

Applying for the Discount Tire Card

Introduction

The Discount Tire card electronic application process is a fast and convenient way for store customers to apply directly on the card reader.

We protect private customer information by providing a secure electronic method for customers to apply for the Discount Tire card.

We no longer need to:

- Key in customer information from paper applications
- Safeguard and manage paper applications
- Write down private customer information

This document explains how to help your customer safely apply for the Discount Tire card using the POS and card reader.

Please refer to [**Discount Tire Card Account Lookup and Transactions**](#) for additional information.

Guidelines

The Discount Tire card is for individual retail customer use only. No business accounts.

You must verify that the person applying for the Discount Tire card matches the identification that they provide to you.

Currently the POS/card reader application process may only be used for individual applications.

Note: In situations where the customer is applying with a co-applicant, they can apply using their mobile device, or online in a web browser. See sections on page 4 for details about these alternative application methods.

This is a paperless process. You do **NOT** need to write down or keep private customer information:

- ID numbers
- Credit card numbers
- Social security numbers
- Discount Tire card account number
- No paper Discount Tire card applications

Acceptable forms of ID

The applicant must provide two forms of ID:

Primary ID	Government issued picture ID (U.S. ID only, e.g. driver's license, military ID, etc.)
Secondary ID	Credit card with expiration date.

Red flags of identity theft

The following are red flags for identity theft:

- Documents/ID provided by customer appears to be altered.
- Photo/description on ID does not match applicant.
- Information on ID is not consistent with information provided by applicant.

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Follow these steps to help your customer apply for the Discount Tire card.

Step	Action
1	Before you begin the application process, give your customer the Synchrony Terms and Disclosures document.
2	In the POS, on the Detail Items screen or the Payment screen, select the Credit App button.
3	<p>The Discount Tire card Application screen opens:</p> <ul style="list-style-type: none"> Enter your Salesman ID Verify that all applicant information is accurate. <p>If the applicant is not the customer, update this section with applicant information. You may leave the email field blank.</p> <p>Note: Edits on this screen will not be updated on the customer record.</p>
4	<p>Ask the applicant to show you 2 forms of ID. One must be a photo ID. (e.g. driver's license and credit card)</p> <p>Verify that the ID matches the information on the application and the photo is of the applicant.</p>
5	<p>In the Identification section,</p> <ul style="list-style-type: none"> Select the Primary ID, Issuer, and Expiration date from the dropdown lists. Select the Secondary ID and Expiration date from the dropdown lists.
6	<p>In the Financial section, enter the Requested Amount. (enough to cover the purchase)</p>
7	<p>Select the Apply button.</p> <p>Select Yes to confirm that you and your customer are ready to complete the application process.</p>

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On the card reader, the applicant will confirm information and answer a few questions. You will be able to follow the process on the POS.

Help your customer follow these steps to complete their application on the card reader:



Step	Applicant will ...
1	<p>Verify contact info and select green (YES) button.</p> <p>Note: If there is an error, applicant presses red button, so you can make edits in the POS.</p>
2	Verify receipt of the Credit Terms and Disclosures document and select green (YES) button.
3	Select green (YES) button to consent to request credit card and provide info.
4	Sign application and select green (YES) button.
5	Enter social security number and select green (SUBMIT) button.
6	Enter social security number again to verify, and select green (SUBMIT) button.
7	Enter date of birth (MM-DD-YYYY) and select green (SUBMIT) button
8	Enter monthly income and select green (SUBMIT) button.
9	<p>On Housing Info screen: Type: 1 – Rent, 2 – Own, or 3 – Other</p> <p>and select green (SUBMIT) button.</p>
10	<p>After the application is processed, the screen displays approval status and available credit.</p> <p>Tap blue (OK) button.</p>

After the application is approved, you will see the approved applicant name and credit amount.

After the applicant taps the blue (OK) button, the confirmation screen displays.

Select **Exit**.

With an approved application, you can finalize the transaction.



Mobile device applications If the store system is down, or the customer wants to apply with a co-applicant, they may apply for a Discount Tire card account on their cell phone.

Important: Advise your customer to turn on the **Location** (Geolocation) function on their mobile device before they begin the application process.

URL: <http://www.discounttire.com/mapply>

After the application is approved, follow the [Look up Discount Tire card Account](#) procedure to look up and use Discount Tire card for payment.

Internet applications If the store system is down and the customer is unable to apply on their mobile device, they may apply on the internet from their home or work computer. This application method also allows for co-applicants.

If your customer brings in a confirmation printout with their account number, follow the [Look up Discount Tire card Account](#) procedure. Do not keep or use the confirmation printout.

If the customer does not have their Discount Tire card account number, look it up and use it for payment.

Contact For any further questions please call the Accounting Department at CarCareOne@discounttire.com.
