

Microsoft 365 Admin Center Surface Self-Service Repair/Replace



Overview

Let's get started

An introduction to the new module

How it works

- Create a repair request

What happens next?

Helpful links & resources



Welcome to the Microsoft 365 Admin Center Surface Repair Module!

This module can be used by members of your organization to:

- Submit a repair request for small Surface devices
- Edit/manage an existing repair request
- Add new users or update roles for existing users
- Update billing and shipping information

Note: Surface accessories, Surface Hub and Surface HoloLens are currently not supported



Program overview

This is a new program to create repair orders for your Surface devices online within Microsoft 365 Admin Center.

It's simple.

1. Surface device is non-functional
2. Run Surface Diagnostic Tool
3. Submit a repair/replacement request if the Surface Diagnostic Tool was unable to fix the issue
4. Receive a replacement Surface device
5. Return the non-functional device to Microsoft within the 10-days per terms and conditions.

Your repair will be fulfilled by Advance Exchange or Standard Exchange.

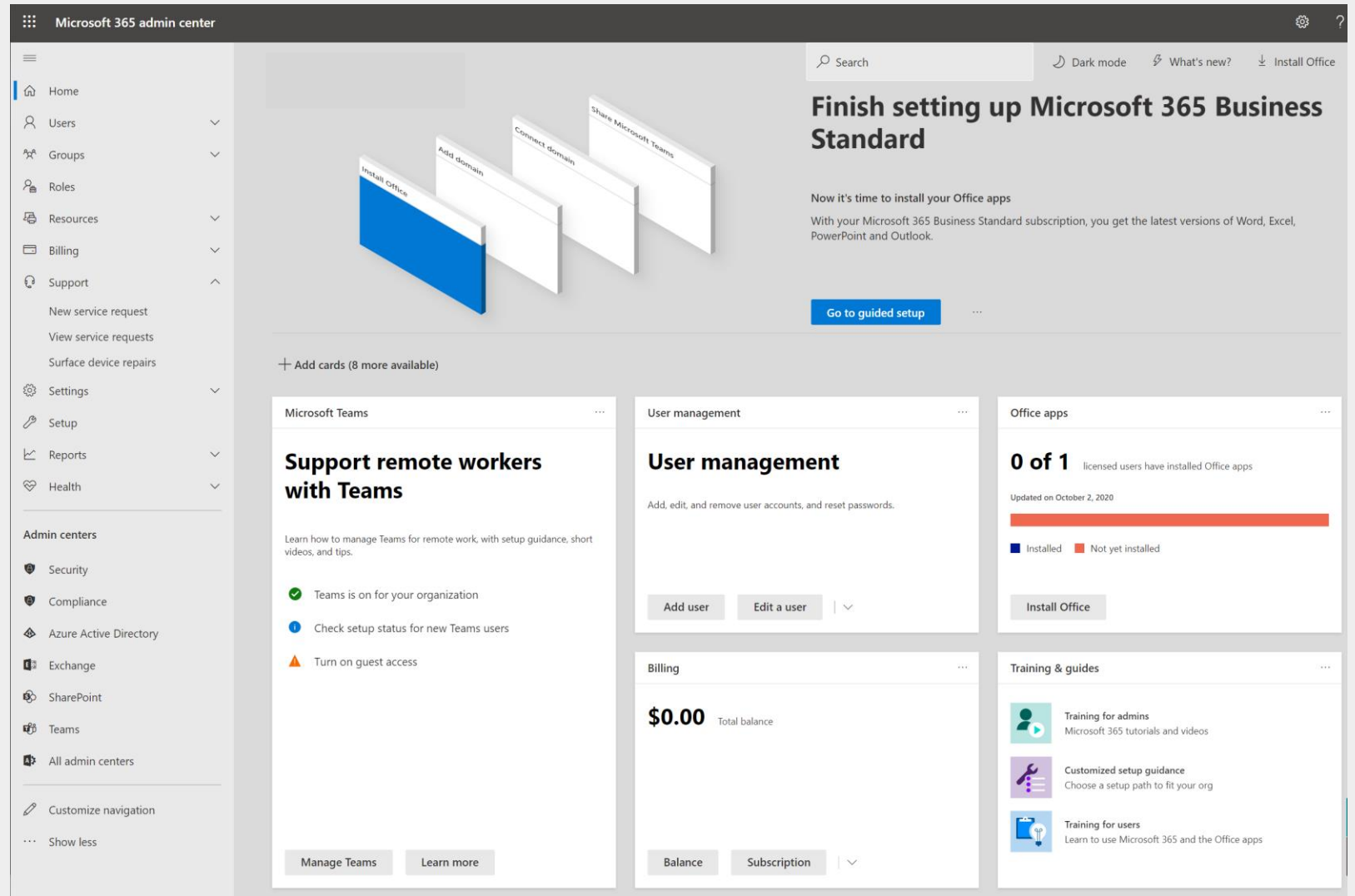
This tool also enables you to create repair requests for multiple non-functional devices in one order.



