uBreakiFix Procedure Guide Contents

Customer Guide: Asurion Repair vs. Replacement

The following screenshots show the answers required to be eligible for a carry-in or remote tech repair. Answers that differ from the below will be directed to device replacement.

"Cracked screen" ***ONLY*** should be selected.

"No" to ***ALL***

Customer Guide: Turning Off Find My iPhone From a Computer

- o Log into your www.icloud.com account. A window will appear displaying the device you selected. Ignore it and go to the next step.
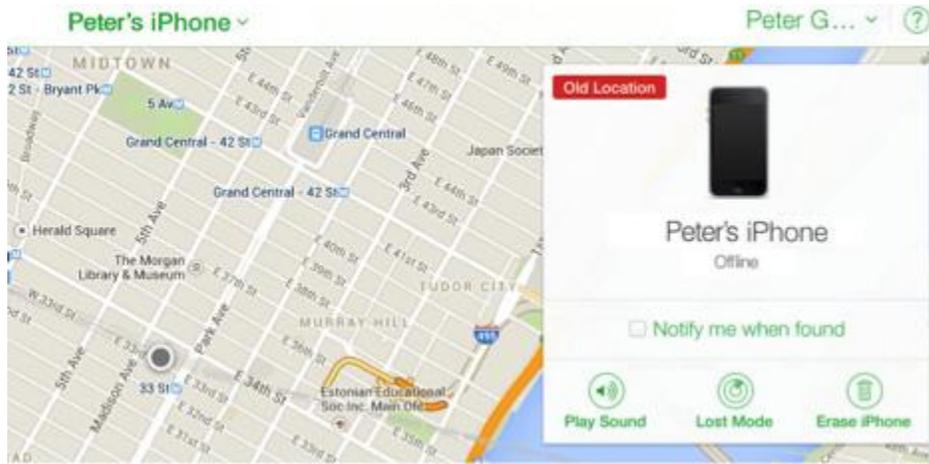
- o In the center of the screen your "All Devices" has now changed to the "**Name of the Device**". Click this name and a list of devices will drop down. Click the "**X**" to the right of the device you wish to have Find My iPhone [temporarily] disabled on.

- o You will be prompted to remove the device. Click "Remove" and you're done.
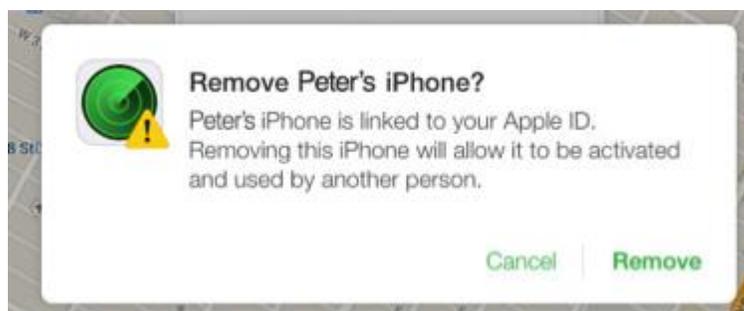
Customer Guide: Turning Off Find My iPhone From iPhone

Customers with Stolen Device Protection enabled cannot use this option.

o   Open the Settings app

o   Tap your name > Find My

o   Tap Find My [Device], then tap to turn it off

o   Enter your Apple ID password

o   Tap Turn Off

Customer Guide: Disabling Stolen Device Protection

o   Open the Find My app

o   Select the device being repaired

o   Click Remove from Account

o   The customer will receive a prompt indicating Repair Mode will be activated.
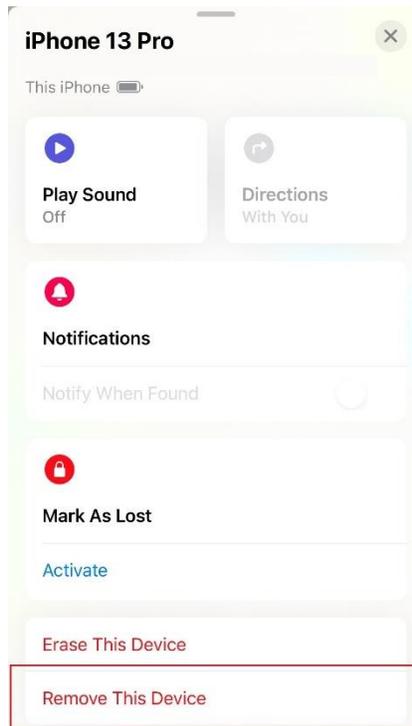
Customer Guide: Final Option For Disabling Stolen Device Protection

This will NOT work on any models of the iPhone 12 due to touch issues prior to calibration.

If a customer is completely unable to disable Find My iPhone *and* the device does not respond to touch, then the final option is to perform the repair, and disable Find My iPhone / Stolen Device Protection *after* the repair.

- o Confirm with customer that:
    - o The device will need to be calibrated upon their return to the store, so there will be an approx. 15 minute wait until device is able to be returned to them.
    - o We **CANNOT** allow an uncalibrated device to leave the store. If there are any issues (ex. GSX outage, wrong IMEI, ect.) we will either need to: keep their device until the issues are resolved or revert the repair (and their device may be in worse condition as a result).
- o After performing the repair and once customer has arrived in-store, proceed with the steps in the Customer Guide: Disabling Stolen Device Protection on the previous page of this binder.

For additional information regarding Stolen Device Protection and Find My iPhone, please see the "Key Changes in iOS 17.5" Tech Bulletin located at the back of this binder.

Customer Guide: Troubleshooting No Service

Initial Troubleshooting

- o Confirm no signs of liquid damage
    - o Red dot inside sim tray (LDI), foggy rear camera, ect.
- o Cycle device power (e.g. turn device on and off)
- o Toggle Airplane Mode On/Off
- o Reset Network Settings
    - o In Settings search "Reset" then "Reset Network Settings"
    - o This will reset cellular, WiFi, and Bluetooth settings
- o Confirm no available software update
- o Test new sim card
    - o Need to get this from Carrier. We cannot assist
- o Factory Reset
    - o Suggest backing up entire device, syncing to cloud, ect.
    - o This will erase the device entirely

If Issue Persists

We can check the device in as an "Advanced Mobile Troubleshooting" (SKU: 515763) for $39.99 (See Advanced Troubleshooting, pg. 31).

If device is a Samsung, then techs can utilize the "Samsung Service Issue IQC Guide" found in the Samsung binder.

Note: Please set proper expectations. This is typically **NOT** a simple fix. Additionally, we may **NOT** be able to perform the repair (ex. if the sim card tray is soldered to the motherboard and not a standalone component).

Customer Interaction: Phone Call Overview

https://portal.ubif.net/kbase/article/73

- o **ALWAYS** answer within (3) rings. Do **NOT** have a standoff with other technicians as to who will answer.
- o The greeting should be: **"Thank you for calling uBreakiFix (Your Store Name), this is (Your Name), what can I fix for you today?"**
- o Ask what happened and use empathy when customer responds
    - o Asking what happened can give us insight into the best steps to proceed
- o Use the device type to decide how to respond to the customer:
    - o Could the device be covered under a possible partnership? Examples:
        - o Samsung / Google / iPhone with **ONLY** a cracked screen: "Do you have phone insurance?" If yes, then provide steps for filing a claim *before* coming in to the store.
        - o New Samsung device with no physical damage: Explain Samsung IW process and set expectations.
    - o **ALL** calls should mention:
        - o Empathy (i.e. "I am so sorry to hear that")
        - o Part availability
        - o Turnaround time
    - o All OOW calls should mention:
        - o 1-year parts and labor warranty
        - o "Price Match Guarantee"
    - o Samsung / Google devices
        - o Mention partnership (OEM parts & OEM certified)
    - o Non-standard price
        - o If they just want a price for X, then use Price Calc
        - o Offer to call them back if not confident on price
        - o If unsure of what they're asking for, mention we can take a look at the device if they bring it in, and explain the Advanced Troubleshooting diagnostic if we're unable to determine the exact cause at check-in. This gives us time to verify exactly what is wrong and give the most accurate price. (See Advanced Troubleshooting, pg. 31).
- o Always use a professional tone & put the customer on hold while gathering information
- o Look information up **BEFORE** giving the customer any firm answers

Customer Interaction: Phone Call Examples

When customer is asking about a potential repair

- o "Let me put you on a brief hold while I check part availability and turn around time. Be right back with you."

If customer is asking about a repair you are unsure of

- o "Let me put you on a brief hold while I get some information regarding this repair. Be right back with you."

When customer is checking status of current repair

- o "Let me pull up your work order and get an update for you. What is the phone number on your profile? (customer gives number – you find profile) Thank You. Be right back with you."
- o Put customer on hold, check notes, then update customer.

When customer is inquiring about a potential warranty repair

- o "Let me pull up your work order to get some more information for you. What is the phone number on your profile? (customer gives number – you find profile – make sure it is the correct device) Thank you. Be right back with you".
    - o Check Eligibility Date
    - o Check **WHO** Warranty is through.
    - o Make sure the customer is **NOT** trying to warranty physical damage.

Process: Leaving Voicemails

Repaired Devices

o "Hello, this is _____ with uBreakiFix. I am calling to let you know your device is Repaired & Ready for Pickup whenever is convenient for you. If you have any questions please give us a call at XXX-XXX-XXXX. Thank You."

Unrepairable Devices

o "Hello, this is _____ with uBreakiFix. I have an update regarding your repair. Please give us a call back at XXX-XXX-XXXX. Thank You."

Awaiting Device Repair

o "Hello, this is _____ with uBreakiFIx. I am calling to let you know the part for your repair came in. You can drop your device off whenever is convenient so we can start that repair for you. If you have any questions please reach out to us at XXX-XXX-XXXX. Thank You."

Awaiting Callback Repair

o "Hello this is _____ with uBreakiFix. I am calling with an update regarding your repair. Please give us a call back at XXX-XXX-XXXX. Thank You."

Process: Update Today's

Update Today's are a MAJOR part of the repair process. Keeping customers informed as to the status of their repair will ensure a smooth day with minimal escalations/interruptions.

If customers are consistently calling the store for an update on their repair, we're either failing to set expectations at check-in or we're failing on the Update Today's.

- o Contact **ALL** Update Today's **EVERY** single day.
- o Note in the Work Order when you reach a customer and what was discussed.
- o If you left a voicemail, notate it, and push out the update date 48 hours.
- o Even seemingly insignificant updates are impactful. Still waiting for parts, is next in line for diag., ect.
- o **BE MINDFUL OF THE NEXT UPDATE DATE!** If we do not update a work order and the update date passes, work orders can get "lost" among the active work orders. See "Process: Work Order Auditing (Slow Day Item)".

Partner Overview: Asurion Mobility

Due to insurance, privacy, and account requirements uBreakiFix **MUST** have an existing claim in our system to check-in a customer's device. Any discrepancies with a claim should be corrected by the customer by contacting Asurion Customer Support at 1-888-881-2622.

