SERVIFY™

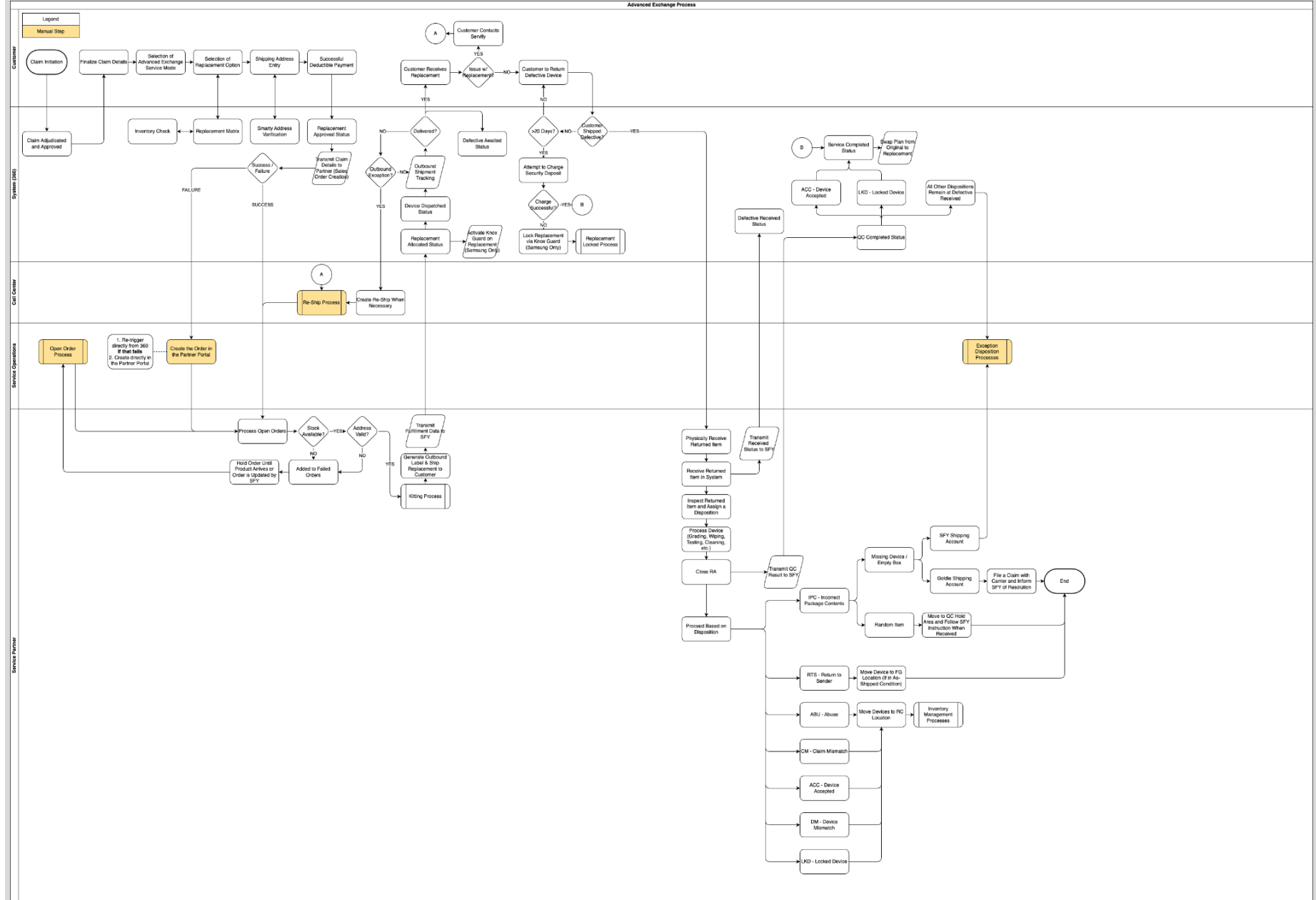|			
SERVIFY™	North America Standard Operating Procedure	Document #	SOP-002
		Prepared By	Stephanie Simmons
		Version #	3.3
		Implementation Date	April 19, 2024
		Approved By	-
SOP Owner	Service Operations	Last Revision Date	September 11, 2024
SOP Name	Advance Exchange Process		

Purpose

This document outlines the process for promptly fulfilling approved Advanced Exchange claims. The process aims to provide the customer with a replacement device on the next business day, subject to certain conditions, before returning their damaged or defective device.