Let's get started

Now that you have the online capability to submit device repair or replace through the Microsoft 365 Admin Center

- Go to [Microsoft's 365 Admin Center](#) and login to your account. Log in with your owner account (the account that has administrative permissions).

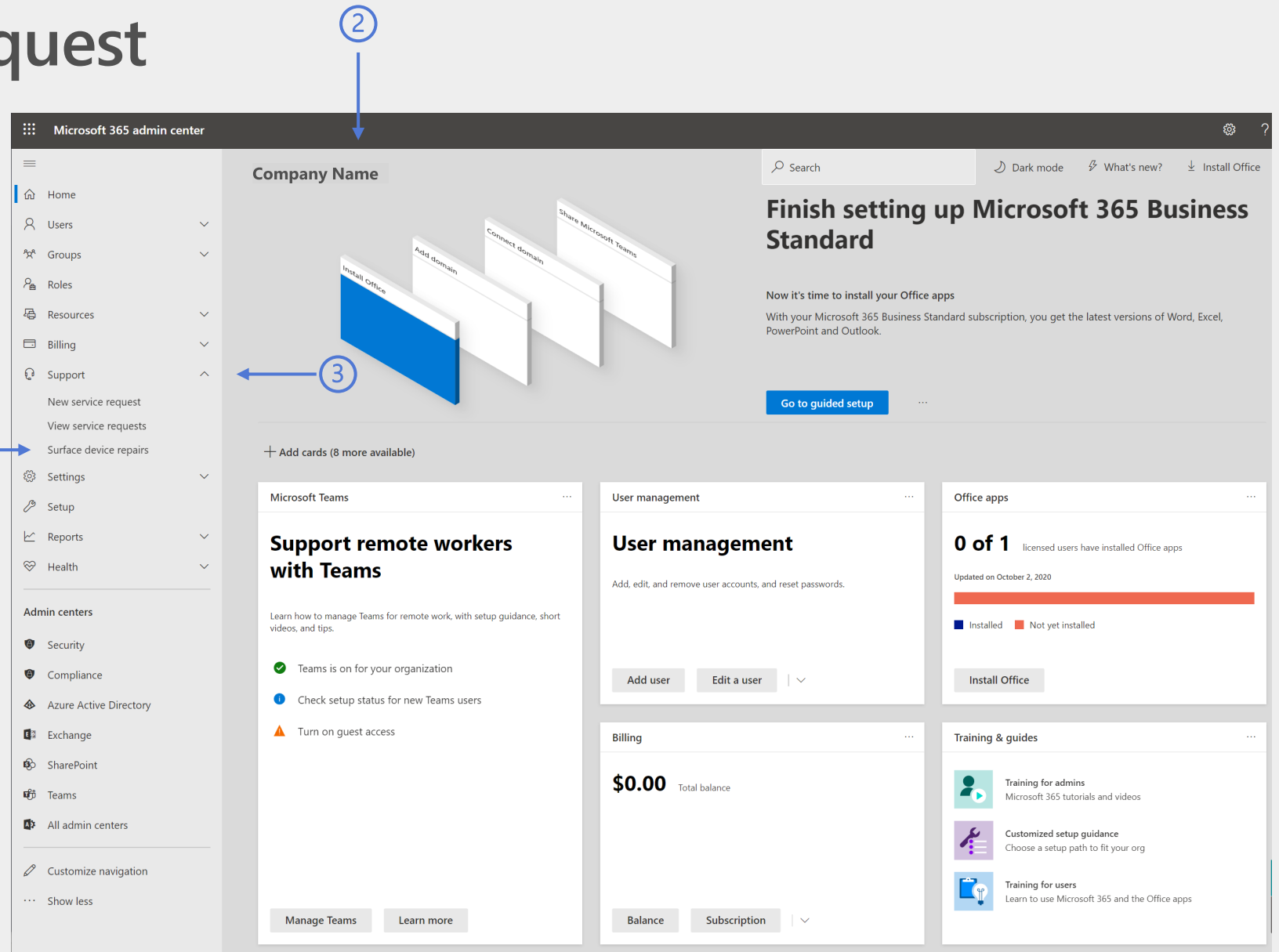


Create a Repair Request

Sign-in

Microsoft 365 Admin Center homepage

1. Log in with your owner account (the account that has administrative permissions).
2. Your **Company Name** should appear in the top navigation bar after signing in.
3. Click the **Support** arrow to expand selection.
4. Click **Surface device repairs**



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Customize navigation

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Dark mode

What's new?

Install Office

Finish setting up Microsoft 365 Business Standard

Now it's time to install your Office apps

With your Microsoft 365 Business Standard subscription, you get the latest versions of Word, Excel, PowerPoint and Outlook.

Go to guided setup

Install Office

Add domain

Connect domain

Share Microsoft Teams

+ Add cards (8 more available)

Microsoft Teams

Support remote workers with Teams

Learn how to manage Teams for remote work, with setup guidance, short videos, and tips.

Teams is on for your organization

Check setup status for new Teams users

Turn on guest access

Manage Teams

Learn more

User management

User management

Add, edit, and remove user accounts, and reset passwords.

