



Advance Exchange Repair Process

OCTOBER 14, 2009

TRAINING ALERT

Target Audience

All Xbox Agents and Support Staff

Introduction

When customers send their console to our Service center for either a repair or an exchange, they are spending time away from their gaming, making the Repair process a long and tedious experience for them. To address this, we will now be rolling out a process where we will be sending the customer an Xbox 360 console before they send us theirs. This Job Aid will outline the steps you need to go through to process Advance Exchange Repair and give you a hint on what will happen from the moment you process the repair until we get their console back.

What to Do

When you process a repair for a customer, CAP will identify whether the customer qualifies for an Advance Exchange repair. The system will verify the following criteria:

- Customer has had 2 or more repairs (i.e. the Advance Exchange option will be offered to eligible customers on their 3rd or greater repair).
- Customer resides in the United States (Guam, US Virgin Islands, Puerto Rico, Alaska and Hawaii excluded)
- SCV can offer the same type of console (Pro, Elite, Core or Arcade) that is compatible with the customer's existing power supply
- Customer does not have a custom console (i.e. Halo 3 Limited Edition)
- Customer does not have a customized console (i.e. personalized stickers, graphics)

If the customer is identified by CAP as eligible for an Advance Exchange repair, the Advance Exchange option will appear on the Product Information screen.

Product Information

Xbox360 - In Warranty - Repair

SKU Number	Description	Price (USD)	
185	Xbox 360 Console Service - In Warranty	\$0.00	<input type="button" value="Add to Cart"/>
187	Xbox 360 Console Service - Advance Exchange - In Warranty	\$250.00	<input type="button" value="Add to Cart"/>

Product prices shown do not include VAT. VAT is charged based on the VAT Rate of the country to which the product ships.

Shipping and handling charges are included in the price.

You will then access the Advance Exchange **KB article 971174 How to process an Xbox 360 console repair using Advance Exchange** and follow the steps provided.

What to Say

1. Explain **both** the standard and Advance Exchange repair option to the customer and let the customer choose using the scripting provided in **KB article 971174 How to process an Xbox 360 console repair using Advance Exchange**.
2. If the customer chooses a standard repair, continue the repair as normal. If the customer wants to opt for an Advance Exchange repair, you must read the Advance Exchange specific scripting from the Advance Exchange KB article so they understand the terms of the repair, and **RECORD the customer's agreement in the Service Request comments**.
3. On the Product Information Screen, select the SKU **Xbox 360 Console Service - Advance Exchange – In Warranty** and click Add to Cart.
4. On the Shipping screen, the Advance Exchange option will be pre-selected and you **MUST** read the scripting shown below to the customer then select Continue.

Shipping Options

Your order has been placed with the shipping type Advance Exchange

AGENT NOTE : Please read to customers :

We will apply a pre-authorization to your credit card, upon submission of this order, to validate your credit card information. We will only charge the full \$250 (plus tax) if we do not receive the original Xbox 360 console back within 14 days from the date you took delivery of the replacement console as indicated by the carrier's tracking system, or if the console is not qualified or has indication of tampering or physical damage.

We do not ship to Post Office Boxes.

WARNING: The Estimated Delivery Date is based on processing time plus shipping time and does not include holidays.

5. On the Billing Information screen, enter the credit card information.
6. On the Review Shipping Information screen, verify that all the information on this screen is correct and **click I Agree**.
7. Click Place Order and then Done.

Reminders

When the replacement console arrives, the customer should follow the provided instructions for returning their non-working console. They will package their non-working console in the box that the replacement comes in and use the provided prepaid shipping label to send the console back to us.

When the non-working console arrives at the SCV, it will be examined. If the console is in acceptable condition an e-mail will be sent to the customer indicating that we received the console and that we are releasing the credit card. If the console is not received back, or if the console is tampered or damaged, an e-mail will be sent to the customer to indicate we have billed their credit card for \$250 (plus tax)

Frequently Asked Questions

Q1: How would I be able to know if a customer is eligible for this kind of repair if I have to deflect the customer for a repair and not have to create an SR? Do I have to create an SR before I deflect?

A1: The Advanced Repair Process is only available to customers who had already sent in their console for service twice in the past. This means that the customer will be on his third repair. Third or greater repairs are not deflected to the web site and would have to be handled by the agent. Hence, an SR will be created and you would be able to determine if the customer is eligible for the new process.

Q2: If a customer claims that he had multiple repairs in the past, yet CAP does not see this on our system, do I have to follow the current RRST process or do I have to escalate to Tier 2 for resolution.

A2: Since you are working on claims only, you would have to follow the current RRST Process that we have. Do not escalate to Tier 2 as they won't be able to generate the SKU at all.

Q3: Will the ticket for calls like these only be closed once the advanced console has been sent to the customer or after the SCV receives the console from the customer? How will repair updates show on CAP?

A3: Theoretically, the Advanced Exchange Repair Process should work like a normal repair, only it is reversed. This means that the repair will close once the SCV receives the console. If the console is not received within 14 days, we will charge them and then the ticket will close.

Q4: Can we also use debit card in place of a credit card?

A4: Yes, as long as the Debit card is a Visa or MC debit card.

Q5: What will be the turn around time for the customer to receive their advance exchange console?

A5: Same as for a standard shipping box. 3-5 business days upon creation of the Advance Exchange Repair Process.

Q6: Will UPS still be the courier for the shipment of the console to the customer and back to the service center?

A6: Since this process is only available for United States customers, UPS will be the courier.

When is it Effective

Immediately

CODE: **AERP10142009**