Claim Length

Verizon Claims will be canceled 8 days after they are created if the customer does not drop off their device. AT&T Claims will be canceled 15 days after they are created. Asurion will handle these cancellations systematically and communicate directly with all customers who have not brought their device in for repair.

Warranty

Customers have a 1-year warranty *through Asurion* for the repair itself. Customers **MUST** contact Asurion **FIRST**. Asurion will speak with the customer and decide if they should approve the warranty to be done by us or not. Once the warranty status has been assessed, Asurion will create a lead for your store. The Asurion contact number is 1-888-881-2622.

Multi-Peril Coverage

AT&T: Devices eligible for multi-peril repair can have a maximum of **three** (3) perils. These perils include: glass/LCD, battery, and back glass.

Verizon: Devices eligible for multi-peril repair can have a maximum of **two** (2) perils. These perils include: glass/LCD and back glass.

Flip & Fold: The outer screen is **NOT** considered a back glass. Flip & Fold devices with a broken outer screen, broken back glass, and broken inner screen require an Advanced Exchange, **NOT** a repair with us.

Eligibility

Do **NOT** check-in the device for repair if there is *clearly* more damage beyond the perils mentioned above. If the device has no display at check-in, and appears to be badly damaged, ensure that the customer is aware that if a replacement glass/LCD does **NOT** solve all their issues, then we must put the old screen back on, and they'll have contact Asurion for further instruction (i.e. Advanced Exchange).

Policy: Asurion iPhone

- o Visually inspect the device to confirm there is no damage beyond the glass/LCD
  - o **ONLY** the iPhone 14, 14 Plus, 15, 15 Plus, 15 Pro, and 15 Pro Max are eligible for back glass repairs. **ALL** other models of iPhone are **NOT** eligible for back glass repairs.
  - o If there is damage outside the multi-perils listed on the previous page let the customer know that we are **ONLY** able to perform those specific repairs. For example, if the device has a broken screen, but has obvious signs of liquid damage, the customer will need to contact Asurion for an Advanced Exchange.
- o Confirm the IMEI of the device matches what is on the lead. If the IMEI does **NOT** match you will **NOT** pass RepairCal or AST2
- o Find my iPhone **AND** Stolen Device Protection **MUST** be turned off
  - o Assist the customer in turning off FMIP and Stolen Device Protection using the steps outlined in the "Key Changes in iOS 17.5" Tech Bulletin located at the back of this binder.
  - o If they are unable to turn off FMIP, you **CANNOT** successfully perform the repair. They are more than welcome to come back within their claim length period once they can disable FMIP.
- o Grab the exact part that is on the lead and scan it to the work order

Policy: Asurion Samsung

- o Visually inspect the device to confirm there is no damage beyond the glass/LCD
  - o If back glass damage is found, check the lead to confirm multi-peril eligibility
    - ▪ If the lead is multi-peril eligible, confirm you have the back glass in-stock, create the work order, and update the multiperil issues.
    - ▪ If the lead is **NOT** multi-peril eligible, confirm you have the back glass in-stock, and offer the customer an out of pocket back glass replacement

Policy: Asurion Multi-Peril Repairs Breakage

If any part that is multi-peril eligible is damaged during the repair, update the multi-peril issues and add a replacement part to the work order. For example, if you are performing a battery replacement on an iPhone 14 and damage the screen during removal, update the multi-peril for screen issues, add the replacement screen to the work order, and replace the screen as a multi-peril repair.

Policy: Asurion Samsung Back Glass for Ineligible Multi-Peril Repairs

Asurion authorizes additional paid repairs for back glass replacement **ONLY. NO** additional damage is authorized for repair and the customer must be referred to Asurion for a device replacement.

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

This should only be offered if:
- o 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.
- o The back glass **MUST** be in-stock. Please ensure the back glass is on hand prior to making this offer.

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 as "Out of Scope - Further Damage."

If the customer does wish to pay for the back glass out of pocket, please follow these steps:
- o 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.
- o Replace the back glass after repairing the glass/LCD. GD Tool should be run only once
- o Put back glass packaging in the labeled bin for Asurion Back Glass
    - o **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
- o Move the Asurion WO to RFP and Sale Complete
- o Create a WO for the same customer as "Other Device"
- o Replace the existing Asurion WO label on the device with this WO label
- o Attach SKU: 406776 (Asurion Samsung Back Glass Replacement)
- o Adjust price to match the price sheet
- o Move this WO to RFP
- o Contact customer, set next update time, ect. This becomes the new WO to track device.

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.

Partner Overview: Asurion Amazon Buyout

Amazon will be sending eligible customers to UBIF stores for upfront buyouts of their devices. These devices will **NOT** need any repair done on them, they will simply be processed and received from the customer.

- o Leads will come to through Portal, but with the company "Asurion Amazon" automatically attached and a blue banner across the top of the page informing you that the claim is for a buyout **ONLY**
- o You will need the customer to provide a copy of the Amazon sales receipt. Emailing it to the store's email is fine.
- o If the customer cannot provide their Amazon receipt, hold off on processing the buyout and instruct the customer to call Asurion at 866-551-5924 for assistance
- o Start the process by clicking the blue banner at the top of the lead, or click "Process Buyout"
- o A popup menu will prompt you to enter the device serial and IMEI
- o Always enter the IMEI and serial of the physical device in the store

Matching IMEI and Serial

- o If the IMEI and serial match the information on the customer's Amazon sales receipt, then check "Yes" to proceed
- o Select "Complete" to complete the buyout
- o Print the buyback / buyout label from the completed sale page
- o Let the customer know that the store will keep the device, and the customer will receive payment directly from Amazon **NOT** uBreakiFix.
- o We do **NOT** know the buyout amount, and the customer will receive an email with further instructions for receiving the payment from Amazon
- o The email address provided to Asurion before being directed to a uBreakiFix is the email address that they will receive the email confirmation from. This email **CANNOT** be changed by uBreakiFix.
- o Attach the buyback/buyout label to the device and place in the buyback bin

Non-Matching IMEI and Serial

- o If either the IMEI or serial of the physical device do not match the IMEI or serial on the customer's Amazon receipt, select "No"
- o Politely, inform the customer that we cannot process their buyout, as matching the lead to the receipt is a requirement
- o Select "complete" to systematically inform Asurion that the device did not match
- o Return the device to the customer and refer them to Asurion at 1-866-551-5924 for further assistance

Partner Overview: Asurion Home+ (Connected Home) FAQ

www.asurion.com/homeplus/faq/

Overview

- o Customer pays $30 (plus tax) in-store or $34.99 (plus tax) via the website per month.
- o Customers do **NOT** have to register individual devices to be covered under Home+.
    - o No device limit.
- o Coverage begins (30) days after joining.
- o 24/7 tech support. This is handled by Asurion, not through uBreakiFix.

Deductibles

Some services have deductibles between $49 - $129.99, **NEVER** over $129.99. Exact deductible amount for X repair, customer would need to contact Asurion for answer.

Limits

$2,000 limit per claim and $5,000 total limit per (12) month period.

No Contract

Paid (and renews) on a month-to-month basis. Customer can cancel at any time. Home+ will **NOT** expire automatically.

Devices Covered

See FOH desk mat.

Claims

- o To file a claim:
    - o www.asurion.com/protect-my-tech
    - o (844) 529-2692
- o **ALL** claims **MUST** start with Asurion
- o Claim might qualify for in-store, mail, or replacement

Check-in Overview: Asurion Home+

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.

- 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
- 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 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?
    - Does the repair involve soldering?
        - Depot the device. (See Process: Asurion: Home+ Depot, pg. 50)
    - If the device cannot be repaired due to a turnaround time or skill issue you will need to send the repair to depot

Additional Home+ Materials can be found in the FOH Binder and on the Pricing Website.

Partner Overview: Dell In-Warranty

https://portal.ubif.net/kbase/section/2754

In-Warranty Eligible Models

Inspiron, XPS, Vostro, G-Series, All-in-Ones, and Desktops.

Out of Warranty

Out of Warranty Dell devices are handled like any other multi-day repair. We do **not** use the Dell website or claim to use OEM parts on these repairs.

Turnaround Time

Standard quoted time is 5 business days. In order to meet this expectation, please:

- o   Ensure the diagnostic is done and parts are ordered within 24 hours of check-in
- o   Repair should be started as soon as parts arrive.

This partnership is still expanding and undergoing changes. Please use the QR code on this page and the SOP's section of the pricing website for the most up to date information and complete steps for handling these repairs.

Partner Overview: Element

Unless your Store Manager specifically says otherwise, we do not do OOW Element TV repairs.

Deposit

Attach SKU "341443" (Element TV Recycling Deposit). Customer should pay the $30 deposit at time of drop off. Upon pick up, this deposit is refunded. Recycling these TV's locally is typically **NOT** free, additionally these devices take up a lot of space in the back while we wait to recycle them.

Parts

Parts should arrive before customer arrives in store. If parts have **NOT** arrived, then let the customer know that we will wait up to two (2) weeks for parts to arrive before marking the device Unrepairable and contacting them to retrieve their TV.

Leads

WO **MUST** be created from Lead. We do **NOT** perform walk-in Element repairs.

Partner Overview: Gadget Guard

- Repairs will be on a walk-in basis. There will be **NO** lead that is sent to the store
- Customers **MUST** first contact Gadget Guard to file a claim
- Gadget Guard will then send them an email with their claim information. You **NEED** this email.
    - If a customer doesn't have this, they need to call Gadget Guard Cust. Support: 801-441-6641
- Claim should have all information necessary: device, claim, coverage amount
- Verify IMEI on device to claim
- Customers will have a fixed coverage of $150 / $250 for Glass/LCD repairs **ONLY**
    - The coverage amount will be listed in the claim
    - This amount will be processed as a Trade Credit
    - The remaining balance (if any) is to be paid by the customer out of pocket
    - Anything else damaged would also be out of pocket
    - A 10% discount is automatically applied (not applicable for Samsung devices)
- Create work order
- Link "Gadget Guard" as a Company to the WO
- A pop up will appear to fill in the IMEI and claim #
- You **MUST** put the claim details in the check-in notes as well
- Repair device, trade credit the payment, and the remaining balance is paid by the customer

Partner Overview: Google

In-Warranty vs. Out of Warranty

Devices with OOW damage can be covered under this program, provided that the damage does not interfere with the functionality of the device (i.e. minor crack to the front glass). Always offer these customers an OOW option to repair the damage. This will need to be done on a separate WO.

Diagnostic App

In-Warranty repairs require a full pass on the Diagnostic App **WITH** the results uploaded.

This **MUST** be done through Repair Mode.

There is no "workaround" or exception to this requirement.

