SHOP Frequently Asked Questions

Q: If I try to create an order with an electronic supplier and I get a failure message back, what should I do?

A: If you order from an electronic supplier and the transmission fails, you now can retransmit that order again through SHOP History. To do this, go into 'SHOP History' and click **Transmission Failures**. Look for any orders with a transmission status of Failed and click the Retransmit button.

Q: Where do I go to find a nearby store to transfer product from?

A: Once selecting the product you want to order, there are two tabs along the top of the results screen. The first tab, which is the preferred tab to use, will contain external suppliers. The second tab will contain internal locations, and this is now where nearby stores are located. The default view will display only a handful of the closest locations with available inventory. If you need to see additional store locations, you can choose the **Display All** view from the dropdown.

Q: How does SHOP determine where to purchase from?

A: Discount Tire is focused on delivering the best possible customer experience at the lowest possible cost. To continue to meet this promise, the new sourcing logic in SHOP is designed to provide you with the best combination of lowest cost and fastest Lead Time for fulfillment and delivery of product. There are many factors that go into this logic including: Lead Time, Product Cost, Estimated Freight Cost, and Strategic Supplier Prioritization, among other factors. We encourage you to trust the results that are coming from SHOP in the order they are displayed.

Q: When searching for available inventory, why is a wholesale vendor my first available option?

A: This is due to the new automated decision logic that has been designed. The decision logic takes many factors into account when determining the best option, and Lead Time is a significant factor. Therefore, you may not see the traditional transfer program location if the Lead Time is significantly greater.

Q: What if a Discount Tire location (Store or DTD) is not displaying at all even after selecting Display All from the View dropdown menu?

A: SHOP uses 'Available To Sell' when displaying inventory for Discount Tire locations. This means that for Stores or DTD, it will subtract Reservations (Layaways and Web Orders) from the On Hand quantity, and for Managed Inventory it will subtract pending Outbound Orders from the On Hand quantity. By contrast, your Territorial Stock view in the POS only displays On Hand, so we encourage you to always go by what SHOP shows (or doesn't show) for an accurate view of availability.

Q: If I email my vendor the PO, should I also call them to have the order created?

A: No. If you email the PO, do NOT phone the vendor. Emailing and calling will cause a double order.

Note: You will need to call prior to creating the order to ensure stock availability.

Q: An item ordered using SHOP did not show up by the Estimated Lead Time.

A: Please keep in mind, the Estimated Lead Time is only an estimate. It is possible that it may take an item longer than expected to arrive. If you notice that some locations are consistently delivering product quite a bit past the Estimated Lead Time, please bring that to the attention of the Help Desk.

Q: How do I view my order history for SHOP?

A: You can access SHOP History from the MIM dashboard.

Q: Can I add multiple items to a single PO using SHOP?

A: Unfortunately, you cannot currently add multiple items to the same PO in SHOP; each item will need to have separate PO's.

Q: When searching by article type, SHOP is telling me, "No data found for the selected criteria."

A: By default, SHOP will not display articles with zero stock across the supply network. To display these items, you can change the Quantity dropdown menu in the Search Options from Exclude Out of Stock to Display All.

Q: Why am I not seeing a preferred store on the Item Checkout page?

A: By default, the Item Checkout page limits the number of results to give you a quicker browsing experience. You can change this by selecting Display All from the View dropdown menu above the Location Type column of the page.

Q: A layaway or invoice I just created in the POS is not showing up in SHOP.

A: Due to the way the system backend works, it may take a minute or two after a reference is created in the POS for the reference to show in SHOP.

Provided by: IT Supply Chain – Robert Ralph
Designed by: L&D – MCS

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