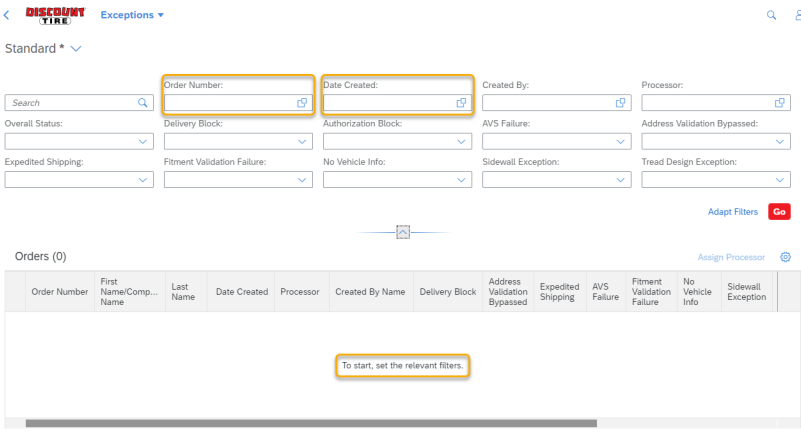


eBay Order Processing

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.

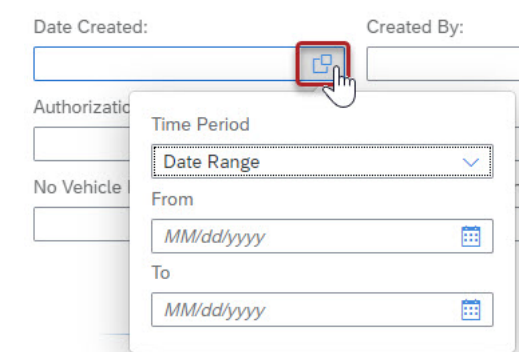
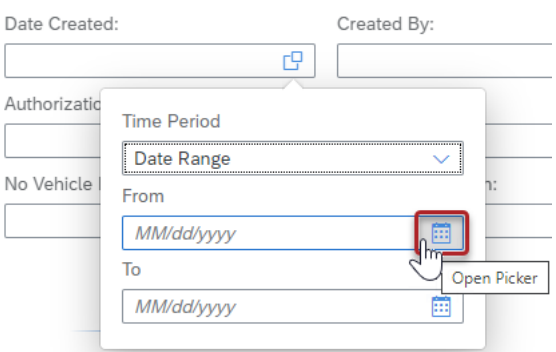
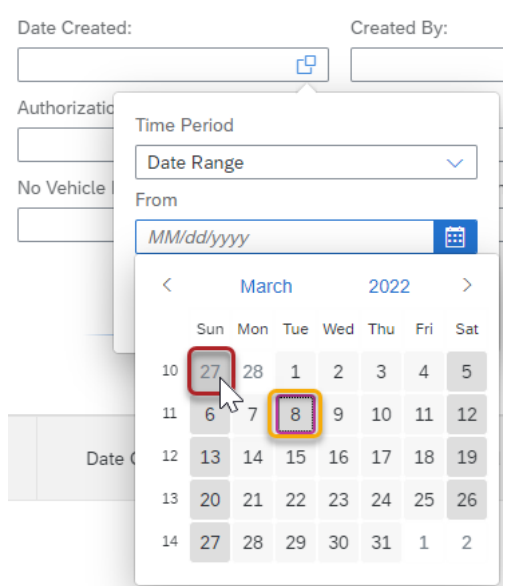
Purpose These directions provide the steps for processing an eBay order within FSA.

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	Click the Exceptions tile. 
2	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. 

Continued on next page

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

3	Click the icon in the 'Date Created' field. 
4	Click the calendar icon in the 'From' field to open the date picker. 
5	Select a start (From) date for the 'Date Range'. For this example, select February 27th. 

Continue on next page

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

6

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.

The screenshot shows a search form with fields for 'Date Created', 'Created By', 'Authorization', 'No Vehicle', and 'Date'. A 'Time Period' dropdown is set to 'Date Range'. The 'From' field is '02/27/2022'. The 'To' field is 'MM/dd/yyyy' with a calendar icon. A calendar for March 2022 is open, showing dates from 1 to 31. A red arrow points to the date '8' in the calendar.

