

Retail - Bank Wire Transfer

Purpose

To instruct employees on the proper way to use a bank wire transfer.

Guidelines

A bank wire transfer is when the customer has their bank send our bank funds.

It is used:

- When customers are outside of the USA and Canada.
- To help prevent fraudulent purchases.
- At the request of the customer.

As an alternate payment method when CC or PayPal is not an option for the customer.

Creating Order

Step	Action
1	Create a layaway in the POS to hold product for your customer.
2	In the form comments note 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.

Conversation

It is important that your customer understands they need to request a "Bank Wire Transfer" and not to deposit funds into our account.

Inform customer of the special notes at the bottom of the bank wire transfer details.

- Agent name and order number are used to apply the funds to the correct order. Without these it will delay processing of the order
- The \$15.00 fee is only for International Transfers (use article 80085)
- Domestic Wire Transfers are instant if done M-F 8:00am-4:00pm

International will take up to 48 business hours to receive.

Bank Wire Transfer Details

Customers can access the bank wire details on our website:

<https://www.discounttiredirect.com/financing/payment-methods>

Or you may email them the information. Copy and paste the information below to email your customer.

- **Bank Name:** Wells Fargo Bank, N.A.
- **Bank Address:** 420 Montgomery San Francisco, CA 94104
- **Routing Transit# (RTN/ABA - Domestic Wires):** 121000248
- **SWIFT/BIC Code (International Wires):** WFBUS6S
- **Beneficiary Account Number:** 4121-152813
- **Beneficiary Account Name:** Discount Tire Direct

Note:* 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.

Contact

Please see your manager if you have any questions.