Responsibilities

The primary responsibility of this process is to provide clear instructions to Servify team members who handle Advanced Exchange claims for related programs.

Task/Deliverable	Roles		
	Automated Action	**Service Operations**	**Call Center**
Replacement matrix	x		
Shipping address verification	x		
Order Creation in Partner Portal	x		
Claim progression until "Service Completed"	x		
Knox Guard activation at "Replacement Allocated"	x		
Resolving order creation failures		x	
Resolving claim progression failures		x	
Resolving Knox Guard failures		x	
Re-ship creation and other exceptions		x	x
Charged security deposit monitoring		x	

Process Map

Legend: Manual Step

Customer
- Claim Initiation
- Finalize Claim Details
- Selection of Advanced Exchange Service Mode
- Selection of Replacement Option
- Shipping Address Entry
- Successful Deductible Payment
- A → Customer Contacts Servify
- Customer Receives Replacement
- Issue w/ Replacement? (YES / NO)
- Customer to Return Defective Device

System (360)
- Claim Adjudicated and Approved
- Inventory Check
- Replacement Matrix
- Smarty Address Verification
- Replacement Approved Status
- Transmit Claim Details to Partner (Sales Order Creation)
- Success / Failure (FAILURE / SUCCESS)
- Delivered?
- Outbound Exception?
- Outbound Shipment Tracking
- Defective Awaited Status
- >20 Days?
- Customer Shipped Defective?
- Attempt to Charge Security Deposit
- Charge Successful?
- B
- Service Completed Status
- Swap Plan from Original to Replacement
- ACC - Device Accepted
- LKD - Locked Device
- All Other Dispositions Remain at Defective Received
- Device Dispatched Status
- Replacement Allocated Status
- Activate Knox Guard on Replacement (Samsung Only)
- Lock Replacement via Knox Guard (Samsung Only)
- Replacement Locked Process
- Defective Received Status
- QC Completed Status

Call Center
- A
- Re-Ship Process
- Create Re-Ship When Necessary

Service Operations
- Open Order Process
- 1. Re-trigger directly from 360 If that fails 2. Create directly in the Partner Portal
- Create the Order in the Partner Portal
- Exception Disposition Processes

Service Partner
- Process Open Orders
- Stock Available? (YES / NO)
- Address Valid? (YES / NO)
- Transmit Fulfillment Data to SFY
- Hold Order Until Product Arrives or Order is Updated by SFY
- Added to Failed Orders
- Generate Outbound Label & Ship Replacement to Customer
- Kitting Process
- Physically Receive Returned Item
- Transmit Received Status to SFY
- Receive Returned Item in System
- Inspect Returned Item and Assign a Disposition
- Process Device (Grading, Wiping, Testing, Cleaning, etc.)
- Close RA
- Transmit QC Result to SFY
- Proceed Based on Disposition
- IPC - Incorrect Package Contents
  - Missing Device / Empty Box
    - SFY Shipping Account
    - Goldie Shipping Account → File a Claim with Carrier and Inform SFY of Resolution → End
  - Random Item → Move to QC Hold Area and Follow SFY Instruction When Received
- RTS - Return to Sender → Move Device to FG Location (If in As-Shipped Condition)
- ABU - Abuse → Move Devices to RC Location → Inventory Management Processes
- CM - Claim Mismatch
- ACC - Device Accepted
- DM - Device Mismatch
- LKD - Locked Device

MAJOR ACTIVITIES W/ SLAS

Activity	Samsung	GoldCare	Thumb
Service Partner ships replacement to customer	1 business day	1 business day	1 business day
Service Partner receives customer defective device in their system	Within 48 hours of dropoff	Within 48 hours of dropoff	Within 48 hours of dropoff
Service Partner processes return	<5 business days	<5 business days	<5 business days

PROCESS

RAISING THE CLAIM

Service Mode Selection

1. After adjudication and approval, the customer will choose a service mode. This SOP explains the process for the Advanced Exchange service.