7

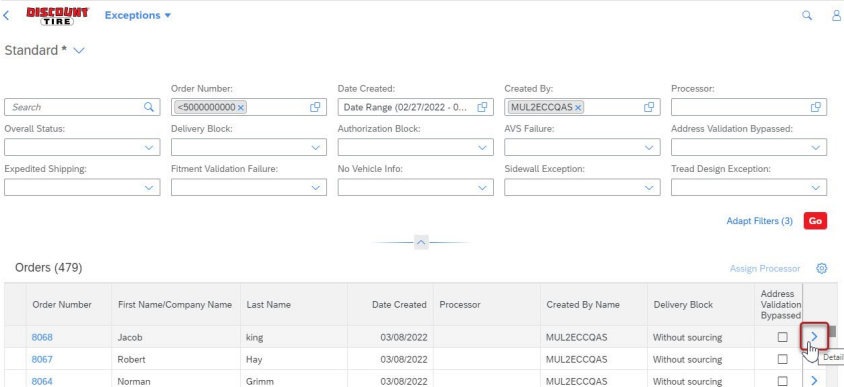
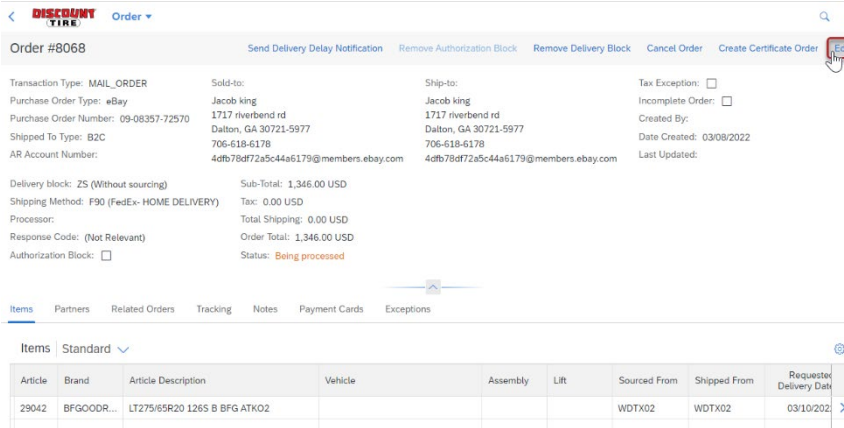
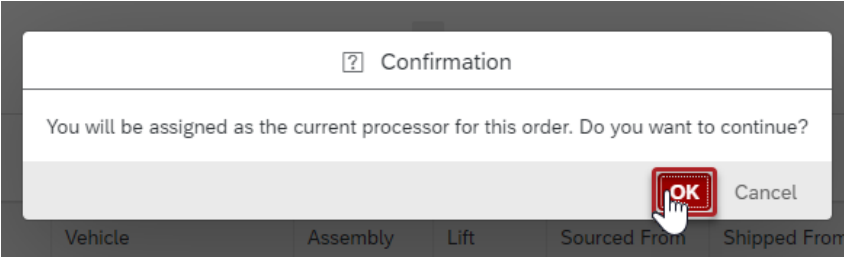
Continue to narrow your search by using other fields. When done, click **Go**.

The screenshot shows the search form with various filters. The 'Order Number' field is highlighted with a yellow box and contains '<5000000000x'. The 'Date Created' field is highlighted with a yellow box and contains 'Date Range (02/27/2022 - 0...'. The 'Created By' field is highlighted with a yellow box and contains 'MUL2ECCQAS'. The 'Processor' field is highlighted with a yellow box and contains 'MUL2ECCQAS'. The 'Go' button is highlighted with a red box. Below the filters, there is a table with columns: Order Number, First Name/Company Name, Last Name, Date Created, Processor, Created By Name, Delivery Block, Address Validation Bypassed. The table is currently empty, showing 'Orders (0)'. Below the table, it says 'To start, set the relevant filters.'

Continued on next page

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	Click the chevron for the order. 
9	Click the Edit link. 
10	Click OK. 

