

Repair Process (Standard)

1. Grab the device and part(s) for repair
2. Open Work Order **before proceeding with physical repair**
3. Ensure the parts you have are correctly attached to the work order and pricing is accurate
4. Read WO notes to confirm repair needed, special considerations, ect.
5. Whenever possible test for issue **prior to** starting repair
 - a. Ex. Console may be checked in for HDMI issues, but does it even power up?
6. Confirm ability to successfully complete work order
 - a. Samsung needs correct passcode
 - b. OEM iPhone needs GSX eligibility
7. Perform any required initial testing (ex. Samsung IQC)
8. Change Work Order status to “Repair in Progress”
 - a. Samsung will need GSX ticket created
9. Proceed with physical repair
10. Prior to sealing device perform routine diagnostic
11. Close/seal device
12. Perform any required testing (ex. Samsung / Google / GSX)
13. Change Work Order status to “Quality Inspection” **and** make any pertinent repair notes
14. Perform final thorough diagnostics.
 - a. Check **ALL** items, not just those related to the repair you performed
15. Call customer to notify them their device is RFP
 - a. Always check for an alternate number
16. Change Work Order status to “Repaired – RFP”
 - a. Make any final notes about the repair
 - b. Notate whether you spoke to the customer or not and what was said
 - c. Set the Next Update to 48 hours
17. Put device in designated RFP area
18. Ensure buyback label is on original part and put in buyback bin
19. Clean work area
20. Repeat

If any step is unable to be completed or you are unsure of what to do, please ask a more senior staff member.

Repair Process (Samsung IW)

While the Samsung IW turnaround time is 3-5 days, the repair should be started prior to the final day

1. Grab the device and part(s) for repair
2. Open Work Order **before proceeding with physical repair**
3. Ensure the parts you have are correctly attached to the work order
4. Read WO notes to confirm repair needed, special considerations, ect.
5. Whenever possible test for issue **prior to** starting repair
6. Confirm the device is in-warranty eligible (no signs of physical damage)
7. Confirm ability to successfully complete work order
 - a. Correct passcode and permission to factory reset the device.
8. Perform any required initial testing (Samsung IQC)
9. Scan the serial number of both the old and new part to the work order
10. Proceed with physical repair
11. Prior to sealing device: perform **thorough** diagnostic to ensure device will successfully complete OQC.
12. Change Work Order status to “Repair in Progress” and create GSPN ticket
 - a. Note: GSPN ticket is not immediately created due to high incidents of Long Term Pending.
13. Copy and paste the serial numbers to the line item part on the work order
14. Close/seal device
15. Perform OQC
16. Change Work Order status to “Quality Inspection” and make any pertinent repair notes
17. Perform Fenrir flash
18. Change Work Order status to “Repaired – RFP” and confirm there are no “red flags” or errors regarding the ability to Sale Complete
19. Once “Repaired – RFP” status is confirmed, with work order still open:
 - a. Any final notes about the repair
 - b. Call customer to notify them their device is RFP
 - i. Always check for an alternate number
 - c. Notate whether you spoke to the customer or not and what was said
 - d. Set the Next Update to 48 hours
20. Put device in designated RFP area
21. Ensure buyback label is on replaced part and put in buyback bin
22. Clean work area
23. Repeat

If any step is unable to be completed or you are unsure of what to do, please ask a more senior staff member.