To enter the Diag App, open the Dialer and enter: *#*#3823#*#*

Device Password

We **NEED** full access to the device to perform testing. The customer has **ONLY** the following options:
- o Provide us with the PIN / Passcode to unlock the device.
    - o Input customer passcode as a secondary note in the work order. During check-in Portal does **NOT** have the PIN field in the standard location for Pixel devices
- o Put the device in Maintenance Mode
    - o Settings > System Settings > Repair Mode > Follow prompts > Reboot device.
- o Factory reset their device **PRIOR** to check-in. Customer should back up any data they wish to keep **PRIOR** to device drop off.

Partner Overview: Google Loaner Device FAQ

When should I offer a Pixel Loaner device?

Loaner devices are meant to be offered only to In-Warranty Google Pixel customers.

What if we have an escalation due to customer being without a device, but they are NOT an In-Warranty Google Pixel customer?

Consult your manager **BEFORE** offering the loaner device. While this device is not *supposed* to be used for other customers, a loaner device may de-escalate the situation, and therefore may be the best option.

What is the work order process at check-in?

Add the appropriate SKU below to the work order. A $15 Google Loaner Phone Labor line item will also be added to the work order. The customer does not pay this.

SKU	Description
83520	Google Pixel XL 32GB Black Loaner Phone
380592	Google Pixel 4 XL 128GB Black Loaner Phone
380507	Google Pixel 4XL 64GB Black Loaner Phone

What is the work order process at check-out?

- o Remove the Loaner Phone SKU above from the work order before sale completing the work order. The $15 Google Loaner Phone Labor item will remain on the work order once removed.
- o Factory reset the device with the customer present. This ensures the customer knows we value their privacy and we aren't also locked out of our own loaner device.

What if the device gets damaged?

The customer is responsible for up to $150 in fees if the device is returned damaged.

Partner Overview: Google Premium Care / Assurant

https://portal.ubif.net/kbase/article/9424

- o Customer **MUST** contact Assurant to file claim **FIRST**
- o When customer files a claim the Portal Lead is automatically created
    - o If Lead is sent to the wrong store, Help Desk can fix this
    - o Claims are automatically canceled after eight (8) days
- o Verify IMEI. If wrong or missing, then call Assurant: 877-406-4372 OPT 3
- o Any Liquid Damage would require a Device Replacement. Do **NOT** proceed
- o Glass/LCD is the **MINIMUM** required repair. **ALL** Assurant claims must have **AT LEAST** the Glass/LCD
    - o If customer does not have a damaged screen, but other components are damaged – you will need to call Assurant on customer's behalf
- o Each repair has an agreed upon amount to be billed to Assurant
    - o Simply adding the part should result in proper pricing
    - o If additional repairs are required, you should be able to add it. See link above to ensure total allowable repair cost is not exceeded
- o Moto G Power/Moto G Stylus have been added to Assurant
    - o Glass/LCD is still a minimum requirement. Other components can be replaced as well, same guidelines as with Pixel devices.
- o Trade Credit the WO when completing the sale

Partner Overview: Samsung

Testing

ALL Samsung devices must **FULLY** pass GD Tool (i.e. OQC) and Fenrir. GD Tool requires **NO** failures or skips. Fenrir just needs SVC Connection selected. You **MUST** run IQC if "No Power" is **NOT** selected at check-in.

Color Matching

We can use a different color display or back glass on out of warranty (OOW) repairs **ONLY**. If the customer isn't paying us, then you can **NOT** color "swap" (ex. Samsung IW, Asurion, Servify, Verizon Extended Warranty, ect.). If necessary, explain to the customer that using a non-matching color could heavily impact their trade-in value.

If it is a partner repair, the part you replace and send as a buyback should match the part color you put on the device. If the part is not in-store, offer to order it for the customer. A work order should be created and put into Need to Order Parts. Please include the SKU along with a description of the part needed.

Software Only Repairs

Software only repairs (eg. Fenrir reset / FRP unlock) can be done as an "Other" device to avoid OQC/Fenrir. If the fix above fails, and a hardware repair becomes necessary, the work order can be recreated as a Samsung device. This is commonly called a "dummy" work order.

Out of Warranty (OOW)

Being a Samsung Authorized Repair Center requires us to ensure the device is 100% fully functional. We do **NOT** do partial repairs on Samsung devices. If further damage is found after beginning the repair, then we can offer a discount on the additional repair. Start with 10%, but the goal is to avoid avoid reverting as many repairs as possible. For example, if we do a glass/LCD on a Galaxy S9 and find the front camera to be damaged/not working, we can offer the customer a discount on the front camera replacement.

We do **NOT** do motherboard replacements on OOW Samsung devices. VEW is **NOT** considered OOW.

In-Warranty (IW)

We only do IW work on Samsung phones. We do **NOT** do IW work on non-mobile Samsung devices (eg. tablets, ear buds, ect.).

To be in manufacturer warranty, the device cannot have any physical damage. This includes liquid damage. If the device has physical damage, they must be referred to 1-800-SAMSUNG.

J Series: We are **NOT** authorized to perform motherboard replacements. Keep this in mind if the customer is experiencing carrier connection issues (ex. dropped calls). Proper expectations are key!

A Series / S Series / Flip / Fold: We are authorized to replace any/all defective parts necessary to bring the device back to fully functional condition.

No Power / Motherboard Replacements

Check with a manager or senior tech. before setting the expectation that a motherboard replacement will be performed. Some devices require 5G calibration (mmWave) **AND** the store must not be experiencing any credential issues. There **MUST** be stock of the motherboard on Distro. or we **CANNOT** perform the repair.

Motherboard replacements (IMEI rewrites) are time consuming. If motherboard replacement is required, ensure the customer knows their device will be brought to factory settings **AND** that we will likely need their device for several days. This is an advanced repair, thus only senior techs are able to perform motherboard replacements.

Partner Overview: Samsung In-Warranty FAQ

Is the issue related to or resulting from physical damage?

If there is **ANY** presence of damage or abuse, this is considered out of warranty.

If it is clearly physical damage, politely let the customer know that "I understand that this is probably upsetting and confusing, but my warranty determination decision is based off the condition of the device today, as outlined based on the checkpoints we are given from Samsung."

Customer: "Samsung said it would be covered under warranty"

There are two (2) conditions for in-warranty eligibility:
- o Date: 1-year from device purchase
- o Condition: Device is free from any signs of damage or abuse

Samsung can't determine the physical condition of a device over the phone [or chat] and rely on us as to determine whether a device's condition should be In Warranty. In plain English, the Samsung rep is just trying to get the customer to come here so we can put our eyes on it to determine if it is in-warranty by condition.

Please refer to the pricing website for the most current information regarding Samsung In-Warranty repairs.

Check-in Overview: Samsung

Be aware that Flip and Fold devices are often quoted at longer turnaround times. Consult a Manager or Senior Tech. to confirm what the standard quote time for these devices is at your store.

o Anything that is physically damaged or non-functional must be replaced to offer **ANY** repair
  o Look at the back glass from several angles! Even hairlines can cause severe cracks in the AOD.
o We **NEED** full access to the device in order to perform testing. The customer has **ONLY** the following options:
  o Provide us with the PIN / Passcode to unlock the device.
  o Put the device in Maintenance Mode
    ▪ Navigate to Settings > Battery and device care
    ▪ Tap Maintenance mode
    ▪ Tap Exit
    ▪ Tap Restart, then enter the lock code; the device will restart
    ▪ Confirm device is in maintenance mode
  o Factory reset their device **PRIOR** to check-in. Customer should back up any data they wish to keep **PRIOR** to device drop off.
o Confirm part availability by physically grab **BOTH** glass/LCD and rework kit
o Customer address is required.
o decline@customer.com if the customer does not have or wish to provide their email address
o Select the **CORRECT** triage codes
  o If touch is so bad that a tech will have difficulty performing IQC, then select "No Display"
o IQC **MUST** be ran **BEFORE** creating GSPN Ticket **UNLESS** "No Power" is selected

Partner Overview: Verizon Extended Warranty (VEW)

Physical Damage

This is **NOT** covered under VEW. If the device has physical damage:
- o Inquire if customer has Total Mobile Protection (TMP). This is handled by Asurion, so steps for filing a TMP claim are the same as the standard Asurion claim process.
- o If customer does not have TMP, they have the option of contacting Verizon at 800-922-0204 for further options or they can pay out of pocket for repair
- o Always create the Work Order and move to Unrepairable > Sale Complete even if the device is not eligible due to physical or liquid damage.

Turnaround Time

Devices with no evidence of physical/accidental damage should have their diagnosis done within (4) business hours. This (4) hour timeframe is **ONLY** for diagnosis and does **NOT** include repair time.

Flip & Fold devices typically have a longer repair time, so be sure to mention an estimated **TOTAL** turnaround time at check-in.

We don't often know the cause of the issue, so quote adequate time to do a proper diagnosis.

iPhone

We must do everything possible to repair the device, however we **CANNOT** do motherboard replacements. If device needs a motherboard, proceed with Advanced Exchange. **ONLY** Distro parts can be used! If it isn't on Distro then it is Unrepairable.

Samsung & Google

We must do **ALL** we can to completely repair the device. This **INCLUDES** motherboard replacement. Set proper timing and expectations depending on the issue the customer is experiencing. **ONLY** Distro parts can be used! If it isn't on Distro then it is Unrepairable. (See Partner Overview: Samsung, pg. 23).

Policy: Verizon Extended Warranty (VEW) Breakage

If any part is damaged during the repair, add a replacement part to the work order. You **MUST** notate that the part was replaced due to defect. For example, if you are performing a battery replacement on an iPhone 14 and damage the screen during removal, add the replacement screen to the work order, and notate in the work order that the original screen was non-functional.

Partner Overview: Verizon Extended Warranty Advanced Exchange

This process should be used **ONLY** if we are unable to repair the customer's device.

Eligibility

If the device was physically damaged, or liquid damaged, return the phone to the customer and let them know that they will need to contact Verizon at 800-922-0204 to review their options. Mark the device "Unrepairable – RFP" and complete the sale as normal, no further action is needed.

Customer Approval

After determining eligibility, offer to begin the process for the customer. If the customer declines help, provide them with the Verizon number (800-922-0204) that they will need to call and return their phone.

Assisting with Advanced Exchange

https://portal.ubif.net/kbase/article/10136

Automated Advanced Exchange training can be found by scanning the QR code above. **AVOID** the steps below for the manual Advanced Exchange **IF AT ALL POSSIBLE** The Advanced Exchange helpline can often take much longer than advertised! Customer is then stuck in store, while we are stuck "middle manning" the process. If the customer does not like the answer(s) they are given, we are often "guilty by association".

- o Return customer's device
- o Change the work order status to "Unrepairable – RFP"
- o Technician calls 888-881-2622
- o Press "9" at the first language prompt
- o Next enter "846"
  - o You will hear "Passcode was correct, this call will be handled as requested
- o Enter customer's phone number
- o Provide store ID to representative
  - o Store number is the number found in the top right of the Portal, next to location name
- o You may now hand the phone to the customer to complete the rest of the process
  - o The customer will finish the rest of the exchange process on the phone themselves
- o Once the customer has completed the phone call, you may now "Sale Complete" the work order

Customer Check-in: Overview

Be thorough! You only have one chance to explain and cover yourself!