Continued on next page

eBay Order Processing – Confirming the Order Shipping (continued)

11

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 Dalton, GA 30721-5977 Fraud Flag: ☐ Sub-Total: 1,346.00 USD Tax: 0.00 USD Order Total: 1,346.00 USD

Customer ID: W001058797 Ship To Zip Code: 30721-5977 Customer Vehicle: Assembly: Lift:

Customer Type: RETAIL 706-618-6178

Account Type: 4dfb78df72a5c44a6179@members.ebay.com

AR Account Number:

Number of Items: 1

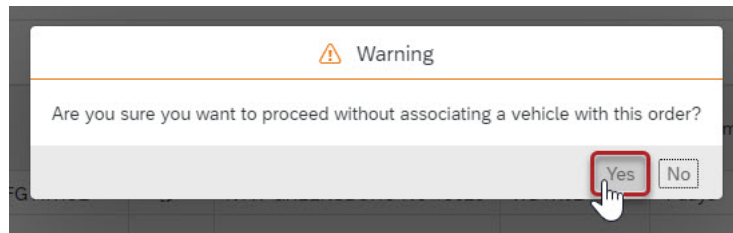
Article	Brand	Article Description	Notes	Sourced From	Shipped From	Lead Time	FET	Quantity	Price
29042	BFGOODR...	LT275/65R20 1265 B BFG ATK02		NTW-GREENSBORO NC #3025	WDTX02	4 days	0.00	4	420.00

Go to Checkout Cancel

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.

12

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



13

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

1. Fulfillment Details

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

Continued on next page

eBay Order Processing – Confirming the Order Shipping (continued)

N/A	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 Use Address Entered. Ship-to Address Verification <table><tr><td>Address Entered: 9395 n 4800 w Elwood, UT 84337-8790 Edit Address Entered Use Address Entered</td><td>USPS Corrected Address: 9395 N 4800 W Tremonton, UT 84337-8790 Use USPS Address</td></tr></table>	Address Entered: 9395 n 4800 w Elwood, UT 84337-8790 Edit Address Entered Use Address Entered	USPS Corrected Address: 9395 N 4800 W Tremonton, UT 84337-8790 Use USPS Address																																									
Address Entered: 9395 n 4800 w Elwood, UT 84337-8790 Edit Address Entered Use Address Entered	USPS Corrected Address: 9395 N 4800 W Tremonton, UT 84337-8790 Use USPS Address																																											
14	In this example, the 'Shipping Method' is 'FedEx – HOME DELIVERY'. If not, select it from the drop-down. Then click Next. Items: 1 1 Fulfillment Details 2 Calculate Shipping 3 Notes 4 Order Summary Calculate Shipping <table><tr><td colspan="2">Shipping Address</td><td>Shipping Details</td></tr><tr><td>Ship To:</td><td>State:</td><td>Residential Shipping:</td></tr><tr><td>Customer</td><td>GA</td><td>☒</td></tr><tr><td>Name:</td><td>Zip Code:</td><td>Service Type:</td></tr><tr><td>Jacob king</td><td>30721-9977</td><td></td></tr><tr><td>Address Line 1:</td><td>Country:</td><td>*Shipping Method:</td></tr><tr><td>1717 Riverbend Rd</td><td>US</td><td>F90 (FedEx- HOME DELIVERY)</td></tr><tr><td>Address Line 2:</td><td>Email:</td><td>Ground Shipping Cost:</td></tr><tr><td></td><td>4dfb78df72a5c4a6179@members.ebay.com</td><td>0.00 USD</td></tr><tr><td>City:</td><td>Phone:</td><td>Shipping Cost:</td></tr><tr><td>Dalton</td><td>706-618-6178</td><td>0.00 USD</td></tr></table> Shipping Rates <table><thead><tr><th>Carrier</th><th>Shipping Method</th><th>Service Level</th><th>Delivery</th><th>Rate Type</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> View Cart Previous Next Cancel	Shipping Address		Shipping Details	Ship To:	State:	Residential Shipping:	Customer	GA	☒	Name:	Zip Code:	Service Type:	Jacob king	30721-9977		Address Line 1:	Country:	*Shipping Method:	1717 Riverbend Rd	US	F90 (FedEx- HOME DELIVERY)	Address Line 2:	Email:	Ground Shipping Cost:		4dfb78df72a5c4a6179@members.ebay.com	0.00 USD	City:	Phone:	Shipping Cost:	Dalton	706-618-6178	0.00 USD	Carrier	Shipping Method	Service Level	Delivery	Rate Type					
Shipping Address		Shipping Details																																										
Ship To:	State:	Residential Shipping:																																										
Customer	GA	☒																																										
Name:	Zip Code:	Service Type:																																										
Jacob king	30721-9977																																											
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Address Line 2:	Email:	Ground Shipping Cost:																																										
	4dfb78df72a5c4a6179@members.ebay.com	0.00 USD																																										
City:	Phone:	Shipping Cost:																																										
Dalton	706-618-6178	0.00 USD																																										
Carrier	Shipping Method	Service Level	Delivery	Rate Type																																								
15	If needed, add special instructions into the Notes. Then click Next. Items: 1 1 Fulfillment Details 2 Calculate Shipping 3 Notes 4 Order Summary 3. Notes Special Instructions: Car Care: Agent Notes: View Cart Previous Next Cancel																																											

