



# JA – Cancel/Recreate Label-Ship/E-label Repair Orders in CCF

MARCH  
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XBOX JOB AID

## Target Audience

All T1 and T2 Xbox Hardware Support Agents and Support Staff

## Introduction

Among Hardware agents, it is well-known that CCF has limitations with cancelling repair orders. Microsoft has been working diligently to correct this and CCF is slowly but surely removing these limitations. This Job Aid will further educate you in changes in CCF that will let you cancel repair orders accurately and effectively.

## What's Important

When cancelling repair orders, please take note of the UNC Code that you need to place in the subject line.

### **CANCELLED: 89124 Xbox Console Repair**

Also note that the steps indicated below are applicable for the following scenarios only:

#### **If the repair was processed as:**

- a. Label Ship – US or Canada**
- b. E-Label – Canada**


## What to Do:

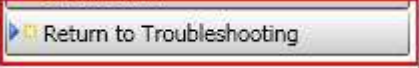
When you encounter these scenarios where you have to cancel and recreate the repair, please follow the steps outlined below:

**Note: Steps 8-13 are very important. If the tier 1 agents do not follow the steps correctly, they will get an error in cancelling the repair order.**

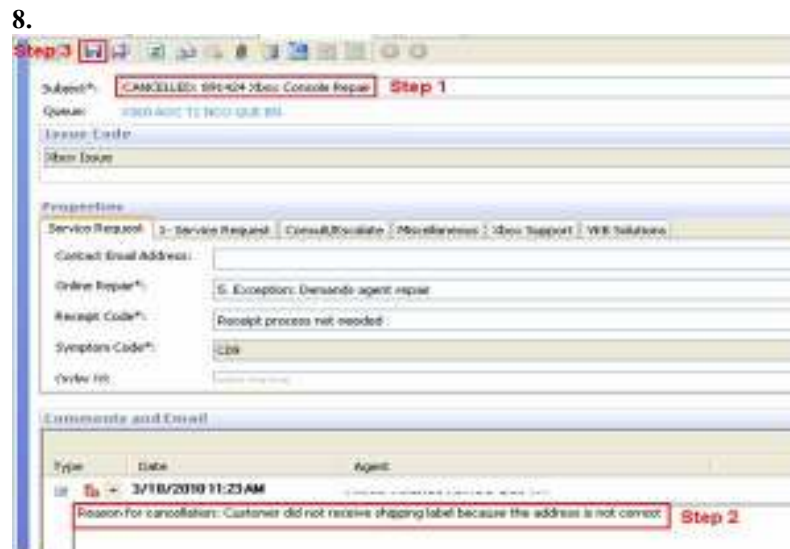
1. Shipping Label Problems (What's Next)
2. Did not receive paper label (What's Next)
3. Click to confirm information in CAP then continue troubleshooting (What's Next)
- 4.



5. 

6. 

7. ☐ Address was correct (What's Next)  
☒ Address was NOT correct (What's Next)

8. 

Step 1:  
Change the subject line using  
the UNC Code  
CANCELLED: 891424 Xbox  
Console Repair

Step 2:  
Document the reason why we  
cancel the repair order since  
CCF SW path did not attach.

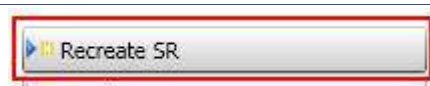
Step 3:  
Click on Save Service Request  
as Open

9. Next step:
- Close the service request by clicking the X button at the upper right corner in CAP
  - Go back to Customer Overview tab
  - Click the SR number where the repair order was created. (Do not reopen the service request)

10. 

11. 

12. Click on "Recreate SR"



13.

Subject\*: 907534 Three Flashing Red Lights  
Queue: X360 AOC T2 NCO QUE EN  
Issue Code  
Xbox Issue

Properties

Comments and Email

Type	Date	Agent
3/18/2010 11:48 AM		

907534

Symptom: Customer experiences three flashing red lights on the ring of light of their console  
Issue: Console is not working  
Resolution: Recreate Repair

IS THE POWER SUPPLY LIGHT GREEN WHEN TURNED ON? (Yes/No): Yes

CONSOLE SERIAL NUMBER: 000000000000

Question: What game title was the customer trying to play when the issue occurred (please include version of game if applicable)?  
Answer: 907534

Cancelled previous repair as per SR 11200000000

NOTE: This is the service request where the agent needs to recreate the repair. Agents must cross reference the cancelled repair service request number on thier documentation.

14. From this point onwards, agents can now follow the normal repair process then Click on “Resolved – Open” then “Close Call” in WFM

## When is it Effective:

Immediately

Credits: Information provided by TM Annie Villanueva