Add user

Edit a user

Billing

\$0.00

Total balance

Balance

Subscription

Office apps

0 of 1

licensed users have installed Office apps

Updated on October 2, 2020

Installed

Not yet installed

Install Office

Training & guides

Training for admins

Microsoft 365 tutorials and videos

Customized setup guidance

Choose a setup path to fit your org

Training for users

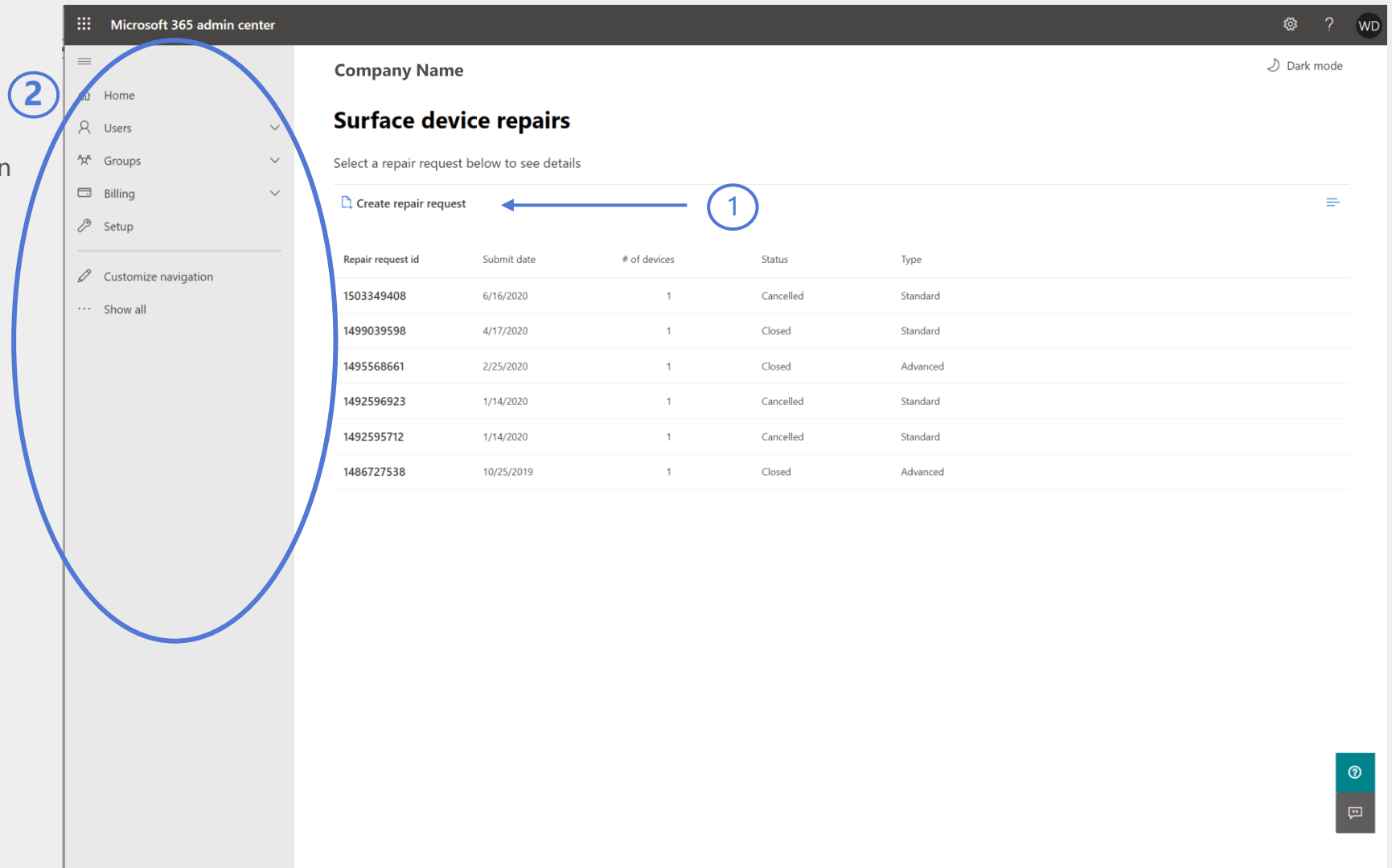
Learn to use Microsoft 365 and the Office apps

Create a Repair Request

Begin a request

1. Click on [Create repair request](#)

2. **Left-hand navigation** may vary based on features or access level of the user in M365 Admin Center.



The screenshot shows the Microsoft 365 admin center interface. The left-hand navigation pane is highlighted with a blue circle labeled '2'. The main content area displays the 'Surface device repairs' section, which includes a table of repair requests. A blue circle labeled '1' highlights the 'Create repair request' button in the top right corner of the table.

Microsoft 365 admin center

Company Name

Surface device repairs

Select a repair request below to see details

[Create repair request](#)

Repair request id	Submit date	# of devices	Status	Type
1503349408	6/16/2020	1	Cancelled	Standard
1499039598	4/17/2020	1	Closed	Standard
1495568661	2/25/2020	1	Closed	Advanced
1492596923	1/14/2020	1	Cancelled	Standard
1492595712	1/14/2020	1	Cancelled	Standard
1486727538	10/25/2019	1	Closed	Advanced

Create a Repair Request

Single unit

1. Select **Submit 1 device**
2. Select **Next**

Microsoft 365 admin center

Search (Use any email address to search for users)

Dark mode

Company Name

Create repair request

- How many devices for this repair...
- Confirm your shipping address
- Add devices
- Tell us about the issues
- Submit your request

How many devices for this repair request?

Please consult your service contract to determine if you are eligible for Advance Exchange. Your request will be fulfilled according to the eligibility of your service contract.

☒ **Submit 1 device** ← 1
Standard or Advance exchange available

☐ **Submit multiple devices**
Advance exchange currently available

Advance Exchange

Advance Exchange allows you to receive a replacement device before you send in your faulty device.
[Microsoft's device service terms and conditions](#)

Standard Exchange

Standard Exchange allows you to receive a replacement device after you send in your faulty device.
[Microsoft's device service terms and conditions](#)

Back Next ← 2 Cancel

Create a Repair Request

With existing shipping address

Please note: to associate a new email address for notifications for this repair request, choose "Add New Address" and indicate that email address in the form. (Note: you must be an admin level user to add a new ship-to address).

