

Divider 1 - Protection plans

- Rona protection plans

Divider 2 - Returns

- WinDSS Centralized Returns
- Returns Procedures
- Debit/credit card return process
- Cheque acceptance - procedures
- Charge account procedures

Divider 3 - Tactill

- Tactill user guide

Divider 4 - customer service specific policies

- ROA payments (payments on charge account)
- Policies and procedures for a charge account
- Charge Account

Divider 5 - cash policies

- Price match
- Gift card - procedures
- Price overrides
- Damaged product handling procedures
- Bagged goods procedures
- Cull lumber procedures
- Live nursery: managing distressed plants procedures
- Miss cut blinds procedures
- Miss tint paint procedures
- Line busting
- Associate discount purchase
- Tax exemption ontario

Divider 6 - Trailers

- How to sell a trailer
- Sales for trailers
- Example form

Divider 7 - MMS

- MMS Fundamentals