Replacement Matrix

1. The system will utilize a replacement matrix to allocate a replacement for the customer.
2. This replacement device will be cross-checked against the Service Partner's available inventory with the customer's original device.
3. If the replacement is unavailable, the system will check for the next allocation per the priority of the replacement matrix. The replacement types the system will check for are as follows:
    3.1. Exact Match - the replacement device has the same specifications as the customer's defective device, i.e., same model, color, storage, and carrier.
    3.2. Like to Like - the replacement device has the same model, color, and carrier as the customer's original device but may have the same or higher storage capacity.
    3.3. Alternate - the replacement device will have the same model and carrier as the customer's original device. However, the color will be different, and the storage capacity will either be the same or higher. The customer will be presented with multiple options to choose from.
    3.4. Upgrade - the replacement device will be an upgraded model compared to the customer's original device.
4. If no replacement is available, the customer can either choose another service mode or proceed with AE service, which has a lead time of 2-3 business days. If the customer chooses the AE option, the claim will proceed with their original model SKU.
5. After selecting a replacement, the customer will be asked to confirm their shipping address.

Shipping Address Verification

1. The address will be verified using Smarty, which is connected to postal service databases like USPS.
2. Verified addresses will proceed automatically.
3. If the address provided cannot be verified, is undeliverable, or requires additional information such as an apartment or suite number, the customer will be prompted to update the address or proceed with the original one. Providing incorrect address information will cause service delays.
4. After the customer confirms their shipping address, they will be prompted to pay the required service fee.

Payment Collection

1. The customer will pay their service fee via a secure payment form, and a subscription will be placed on the payment card. If the service fee fails, it can be attempted again.

    1.1.   If there is no service fee (extended warranty claims), the customer's payment card will be verified with a $1 amount.

2.   When the payment is successful, the claim status will advance to "Replacement Approved".

    2.1.   Claims that remain in 'Payment Pending' status for over 14 days will be auto-canceled and the customer will be notified via email.

CLAIM FULFILLMENT

Order Creation with Service Partner

Automated Action

1.   The system will transmit the claim data to the Service Partner via API. A Sales Order (for shipping a replacement) and a Return Authorization (for receiving the defective device) will be generated in the Service Partner's system.

    1.1.   If the "Goldie/createRMAExchangeOrder>" API fails, create the Exchange Order manually.

2.   The replacement order number, replacement model number, and return order number will auto-update in the Request Details tab within the claim.

Inventory Allocation and Dispatching of Replacement

Service Partner

1.   The Service Partner will allocate a replacement to the sales order and ship the device to the customer.

    1.1.   If the device inventory is unavailable or there is an issue with the shipping address, the Service Partner will hold the order until Servify Service Operations can update it.

2.   The Service Partner will send the replacement information (model number, IMEI/SN, and replacement cost) and logistics information (outbound and inbound) to Servify via API.

    2.1.   If the API fails, replacement and logistics information must be updated manually.

Automated Action

1.   Once the replacement has been allocated and the claim status is at "Replacement Allocated", the system will automatically activate Knox Guard on the replacement device.

2.   After the replacement is shipped, the system will update the claim status to "Device Dispatched" automatically.

Outbound Shipment Tracking

1.   Outbound shipments will be tracked in the system via API, which will be monitored by Service Operations to ensure they reach their destination.

2.   If there is an issue with delivering the outbound shipment, the Logistics Partner will update the tracking with an exception status and a re-ship will be created if necessary.

Replacement Device Receipt

1.   When the device is delivered to the customer, the claim status will automatically update to "Defective Awaited".

2.   Once the customer receives the replacement device, they must send their defective device to the Service Partner.

3.   Manual intervention is required when there is an issue with the [replacement delivery](#) or the [replacement itself](#).

Shipping Defective and Non-Return Fee

1. Customers have 10 days after receipt of the replacement to return the defective original device. Customers will receive an automated email notification on the 5th, 10th, and 15th days following the receipt of their replacement device, reminding them to return their defective device.
2. If the customer does not return the defective device or if the shipment is not detected as in transit by the system, the customer will be automatically charged a non-return fee.
3. If the security deposit charge fails, the system will automatically lock the replacement device.

