

November Update

Dell: Dell *really* only wants to send (1) part per dispatch order. We've already had some *odd* instances in just the (12) Dell IW's we've had so I recommend each store have:

1. (1) m.2 SSD with Windows installed
2. (1) DIMM of DDR4 RAM

These parts can be ordered and then removed from inventory. They would not be sellable, and only used for troubleshooting. For Dell repairs to make financial sense they cannot be long diags (or ticket submission process), they have to be as simple and quick as possible.

Projection Order Settings: If Projection Orders are taking you a while, feel inefficient, or need just a ton of stuff removed every single time, then let me know. Most likely the inventory history consideration and inventory order projection values are higher than they need to be, as we head into the slower season. Every store is a little different on their settings, so I don't want to make changes until we're on the same page – let me know.

Biggest Daily Issue: As we head into winter, I'd like to get an idea of what you all consider to be the biggest daily hurdle. Whatever gives you the biggest headache [or creates the largest inefficiency] on a consistent basis, whether it is related to ops/procedures, customers, or repairs. This is an issue I'd like to try and "attack", so please contribute something that could reasonably be approached (ex. Asurion iPhones with FMIP / Stolen Device Protection, Samsung IW customers, UB repairs, ect). Please complete [this form](#), and then we'll discuss.

TeamViewer We're no longer using this. Install [Rust Desk](#). Click the dots by your ID (top left) > Security > Set a permanent password > Send me your ID and this password. We shouldn't have to do the merry-go-round any more if I need to log in for Samsung "fun".

Galaxy UB IW repairs: We're eventually going to need to open up and start doing UB-only IW repairs. While I haven't changed the note on the price site, at the end of the day, UB's aren't going away, and Samsung will eventually make our lives very difficult if we continue to redirect them. While we will still be strict on IW (like with Flip / Fold), and every store is encouraged to get a UV light to check for OLED cracks, stores should start taking in UB-only Samsung IW repairs **as their volume allows** – if your store is still experiencing high volume then definitely "cherry pick". As we must remove the original UB without damage, please ensure your senior techs are the first to attempt these repairs. If you have consecutive breakage, then let me know and we'll decide where to go from there.

Credit Card Terminals: Most of you will get new credit card terminals before year end. These will have been manufactured this century, unlike the current terminals. Enjoy.

Future Updates: I have posted this sheet, and a few previous ones on the [Manager's site](#). In the future [as I post messages like this in Slack] I will upload it there, to ensure we all remain on the same page.