

## Retail - Bank Wire Transfer

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<b>Purpose</b>	To instruct employees on the proper way to use a bank wire transfer.										
<b>Guidelines</b>	<p>A bank wire transfer is when the customer has their bank send our bank funds. It is used:</p> <ul style="list-style-type: none"> <li>• When customers are outside of the USA and Canada.</li> <li>• To help prevent fraudulent purchases.</li> <li>• At the request of the customer.</li> </ul> <p>As an alternate payment method when CC or PayPal is not an option for the customer.</p>										
<b>Creating Order</b>	<table border="1"> <thead> <tr> <th>Step</th><th>Action</th></tr> </thead> <tbody> <tr> <td>1</td><td>Create a layaway in the POS to hold product for your customer.</td></tr> <tr> <td>2</td><td>In the form comments notate that customer will pay with bank wire transfer, as well as any other pertinent information.</td></tr> <tr> <td>3</td><td>Provide customer with link to Bank Wire Transfer details on the website or email the details to the customer.</td></tr> <tr> <td>4</td><td>If customer follows directions correctly, Admin will contact you when transfer is received so you may finalize the order.</td></tr> </tbody> </table>	Step	Action	1	Create a layaway in the POS to hold product for your customer.	2	In the form comments notate that customer will pay with bank wire transfer, as well as any other pertinent information.	3	Provide customer with link to Bank Wire Transfer details on the website or email the details to the customer.	4	If customer follows directions correctly, Admin will contact you when transfer is received so you may finalize the order.
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<b>Conversation</b>	<p>It is important that your customer understands they need to request a "Bank Wire Transfer" and not to deposit funds into our account.</p> <p>Inform customer of the special notes at the bottom of the bank wire transfer details.</p> <ul style="list-style-type: none"> <li>• Agent name and order number are used to apply the funds to the correct order. Without these it will delay processing of the order</li> <li>• The \$15.00 fee is only for International Transfers (use article 80085)</li> <li>• Domestic Wire Transfers are instant if done M-F 8:00am-4:00pm</li> </ul> <p>International will take up to 48 <u>business</u> hours to receive.</p>										
<b>Bank Wire Transfer Details</b>	<p>Customers can access the bank wire details on our website:  <a href="https://www.discounttiredirect.com/financing/payment-methods">https://www.discounttiredirect.com/financing/payment-methods</a>  Or you may email them the information. Copy and paste the information below to email your customer.</p> <ul style="list-style-type: none"> <li>• <b>Bank Name:</b> Wells Fargo Bank, N.A.</li> <li>• <b>Bank Address:</b> 420 Montgomery San Francisco, CA 94104</li> <li>• <b>Routing Transit# (RTN/ABA - Domestic Wires):</b> 121000248</li> <li>• <b>SWIFT/BIC Code (International Wires):</b> WFBUS6S</li> <li>• <b>Beneficiary Account Number:</b> 4121-152813</li> <li>• <b>Beneficiary Account Name:</b> Discount Tire Direct</li> </ul> <p><b>Note:</b>* For Reference - please include sales agent name and/or Order#.  * A \$15.00 fee will be added to your order for a Bank Wire Transfer. In addition, most banks charge a separate outgoing wire transfer fee, which will be your responsibility.  * Domestic Wire Transfers are usually received within 24 business hours and International Wire Transfers can take up to 48 business hours to receive.</p>										
<b>Contact</b>	Please see your manager if you have any questions.										