

## OMS/FSA FAQs for Discount Tire Leaders and Employees – December 2021

### Q What is the Order Management System (OMS)?

A The OMS is an enterprise solution that will help us improve our processes for placing and fulfilling a customer's order. The HUB offered a basic solution to fulfillment but was not supported by the rest of the company or integrated with Evolve. OMS changes that by integrating a sales system with a fulfillment solution. It is also part of the foundation needed to make One Discount Tire a possibility.

The OMS operates on the proven SAP Sales and Distribution Application. Discount Tire has incorporated the FIORI user interface on top of the SAP Sales and Distribution application to make it easy for us to learn and use. Going forward, we will refer to OMS as the FIORI Sales App or FSA; therefore, the OMS and FSA acronyms are interchangeable.

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### Q How will we use the OMS?

A The SAP FIORI Sales Application (FSA), an easy-to-learn and use interface, will allow Sales, Customer Care, and Support Agents to interact with OMS. Once fully implemented in 2022, FSA will be the single system used by all call center agents to seamlessly help customers select, compare, purchase, exchange, and return products regardless of the sales channel.

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### Q How will the FSA improve our experience?

A The FSA utilizes advanced logic and integration to enable agents to quickly help customers compare, select, and purchase their product. Because our supplier network will be integrated into FSA (unlike the HUB), agents will see real-time inventory availability which will help them and customers choose the best options available. Advanced automation will take care of product ordering, fulfillment, and shipping, thereby reducing shipment times and eliminating the need for Support Agents to manually process purchase orders.

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### Q What will the FSA provide that we do not have today?

A The FSA will provide agents with a single view of all customers and all orders regardless of the sales channel. It automates many manual time-consuming ordering and fulfillment processes improving efficiency and often reducing customer order times. TREADWELL and the Fitment Guide are integrated in FSA making this process easy and fast. The FSA will enable the ability to select Roadie to ship the product when appropriate, often delivering products the same day.

The FSA also integrates automated customer notifications which will keep customers up-to-date on the status of their order and installation dates. This will reduce the number of outbound follow-up calls while improving the customer service experience. The application will provide a single view of inventory across all DCs and Secondary Suppliers in real time.

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### Q How will the FSA help improve our online business performance and customer experiences?

A The FSA will enable true transactional purchases for online orders. When supply is available, orders will be finalized including capturing and authorizing the customer's credit card. This will then kick-off a set of processes to automatically initiate, fulfill, bill, and ship the order to the customer's chosen location.

**Q How will the FSA impact our company and our teams?**

A The FSA will improve certain aspects of employee job roles, such as reduce the amount of manual work necessary for agents to fulfill orders and handle returns or exchanges, therefore more quickly resolving other customer issues. The application also integrates many best practice processes that reduce the number of steps and time necessary to complete important tasks and workflows.

The FSA implements several system and operational components that will enable us to move closer towards the One Discount Tire model that we envisioned several years ago. Therefore, it will improve efficiency, reduce costs, and improve our employee and customer experience.

**Q When will the FSA be available?**

A The FSA go-live for DTD and Customer Care is planned for April 4<sup>th</sup>, 2022. We will continue to update all teams with more details around testing and training dates as we get closer to the go-live date.

**Q What do I need to do now and in the future as it relates to the FSA?**

A There is nothing you need to do for now, but you should be on the lookout for communications from your manager or from the OMS Team as we get farther along in the project. You should also look for invitations or emails related to future FSA Information Sessions, and FSA Training Activities.

**Q How will DT help me learn the FSA and make sure I am ready when we start using it with our customers?**

A We are planning a comprehensive training program along with on-the-ground support to get you ready to use the application. For now, based on preliminary feedback from your coworkers who have used the application, keep in mind that the FSA will be easy-to-learn and use, more like your smart phone than existing systems.

**Q How will job roles change after the FSA is implemented?**

A There will be some job role changes in DTD based on the FSA providing automation of some existing tasks. We are continuing to work closely with the OMS project team to determine the details of what is changing and where we will need additional resources to support our customers.