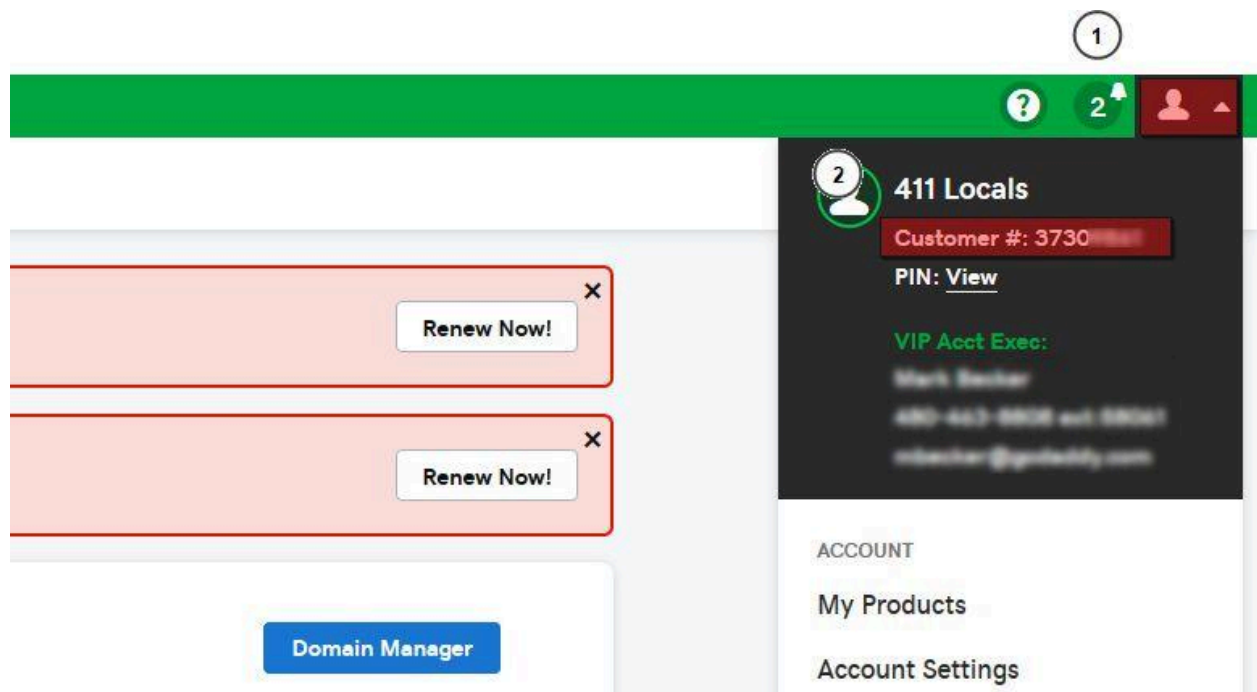




## Domain Name Transfer Guide & Requirements

When the customers purchase a domain name the technicians from Advertising department should transfer it to a customer's GoDaddy account.

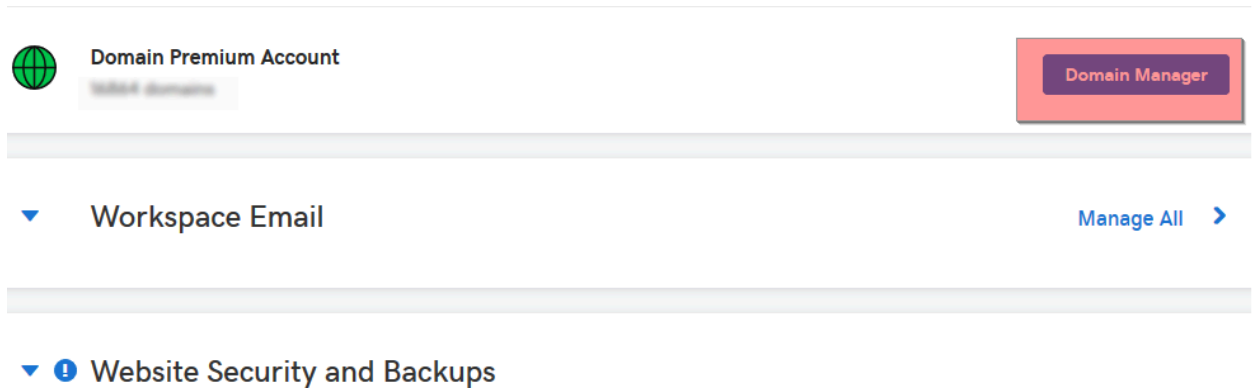
1. What is needed for a successful transfer is the customers to provide the following details:
  - **Email address associated with the GoDaddy account** - this is the email they use to login in their GoDaddy account;
  - **Customer # (optional)** - this is the GoDaddy customer #. It could be found when logged in => click on the upper right icon => Customer # (see the picture below).