Continued on next page

eBay Order Processing – Confirming the Order Shipping

16

Review the Order Summary. If it is correct, click **Make Payment**.

Items: 1

1 Fulfillment Details 2 Calculate Shipping 3 Notes 4 Order Summary

4. Order Summary

Shipping Address		Billing Address		Other Info	
Ship To: Customer	Bill To: Jacob king	Delivery block:		Shipping Method: F90 (FedEx- HOME DELIVERY)	
Name: Jacob king	Address Line 1: 1717 riverbend rd	Shipping Cost: 0.00 USD		Tax Exemption Certificate:	
Address Line 2: 1717 Riverbend Rd	Address Line 2:				
City: Dalton	City: Dalton				
State: GA	State: GA				
Zip Code: 30721-5977	Zip Code: 30721-5977				
Country: US	Country: US				
Email: 4dfb78df72a5c44a6179@members.ebay.com	Email: 4dfb78df72a5c44a6179@members.ebay.com				
Phone: 706-618-6178	Phone: 706-618-6178				

Items

Article	Brand	Article Description	Sourced From	Shipped From	Requested Delivery Date	Quantity	Price	Override Price	Net Price	Notes
29042	BFGOODRICH	LT275/65R20 1265 B BFG ATK02	NTW-GREENSBORO NC #3025	WDTX02	03/08/2022	4	420.00	336.50	1,346.00	View

View Cart Previous **Make Payment** Cancel

17

The payment information is already filled in for all eBay orders, click **Update Order**.

< **DISCOUNT TIRE** Order ▾

Payment for Order #8068

Customer Name: Jacob king Address: 1717 riverbend rd Fraud Flag: ☐
 Customer ID: W001058797 Dalton, GA 30721-5977 Ship To Zip Code: 30721-5977
 Customer Type: RETAIL 706-618-6178 Customer Vehicle:
 Account Type: 4dfb78df72a5c44a6179@members.ebay.com Assembly:
 AR Account Number: Lift:

Payment Cards Information

Card Type	Expiration Date	Amount	Authorized Amount	Card Number (Token)
Paypal eBay	12/9999	0.00 USD	1,346.00 USD	09-08357-72570

Copy Card Add Card

Payment Totals

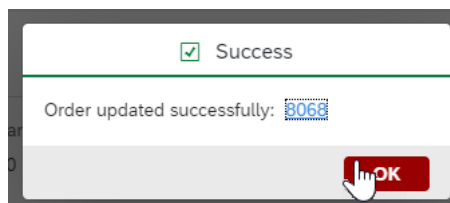
Pay Amount:	Balance:	Collected:
1,346.00 USD	0.00 USD	1,346.00 USD

Back to Checkout **Update Order** Cancel

Note: If the payment information is not already filled out, speak with your manager or trainer to learn how to fill out the payment information.

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Click **OK** in the 'Success' message pop-up.



Contact

Contact the Service Desk at support@discounttire.com or 800-366-4399.