Inbound Shipment Tracking

1. Inbound shipments will be tracked in the system via API, which will be monitored by Service Operations to ensure they reach their destination.
2. If there is an issue with delivering the inbound shipment, the Logistics Partner will update the tracking with an exception status.
3. Service Operations may need to confirm the delivery of the shipment based on the exception.

Defective Device Receipt, Verification, and Dispositioning

1. The Service Partner will receive the return in their system and transmit the update to Servify via API. The claim status will auto-update to 'Defective Received'.
2. The Service Partner will inspect the return and transmit the QC update to Servify via API. The Service Partner will place any return with an exception disposition in a QC hold area and await further instructions from Service Operations.
3. The system will add the disposition to the claim and perform automated actions based on that disposition.
   - 3.1. Device Accepted - the system will auto-release the security deposit, update the customer's policy with the replacement IMEI or serial number, de-enroll the defective device from Knox Guard, and complete the claim.
   - 3.2. Locked Device - the system will auto-release the security deposit, update the customer's policy with the replacement IMEI or serial number, and complete the claim.
   - 3.3. For all other dispositions, the QC result will be updated but the claim will remain in the 'Defective Received' status.
4. Weekly, the Service Operations team will take steps to resolve any claims with an exception disposition (claim mismatch, device mismatch, abuse, etc).

Defective Device Diagnostics and Storage

1. All devices, regardless of disposition, will go through the full reverse logistics process (inspection, test, grade, data wipe, warranty check, etc.).
2. The test results will determine where the inventory gets stored.
   - 2.1. High-grade passes will undergo a final audit and be stored as finished goods.
   - 2.2. Low-grade passes will be stored as RA inventory.
   - 2.3. BER devices will be stored as auction inventory.
   - 2.4. Bounced devices that are in-warranty with the vendor will be returned for a credit.

CHARGED SECURITY DEPOSIT MONITORING

1. Customers have 60 days from the charge date to return the original defective device to receive a refund.
2. Service Operations will review charged claims weekly to confirm that customers have returned their defective devices to the Service Partner.
3. Service Operations will initiate the refund process for customers who returned their devices within the specified timeframe.

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EXCEPTION PROCESSES

CUSTOMER CALLS/EMAILS ABOUT NON-RECEIPT OF REPLACEMENT (PACKAGE REPORTED MISSING)

Call Center Agent
1. Ask the customer to confirm their delivery address.

Address Provided By The Customer Matches The Delivery Address On Record:

1. Provide the customer with a copy of the signed proof of delivery (get from Experience team)
2. Advise the customer to inquire with neighbors, family members, etc., about the package.
3. If the customer still reports non-receipt after checking:
    3.1. Notify Service Operations to lock the replacement device (only applicable to Samsung devices).
    3.2. Initiate a re-shipment through the Partner Portal, using "Re-Ship LIT + claim ID" as the reference number (e.g., Re-Ship LIT 4VKY9XVUGPA9).
        3.2.1. The re-ship order should be set to expect the return of the customer's original device.
        3.2.2. Select "OTHER - DELIVERED/NOT RECEIVED" as the RMA Reason.
        3.2.3. Select "Direct Signature" as the signature option to ensure correct delivery.
4. Inform the customer a direct signature is required and provide the new tracking number once available.

Customer Provides A Different Address Than What Is On Record:

1. Check the claim request history to identify who provided the initial shipping address.
2. **Agent provided the initial address, follow the same steps as if the customer reported non-receipt after checking:**
    2.1. Lock the replacement device (Service Operations to do).
    2.2. Initiate a LIT re-shipment with direct signature, "OTHER - DELIVERED/NOT RECEIVED" as the RMA Reason, and set to expect the return of the customer's original device.
3. **Customer provided the initial address, follow the same steps as if the address matches:**
    3.1. Provide proof of delivery (get from Experience team)
    3.2. If the customer still reports non-receipt, lock the replacement device and initiate a LIT re-shipment with direct signature, "OTHER - DELIVERED/NOT RECEIVED" as the RMA Reason, and set to expect the return of the customer's original device.

