

Q. What to do if I had an inspection/regulatory visit?

A. See attached Inspections and Regulatory Visit Guidelines Policy

Answer: Immediately complete the SSC Help in OpsCenter (SSC Help > Operations > OSHA, Fire, City/State, Hazardous Waste & Other Inspections/Notices). Submit any support tickets for any issue identified that the Store cannot correct.

Q. What do I do if a vehicle hit my building?

A. See attached Incident Reporting Form – Store Damaged by Vehicle.

Validate everyone in the building is unharmed.

Contact the Police.

If possible, collect as much information from the driver as possible.

Fill out the SSC Help in OpsCenter (SSC Help > Operations > Store Damaged by Vehicle Incident).

Submit support tickets for all issues occurred.

Q. How to handle returns?

A. See attached documents Refund and Exchange Policy and FD Refund and Exchange Policy.

If in doubt, Stores should always take the return.

Q. Who can help with a licensing question/issue?

A. See attached document Store Licensing Support Process.

What State is your Store in? Once the Store responds, it sends them the email address the Store should reach out to.

Q. How do I report Assault/shooting, communicated threat, crime in and around Store, customer disturbance, death, empty packages, missing or stolen equipment, fraud/scams, missing person, non-Associate drug-related activity, non-Associate sexual misconduct, selfharm, shoplifting, DC-related incidents, vandalism, vehicle theft, and/or vendor incidents.

A. Fill out the SSC Help in OpsCenter (SSC Help > Asset Protection > Report Incident (Threats, Crimes, Scams, etc.)).