1. Choose an address from the drop-down box **Ship replacement to**
Or create a new shipping address. *
2. Create a new shipping address: Select **Add new address**, fill in all required fields*
3. The shipping address is searchable with key words like City, State.

Microsoft 365 admin center

Company Name

Create repair request

How many devices for this repair request?

Confirm your shipping address

Add devices

Tell us about the issues

Submit your request

Confirm your shipping address

This is the address where the replacement or repaired devices will be sent to. It may be different from the address where you've purchased the devices.

Ship replacement to

Ship to address
Select a ship to address.

Add New Address

Back Next Cancel

* Only users with Administrator permissions are able to add or edit Ship-To Addresses.

Create a Repair Request

With new shipping address

1. Fill in new ship-to address form. (This form has address validation. You will be prompted to correct an address not recognized.)
2. This **Email address** is where all notifications and communications for this repair request will be sent (not to the M365 account owner email address).
3. Select **Save**

The screenshot shows the 'Microsoft 365 admin center' interface. The main heading is 'Company Name'. Below it is the 'Create repair request' section. On the left, a vertical progress bar shows five steps: 'How many devices for this repair request?' (completed), 'Confirm your shipping address' (active, with a blue circle and arrow pointing to the form), 'Add devices', 'Tell us about the issues', and 'Submit your request'. The 'Confirm your shipping address' section is titled 'Add new ship to address' and contains the following fields: 'First name *', 'Last name *', 'Address line 1 *', 'Address line 2 (Optional)', 'City *', 'State *' (a dropdown menu), 'Zip *', 'Country/Region *' (a dropdown menu showing 'United States'), 'Email address *', and 'Your Phone Number *'. Below these fields is a link: 'Microsoft respects your privacy. See our [privacy statement](#).' At the bottom of the form are two buttons: 'Save' (highlighted in blue) and 'Cancel'. At the very bottom of the page are three buttons: 'Back', 'Next', and 'Cancel'. In the top right corner, there are icons for settings, help, and a user profile labeled 'WD'. In the bottom right corner, there are icons for help and chat.

Create a Repair Request

Submit multiple devices

1. Download [the sample .csv file](#). List serial numbers in 12 digit format. Save it locally to your drive.
2. Upload CSV file for bulk entries, choose .csv file saved locally and select [open](#).
3. Your devices will appear in a list upon upload completion.
4. Select Next.

The screenshot shows the 'Create repair request' page in the Microsoft 365 admin center. The page has a dark header with the 'Microsoft 365 admin center' logo and a search bar. A left sidebar contains navigation icons. The main content area is titled 'Company Name' and 'Create repair request'. A progress bar on the left shows five steps: 'How many devices for this repair r...', 'Confirm your shipping address', 'Add devices' (current step), 'Tell us about the issues', and 'Submit your request'. The 'Add devices' section is titled 'Add devices' and shows '0 device(s) added'. It includes instructions for adding devices one at a time or via bulk upload. There are three main sections: 'Single device' with a text input for 'Enter device serial number' and an 'Add device' button; 'Bulk upload' with a link to 'Upload CSV file for bulk entries' (annotated with a blue circle '2'); and 'File format details' with a link to 'Download sample CSV template' (annotated with a blue circle '1'). At the bottom, there are 'Back', 'Next', and 'Cancel' buttons. A blue arrow points from a blue circle '4' to the 'Next' button.

Microsoft 365 admin center

Search (Use any email address to search for users)

Dark mode

Company Name

Create repair request

How many devices for this repair r...
Confirm your shipping address
Add devices
Tell us about the issues
Submit your request

Add devices

0 device(s) added.

Add a single device one at a time, or bulk upload a CSV file with a list of devices.

Single device

Add devices one at a time by entering the device serial number.

