

## Discount Tire Card Account Lookup and Transactions

### Introduction

You can quickly and easily look up your customer's Discount Tire card account from the POS when they come in without their Discount Tire card.

### Guidelines

The Discount Tire card is for individual retail customer use only – no business accounts

Only the cardholder can sign the charge invoice.

Look up Discount Tire card accounts from POS when the customer:

- Does not have their Discount Tire card with them
- Needs to know available credit

If the card reader is unavailable, follow [Processing Credit Cards when Card Readers are Down](#) on Knowledge Center.

### Tasks

Tasks related to Discount Tire card Transactions include:

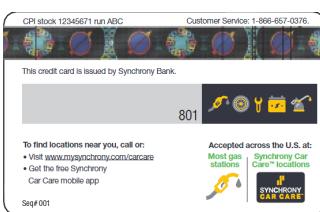
- Look up Discount Tire card accounts and available credit
- Finalize Discount Tire card partial payment transactions

### Card Details



#### Front

- Discount Tire card account number, expiration date, EMV chip
- Logo in bottom right corner indicates a Synchrony Car Care card. If a card has this logo, it can be accepted.
- Only the cardholder can use their card.



#### Back

- Account number and security code
- Magnetic Strip should be smooth and straight, with no signs of tampering.
- Signature **must** match the embossed name on the front of the card.

**Note:** Before the current Discount Tire card, we offered the CarCareOne (CC1) card. If a customer attempts to use an older CC1 card, the customer may no longer be able to use it. You can follow the Lookup process to loop up and finalize the transaction to their Discount Tire card account.

### Dispute Notices from Corporate

If you ever receive a dispute form from corporate, please respond by the deadline given in the notice. DISCOUNT TIRE is only allowed a limited number of days to respond to Synchrony. If Synchrony does not receive a response it is an automatic chargeback.

**Insufficient Credit**

If your customer does not have sufficient credit for the purchase, you can:

- Look up their SYCC account to see their available credit amount
- Call Merchant Services at 800-333-1082 and request a temporary credit limit increase.

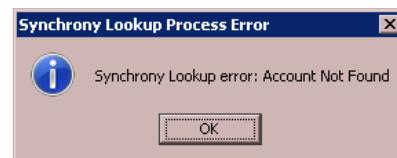
Customer can provide another form of payment for the balance.  
See **Finalizing Partial Payment Transaction** instructions below.

**Looking up account and available credit**

Follow these steps to look up the customer's Discount Tire card account and available credit.

Step	Action
1	On the payment screen, select the <b>Lookup</b> button.
2	Enter your <b>Salesman ID</b> on the Synchrony Car Care Lookup screen: 
3	Ask the customer for their valid ID. Verify that ID matches the customer and the name that displays after the lookup.
4	In the <b>Identification</b> section, Select the <b>Primary ID</b> , <b>Issuer</b> , and <b>Expiration</b> from the dropdown lists.
5	Select the <b>Lookup</b> button. Select <b>Yes</b> to start.
6	On the card reader, your customer will be prompted to enter their social security number twice, then their zip code. 
7	The <b>Validate Identification</b> screen opens: Verify that the name matches your customer's identification. 
8	The <b>Lookup Process Complete</b> screen opens with approval status and available credit. Click <b>OK</b> , then click <b>Exit</b> to go to the Payment screen and finalize the transaction. 

**Note:** If the customer's social security number and zip code are not found, a lookup error displays:



**Finalizing  
partial  
payment  
transaction**

After Synchrony approves a new application, or successfully looks up your customer's Discount Tire card account, the **Synchrony** field on the payment screen displays the full transaction amount and the **Acct#** field displays the customer's account number.

392.51	<b>Synchrony</b>	Acct #: 650159*****4624
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1. To apply only part of the total to the Discount Tire card, highlight the amount in the **Synchrony** field and type in the new amount.

**IMPORTANT:** Do **NOT** delete the amount in the **Synchrony** field, because this will also delete the account number. If this happens, you will have to follow the Lookup process to look it up again.

2. Type the remaining amount in the appropriate payment field.

292.51	<b>Synchrony</b>	Acct #: 650159*****4624
100.00	<b>Cash</b>	

**Finalizing  
Layaways**

After performing a successful Discount Tire card application or lookup, the Layaway Final Payment screen displays the total amount of the sale in the **Synchrony** field, not the balance due amount.

Total Amount of Sale :	82.31
Total Previous Deposit :	57.31
Balance Due :	25.00

To change the Synchrony charge amount, highlight it, and type in the balance due amount.

**Contact**

For any further questions please call the Accounting Department at [CarCareOne@discounttire.com](mailto:CarCareOne@discounttire.com).