

Corporate Refund Check Request

Purpose:

Customer Care agents will follow these instructions when a corporate check is required to reimburse a store customer or DTD customer

Guidelines:

For DT store customers not in an area of a store or DTD customers who do not have a profile in Fiori (FSA) that need to replace a tire away from a DT location or cannot wait for a replacement

Process:

STEP	ACTION
1	The customer will need to provide a paid-in-full invoice for the replacement tire
2	If there is no customer profile in FSA, build it and update Agent Profile notes with applicable details
3	Email the paid-in-full invoice for the replacement tire along with the original DT store or DTD invoice to DTD_Cash for processing
4	Set the expectation with the customer that they will receive a check in 3 weeks or sooner

Email Template:

To: dtd_cash@discounttire.com

Hello Admin,

Please have a reimbursement check processed for customer, XXX, for \$XXX. The original Discount Tire invoice and the recent invoice for service / replacement are attached. A profile has been updated with notes in FSA

Contact:

Please see an assistant manager or manager with questions.