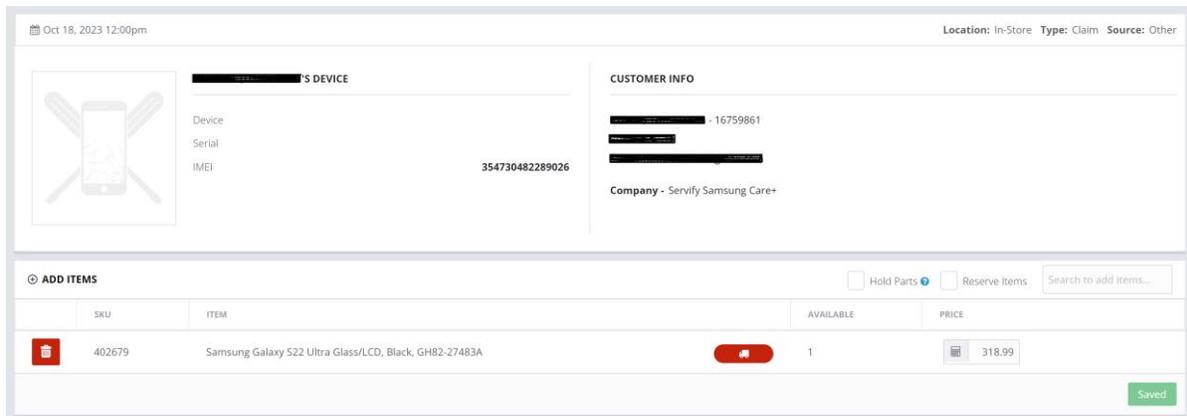


Servify Samsung Care + Device Check-In Procedures

- Customers will be referred to your uBreakiFix/Asurion location via a portal lead ONLY.
- Leads will appear as “Servify Samsung Care+.”
- Without a lead, we are unable to check a customer in for repair services.
- Accessing the “Leads” page should default to displaying all leads in the “Need to Contact status,” which should in turn display all Servify leads that need to be addressed.
- The best way of finding Servify leads that have had their status changed is by utilizing the filters on the leads page.
- By default, the "Status" filter on the leads page does not filter for "All" status options.
- If you check "All", you should be able to search for the customer by name.

Example of a Servify Samsung Care+ Lead:



The screenshot shows a web interface for a Servify Samsung Care+ lead. At the top left, the date and time are "Oct 18, 2023 12:00pm". At the top right, the location is "In-Store", type is "Claim", and source is "Other". The form is divided into two main sections: "CUSTOMER INFO" and "DEVICE".

CUSTOMER INFO:

- Phone number: 16759861
- Company: Servify Samsung Care+

DEVICE:

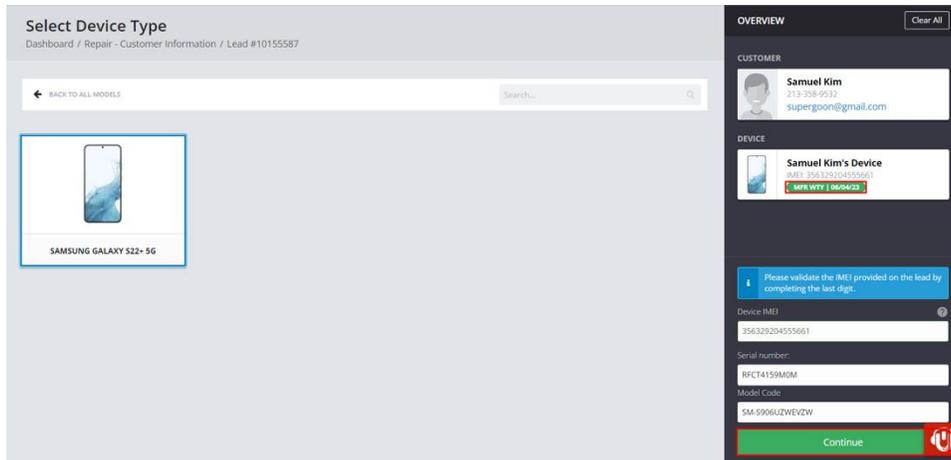
- IMEI: 354730482289026

Below the form is an "ADD ITEMS" section with a table. The table has columns for SKU, ITEM, AVAILABLE, and PRICE. A single item is listed:

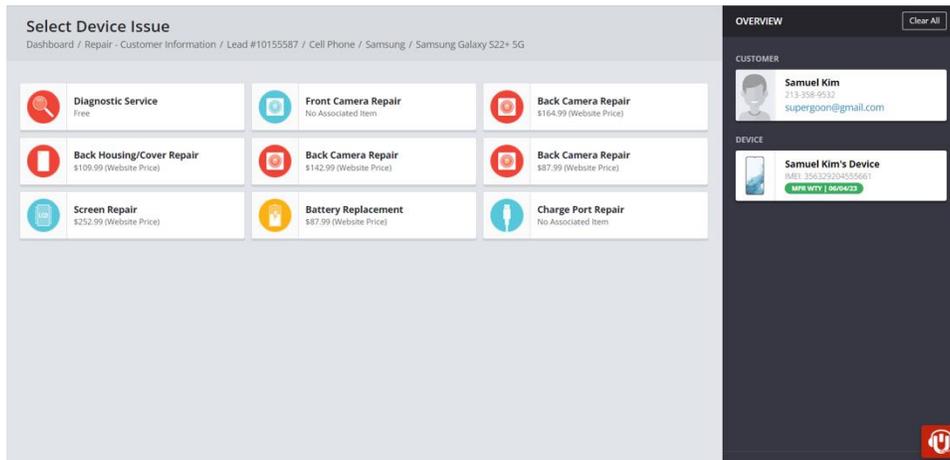
| SKU | ITEM | AVAILABLE | PRICE |
|--------|--|-----------|--------|
| 402679 | Samsung Galaxy S22 Ultra Glass/LCD, Black, GH82-27483A | 1 | 318.99 |

There are checkboxes for "Hold Parts" and "Reserve Items", and a search box "Search to add items...". A green "Saved" button is at the bottom right.

- Begin creating the work order from the lead by clicking on the green “Create Work Order” button
- Select the device type from the lead by typing the name into the search box or clicking the icons to drilldown to the appropriate device type.
- Once the device type is selected, please fill in the IMEI of the device so that the warranty data can be verified
- Once all customer and device information has been submitted and verified, the system will auto-fill the model and serial information.



- Portal will then pull the device's warranty information and display when it expires
- On the next screen, you will choose a repair type based on the customer's description of the issue:



- **All repairs are within scope for Servify Care+ claims except for main-PBA replacements**
- DO NOT FORGET to enter a reason for the check-in (typically a symptom and how it was verified) into the check-in notes field. This will populate the issue description into Samsung's G-SPN system and is necessary for the Work Order process
- Please be as detailed as possible in these check-in notes
- If a device cannot be run through IQC (i.e., No Power, Broken Charge Port, etc.) the appropriate device issue must be selected, otherwise, you will run into a GD error when updating the work order. In the example below, I have selected the symptom codes for a damaged glass/LCD repair:

SAMSUNG SYMPTOM CODES ✕

Please choose the appropriate symptoms via the dropdowns below that most accurately represent the issue the device is presenting upon drop off.

LF - Screen/Display (G ▼)

01 - LCD / Touch Pane ▼

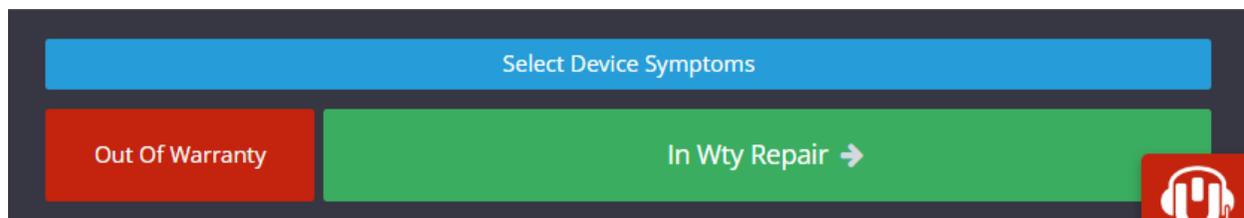
05 - Broken Glass/LCC ▼

Cancel
Select

- It is imperative that you select the correct symptom codes according to the device’s condition because each of these codes is directly linked to a GSPN service type that will have implications for the repair process.
- Depending on what symptom codes are selected on Portal, the customer’s repair claim will be treated differently:
 - Insured Accidental Damage
 - Occurs when a OOW symptom code is used (IE Broken Glass/LCD)
 - The customer is subject to a higher deductible cost that will be billed from Servify since the condition is considered OOW
 - In-Warranty
 - Occurs when an IW symptom code is used (IE Blank Screen)
 - **Part return will be treated as In-Warranty and will be subject to chargeback if returned item is in a bad condition**
 - Repeat repairs (REDO) will be considered bounce from a Samsung KPI perspective

ATTN: “BLANK SCREEN” OR “NO POWER” SYMPTOM CODES SHOULD NEVER BE SELECTED IF THERE IS PHYSICAL DAMAGE PRESENT ON THE DEVICE

- Once the symptom codes have been selected, you may select the appropriate work order creation below:



- The work order process under this program follows the same flow as in-warranty
- For details specific to the Portal work order flow, please access this article below:

- <https://portal.ubif.net/kbase/article/10357>

This concludes the Samsung Care+ Flow!

UBIF/Samsung Jira Support:

<https://ubreakifix.atlassian.net/servicedesk/customer/portal/6/create/330?src=286944727>

Servify Care+ Support Line (Customer-Facing only): 1-877-841-1138