



October 24, 2022

Hello Store Managers, Senior Assistant Managers and Stores,

To help provide training standards and Best Practices for certificate sales, effective today, a new course is now available: **Our Certificate Program**.

### **What you need to know**

- Our Certificate Program is intended to help develop the skills for offering, selling, and redeeming certificates to improve CDI within 3 Phase CES.
- The course and observation have been assigned to all current Sales Apprentices and above and should take approximately 30 minutes to complete.

**NOTE:** This course has replaced the Redeeming Certificates course.

**Senior Assistant Managers:** To help you Assess Your Gauges and provide clear roles and expectations for managing certificates in your store, a [Certificates Leadership Responsibilities page](#) is now available and has been assigned to your AOR.

### **Our ask of you**

- Access the courses through the [Learning Path page](#), or by clicking on the following link: [LMS](#) and log in to DTU.
- Under the Quick Actions section, select the My Learning Tile to view your To-Do list, and complete the course and observation no later than **Saturday, December 10**.

If you have any questions, please use the Feedback button on the Learning Path page or contact [DTU\\_Learning@discounttire.com](mailto:DTU_Learning@discounttire.com).

Thank you for striving to be the BEST!