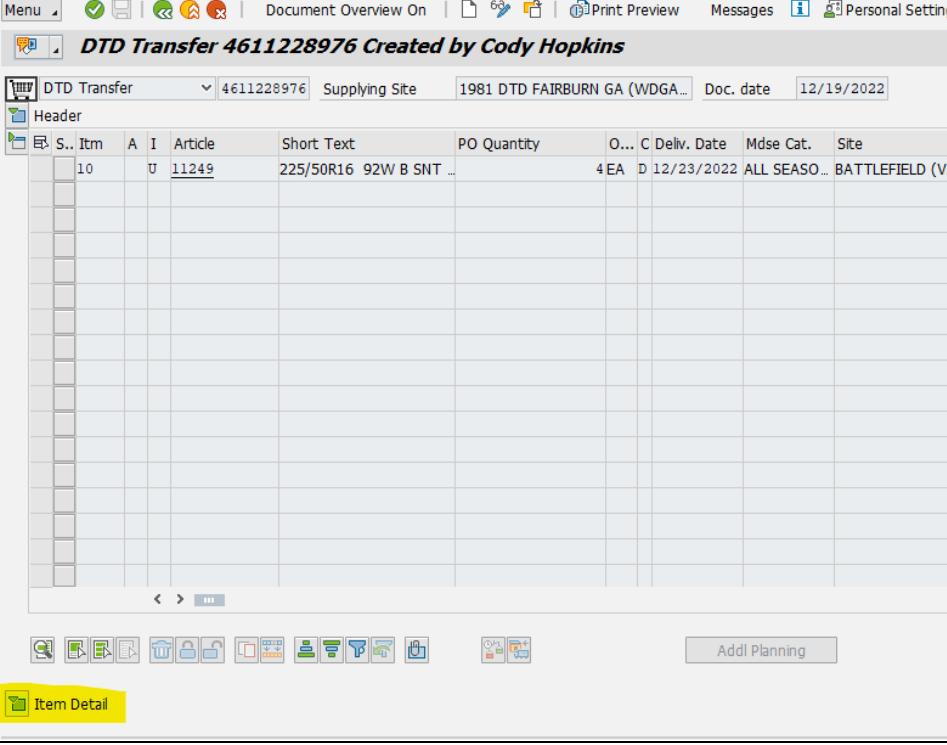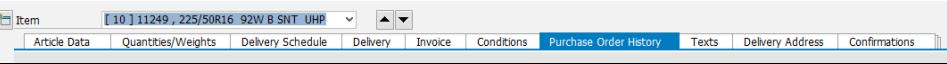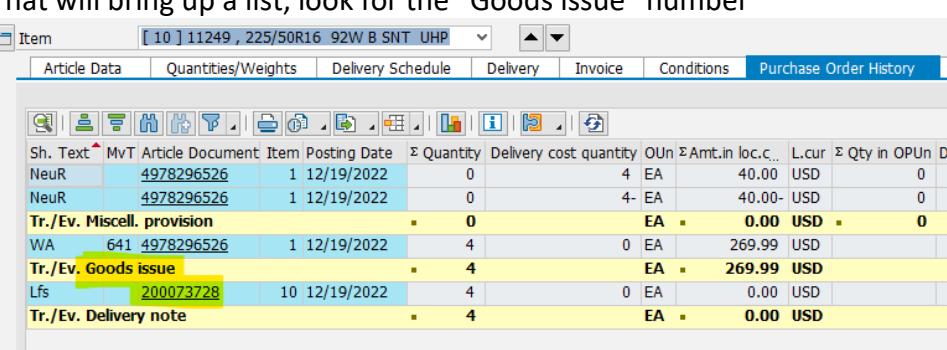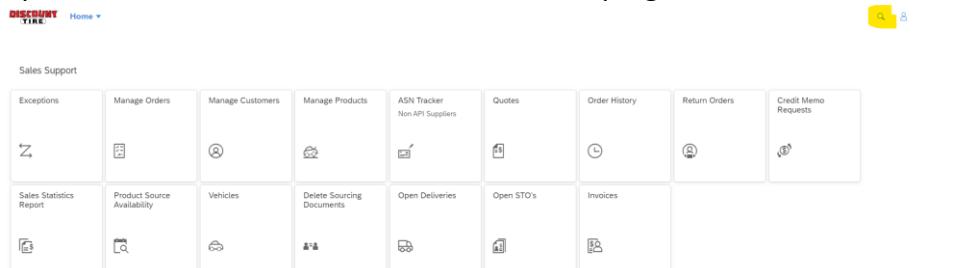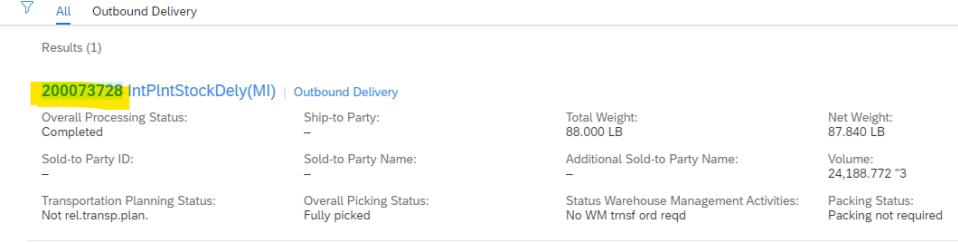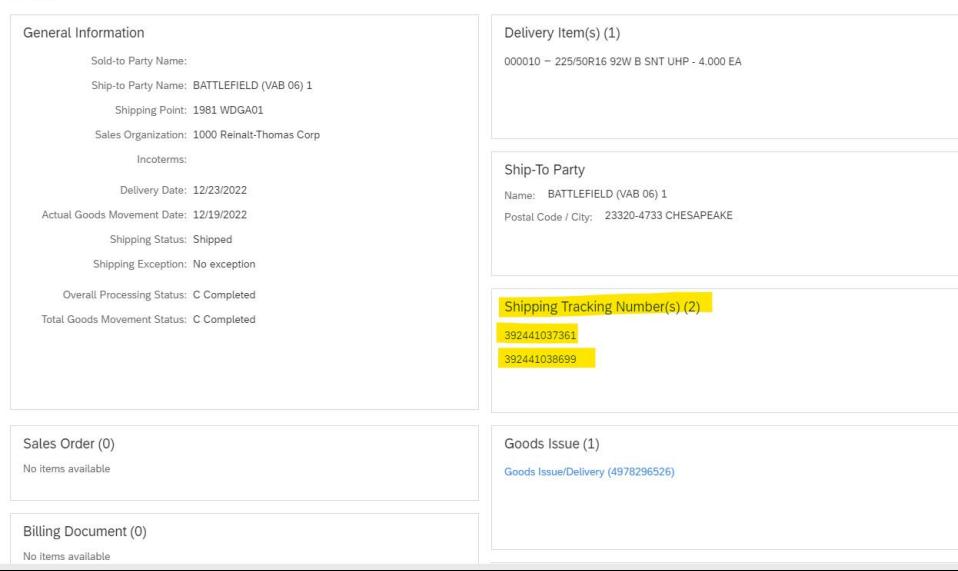# Store Calls