Best Practices

- o **Loudly** announce "Be right with you" and be up front within (5) seconds
- o Physically grab exact part for repair and scan to work order
    - o If high volume day, on way to get part, check with other techs on workflow (i.e. determine repair time)
- o **ALWAYS** ask for PIN / Passcode
- o **ALWAYS** try to get alternate phone number / email for post repair updates
- o On busier days, limit "over the counter" diagnostics and troubleshooting to around five (5) minutes. After that, we can offer to check the device in as an Advanced Troubleshooting repair. (See Advanced Troubleshooting, pg. 31). We need to be polite, but efficient with regards to check-ins. However, if the day isn't especially busy, it is perfectly fine to spend the additional time to create a great customer experience! Don't forget to push those 5-star reviews!

Check-in Cheat Sheet

If your store uses "hotkeys" for check-in note templates, you **MUST** use them.

The following items should be covered during the check-in process:
- o Was the device previously worked on?
- o Has the device come in contact with water or liquid?
- o Customer's statement / Issue experiencing
- o Physical inspection of device
- o Tech's diagnosis, plan of action and estimated turnaround time

Coupons and Discounts

Corporate often uses email and social media to advertise discounts. We honor these discounts **ONLY** when the customer presents us with the discount code or knows of the discount's existence. Please do **NOT** simply offer discounts to customers who have **NOT** specifically inquired about an active campaign.

Offering Accessories and Home+

You are expected to offer screen protectors to customers with mobile screen replacements. Home+ should be offered to any customer who would likely see an immediate benefit from Connected Home services (i.e. repairs related to tablets, Nintendo Switch, laptops, technical support, ect.). This is often the majority of non-mobile non-warranty customers.

Customer Check-in: Initial Interaction

https://portal.ubif.net/kbase/article/74

- o "Hello, welcome to uBreakiFix, what can I fix for you today?"
- o Show empathy
    - o "We see this all the time.", "This is one of the most common reasons I hear about (device) breaking", ect.
- o **Ask questions!**
    - o Was it dropped? Was it raining or did it land in a puddle (i.e. any water damage)? If the device doesn't power on, was their battery draining fast? Having trouble charging?
    - o If they say they need a battery, ask questions to determine if it's a bad battery or charge port. Be mindful it could also be their charging cable or their charge port could be dirty.
    - o Could this repair be covered by Asurion? Ask if they have phone insurance. Could it be covered by another Partnership?
- o If the required repair may affect the device hardware or software explain what and why. For example, typically an iPad housing must be straightened, and corners rounded after a fall. This can create some marks on the housing.
- o Quote price for repair or if unsure offer an Advanced Troubleshooting repair. (See Advanced Troubleshooting, pg. 31). (See Process: Repair Quoting (Price Calculator), pg. 35).
- o **BE SURE TO REITERATE EVERYTHING DISCUSSED AND SEEN ON THE WORK ORDER NOTES!**
- o Give time you'll follow up or repair will be done (under promise, over deliver) and be sure to set the next update time and date to the given follow-up time
- o 1-year parts and labor warranty. Explain our warranty, and that it only covers part defects and work performed. It does not cover accidental damage. We are not responsible for any issues with a device that cannot be tested at check-in.
- o Repair too expensive – Not applicable for Samsung or Google repairs
    - o Offer a small discount (up to 10%) to give the customer if they proceed to give them some incentive to not "price shop" and check-in device right then.
- o Create work order

* Keep it short but cordial. The check-in process must be thorough, but don't waste time. If a line (3+ customers) forms politely excuse yourself and ask another tech in the back to assist with check-ins. *

Customer Check-in: Password Requirement & Maintenance Mode

If a customer is unwilling or unhappy about sharing their password, we're more than happy to put the device in Maintenance Mode for them.

Why didn't you just ask for Maintenance Mode up front?

Taking the PIN is faster and ensures there will be no issue completing our diagnostics. While rare, we have had devices "kicked out" of Maintenance Mode, which leaves us unable to proceed with finalizing the repair.

Google

Settings > System Settings > Repair Mode > Follow prompts > Reboot device.

Samsung

Settings > Battery and device care > Tap Maintenance mode > Tap Exit > Tap Restart, then enter the lock code; the device will restart

Customer Check-in: Advanced Troubleshooting

This does not replace standard repair quoting

This fee is aimed to ensure the customer wishes to proceed with repairing their device and covers our cost if several parts must be must be ordered / replaced to get the device running again. If a device has a visibly broken screen and more wrong with it, the customer should be told their repair is at least $X (screen repair price). If customer does not want to accept that repair price, then we know not to proceed with check-in.

This fee is deducted from the total repair price

Example, a PS5 that needs a PSU would still only be $199.99, not $259.98. When moving to Repaired, simply remove the Advanced Troubleshooting SKU from Work Order. Note, this fee is not *typically* removed in Unrepairable / Declined scenarios.

Refunds

If you don't feel a particular customer should be charged this non-refundable fee, talk to your Manager. Managers are able to remove this non-refundable fee at their discretion.

When the Advanced Troubleshooting Fee should be used

- o   When a device needs to be opened to diagnose the issue.
- o   Device has no signs of life. No power and not charging light
- o   Non-standard device that is not working (speakers, headsets, ect.)
- o   Customer declines repair after repair is completed. If we have to revert a repair, the customer should be charged.

When the Advanced Troubleshooting Fee should NOT be used

- o   External look at the device in front of the customer, to see if the problem is easily identifiable. Ex: cracked screen, low battery performance, damaged charge port.
- o   Partner repair or warranty repair
- o   If you are only opening the device just to confirm a specific part number for quoting / ordering purposes

SKU's

- o   515763: Advanced Mobile Troubleshooting at $39.99.
- o   515762: Advanced Non-Mobile Troubleshooting at $59.99.

Customer Check-in: No Advanced Troubleshooting Needed

Obvious Repair with Standard Pricing

o   Do **NOT** take in an item as diagnostics if you are 100% sure of what the issue is. Explain the issue, quote the standard repair price, and let them know if this ends up **NOT** being the issue, we will contact them with an update.

o   Try and get a sense of what the customer is willing to accept with regards to repair pricing.

  o   For example, if you know just from the symptoms that the issue is either "X" or "Y", let them know the cost of repair is likely going to be *at least* (X or Y whichever is lower).

  o   This helps avoid situations where customers only want a repair if it is extremely inexpensive. We shouldn't spend a ton of time diagnosing whether it is a battery or charge port if the customer isn't willing to pay for either.

Obvious Repair with NO Standard Pricing

o   If customer is in store, repair type is straightforward (i.e. cracked screen), but there is no standard price for repair, offer to check-in the device for a Same-Day Quote. Attach SKU: 69546 to the WO.

  o   This gets the device into the hands of a tech who can look for model and part info. to provide the most accurate price and turnaround time.

  o   Use manufacturer websites and device serial to look up exact part number. For example, you can enter an HP device into the HP Parts Surfer website, and find the exact part number for the part you need. Put that part in laptopscreen.com or ebay.com to get the most accurate cost for the part you need, and enter that into Price Calculator.

o   If pressured to give a price, use the Price Calculator, and follow the steps on the "Process: Repair Quoting (Price Calculator)" page. Let the customer know this is a *very rough* estimate, and if they proceed with checking the device in (as described above), we can provide a more accurate quote and turnaround time.

  o   Notate in the check-in notes *whatever* estimate was given. It should also be noted that the price and turnaround time given are **ESTIMATES**. Techs and Managers should verify accuracy on this price and requote the price to customer **PRIOR TO** ordering when necessary.

Customer Check-in: Liquid Damage

Warranty

Liquid is corrosive to the internal components of the device. While a device may work today, as corrosion spreads the device may stop working without warning. Additionally, disconnecting components from a liquid damaged board can cause further, irreversible damage. For this reason, we **CANNOT** warranty liquid damage device repairs.

Liquid Damage Diagnostic Fee

We charge a non-refundable liquid damage diagnostic fee (SKU: 426811). This $39.99 fee will **NOT** be deducted from the repair price.

Repair Approval

If the device is repairable, and the customer wishes to proceed with a **NO WARRANTY** repair then attach the No Warranty on Liquid Damage (SKU: 57890).

Be honest. If the device is 100% beyond repair, let the customer know!

Don't forget a data transfer may be a better long-term solution for the customer!

Customer Check-in: Need to Order (NTO): Part Not in Stock

- Non-stock items require a 50% deposit on the price of the repair **OR** leaving the device with us. Explain the part is non-stock, and this is to ensure the repair is going to be completed.
- This payment can be taken over the phone, see "Manual Credit Card Entry", although we **MUST** get the item in the store to verify the device model and repair necessary to avoid any issues.
    - We want to avoid promising to a special order parts until the device has been physically seen in-store. Confirming model, color, no unforeseen damage, ect. all of these things can drastically impact price, turnaround, and success rate.
- Estimate a **MINIMUM** of 4-5 **BUSINESS** days to both receive the part and complete the repair
    - Anything sent to Lansing for soldering requires ½ down and follow information found in the "Soldering Repairs" section of the Pricing Website.
- If customer is keeping device until part arrives, be sure to include **ALL** necessary model and serial information on the WO. For example, MacBooks need both the "AXXXX" **AND** the model number that starts with "M".
- In the case of laptops, it is highly preferred we keep the item, so we can get the part number off the actual broken component
- Include any and all relevant information, including repair price quoted and model, serial, color, ect.
- Suitable replacement part should be linked in the work order notes. **NOT** the check-in notes
- Only after all of above is completed, should the work order be put in "Need to Order Parts" status.
- Managers will often add the price for a repair to Portal for future reference. Point of Sale > Items can then be used for looking up a multitude of repair prices.
    - **"%" is a wild card you can use when searching for parts**
- Do **NOT** just immediately open the device to check out hardware. Use Google, your coworkers, Knowledge Base, and Slack to assist you.
- Same day repairs take priority over diagnostics, but the customer does **NOT** need to be told this.

Process: Repair Quoting (Price Calculator)

https://portal.ubif.net/kbase/article/10725

Keep in mind Price Calculator gives a range because it cannot factor in:

- o Difficulty of repair
- o Expense of device
- o Part quality (eg. likelihood of warranty repair)
- o Success factor (eg. is this part even going to resolve the issue?)

We should be willing to negotiate or quote at the lower end of the price if it means closing the sale on straightforward repairs, however devices worth < $100 (ex. Kindle) are generally not worth the effort or are unprofitable.