Enter device serial number Add device

[Where can I find it?](#)

Bulk upload

Bulk upload a CSV file with a list of devices.

[Upload CSV file for bulk entries](#) 2

File format details

Include no more than 20 devices. The file should have a single column with the following header: Device Serial Number. Serial numbers should include all leading zeros.

[Download sample CSV template](#) 1

Back Next 4 Cancel

Create a Repair Request

Submit multiple devices

1. For each device, **Select an issue.**
2. Select **Next.**

Note: An issue needs to be selected for each device before you can continue.

Microsoft 365 admin center

Search

Dark mode

Company Name

Create repair request

How many devices for this repair r...

Confirm your shipping address

Add devices

Tell us about the issues

Submit your request

Tell us about the issues

Please select which category best describes the issue.

5 of 5 device(s) added

Device model	Serial number	Warranty end date	Action
Surface Book 2 - 15 in. 1TB i7 16GB with GPU	xxxxxxxxxxxxx	5/13/2022	Remove
Issues	Offer type	Price	
<div>Select an issue</div>	No issue selected	1	

Device model	Serial number	Warranty end date	Action
Surface Book 2 - 15 in. 512GB i7 16GB with GPU	xxxxxxxxxxxxx	3/20/2022	Remove
Issues	Offer type	Price	
<div>Select an issue</div>	No issue selected		

Device model	Serial number	Warranty end date	Action
Surface Laptop 3 - 13.5 in.	xxxxxxxxxxxxx	10/19/2021	Remove

Back

Next

2

Cancel

Create a Repair Request

Submit a single device or multiple devices by adding one at a time

1. Input the **device serial number** into the text box. (How to find your device serial numbers). As the system recognizes a valid serial number it will pop up an image and information on your device below the text box. Confirm this is correct.
2. Select **Add Device**
3. Repeat steps 1-2 to add multiple devices (up to 20 total) to the request.

Microsoft 365 admin center

Search

Dark mode

Company Name

Create repair request

- How many devices for this rep...
- Confirm your shipping address
- Add devices** 1
- Tell us about the issues
- Submit your request

Add devices

0 device(s) added.

Add device by entering the device serial number

XXXXXXXXXXXX

Surface Book 128GB i5
Serial # iXXXXXXXXXXXX

Warranty
Manufacturer Warranty, Exp. 12/30/2020

Where can I find it?

Device model
Enter serial number to retrieve device model.

Serial number
Enter serial number.

Warranty end date
Enter serial number to retrieve warranty end date.

2

Add device

Back Next Cancel

Create a Repair Request

Submit your request

1. Review your order. If any information is incorrect, Select **Back** to correct any errors.
2. Accept the **terms and conditions**
3. Your repair request is summarized. If correct, Select **Submit your request**
4. Submission will bring you back to the Surface Device Repair summary page. You will see your service request ID in the summary list.
5. You will receive an email following submission of your service request (see next slide for example)

Microsoft 365 admin center

Company Name

Create repair request

How many devices for this repair request?

Confirm your shipping address

Add devices

Tell us about the issues

Submit your request

Submit your request

Standard Exchange repair request

☒ By placing your request, you agree to [Microsoft's device service terms and conditions](#)

Request summary

Standard Exchange:	\$0.00
Shipping:	No charge
Total before tax:	\$0.00

Appropriate taxes will be included based on your location.

Standard Exchange allows you to receive a replacement device after you send in your faulty device.

Device in your repair request

Surface Book 128GB i5

Serial # XXXXXXXXXXXX

Audio Issue

Ship to address

Name
Address
City, State Zip

Bill to address

Name
Address
City, State Zip

Back Submit your request Cancel

Create a Repair Request

List of submitted repairs

This is the Surface Device Repair summary page. After you submit your repair order you will be able to view its status from this homepage list.

NOTE: New customers will not see existing repair orders in the list until you create them. (*This list is for demonstration purposes only*)

1. In the **Status** column there is a drop-down option for the status of each of your repair requests.
2. Left-hand navigation may vary based on features or access level of the user in the M365 Admin Center.