**Purpose:**

How to handle store calls

**What you need:**

- FSA, FedEx, SAP/Netweaver
- Customer care: 800-385-3322
- Sales: 800-589-6789
- Fitment: 480-606-7400
- Fleet: 866-895-803

**Process:**

| STEP | ACTION |
|---|---|
| *Note:* | When you receive the call, the store will ask: "*Can you check stock on a tire/wheel/cap/product?*" or "*This product is showing in territorial but when I check shop it does not let me order*" |
| 1 | Ask for the article number if they have not already given it |
| 2 | Go to "Manage Products" in FSA |
| 3 | If it is a wheel or accessory, change the "product type" drop down to the correct type |
| 4 | Type in the article number and click **Go** |
| 5 | Click on the **article number** to pull up the screen that shows availability |
| 6 | If the product is in stock, say:<br>"This is available out of XXDC and you can place the order on SHOP"<br><br>If the product is out of stock, say:<br>"This product is not available in any of our DCs"<br><br>If they ask why it is showing in territorial, explain that territorial shows stock that has already been allocated and that is in the virtual DC, but SHOP is accurate and will not show anything that is not available to order. |
| 7 | *Store may say:*<br>"Can I get tracking on this order?" or "We placed this order, and it still shows processing" |
| 8 | Open ME23N in Netweaver/SAP |
| 9 | Ask for their PO/STO number and enter it into Netweaver/SAP |