Steps for using Price Calculator

- o **ALWAYS** reference pricing website first
- o Find the exact model for the device
    - o If you have the serial number and manufacturer then just Google "manufacturer serial number lookup" (eg. Dell serial number lookup).
- o Laptop screen vendors you can search by model number:
    - o Laptopscreen.com
    - o Screencountry.com
    - o Tpscreen.com
- o Preferred mobile device vendor is Mobile Sentrix.
- o **CONFIRM** stock **BEFORE** giving price quote
    - o Just because a part is on these websites does not always mean it is available to ship.
- o Avoid Amazon and eBay whenever possible
- o Confirm with senior team member prior to giving the quote to ensure accuracy
- o Notify customer of the price quote
- o **ALWAYS** put in the work order notes the price you quoted
    - o If you don't speak to them and gave a price over voicemail you still **MUST** notate that

The price I'm given seems high

Unless the part is "plug and play", requires very little device disassembly, **AND** is a guaranteed fix then stick to Price Calculator or ask a senior team member to confirm the quote seems accurate.

Our quoted price is **NOT** based on just this one single repair. Aside from the simple fact that very few repairs are quite as *easy* as they appear, we have shipping costs, defect cost (both time spent and part cost), labor cost, potential for additional parts used that we "eat" the cost on, a 1-year warranty, ect.

Process: Repair Quoting Considerations

"Fix or Free"

For **STRAIGHTFORWARD** repairs only charge the customer a fee if it successfully resolves their issue(s). This does **NOT** include the majority of "Advanced Troubleshooting" scenarios

Data Backups

- o **ANYTHING** beyond an "over the counter" toggling of the customer's Android / iCloud sync should have a price. Consult the Pricing Website.
- o Ensure you get **ALL** required passwords necessary to do any format or data transfer
- o Be conservative with your turnaround time. It's always "just a few pictures", but it never is.
    - o **NEVER** assume a "simple" data backup will be quick. You will be surprised as the amount of media customers keep on their device.

Charge Port Cleanings

- o Oftentimes a device won't charge, and the customer wants their charge port replaced, but it is simply due to the charge port being dirty.
- o If it takes more than five (5) minutes **OR** requires time spent under the scope, we should charge the customer $19.99 **OR** ask for a 5-star review. If you are going to ask for a review, it is **highly encouraged** that you scan the review QR code at the front counter on their device before handing it back to them. Most customers won't take the time after they're already gotten what their issue resolved.
- o We can **ALWAYS** do these at no charge ($0) and be extremely friendly and ask for a Google review.

Customer Supplied Part

- o We do **NOT** perform repairs with customer supplied parts. We cannot warranty the repair, and we can't assume liability for use of some unknown part. These types of repairs lead to issues/complications more time than not.

"Combo" Repair Pricing

- o You are free to use the multi-repair discount explained in Portal, which is <u>UP TO</u> 50% on the least expensive part on any repairs that are **NOT** Samsung.
    - o Generally, giving the full 50% discount on the second repair isn't necessary. The "sweet spot" is generally closer to ~30% on the least expensive part. However, you won't ever be reprimanded for going up to this 50% limit.
- o You can always discount the additional repair to 50% if that repair is extremely easy or that repair is made much easier by simply performing the primary/more expensive repair.
- o You should use this discount on the additional repair whenever it is discovered **AFTER** the initial repair is started. You want to avoid as many reverted repairs as possible.

Work Order: Creation

https://portal.ubif.net/kbase/article/3310

- o Greet the customer!
- o If customer has an iPhone, Google, or Samsung device, you may wish to ask them if they have phone insurance. If they do, find their Lead in the Lead Management section of Portal.
- o If they do not have phone insurance, ask the customer if they have been to any uBreakiFix before. If they have use their phone number to look them up.
- o First name, last name, email, phone number, zip code, and referral source are required on all repairs.
  - o Phone number should be the device phone number (if applicable), alternate phone number is the number to contact them regarding repair.
  - o If a customer doesn't wish to disclose their email, please use decline@customer.com
- o Always ask preferred form of contact (SMS, call, or email) **AND** check the appropriate "Best Contact Number" button.
- o When in doubt **ALWAYS** Google device model number. Do **NOT** simply believe customer.
  - o iPhone Model Numbers – Start with "A" followed by (4) numbers.
  - o Non-Samsung or Google: Type phone model (ex. iPhone 6s) into "Add a Device"
  - o If "Device not found" then just click the text that says "Device not found"
- o **ALWAYS** ask for device passcode **OR** be certain the device is in Maintenance Mode. (See Customer Check-in: Password Requirement & Maintenance Mode, pg. 30).
- o Diagnostic – Ask permission before grabbing device. For example, when opening camera app.
- o **BE THOROUGH**
  - o Anytime diagnostics are skipped or unable to be performed, you **MUST** note this in the check-in notes, and ensure the customer is aware that full functionality wasn't tested, thus we aren't responsible if there is damage beyond what can be visibly identified.
  - o Ensure customer understands and approves partial repair if the repair is not a Google or Samsung device.
- o Notes: The **MOST** important part of the WO creation process.
  - o **ALL** applicable information. Reiterate what customer said, as well as what you see/discussed. See "Customer Check-in: Overview"
  - o There can (and will) be finger pointing so write as much information as you need in the Work Order! Is the P key broken on the laptop you're checking in? Are there scratches on the housing? Even if it has **NOTHING** to do with the repair the customer wants, it should still be noted and mentioned verbally as well.
- o Always retrieve and scan actual part to be used in the repair and remove any default / unnecessary items.
  - o If you can't find the part, use Point of Sale > Items to confirm we have it in stock.

- Print all work order items, have the customer sign the receipt, and put that in the daily envelope. Put sticker on device, buy back label goes along with device and replacement part.
    - After printing the receipt, but before asking the customer to sign, point out the major sections of the receipt. You may wish to circle or highlight them for the customer.
        - Work Order check-in notes.
        - Next Update time
        - Pricing
        - Warranty, disclosure agreement, terms & conditions at the bottom
- Set an accurate "Next Update" time and be sure to show this time to the customer on their printed receipt.

Work Order: Status Overview

https://portal.ubif.net/kbase/article/8659

https://portal.ubif.net/kbase/article/3316

https://portal.ubif.net/kbase/article/3315

Awaiting Parts

Parts ordered and in transit. This will be automatically changed when a part is ordered and should not need to be manually changed. Work Order will automatically be moved to "Awaiting Repair" when the part is received.

Need to Order Parts

Any work order that requires **ANYTHING** that is not in-store should be put in the Need to Order Parts status. Please note what part(s) is needed, with exact SKU if possible and some defining information so that the proper part can be ordered. This includes replacement devices or in-store tools necessary to complete a repair (ex. needing a specific cable in order to test some device). We should update a customer in any instance where we started a repair and realized additional parts are needed to be ordered. The customer should know what's going on with their repair.

Repair in Progress

The technician performing the repair should move the Work Order to this status once they begin the repair. This ensures it is easy to track and communicate with the technician who *actually* worked on the device.

Awaiting Callback

This is used any time customer authorization or customer provided information is needed. Be sure to specifically say in WO notes that a call was made, what was said, and set the "Next update" time and date to whenever they should be contacted again. This is typically (3) days.

- o   Example: Call customer and explain the issue they're experiencing, along with price of repair. Put in the WO notes what you discussed with the customer, especially price quoted., and set next update time for 48-72 hours later.

Quality Inspection

Whenever possible the technician who performed the repair, should **NOT** be the tech to perform the final diagnostic.

Repaired – RFP

After WO "owner" does their full diagnostic, change to this status, set note set to "Public", and send customer preformatted SMS or email letting them know their repair is complete.

<u>Work Order: Status Flow Example</u>

Status Flow Example for Typical Repair (ex. Cracked iPhone screen)

- o   Awaiting Repair: **BOTH** device and part are in-store.
- o   Repair in Progress: You have started the repair process.
- o   Quality Inspection: After finishing repair, perform a full diagnostic. GD Tool, Google Diagnostic, GSX would all be performed in this step
- o   Repaired – RFP: After a successful full diagnostic, change to this status, and contact the customer.
    - o   If customer has SMS or Email as their preferred contact method, you can set the WO note to "Public" and send customer a preformatted message that their device is ready to be picked up.
- o   **ALWAYS** note anytime you contact the customer. If you speak to them, reiterate what was said in the WO notes. If you don't reach them, note that you attempted to call and what you said in your voicemail.

Work Order: Completing a Sale

https://portal.ubif.net/kbase/article/79

- o If the sale is for in-store accessories **ONLY**, use the "Quick Sale"
- o For standard device repairs, when customer enters the store, you can either scan the work order label on their device **OR** go to Point of Sale > RFP List and search by name
- o Once the work order is pulled up, look over notes for any pertinent items to relay to the customer
- o Encourage customer to look over their device and ensure everything appears to be in proper working order
- o Customers can pay with cash, card, or a combination of the (2). **NO** checks
- o For cash, key in the amount they hand you in the green "Payment" box, then click the green "Cash" button.
- o For credit, click the yellow "Credit" button, a new browser tab will open and you can slide their card through the card reader
- o After clicking either the "Cash" or "Credit" buttons, a new button will appear saying "Complete Sale" – click this
- o Two (2) receipt copies should be printed. (1) copy to be signed by the customer and kept by the store, and (1) copy for customer
- o **ONLY** when a customer appears extremely happy with a repair, or a repair went exceedingly well should you ask if they wouldn't mind spending a minute to respond to a text, by clicking a link, and leaving us a Google review.
- o All work orders should be "Sale Completed" at the time of pickup. If a work order cannot be sale completed, please note the device was picked up by the customer and then notify a manager that there is an issue preventing the work order from closing.

Work Order: Manual Credit Card Entry

- o Create work order as normal
- o Click the green "Checkout" button
- o Key in the amount they wish to pay using the green "Payment" box
  - o For 50% down payment, feel free to use the Windows calculator to do 50% of the total repair cost, and put that 50% amount in. It doesn't need to be 100% accurate to the penny.
- o Click "Terminal Settings" in the bottom right make sure it says "Hosted Checkout"
- o Click Credit, a new browser tab will open and you can manually enter their credit card information

Customer Interaction: Escalations

https://portal.ubif.net/kbase/article/9080

- o Only when device is applicable, offer a bulk tempered glass
    - o Use best judgement to not insult the customer. For example, don't offer this as a solution if the device is completely unusable.
- o Offer to discount the repair. 15% is the most you can do without manager/owner approval.
    - o If device is damaged during repair, perform repair using our part from inventory. This item must be attached to the WO and given a cost of "$0" for inventory control purposes.
- o If a customer is upset or unhappy, it is up to you to determine why and try and rectify the situation. Get a senior tech or manager involved instead of letting a customer leave the store upset.

Process: Warranty Repairs

https://portal.ubif.net/kbase/article/75

- o If it is the customer's 3rd visit (2nd warranty concern), then get a senior tech or manager involved. There may be further device issues, and a refund may be the best course of action, instead of just "throwing" more parts at the device.

