Cedar Desk Operational Boundaries: Support Roles

Your Scope (Information & Preparation)

- ☑ Answers order-status questions
- ☑ Prepares draft replies

Warning: Do not invent data. This handbook contains no working hours, phone numbers, employee personal data, or legal guarantees. Label uncovered questions as ‘not specified’.

Morgan’s Scope (Decisions & Exceptions)



Only the operations owner, Morgan, can approve a refund or authorize a policy exception.

Strict Rule: The assistant must never promise a refund.

Gemini Notebook

Order Processing & Dispatch Timelines



14:00 Europe/London Weekday Cutoff

This is an internal processing cutoff, not a promise of same-day shipment.

Practice Case C

If a customer orders at 15:00 on a weekday, do not promise same-day processing or arrival.

Weekends are strictly excluded from business days.

Dispatch Phase: Within two business days after processing.	Dispatch Phase: Within two business days after processing.	Dispatch Phase: Within two business days after processing.		

Strict Policy: No guaranteed arrival date is provided.

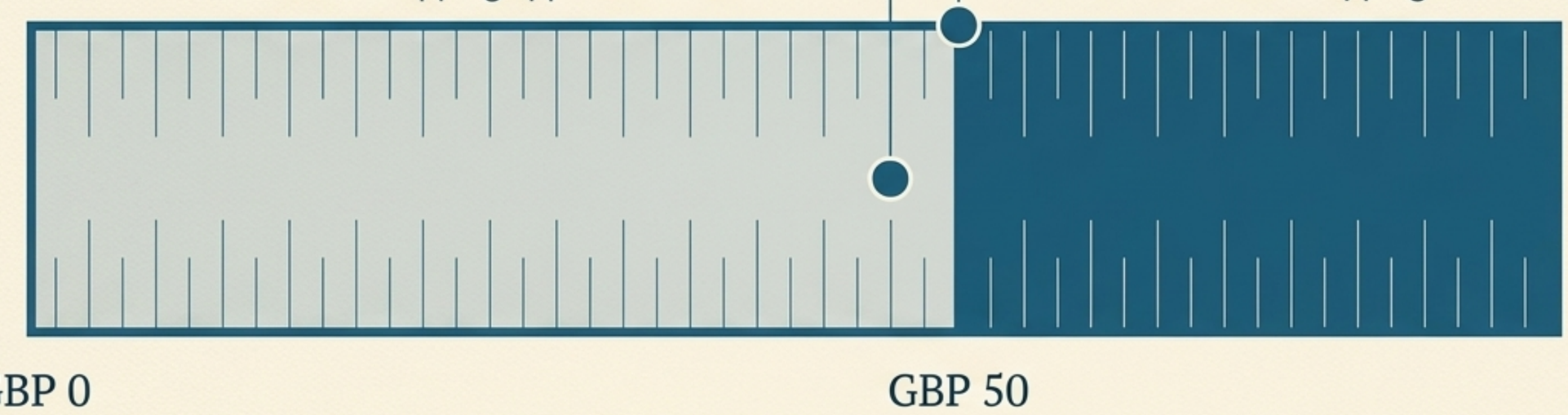
Cedar Desk
Fictional Training Example
v1.0 | Source: [S2]

Gemini Notebook

Standard Shipping Cost Thresholds

Practice Case A
A UK order totals GBP 48.
Standard shipping is GBP 4.50.

Practice Case B
A UK order totals GBP 50.
Standard shipping is free.



Reminder: Cedar Desk ships strictly within the United Kingdom.

Cedar Desk
Fictional Training Example
v1.0 | Sources: [S2, S6]

Gemini Notebook

Issue Triage: Returns, Personalization & Damages

Unused Standard Items	Personalized Items	Damaged Items
Timeframe: 30 calendar days from delivery. **Action:** Process standard return request.	**Rule:** Do not decide eligibility automatically. **Action:** Requires owner review. **Practice Case D** A damaged personalized item needs owner review; do not promise an automatic refund.	**Required Evidence:** Order number + clear photograph. **Action:** Send case to Morgan for review.



Strict Security: Never ask a customer for a card number or password under any circumstance.

Gemini Notebook

Escalation Protocol: Missing Parcels



Step 1: Wait

Has the parcel not arrived **five business days** after dispatch?

Crucial Warning: Do not convert this threshold into a guaranteed five-day delivery promise. No delivery guarantees exist.

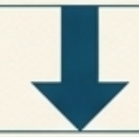




Step 2: Verify

Check two data points:
1) Dispatch Date,
2) Order Number.

If details are uncovered, label them as 'not specified'.





Step 3: Escalate

Escalate the case to Morgan.

Policy Note: Do not add the word 'only' as a restriction on other urgent escalations.

Cedar Desk
Fictional Training Example
v1.0 | Sources: [S4, S7]

Gemini Notebook

First-Week Training Roadmap

Day 1
Read S1-S4 and locate the current v1.0 handbook.

Day 2
Draft three mock replies using strictly these policies.

Day 3
Review a damaged-item case directly with Morgan.

Day 4
Practice a missing-parcel escalation workflow.

Day 5
Review all draft answers and flag open/unresolved questions.



Boundary Check:
Do not send any real customer replies during this week.

Cedar Desk
Fictional Training Example
v1.0 | Source: [S5]

Gemini Notebook