

## Partnership One Sheet: Home+ Repair V3

The Home+ Repair company differs from the Home+ Services Company. For Home+ Services, customers do not need a lead. For Home+ Repairs customers must have a lead in your system. If they do not they can call and file a claim.

### Check-in Procedures

- Thank the customer for their subscription to Home+.
- If the customer arrives in the store and has not filed a claim, please instruct them to contact Asurion to file a claim before you can begin their repair.
  - Helpline to file a claim: 1-844-529-2692 or online at [www.asurion.com/homeplus](http://www.asurion.com/homeplus)
- Verify Lead
- Portal > Leads > Customer's claim
- The claim number will be listed as the Service Bench Claim Number.
- Verify with the customer that the customer information on the lead is correct. Ask the customer their name, contact phone number, and email address.
- Verify the device the customer brought in by cross-referencing its IMEI or Serial Number to the information in the Portal lead.
- If there are any mismatches or potential issues the store must call the Command Center.
  - Command Center: 1-800-285-2020
    - Select Option 3
- Create a Work Order from the lead
  - *Do not keep the customer's power cord when you check in their device.*
- Follow all standard check-in steps as you would with a walk in repair.
- **Evaluate the following this evaluation must be done within 24 hours of check-in):**
  - Will the parts for this repair not exceed the limitations?
    - Laptop: All parts must not exceed \$1,000
    - Tablet: All parts must not exceed \$600
    - Game Console: All parts must not exceed \$400
  - Can this device be repaired by the store within 5 days?
    - Can parts be ordered "Next Day Air" to perform the repair?
  - IF the device cannot be repaired due to cost reasons you will need to process a buyout.
  - IF the device cannot be repaired due to a turnaround time or skill issue you will need to send the repair to **depot**.

### **Depot Sendoff (only to be used within 24 hours of check-in):**

- Mark the work order "Unrepairable- RFP"
  - Doing this will begin the process of creating a Depot Repair, or a Buyout/Replacement for the customer
- Select Reason Type (Depot, Replacement/Buyout, or Exit to Checkout) .
- **IF YOU SELECT DEPOT** this will move you to a screen where you can print a shipping label.

- Read and complete the instructions listed, then click "Yes, print labels and send to Depot for repair"
- Please switch the orientation of the document to landscape before printing. Ensure you see "Reference No.1" and "Reference No.2" at the bottom of the printed label.
- Download the shipping label and proceed to checkout.

**In Store Repair:**

- Once the part is ordered you **MUST** call or email the customer (a "public" note from Portal works great!) to let them know that the part is ordered and when it will be delivered (it should be delivered via Next Day Air shipping).
- Once the part arrives, again, you **MUST** call or email the customer (again, a "public" note from Portal works great!) letting them know the part has arrived and giving them a time estimate on when the repair will be started and when you believe the repair will be completed (remember, under promise, over deliver).
- Update the part price to match PO cost on the POS > Items page before adding the part to the WO. When added, the price will automatically be updated to reflect cost +10%.
- Once the repair has been completed and has been fully tested contact the customer to let them know the device is ready.
- If you hit any snags or experience any delays, again, reach out to the customer. Communication is key to a successful customer experience!
- IF after attempting the repair you are unable to fully fix the device please contact the Command Center and follow the "Buyout Flow" listed above.

**Completing the transaction:**

- Stores will be paid a flat rate labor fee based on the device type listed below) & they will be reimbursed part cost +10%.
- The customer paid a fee directly to Asurion and should NOT be charged any amount in-store for the repair.

Item Name	SKU	Price
Home+ Repair – Misc*	177653	\$95.00
Home+ Repair – Game Console	177651	\$85.00
Home+ Repair – Laptop/Desktop	177646	\$100.00
Home+ Repair – iPad Pro	177648	\$115.00
Home+ Diagnostic Labor**	207400	\$20.00

\* Use on tablets or any device not listed here.

\*\* Use *only* when the device must be sent to Buyout or Depot.