Process: Refunds

https://portal.ubif.net/kbase/article/10337

Process: Beginning of Day (BOD)

https://portal.ubif.net/kbase/article/5

- o Clock-in
- o Perform all items on BOD checklist **PRIOR** to 10 AM (12 PM on Sunday)
  - o For drawer levels/change, it is helpful to write the quantity of change directly on the roll itself with a Sharpie. For example, on a roll of nickels write (40) on the roll.
- o Write date on envelope, print BOD receipt, and put in envelope.
- o If necessary, receive parts. This will automatically update any WO's.
- o Check leads. Call any customers that are still in "Need to Contact".
- o Check white board and desks for any notes/updates
- o Go to Point of Sale > Work Orders to find first device to begin working on
- o Around 3 PM begin addressing "Need to Order Parts" and "Update Today" Work Orders

Process: End of Day (EOD)

https://portal.ubif.net/kbase/article/5

- o All WO's on the Update Today box in Point of Sale > Work Orders should be showing a "0"
  - o Update any and all WO notes for any and all devices you have pertinent information on. Do **NOT** just relay things verbally. Notes exist for a reason.
- o Perform all items on EOD checklist **AFTER** 7 PM (5 PM on Sunday)
- o Drawer should be kept *around* $300.
  - o This number can vary based on the variety of bills in the drawer.
  - o Do **NOT** deposit change or $1's and $5's unless there is an *absolutely* ridiculous amount.
- o Print EOD receipt, put in envelope, write initials on it, and put under drawer.
- o Clock-out

Store opening and closing are NOT manager only functions. Past the training / probationary period, techs should be trained to open and close the store by themselves.

Process: Contacting Appointments / Leads

https://portal.ubif.net/kbase/article/10532

- o Use the preformatted templates for your store, or the ones under the Leads section on the pricing website, to text the customer. All these messages should urge the customer to contact the store.
- o If the day is particularly slow **OR** the notes indicate a high likelihood of an escalation, call the customer. (i.e. Asurion iPhone 11 with notes indicating the back glass is cracked and screen is fine)
- o If the customer does call the store, confirm device and issue they're experiencing.
- o Be sure to tailor the conversation based on the appointment / partner. For example:
  - o For Asurion leads be sure to state the most important aspects of Asurion repairs (i.e. turn off Find my iPhone and Stolen Device Protection, ect.)
  - o Samsung.com: Confirm whether customer is expecting this to be in-warranty or out of pocket and set expectations accordingly
- o For Asurion customers, you can set an appointment date and time using the upper left-hand portion of the leads page. This allows us to know what to expect on a given day and set proper expectations.
- o Add a note to the lead detailing everything discussed, and set the status of the lead to "Awaiting Customer"
- o **ALWAYS** change the status to "Awaiting Customer" once the customer is contacted.

Incoming Change: We will have in-store techs do RT follow-up. When possible RT can do this themselves. SMS / call flow will be based on iPhone or Samsung.

Appointments and leads are expected to be responded to within two (2) business hours.

Process: Standard Repair Process

- o Grab the device and part(s) for repair
- o Open Work Order **BEFORE** proceeding with physical repair
- o Ensure the parts you have are correctly attached to the work order and pricing is accurate
- o Read WO notes to confirm repair needed, special considerations, ect.
- o Whenever possible **PRIOR TO** starting repair perform pre-repair diagnostics to ensure the check-in notes match the device's condition
    - o If additional repairs are needed than what is reflected in the check-in notes contact the customer
    - o Ex. Console may be checked in for HDMI issues, but does it even power up?
- o Confirm ability to successfully complete work order
    - o Samsung needs correct passcode
    - o OEM iPhone needs GSX eligibility
- o Perform any required initial testing (ex. Samsung IQC)
- o Change Work Order status to "Repair in Progress"
    - o Samsung will need GSPN ticket created
- o Proceed with physical repair
- o Prior to sealing device perform routine diagnostic
- o Close/seal device
- o Perform any required testing (ex. Samsung /Google/ GSX)
- o Change Work Order status to "Quality Inspection" **AND** make any pertinent repair notes
- o Perform final thorough diagnostics
    - o Check **ALL** items, not just those related to the repair you performed
- o Call customer to notify them their device is RFP
    - o Always check for an alternate number
- o Change Work Order status to "Repaired - RFP"
    - o Make any final notes about the repair
    - o Notate whether you spoke to the customer or not and what was said
    - o Set the Next Update to 48 hours
- o Put device in designated RFP area
- o Ensure buyback label is on original part and put in buyback bin
- o Clean work area
- o Repeat

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

Process: Samsung IW Repair Process

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

- **Confirm the device is eligible for an In-Warranty repair based on the condition of the device.**
    - This should still be done at check-in, but the tech doing the repair should also confirm.
- Grab the device and part(s) for repair
- Open Work Order before proceeding with physical repair
    - Ensure the parts you have are *correctly* attached to the work order
- Read WO notes to confirm repair needed, special considerations, ect.
- Whenever possible **PRIOR TO** starting repair perform pre-repair diagnostics to ensure the check-in notes match the device's condition
- Confirm ability to successfully complete work order
    - Eg. Correct passcode, maintenance mode, permission to factory reset the device, ect.
- Perform any required initial testing (Samsung IQC)
- Scan the serial number of both the old and new part to the work order
- Proceed with physical repair
- Prior to sealing device: perform thorough diagnostic to ensure device will successfully complete OQC
- Change Work Order status to "Repair in Progress" and create GSPN ticket
    - Note: GSPN ticket is not immediately created due to high incidents of Long Term Pending.
- Copy and paste the serial numbers to the line item part on the work order
- Close/seal device
- Perform OQC
- Change Work Order status to "Quality Inspection" and make any pertinent repair notes
- Perform Fenrir flash
- Change Work Order status to "Repaired - RFP" and confirm there are no "red flags" or errors regarding the ability to Sale Complete
- Once "Repaired - RFP" status is confirmed, with work order still open:
    - Any final notes about the repair
    - Contact customer to notify them their device is RFP. Check for alternate number
    - Notate whether you spoke to the customer or not and what was said
    - Set the Next Update to 48 hours
- Put device in designated RFP area
- Ensure buyback label is on replaced part and put in buyback bin
- Clean work area
- Repeat

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

Process: Google Work Order Flow FAQ

What is a correct WO sequence?

Awaiting Repair > Diag in Progress > Repair in Progress > Quality Inspection > Repaired-RFP

Can't move WO into Repair in Progress.

Please move to Diag in Progress, create claim, select T-Codes, then Repair in Progress.

A Google Claim must be made for ALL work orders, including OOW.

All Google claims REQUIRE an email.

If customer has no email use: CustomerFirstName.CustomerLastName@customer.com. If this is taken, simply add a number before the "@"

Can't create an RMA

Work order needs an email. No email = no RMA = no Repair Authorization.

Work order was opened within 15 minutes of sale completing another.

Can't enter T-Codes

Select create Google claim on banner at top of work order.

Can I run Asurion Repairs, Assurant, Remote Tech or Verizon through this flow?

NO. Only Google IW and OOW

After creating the WO, what status do you need to change it to in order to proceed?

Diag in Progress

If you have IW and OOW issues, how do you proceed with this new flow?

Add OOW T-Codes, complete the repair, then create a new WO for IW, then repair the IW issues

What needs to happen before you can move the WO to Repair in Progress?

Add T-Codes via the yellow bar at the top of Portal

How do I create an OOW WO

Select OOW Defect Codes and OOW T-Codes. Your WO will automatically change from IW to OOW.

If I need to create another WO for the same device, how long do I need to wait to create the new one?

At least 15 minutes after WO completion.

<u>Process: Google Pixel Onboard Diagnostic App</u>

- o   Add fingerprint to device
- o   Connect to WiFi
- o   Put device in Safe Mode
    - o   Press Restart Button for 2 Seconds, Confirm
- o   Double check device is still connected to WiFi.
- o   Open the Dialer and enter: *#*#3823#*#*

Process: Dell In-Warranty Repair Process

https://portal.ubif.net/kbase/section/2753

- o The diagnostic steps outlined in the SOP articles linked above are a great starting point for learning to troubleshoot laptops!
- o The check-in process is the same as other in-warranty partner repairs.
    - o You must choose the correct model of laptop
    - o The Service Tag Number is the Serial number
    - o Verify the laptop is in-warranty by date
    - o Inspect the device for any signs of physical damage / abuse
- o The Awaiting Repair checklist will give you the correct steps you need to complete
- o Diagnostic should be completed within 24 hours of check-in
- o When creating the dispatch ticket in Dell Tech Direct you should:
    - o Give a **FULL** explanation and details on what diagnostic steps you performed
    - o Attach pictures to the service request. This picture **MUST** have all corners of the laptop in the picture.
        - You can also attach pictures showing failed diagnostic attempts. For example, CTRL + ESC not working when attempting a BIOS recovery.
- o Double check all information is correct and everything is attached **BEFORE** submitting the dispatch ticket. Taking the time to do the dispatch ticket correctly the first time will save you a significant amount of time compared to a denied request.
- o After submitting the dispatch ticket, attach the SR# into the work order notes for tracking

Process: Asurion: Home+ Depot

https://portal.ubif.net/kbase/article/10628

This is only to be used within (24) hours of check-in.

- o Contact the customer and let them know the device will need to be sent to a depot to be repaired.
    - o Inform them that you will start this process on their behalf.
    - o The store will not have visibility on their repair status, but updates will come directly from Asurion.
- o Mark the Work Order "Unrepairable - RFP."
    - o Doing this will begin the process of creating a Depot repair, or Buyout/Replacement for the customer.
- o Select Reason Type - Depot, Replacement/Buyout, or Exit to Checkout
    - o Depot should **ALWAYS** be selected unless explicitly directed otherwise by a Manager.
- o If you select **Depot**:
    - o You will move to a screen where you can print a shipping label.
    - o Read and complete the instructions listed.
    - o Click "Yes, print labels and send to Depot for repair."
        - ▪ **Note**: If the shipping label doesn't load or you close the pop-up, then come back to the work order in ~30 min. There will be a download link in the work order notes.
    - o Change the orientation of the document to landscape before printing.
    - o Ensure you see "Reference No.1" and "Reference No.2" at the bottom of the printed label.
    - o Download the shipping label and proceed to checkout.
    - o The device should be appropriately boxed up, label attached, and put with the outgoing packages.
- o If you select **Buyout / Replacement**:
    - o You will be prompted to complete the sale which will automatically notify Asurion that you have requested a buyout / replacement for the customer.

Refer to FOH binder for Depot Cheat Sheet to ensure no issues!

Process: Work Order Notes After Check-in

What makes great Work Order notes?

- What information did the customer supply?
- Has the customer ever seen this happen before? Under what conditions?
- What tests / checks were run and what were the results?
- What information did the device itself supply?
- What resolution was reached or do you recommend?

What are the characteristics of poor work order notes?