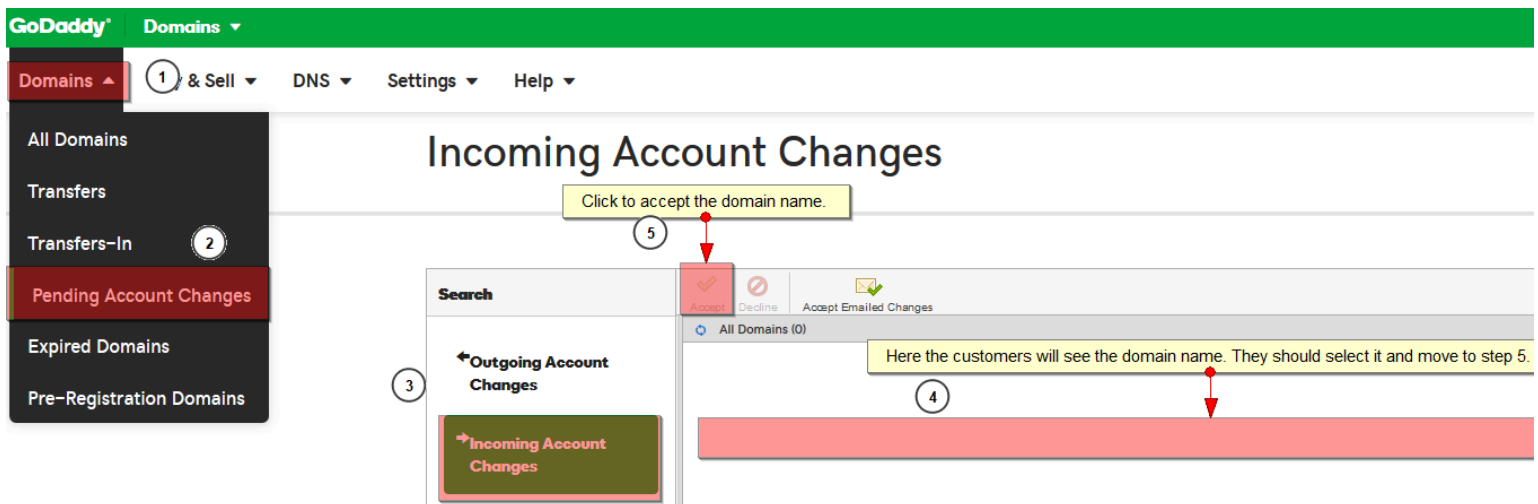
Although the Customer # is optional it is highly recommended to be provided. The Customer # contains 8 digits!

2. Once the technicians have the needed information they can proceed with the transfer. Last but not least, **in order the process to be finalized GoDaddy requires the new owner to approve the transfer.** To approve it the customers should be instructed to do one of the following:

- Login in their Godaddy account => click on “Domain Manager”



=> click on Domains => Pending Account Changes => Incoming Account Changes => select the domain name => click on the “Accept” button.



- If for any reason there is no domain to be selected in Incoming Account Changes, the customers should click on “Accept Email Changes”.

3. The customers should be informed that the domain names have an yearly fee. Once a domain name is transferred, **the customers become responsible to renew the domain names and pay the yearly fee.** If they do not renew the domain name, once it expires anyone can take ownership over it. If this happens, the website will become no longer available and it will have to be replaced with a new domain name. That will have an impact on the placement!

Guidelines for a deal to pass QA:

1. Sales agent has to educate the customer that moving forward he/she is responsible to renew the domain name from their account.
  2. Sales agent needs to obtain customer email associated with his/her GoDaddy account and submit TT with it to advertising department
  3. Attempt to get the customer # in Go Daddy, for more secure transaction. Submit info in TT to advertising department.
- Failure of step 1 and 2 will result into HM until account is obtained and customer is educated.