Asurion Samsung Back Glass

If a customer with an Asurion claim for a Samsung device arrives with a damaged back glass, we will now offer customers the option to pay for the back glass repair out of pocket.

This should only be offered if:
1. It is clear there is no additional damage beyond the front glass/LCD and the back glass. We will **not** be offering additional replacements, such as rear camera.
2. The back glass **must** be in-stock. Please ensure the back glass is on hand prior to making this offer.

GR Stores: If a customer is denied this offer due to either of the above reasons, please use the #grand-rapids Slack channel to notify other stores that a customer was declined. Please include name and reason. This is to avoid the customer attempting this repair at another store and escalating.

If the customer does **not** wish to pay the amount, there is evidence of further damage, or we do **not** have the back glass in-stock, the customer should be directed to Asurion for an Advanced Exchange. Work Order should be created and closed for Out of Scope – Further Damage.

If the customer **does** wish pay for the back glass out of pocket, please follow these steps:
1. Notate in original Asurion WO notes the back glass repair is out of pocket. Include the price, and circle or verbally show the customer the check-in notes on their receipt.
2. Replace the back glass after repairing the glass/LCD. GD Tool should be run only **once**.
3. Put back glass packaging in the labeled bin for Asurion Back Glass.
   a. **Managers**: Please mark parts broken by tech and assign to uBreakiFix (store). You can use the bin or do this as you are in-store and notified by a tech.
4. Move the Asurion WO to RFP and Sale Complete.
5. Create a WO for the same customer as "Other Device"
6. Replace the existing Asurion WO label on the device with this WO label.
7. Attach SKU: 406776 (Asurion Samsung Back Glass Replacement)
8. Adjust price to match the price sheet.
9. Move this WO to RFP.
10. Contact customer, set next update time, ect. This becomes the new WO to track device.