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| **10** | Once the PO has opened, click the **Item Detail** button in the bottom left corner<br><br> |
| **11** | Click the **Purchase order history** tab<br><br> |
| **12** | That will bring up a list, look for the "Goods issue" number<br><br> |

| 13 | Open FSA and click the search button in the top right corner  |
|---|---|
| 14 | Type the Goods issue number into the search bar and click **Search** |
| 15 | Click the goods issue number in the search results  |
| 16 | This will pull up the PO information and show the tracking numbers  |
| 17 | Copy and paste the tracking numbers into FedEx |
| 18 | Tell the store what the estimated delivery date and if they request it, give them the master tracking number for the order |
| 19 | ***Store may say:*** "They sent me the wrong product, how do I send it back?" or "The customer does not want this product anymore, can I send it back?" |

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| 20 | Let them know that we cannot take any returns from stores. (Due to a protocol placed by Corporate, once a product is ordered by a store it must be keyed at that store and cannot be returned. The cost of shipping and the added risk of the product getting lost or damaged during shipping is not acceptable when managing expenses) |
| 21 | If they ask what they are supposed to do with them: Tell them to put it into their stock and try to sell to a different customer, or if needed another store may order the product from them |
| 22 | ***Store may say:*** "I just created this order; can I cancel it?" |
| 23 | Tell them to find the order on SAP and click **delete row** and then **save** if it allows them to save it. Then the order has been deleted. If it does not allow them to save it or gives them an error, the order has already posted and cannot be deleted or changed. (DC orders tend to post within 5 minutes of placing an order so they likely will not be able to cancel) |
| 24 | ***Store may say:*** "Can I expedite the shipping on this order?" |
| 25 | No, there is no guarantee that product will actually ship NextDay or 2nd Day air due to how quickly orders post to the DC. Inform the store that we are unable to expedite shipping and the product will get there as quickly as possible using normal shipping method |
| 26 | ***Store may say:*** "Can I get these tires heat cycled or studded?" |
| 27 | Yes <u>If the DC has the tires in stock</u> -Tell them to create a "DTD transfer" or "will call transfer". Add the article and quantity. Click "shipping instructions" and select "studding" or "heat cycling" and hit save/print <u>If the DC does not have the tires in stock but the store does</u> -Inform the store that they will need to contact the DC via phone or email and have them create an STO from the store for the tires. They will then heat cycle or stud the tires and then the store can create another STO to get the tires back from the DC |
| 28 | ***Store may say:*** "Can you tell me if these wheels work on this car?" "Can you tell me what lugs or caps go with this wheel?" "What wheels do you have in a 20x9.5 5-115?" or anything else fitment related |
| 29 | Tell them the fitment group can answer any of their questions and give them the number 480-606-7400 |
| 30 | ***Store may say:*** "This is FedEx ground, we have a delivery and the address is incorrect or incomplete." |

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| **31** | Ask for the tracking number for the order and enter it on the FedEx website |
| **32** | Scroll down to find the PO number |
| **33** | Open SAP/Netweaver and change the site to 2116 |
| **34** | Go to "Receiving" and "view/edit orders" and type or paste the PO number. (*If it does not pull up an order, try a different site number until you find the correct one*) |
| **35** | When the order pulls up, click "Display Details" |
| **36** | Find the "Sales Document" Number and enter it in FSA under Manage orders |
| **37** | Click on the order and ask the person what shipping address they have |
| **38** | If the address you see has more information than what they tell you (apartment number or suite number), give them the additional information<br><br>If the address you see is the same as what they tell you, let them know you have the same address and give them a contact number for the customer |
| **39** | Customer calls: You can tell because they will not tell you what store they are from or introduce themselves and will usually just start asking questions about ordering tires, you can ask if they are calling from a Discount Tire store |
| **40** | Nicely let them know that they have reached the store support line and we cannot help with any ordering or tracking for customers, but we have other teams who can help them. Give them the correct phone number for sales if they are looking to purchase tires or to customer care if they have any other issues<br><br>Customer care: 800-385-3322<br>Sales: 800-589-6789 |

## Contact:

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