Claim and Plan Corrections

Service Operations
1. Open a TS ticket to get the new claim details updated for any re-shipments.

BOUNCE PROCESS

Call Center Agent
1. Refer to [AE Post-Repair (Bounce) Process](link) if the customer reports that the replacement arrived damaged, does not function as promised, is the wrong model, or other functional defects.
    1.1. Customers have 90 days from the date of receipt to report a bounce issue.
    1.2. Customers have 72 hours from the date of receipt to report that their device arrived damaged. If it is past 72 hours, the customer must raise an ADH claim.

CUSTOMER CALLS/EMAILS ABOUT THEIR REPLACEMENT BEING RETURNED TO SENDER (UNDELIVERABLE)

Call Center Agent
1. Have the customer confirm their shipping address.
2. Initiate a re-shipment order to the customer's confirmed address through the Partner Portal, using "Re-Ship UND + claim ID" as the reference number (e.g., Re-Ship UND 4VKY9XVUGPA9).
    2.1. The re-ship order should be set to expect the return of the customer's original device.

    2.2.   Select "OTHER - UNDELIVERABLE/RETURNED TO SENDER" as the RMA Reason.

3. Open a TS ticket to get the new claim details updated for any re-shipments.

CUSTOMER CALLS/EMAILS ABOUT WANTING A LOWER VALUE REPLACEMENT

Call Center Agent

1. Send this approved communication: "Further to our discussion regarding the above-referenced claim, this notice serves to acknowledge your request for your replacement device to be a different make and model from your original device. You have agreed to receive a [DEVICE MAKE & MODEL] in lieu of a [ORIGINAL DEVICE MAKE & MODEL], and you acknowledge and agree that certain features and functionalities in the original covered device may not be available in the replacement device being provided to you."
2. Once the communication is acknowledged, inform Service Operations of the customer's request for a lower-value replacement.
3. Inform the customer that they must return 2 devices, their original defective device and the first replacement device.

Service Operations

1. Initiate a re-shipment through the Partner Portal, using "Re-Ship LVR + claim ID" as the reference number (e.g., Re-Ship LVR 4VKY9XVUGPA9).
    1.1.   The re-ship order should be set to expect the return of the first replacement device.
    1.2.   Select "OTHER/UNKNOWN" as the RMA Reason.
2. Service Operations will create a re-ship order for the customer. The re-ship order should be set to expect the return of the first replacement.
3. Inform the Service Partner of the returning replacement and ask that the replacement is inspected upon receipt and returned to finished goods if it remains in "as-shipped" condition.

Claim and Plan Corrections

Service Operations

1. Open a TS ticket to get the new claim details updated for any re-shipments.

CUSTOMER CALLS/EMAILS TO REPORT THEY CAN'T USE THE USPS RETURN LABEL

Call Center

1. Provide the customer with a [UPS return shipping label](link).

CUSTOMER CALLS/EMAILS ABOUT CANCELING THEIR ADVANCED EXCHANGE CLAIM

Call Center Agent

1. Check to see if the device has been dispatched on both 360 and the Partner Portal.

Device has been dispatched:

2. Inform the customer that the device has already been dispatched.
3. Provide options to the customer:
    3.1.   **Option 1**: Refuse the package so the logistics carrier can return it to the sender.
    3.2.   **Option 2**: Accept the delivery and use the included USPS return label to send back the replacement device.

Device has not been dispatched:

4. Inform the team leads to cancel the claim on the front end.

Call Center Leads

1. Cancel the claim on the front end and verify cancellation through the API integration log.
    1.1. **Required outcome**: Goldie void order API indicates "Success."
2. If the claim cannot be cancelled through 360 (front end):
    2.1. Inform Service Operations to void the order in the Partner Portal.
    2.2. Create a TS ticket to cancel the claim from the backend.

CUSTOMER CALLS/EMAILS ABOUT THEIR DEVICE SKU ASSOCIATED WITH IMEI IS INCORRECT

Call Center Agent
1. Request picture proof of the device model SKU and IMEI.

