

## Price Site - September 2024 Updates

### Main Landing Page

- Section for price site updates has been added, and this document has been linked.

### iPhone

- A handful of iPhone LCD/OLED have had their price added or adjusted.
  - Current pricing *should* be updated within Portal.
- Broken Camera Lens note moved to it's own column.
- Prox / Ear Speaker column has been removed
  - You can use Misc. Repairs instead, but this specific repair is not common enough to warrant its own column.
- Aftermarket back glass pricing on the “replaceable” back glass models has been added to the information icon.

### Pixel

- 9, 9 Pro, 9 Pro XL, 9 Pro Fold models added.
  - Majority of links are **not** yet working, as Portal does not have correct categories.
  - Prices and reorder points are set within Portal.
- Added additional top banner for information regarding Asurion Multi-Peril batteries and IW Diag App.
- Charge ports on selected models are now bordered in green indicating if the port itself is obvious physical damage then it could be a mail-out repair to Lansing.

### Mail Out

- Mail-Out Other Phones page now includes pricing for Pixel charge ports with obvious physical damage to avoid complete motherboard replacement.
- Mail Out Laptop page has been updated to indicate that Windows laptops sent for charge port replacement **must** have obvious signs of physical damage.
  - This is to improve success of these repairs and increase turnaround on all mail-in repairs. No power  $\neq$  charge port replacement.

### Liquid Damage

- Liquid Damage Repair wording changed to explicitly state this charge is **in addition** to standard repair price. There is no deduction, like there is with the Advanced Troubleshooting SKU's.
  - Liquid Damage repairs take longer and often require thorough alcohol swabbing, so we should be compensated for this. However, if you are simply slapping a screen on a liquid damaged device, then it would be fine to remove this SKU – the No Warranty “As Is” SKU should remain.

- Liquid damage data transfer price increased to Flip / Fold transfer price.
  - There is typically several parts that need to be “frankensteined” together to make the phone boot / able to do the data transfer. However, if you are simply slapping a screen on a liquid damaged device, then it would be fine to charge the \$99.99 price.

#### SOP's

- Added essential Dell links.
- In-Store Print Materials: Added Asurion ATT & VZW One Sheet Overview
  - While techs *can* use this, it is more for mktg runs and customers.