- Does not accurately describe the customer issue
- Are not helpful for the next technician who works on the repair
- Can cause repetition of troubleshooting steps and wasted time
- Can lead to contacting the customer for clarification

To write clear, concise case notes:

- Stick to the facts
- If quoting the customer, write, "Customer reports..."
- Every customer interaction should be documented. Did you attempt to contact them? Was a voicemail left? What was said?
- List troubleshooting steps to reproduce the issue, using the Action/Result format.
- Find a balance between including complete details and making the entries easy to read.
- Good notes provide answers and make sense, they do not lead to more questions.

Process: Mailed-Out Repairs

Specialized repairs such as those that require soldering, data recovery, ect. can be mailed to our Lansing location.

Eligible Repairs / Devices

The most up to date information will always be found under the applicable "Mail-Out" section of the price website.

Re-repairs

This does **NOT** mean advanced repairs can be attempted at your store, and you can mail them out. This is strictly prohibited. Turnaround times are much longer in *any* of these scenarios.

What should the customer know?

- Turnaround time is posted on the applicable "Mail-Out" section of the price website
- No updates will be available prior to the "We Will Follow Up By" date on their printed receipt
- Understand updates may not be available for up to 48 hours from time of request

What should the tech know?

- The Next Update time on the WO is several days to a week *before* the quoted turnaround time
    - The goal is to be able to get an update / confirmation it's on time *prior to* any escalation.
- Set proper expectations up front. This is especially true for more advanced repairs. Don't overpromise if you're not the one doing the repair.
- There are **very likely** no updates if the customer calls prior to quoted date. "The device is currently in queue to be worked on, and is still expected to be arrive back to us by [the quoted date]." If customer pushes for more information, let them know you can update them within 48 hours, and send a message in the #mailed-out-soldering-repairs Slack channel. "I'll see if I can get you an update. It may take a couple days, as it's a small team, and it's difficult to check messages while looking through a microscope."
- Emergencies happen. If it's time-sensitive, call the Lansing store at (517) 580-3128 and ask for Alec or Jon. Please **ONLY** do this in escalation prevention type scenarios.
- If the device has been in Lansing for (28) days, the device will be returned and the Advanced Troubleshooting fee waived.

Process: Work Order Auditing (Slow Day Item)

- Go to the Work Orders page
- Click Active Work Orders
- Sort by Next Update (ascending so arrow is facing up)
- Open all Work Orders in new tab if Next Update date is in the past
- Determine whether they need Help Desk tickets, are abandoned, just need Sale Completed, ect. and take appropriate action.
- Prior to submitting any tickets or attempting to close a work order:
    - Ensure the work order clearly includes an explanation of what error is being received / what issue is preventing the Work Order from being closed.
    - If the device is not in-store, please be sure that is clearly stated in the Work Order notes.
    - Be sure the device is **NOT** in-store if you are closing as Sale Completed.
    - If you are unsure of how to proceed on a particular work order, ask a senior tech what the appropriate action is. If they are unsure, tag your Store Manager in the Work Order.
- Sort by Next Update (descending so arrow is facing down)
- Open all Work Orders in new tab if Next Update date is far in the future.
- Determine whether they need Help Desk tickets, are abandoned, just need Sale Completed, ect. and take appropriate action.
- Prior to submitting any tickets or attempting to close a work order:
    - Ensure the work order clearly includes an explanation of what error is being received / what issue is preventing the Work Order from being closed.
    - If the device is not in-store, please be sure that is clearly stated in the Work Order notes.
    - Be sure the device is **NOT** in-store if you are closing as Sale Completed.
    - If you are unsure of how to proceed on a particular work order, ask a senior tech what the appropriate action is. If they are unsure, tag your Store Manager in the Work Order.
- *After* closing those Work Orders, sort by Created (ascending so arrow is facing up).
- Are there Work Orders that have been in the system for an extended period of time (ex. 30+ days)?
    - Determine if they've been forgotten, missed, if repair needs reverted, marked abandoned, ect.

Auditing Work Orders can be done several different ways. The overall goal is to close Work Orders that are very obviously no longer in-store or need attention.

Process: Contact Numbers

- Portal > Support (shield with checkmark)
  - This is always more comprehensive and up to date than a printed copy.

Policy: Abandoned / Recycled Devices

Special consideration should be given in cases of extenuating circumstances that are our fault. Additional repair needed due to misdiagnosis, tech damage, length of time for parts to arrive, ect. These cases should have the date of abandonment moved from (45) to (75) days.

- If a customer is unavailable or unresponsive continue to notify *a minimum of* every (2) weeks.
- Each contact attempt should be notated in the work order notes **with** the interaction (ex. voicemail was full, straight to voicemail, spoke to customer, ect.).
- At the (30) day mark, let the customer know their device is approaching abandoned status and they have (2) weeks to contact us or come retrieve their device. If we don't hear back in (2) weeks, we will reclaim our parts from the device and their device will be recycled (1) month from today. Set an update date of (1) week from this time of contact.
- At the (37) day mark, contact customer one final time that they have (1) week to contact us or come retrieve their device. If we don't hear back, we will reclaim our parts from the device in week, and their device will be recycled in (3) weeks. Set an update date of (1) week from this time of contact.
- At the (45) day mark the device is considered abandoned.
  - Work order notes should be updated to reflect the device is now abandoned due to lack of customer contact.
  - Repair should be reverted.
  - Work order set to Device Abandoned and set an update date of (2) weeks.
  - Samsung work orders should have the OCTA marked Defective (OCTA:F). Put part in appropriate bin.
  - Keep the work order label on the device. Write current date on work order label.
  - Place device in appropriate abandoned device area.
- At (60) day mark, when work order shows up in Update Today you can Sale Complete.

Managers: At (90) days total / (45) days from date on work order label the device can be recycled, used as a training device, or repaired and resold [depending on the device / repair necessary].

Process: Refurbished Device Sales

https://portal.ubif.net/kbase/article/11044

- o Each device should be checked *before* processing customer payment. This includes physical condition, battery health, ect. We want the customer to know what they're getting and minimize any sort of "buyer's remorse."
- o These are to be offered **at customer request.** We do **NOT** want to push / offer device replacement unnecessarily. It gives the impression we're trying to sell instead of fix.

Policy: Cutoff Times

- o The 4 PM cutoff time is meant as a general *guide* for phone calls and walk-ins. It is not a hard stop, especially during periods of lower volume. Use your best judgement and don't be too eager to turn away repairs. For example, if the queue is very low and there is more than one closer, there is no reason not to repair an Asurion iPhone [with FMIP disabled] if they walk in at 5 PM.

Policy: Turnaround Times

- o Be conservative! You never know what is going to come in that day, so don't be a hero!
- o On the other hand if it is dead slow and overstaffed you don't **NEED** to quote 2 hours!
- o Refer to turnaround time chart found in FOH binder.

Policy: Price Match Guarantee

https://portal.ubif.net/kbase/article/71

We will match any **LOCAL** competitors **ADVERTISED** price. This should be mentioned on price inquiry phone calls for mobile devices.

- o Repair facilities that require mail-in (e.g. Samsung) are **NOT** local.
- o Parts **MUST BE** "apples to apples". We would **NOT** match our OLED iPhone screen pricing with a competitors LCD pricing.

Acronyms

- **AST2**: Apple Service Toolkit 2. Needed to perform device calibration on specific iPhone models. See Calibration Matrix on Pricing Website.

- **BOD**: Beginning of Day

- **DFU**: Device Firmware Upgrade mode

- **EOD**: End of Day

- **FMIP**: Find My iPhone

- **FOH**: Front of House. The customer facing part of the store.

- **FRP**: Factory Reset Prevention. This is typically a Google Account lock on a phone requiring "FRP Unlock".

- **GSPN:** For Samsung. Global Service Provider Network. Typically in reference to "GSPN Ticket".

- **GSX**: Apple Global Service Exchange is a database built for Apple Authorized Service Providers process orders. You need a GSX ticket to use RepairCal and AST2 to calibrate a device.

- **IMEI**: International Mobile Equipment Identity. Functions similarly to a VIN number on a vehicle.

- **IQC**: Incoming Quality Check. Pre-diagnostic program for Samsungs.

- **IW**: In Warranty

- **NTO**: Need to Order Parts

- **OEM**: Original Equipment Manufacturer. The opposite of aftermarket.

- **OCTA**: Full Samsung display assembly. This typically includes display, frame, and battery.

- **OOW**: Out of Warranty

- **OQC**: Outgoing Quality Check. Post-repair testing to ensure device is good to go.

- **OTWA**: One Time Warranty Allowance

- **POS**: Point of Sale. Where customer pays for goods/services.

- **RFP**: Ready for Pickup

- **RMA**: Return Material Authorization. An RMA is *usually* for defective parts, but it can include "overstock".

- **RT**: Remote Tech

- **STG**: Samsung Tech Guide. Once an STG username is given, you have access to STG. Required continuing education quizzes are located on the STG website, and must be taken bi-annually.

- **SVC**: Option in Fenrir to register device components without touching the software of the device at all.

- **TMP**: Total Mobile Protection

- **UBIF**: uBreakiFix 🙂

- **VEW**: Verizon Extended Warranty

- **WO**: Work Order

New Hire: Training Schedule

Day 1: Orientation

- Introduction and Store Tour
- Complete New Hire Forms
- Initial Training Setup
    - Sign in on Chrome with the computer you will use during training
        - Google Sheets, Drive, bookmarks, ect. are all welcome and encouraged
    - Sign into Portal Account
        - Do **NOT** forget about the two-factor authentication requirement
    - Bookmark or set Portal as homepage
    - Bookmark the Price Website
    - Bookmark Portal > Knowledge Base > Training > Training Curriculum > Franchisee Training
        - https://portal.ubif.net/kbase/section/2655
        - Customer Service, Partnerships, and Diagnostics are most essential this week.
    - Install Slack and join your store's channel.
    - Remember to refer to this binder during training
- Brief Portal Overview
- Timeclock
    - Clock-in *(Hands on training)*
    - You **MUST** clock in while under your store location. It **CANNOT** be under New Hire Training.
    - Timeclock rounds down to nearest 15m interval. New hire should be aware that if they consistently clock out at 7:12 (ex.) that time will add up.
    - If you work more than six (6) hours, you are entitled to a lunch. It is deducted from your timecard, so make sure you take one. You do **NOT** need to clock out for this.
    - View Timeclock History *(Hands on training)*
        - You are responsible for ensuring your timeclock is accurate on a **WEEKLY** basis.
    - Timeclock Adjustment Form *(Hands on training)*
- ADP (Paystubs)
    - Install the app
    - Access will not be given until 48-72 hours prior to first payroll deposit.
        - Email will be sent to their @uBreak email. Check spam folder.
    - Manual signup can be done via myAccess.adp.com
- Schedule
    - Discuss availability and days to work for the following two (2) weeks.
    - View schedule *(Hands on training)*
    - Timeoff Requests *(Hands on training)*.
        - These should **NEVER** be only verbal.
    - **Expectation**: You should be physically in-store **and** ready to begin your shift **by** the time you are scheduled.

