

Synchrony/Discount Tire Car Care Lookup

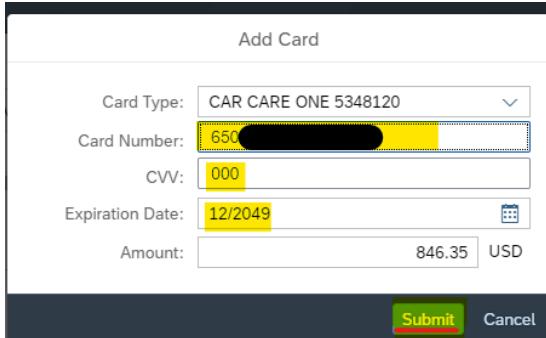
Purpose:

To perform action of looking up a customer's Synchrony/Discount Tire Car Care Account

Guidelines:

Follow these steps when a customer's DT credit card account is unknown

Process:

STEP	ACTION
Note:	If the customer does not have their Car Care One Card number, you will need the customer's last 4 of their social security number or the phone number that is linked to their account
	CALL SYNCHRONY 866-396-8254 Once in the automated system, Select "1" for retail merchant option. Select "3" card colder account look up. Select "3" again for client services and a live agent will pick up
	The agent will ask for our Merchant Number (5348120000516187) and the customer's phone number linked to the account
	If all the information is correct the Synchrony agent will provide the account information
1	Enter the Card information in the Card number field. **DO NOT WRITE CARD NUMBER DOWN OR REPEAT CARD NUMBER BACK TO THE CUSTOMER** If the customer requests the card number direct the customer to contact Synchrony.
2	Enter "000" for the security code
3	Enter "12/2049" as the expiration date
4	Click submit to add the card information to Fiori 
5	Click Place Order to complete the order

Contact:

Please see an assistant manager or manager with questions.