



ORI Training Flash

Phone Exchange Process

To: All Customer Care Representatives

Date: 9/15/2016 UPDATED: 12/06/2016

Please be advised:

Starting Monday, 12/12/16, the policy enforcement rules related to Phone Exchanges will change, as described below.

IMPORTANT:

Do not indicate to the customer an exchange for a defective or damaged phone will occur until you have followed the appropriate troubleshooting steps. The system will determine the customer's eligibility and you will be able to create the appropriate ticket, otherwise a system message will appear if ineligible. You will no longer need to check Ticket History before attempting to create a ticket.

Per the revised terms and conditions, exchanges will be granted under the following scenarios:

1. Phone is Defective or Malfunctioning:

a. Exchanges Within the Warranty Period:

New and refurbished branded phones are covered against phone defect or malfunction for ONE YEAR from the original activation date. Note that replacement phones do not reset the warranty period. The Warranty will be based on the activation date of the original phone.

Follow the appropriate Equipment Problems Solution(s) and if the customer is still under warranty, you will be able to create the Ticket Type/Title(s) below:

✓ ***Warranty/Defective Phone Exchange***

b. Exchange Outside of the Warranty Period:

Customers may be eligible for an exchange when the phone is defective or malfunctioning even if the customer's Basic Warranty has "Expired". When trying to create the ticket below, the system will automatically evaluate certain criteria to determine the customer's value and decide if the ticket can be created.

Follow the appropriate Equipment Problems Solution(s) and if the customer is eligible for an exchange, create the Ticket Type/Title below:

✓ ***Warehouse/Out of Warranty Exchange***

If you have any questions, please see your Shift Supervisor or Trainer.

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2. Phone is Damaged:

Customer states the phone is physically damaged, such as a cracked screen or liquid damage. In these instances, customers may be eligible for Damaged Phone exchanges based on certain criteria used to determine the customer's value. The system will automatically evaluate this and decide if the ticket can be created.

Follow the appropriate Equipment Problems Solution(s) and if the customer is eligible for an exchange, you will be able to create the Ticket Type/Title below:

- ✓ *Warehouse/Physical Damage Exchange*

3. SafeLink Lost/Stolen Phones:

SafeLink customers may be eligible for a Lost/Stolen Exchange based on certain criteria used to determine the customer's value. The system will automatically evaluate this and decide if the case can be created.

Follow the Phone/SIM Exchanges Non-Defective Solution and if the customer is eligible for an exchange, you will be able to create the Ticket/Title below:

- ✓ *Warehouse/Lost-Stolen Exchange*

Exchanges Denied:

If for any reason an exchange is denied, continue to create the appropriate "Denied Exchange" Ticket(s). Make sure to document the reason the customer provided as to why the phone is not working. Refer to the Phone Exchange Policy (Solutions Toolbox), if necessary.

- Out of Warranty Scenarios:
Case Type/Title: Denied Exchange/Out of Warranty
Issue: Out of Warranty
- Damaged Phone Scenarios:
Case Type/Title: Denied Exchange/Damaged Phone
Issue: Liquid Damage or Cracked Screen
- Lost or Stolen Phones Scenarios:
Case Type/Title: Denied Exchange/Reported Lost-Stolen
Issue: Reported Lost or Reported Stolen

Dispatch the case, but do not give the ticket number to the customer. This is for documentation purposes only.

If you have any questions, please see your Shift Supervisor or Trainer.

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Offer customers the option to purchase a new phone through Direct Sales, one of our branded websites or redirect them to one of our retailers.

QA Auto-Fail: Any agents found to be violating the updated policies will receive a QA Auto-Fail.

Agent Support Keywords: Phone, Exchanges, Warranty, Warehouse

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