- Training Overview
  - The training modules are required but should not supersede firsthand experience. The first week of training is customer interaction, so you should shadow whoever is assisting customers up front, as well as listening to phone calls, and appointment / lead follow-up.
  - During slower periods of the day, you should work on the training modules. Please stop working on a module to shadow whenever possible / appropriate.
  - We encourage questions throughout the training process!
- After Store Open
  - Shadow phone calls and check-ins.
    - Only shadow repairs if exceptionally slow with Store Manager permission
  - Walkthrough of key areas of Portal and Price Website
    - Throughout training you should explore the content of these sites. There is a lot of information here, and finding resources is key! In most cases, you may not need to memorize a particular process, but you should know where to find the steps.
    - Generate Portal PIN
  - More in-depth store tour
  - Training modules
    - After **each** module you should discuss the relevance and address any questions with the Store Manager or your Training Supervisor.
    - After **each** module use the table of contents of this binder to learn more about that process.
- End of Shift
  - Apparel
    - Pick out (3) shirts to start with. (2) more will be ordered a week or two after the initial shirts arrive to ensure there are no issues with sizing.
  - Show Store Manager or Training Supervisor your timeclock and submit the Timeclock Adjustment Form.

Day 2: Training Modules, Portal Basics, Intro. To Partners

- o Review any outstanding materials from yesterday and address any questions from Day 1.
- o Continue to shadow phone calls and check-ins.
- o Training modules.
    - o After **each** module you should discuss the relevance and address any questions with the Store Manager or your Training Supervisor.
    - o After **each** module use the table of contents of this binder to learn more about that process.
    - o Whenever applicable make "dummy" work orders in Portal.
- o Portal > Knowledge Base > Training > Training Curriculum > Franchisee Training
    - o Customer Service, Partnerships, and Diagnostics are most essential today.
- o Review Partner and Customer Interaction sections of this binder.
- o Continue to familiarize yourself with key areas of Portal and Price Website.

Day 3: Phones

- o Portal > Knowledge Base > Training > Training Curriculum > Franchisee Training > Customer Service modules should all be read and understood.
- o Relevant sections of this binder should be read and understood.
- o Greeting: "Thank you for calling uBreakiFix [Location Name]. This is [First Name]. What can we fix for you today?"
- o Alternate answering phone calls with another team member today. You should stop what you are doing when it is your turn.
- o Politely ask to put the customer on hold if you have a question. **Always** ask a question if unsure.
- o Offer to make appointments over the phone to set a sense of urgency with the customer. This will help get customers through the doors and give them a guaranteed turnaround time as we can prioritize them.
- o Training modules (same considerations as previous day).
- o Continue to shadow check-ins.

Day 4: Leads

- o You will be solely responsible for answering phone calls today.
- o Review the relevant sections from Day 2 as necessary.
- o Training modules (same considerations as day 1).
- o Continue to shadow during lack of phone calls or leads.
- o Review sections of this binder related to Leads / Appointments.
- o You will be responsible for both answering the phones and contacting Leads today.
- o Leads should be called as a priority, SMS as backup, proper lead notes made.

Day 5: Check-ins

- o Training modules should be completed.
- o You will be responsible for leads, and the computer portion of the check-in process.
  - ○ Based on store volume, and as time allows, answering phones may or may not be added to your responsibilities.

Phase 2: Customer Interactions (Best Practices) & Processes

- o Check-ins and check-outs are still shadowed by Store Manager or Training Supervisor.
- o Best practices & "Putting it all together"
  - ○ Tips and tricks for common things at check-in
  - ○ Offering Home+ and accessories to each customer
  - ○ Adjusting quote times based on queue, specific device symptoms
  - ○ Setting proper customer expectations
  - ○ Avoiding "giving in" to customers who push for better turnaround time
  - ○ Courteous but quick and efficient customer interactions
- o Review sections of this binder related to work processes and procedures.
- o Gain experience in GSX, AST2, GD Tool (IQC / OQC)
  - ○ You should be the one to move the device from "Quality Inspection" to "Repaired – RFP", notify the customer, and make the appropriate notes.
- o Training on Beginning of Day (BOD) and End of Day (EOD)
- o Training on Update Today's

Phase 3: Same Day Repairs

- o AOD training. After shadowing AOD usage, new hire should be in charge of back glass removal whenever possible.
- o Review workflow sections of this binder and Portal Knowledge Base (eg. work order statuses, proper repair notes, proper repair flow).
- o Repair Shadowing: Uninterrupted. Other staff handles phones and walk-ins.
  - ○ Shadow 1-2 Samsung repairs (OCTA)
  - ○ Shadow 1-2 Asurion iPhone repairs (glass/LCD).
- o Supervised abandoned device teardown. Uninterrupted.
- o Repair guide should be up at all times.
- o "Dummy" work order created and moved through process with applicable notes for all repairs (new hire can use their own name as customer name).
- o Repair workflow followed.
- o Supervised abandoned device teardown. Interrupted.
  - ○ Get in the habit of having to get up or answer the phone during a repair.

Phase 4: Same Day Repairs

Phase 5

- o Ability to recognize areas that need attention and resolve. Become a team player!
  - ○ Examples: Update Today's, Leads, answering phones in team environment, handling check-ins when everyone else is occupied, ect.
  - ○ Queue management. You don't know every repair yet, and that's fine, but don't get in the habit of just picking up the closest Asurion iPhone. Is there something in queue that has been there a long time? Why?
- o Samsung IW. No Flip / Fold. Start to finish. This includes screen protectors.
- o Google IW. Start to finish.
- o Diagnostics (troubleshooting). Start to finish.
- o Samsung IW. Flip / Fold. Start to finish.

Phase 6

- o Multi-day. iPads, consoles, ect.
- o Receiving

End of Training

- o 90-day Review.

Best Practices: You Should Memorize This

Install and actively check Slack.

Checking #alerts and your stores channel a few times a week ensures you are up to date on the never-ending cycle of changes. Plus, if you don't, I will make the next revision to this handbook even longer.

Review your timeclock.

If you have several timeclock adjustments made per pay period, ask a senior tech how they clock in.

Successful repairs don't always mean happy customers.

We need to keep customers informed. Everyone should follow the steps outlined in the trainings:

- o **Anything** relayed to the customer should be written in the WO notes. If you called and left a voicemail saying the device is RFP, that should be put in the notes and the Next Update time should be appropriately selected (ex. 48 hours). If there are no notes beyond the initial RFP status, the realistic assumption is that no one has reached out to the customer since then.
- o **Update Today**: This is **NOT** update your coworkers verbally or "push" each work order to the next day. This is a list of **CUSTOMERS** expecting an update. Even if the device isn't repaired, there should be **SOMETHING** to tell the customer. This box **MUST** be at 0 by EOD every **SINGLE** day.
    - ○ **Initials are NOT an update**.
- o Don't only rely on SMS. Due to carriers and "spam" filtering, not every SMS is sent. Its unavoidable.
    - ○ Remember to confirm "SMS" is checked in the Contacts tab before sending SMS public update.

Make the queue work for you. Address the issue instead of moving on.

A device is not Awaiting Repair if you do **NOT** have: 1) the replacement part, 2) the device, and 3) customer approval / information necessary.

- o If you're missing #1, the device goes to NTO with a link and/or description of part.
- o If you're missing #2, the customer should be notified, customer contact notated in the work order, next update set to 48 hours, and work order status set to Awaiting Device.
- o If you're missing #3, the customer should be notified, customer contact notated in the work order, next update set to 48 hours, and status set to Awaiting Callback. When applicable, after two weeks of no customer contact, the customer should be notified that their part will be returned in the next week unless some contact with the store is made.

You should **NOT** move on from a work order if there is something that can be immediately addressed. Does the last note say we don't have the customer's passcode? Don't just go on, call the customer, and leave a message. Notate it, and then let the previous tech know they should call customers in that scenario because they clearly must have skipped over this portion of the guide. Believe it or not, we don't always need hop

right on that Asurion iPhone that was checked-in 5 minutes ago, while we have a multiday repair that has been sitting in-store for a week.

Grab parts at check-in.

The part should be physically grabbed and scanned to the work order. This time spent prevents an escalation due to inventory error. If the lobby is so backed up that grabbing the part is too time consuming, that means someone *else* should *also* be up front checking devices in.

Use Portal > Items to confirm a part is **NOT** in-store if there is doubt.

Accuracy is better than speed.

You should not immediately open a device. Open the work order and follow the repair process outlined in this manual. Confirm the issue is present. Ensure correct part is scanned to the work order.

Employ proper judgement and logic.

If you don't know the answer to a customer's question, ask a more senior team member. Don't BS them.

A waiting customer is an unhappy customer.

Everyone wants to do repairs over customer-facing responsibilities, but the majority of stores have two point-of-sale PC's, so they should be utilized. If there is a line of 4+ customers, and only one tech doing check-ins, the tendency for that tech to rush increases, and that is how mistakes are made. Additionally, if a customer is waiting 10+ minutes to get their device checked in, we're increasing the chances of an escalation. Maybe they don't care about the wait right then, but if their repair has [even a minor] issue, then their initial wait time may be what sets them off.

Look at the upper right of Portal. See that mail icon?

Revelation incoming. When we text customers, sometimes they text back. Keep that icon at 0.

Remember you are a "tech" NOT a "same day tech".

Based on store volume, it is easy to get in the habit of doing Samsung's and iPhones. However, past the training and review period, it is expected you will learn less common / more advanced repairs. This includes diagnostics and other multi-day repairs. Ask your manager to take on these repairs, shadow a senior tech, ect. We're a team, and only "cherry picking" the simplest items will eventually lead to an issue.

Under promise: Don't be a hero.

I know we want to help every customer ASAP, but always err on the side of caution or consult a more senior team member. A "no power" diag. is not always possible same day on a busy Saturday.

Seriously, contact customers.

If you think you *may* need to. You do. This goes for Leads / Appointments as well.

If it's slow, you can probably go home.

This isn't *generally* possible during the summer, but if a particular day is slow, and you have nothing to actively work on, talk to your manager. If you're fully trained and not staying busy, it can be frustrating to your fellow techs, so remember to...

Stay busy.

The sooner you start learning where to look the happier you will be.

Portal is slow, but it *does* have the information. The Price Website also has a lot of information and links. The franchise owner has *more than likely* made a sheet covering step by step for a specific scenario. The sooner you embrace the chaos and know where to look, the less you will feel like you're just asking questions all the time. That said...

Ask questions.

Know you are doing something correctly, rather than assume.

If customers keep getting upset, something is wrong (eg. not everyone is a Karen).

Be mindful. Sure, people can be unhappy with a particular price or turnaround, but it is our job to explain the reasoning. Additionally, not all customers have much technical proficiency. If you find yourself consistently in tense interactions, ask for tips or listen to a how another tech handles that same scenario.