Call Center Lead
1. Confirm the correct device SKU using the provided pictures.
2. Verify that the customer's plan tier corresponds to the confirmed SKU. Adjust the plan tier if necessary to match the verified device SKU.
3. Authorize the customer to proceed with filing their Advanced Exchange claim only if the verified SKU is within the correct plan tier.

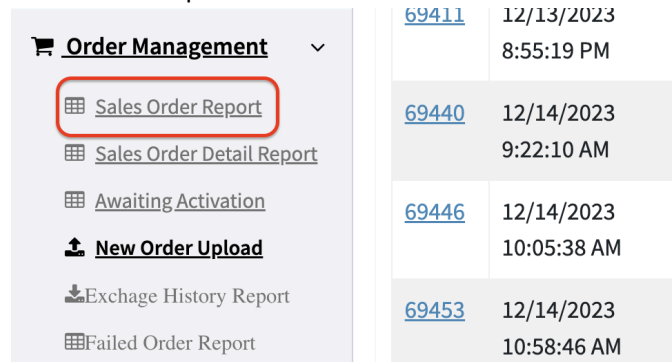## SERVICE PARTNER REPORTS THAT THE CUSTOMER'S RETURNED PACKAGE ARRIVED EMPTY

Service Operations
1. The Service Partner will confirm if the package was damaged in transit or tampered with and share the findings with Service Operations.
2. Release the security deposit and instruct the Service Partner to file a claim with the logistics carrier.

HOW TO'S

HOW TO OBTAIN A COPY OF THE ORIGINAL RETURN LABEL

1. Navigate to the Partner Portal.
2. Locate the Order Management option on the left side of the screen. Expand the drop-down menu by clicking the arrow on the right side of Order Management.
3. Click Sales Order Report from the drop-down menu.

🛒 **Order Management** ⌄		69411	12/13/2023 8:55:19 PM
⊞ Sales Order Report			
⊞ Sales Order Detail Report		69440	12/14/2023 9:22:10 AM
⊞ Awaiting Activation			
📤 **New Order Upload**		69446	12/14/2023 10:05:38 AM
📥Exchage History Report			
⊞Failed Order Report		69453	12/14/2023 10:58:46 AM

4. Enter the Sales Order # and click Submit. The Sales Order # can be found in 360 under Request Details of the claim.

Request Details

Reference ID	PLSXNWQSG7AX
External Reference ID	PLSXNWQSG7AX
Fulfiller Name	Servify
Device	Samsung Galaxy S23 FE 5G
Current Status	Refurb Request Created
Replacement Order Number	910500 ☑

Sales Order Report

Search by Sales Order Number or Date Range

Sales Order #	Date Range	Shipped?	
910500	03/13/2024 - 03/20/202	All	Submit

5.   Open the Sales Order by clicking on the highlighted Order Number.

Order No	Cust Po	Order Date	On Hold
🔍	🔍	🔍 📅	(All) ▼
910500	PLSXNWQSG7AX	12/14/2023	☐

6.   Click the Exchange Item button.

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Shipping Label	Exchange Label

7.   Take a screenshot of the label and send it as an attachment to the customer.

Note: The original return label should be available in Goldie's portal for 90 days. If the label is no longer available, create a UPS return label.

RELATED PROCESSES

1.   Knox Guard Upload Process for Re-Ships
2.   Handling AE Claim Mismatches
3.   Handling AE Return to Sender
4.   Replacement Locked After Failed SD Charge
5.   UPS Shipping Label Creation Process
6.   Handling Non-Return Fee Refunds for Defectives Returned Post Charge

Version History

Version	Approved By	Revision Date	Description of Change	Author
2.04		May-15-23	Final Revision of Archived Document	S Simmons
2.3		Apr-12-24	Third Draft Completed	S Simmons
2.5		-	Final Version Approved	S Simmons
3.0		Apr-17-24	Issued	S Simmons

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3.1		May-29-24	Re-ships: Non-receipt, Undeliverable, Lower value replacement	S Simmons
3.2		Jul-25-24	Added instructions for UPS label creation	S Simmons
3.3		Sep-11-24	Updated: All devices will be processed, regardless of disposition.	S Simmons