Microsoft 365 admin center

Company Name

Surface device repairs

Select a repair request below to see details

Create repair request

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1492595712	1/14/2020	1	Cancelled	Standard
1486727538	10/25/2019	1	Closed	Advanced

Dark mode

Create a Repair Request

Contact support

From the Surface device repairs page, there are several ways to contact support.

1. Click **New service request** in the left-hand navigation pane.
2. Click the **?** icon located in the top right corner of the page.
3. Click the **?** icon located in the bottom right corner of the page.
4. After clicking any of the options above, describe your issue where the **example is provided**.
5. If the recommended articles do not resolve your issue, click **Contact Support** to speak with a support agent.

The image displays two screenshots of the Microsoft 365 admin center interface, illustrating the steps to contact support from the Surface device repairs page.

Top Screenshot: The left-hand navigation pane is visible, with the **Support** section expanded and **Surface device repairs** selected. The main content area shows the **Surface device repairs** page, which includes a table for repair requests and a **Create repair request** button. A blue circle with the number **1** highlights the **Support** section in the navigation pane. A blue circle with the number **2** highlights the **?** icon in the top right corner of the page.

Bottom Screenshot: The same page is shown, but with a **How can we help?** sidebar open on the right. The sidebar contains a search bar with the text "Example: Can't install Office" and a list of recommended articles. A blue circle with the number **3** highlights the **?** icon in the bottom right corner of the page. A blue circle with the number **4** highlights the search bar in the sidebar. A blue circle with the number **5** highlights the **Contact Support** button at the bottom of the sidebar.

What happens next?

1. This program currently supports Advance Exchange orders that are provided via Microsoft Complete, or Microsoft Surface Extended Hardware Support plans. This means you will receive a replacement device(s) and with it, the packaging and shipping label to return the non-functional device(s) back to Microsoft
2. IMPORTANT: You must return the non-functional device within 10 days of receipt of the Advance Exchange device per the terms and conditions. Use the instructions provided in the box to ship the non-functional device(s) back to Microsoft.
3. Additionally, this program supports Out Of Warranty Standard Exchange orders. Standard Exchange orders require that the device must be sent back to Microsoft before a replacement is provided.
4. IMPORTANT: You will be sent an invoice for the Out of Warranty fee noted at the submission of your Out Of Warranty order. Please confirm the bill to information that is presented at time of replacement submission.
5. You will be notified of the shipment of your replacement device(s) as well as all the reminders to return your non-functional device(s) via your email address.
6. Surface accessories, Surface Hub and Surface HoloLens are currently not supported



Helpful Links & Resources

For more information about contacting admin support for your surface device, please visit [Contact support](#).

For more information about the available services for your Surface device, please visit [How to get service for Surface](#). Here you can find helpful resources for the following:

- Things to do before requesting service
- Sending in your Surface for repair
- Prepare your Surface
- What to do after service
- Additional frequently asked questions

For more information about warranty available for your Surface device, please visit [Surface warranty information](#). Here you can find helpful resources for the following:

- Details about your Surface warranty coverage
- Terms & Conditions for your device
- Additional frequently asked questions

For more information about billing, subscriptions, and licenses for your Surface device, please visit [Business subscriptions and billing documentation](#). Here you will find helpful resources for the following:

- Manage billing and payment
- Upgrade, renew, or cancel a subscription
- Manage licenses



Thank you.

Roles and Permissions

Role-based Permissions

The Surface Self-Serve Warranty and Service allows a Microsoft 365 Global Admin the ability to grant different permissions for creating and managing service orders by assigning roles to users.

When a Microsoft 365 tenant is added to the beta program, the following admin roles are granted additional permissions:

Role	Permissions
Global Admin	View Repair Requests Create/Manage Repair Requests Add/Edit/Delete Ship to Address(es) Create/Manage users and their roles
Service Support Admin	View Repair Requests Create/Manage Repair Requests
Billing Admin	View Repair Requests Create/Manage Repair Requests Add/Edit/Delete Ship to address(es)

For more information about users and permissions, see [Microsoft Admin Center Overview](#).