



Xbox Repair – Email Shipping Default Process (E-Label)

DATE: 06/28/2008

JOB AID

Target Audience

All Xbox Hardware Agents

Introduction

In December of last year, the Email Shipping Instructions option was implemented in the OM tool for United States Xbox 360 repair customers. This option allows customers to expedite handling of their Xbox 360 repair by printing an electronic shipping label, using their own packaging, and dropping their console off at the shipping agent.

Beginning July 1, 2008, the OM shipping type default option for United States Xbox 360 first and second repair customers will change from shipping empty collection boxes and labels to Email Shipping Instructions. A modification to the Support Agent workflow process will be published as an update to the existing KB Article: Xbox 360: Policy: Console repair: United States (910735).

What's Important

The e-label shipping type lets the customer send the console to us just as soon as they can pack the console and print a label. This can shave two or three days off the total repair time. In addition, the customer does not need to have someone home to receive the empty box, the package will be trackable and insured, and when the console is repaired, we will send the console back to them in a new shipping box.

When the E-Mail Shipping Instructions shipping type is selected in the OM tool, two emails are sent to the customer.

One email is sent from CAP and is the instructions to properly pack the console in their own packaging.

Sample:

From: Xbox Customer Care [XBOX_0000.NA.00.EN.MVN.MSI.00.T01.REP.00.PI@css.one.microsoft.com]
To: Jose Rizal
Subject: SRX107115555ID - Xbox Repair

Dear Robby Barlow,

Xbox Customer Support Service Request ID#: 1071012873

Thank you for contacting Xbox Customer Support! We are processing your request to repair your console. In the meantime, please read the IMPORTANT information below:

We have 3 shipping methods to get your console to us:

If you were sent an electronic mailing label

- You should receive a separate e-mail notification with instructions for printing the label. Follow the instructions below to ship your console to us using the electronic label.
- If you have not received your electronic label in your e-mail after 24 hours, please check your "junk mail" or

Exceptions:

Third or Greater Repairs

If a console is being returned for a third or greater repair, the repair includes expedited shipping at no extra cost to the customer. You will continue to use the Third or Greater Repair option on the shipping menu.

Service Contracts

When CAP indicates that a service contract is in effect, you should offer the customer their choice of e-label or box with label. Microsoft recommends e-label as the fastest option.

No Printer or Internet

While electronic label is the fastest shipping type, not everyone who uses an Xbox 360 has ready access to the internet or to a printer. In these cases, you will send the customer a box and label for shipping.

Canadian Customers

Canada will be adopting the Email Shipping Instructions options at a later date for now you will continue to use the box with label shipping option for all Canadian customers.

Other Scenarios

All other scenarios where Microsoft offers a box with label instead of an e-label should be handled on a case-by-case basis by the Tier 1 agent.

"spam" folders in your email application. If the shipping label email is not present, please contact Xbox Support to verify your email address, or request an alternative shipping label.

- Use a sturdy package that is well padded to help protect the contents during the shipping process. The service centre will return the repaired or replaced components to you in our own packaging.
- Write your full return address and the Service Request number on the outside of the package.

If you receive a pre-paid shipping box

- You will receive an empty shipping box with further instructions included in the package.
- Below is the shipping information for the packaging materials.
 - Carrier Name: **UPS**
 - Carrier Tracking Number: 1Z6874R09006296338
- You can track the status of your package using the **UPS** website and the tracking number provided above.

If you receive a paper label

- You should receive this in the next 3-5 days.
- Please package your console before this time.
- When UPS arrive, they will attach the label to the box immediately and take it away.
- Use a sturdy package that is well padded to help protect the contents during the shipping process. The service centre will return the repaired or replaced components to you in our own packaging.
- Write your full return address and the Service Request number on the outside of the package.

What to do next

- Remove the Hard Drive if attached (Xbox 360 only). For more information on how to do this, see [KB Article 906204](#).
- Remove any custom faceplates (Xbox 360 only). For more information on how to do this, see KB article 907331 at <http://support.microsoft.com/kb/907331>
- Remove any discs from the disc tray. For more information, see [KB article 907532](#) or [KB article 906935](#). For the original Xbox, see [KB article 817396](#).

Do not:

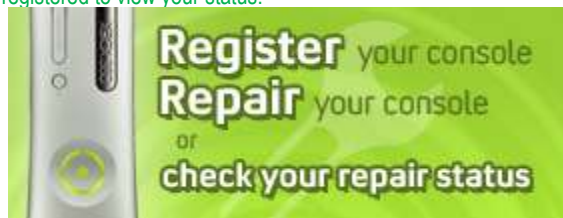
- Do not write Xbox or Microsoft on the outside of the package.
- Do not use your original Xbox or Xbox 360 packaging to send your console to our Service Centre, as it will not be returned.
- Do not include any Games, Hard Drives, AV cables, Controllers or any other accessories with the console unless instructed by an Xbox Service Agent.

My address has changed?

- We can only perform return address changes before you have shipped your console to our Service Center. Address changes after this time are not possible.

How to check on the status of your console repair?

You can do this quickly and easily by going to <https://service.xbox.com/servicesignin.aspx>. You can either use the Service Request ID and your zipcode to check your repair status or sign in, click on the relevant device serial number you have registered to view your status.



Once you send your console to us, it will take 2-3 Weeks to return to you.

Thank you for your patience while we work to get your console repaired and returned to you as quickly as possible!

Note: This is not a monitored email address.

The other email is from the shipping vendor, currently UPS, and it includes a link to a prepaid shipping label that can be printed.

Sample:

From: MICROSOFT / REPAIR CENTER [pkginfo@ups.com]
To: Jose Rizal
Subject: UPS Label Delivery, 1Z6874R09006296338

UPS Returns Label Delivery

This notice tells you that a UPS shipper has sent you an electronic UPS Returns Label.

You can print and use this label to include in your outbound shipment, or send it to the consignee. The label will be available for 10 days.

Note: When retrieving your UPS Returns Label below, we will provide you with both a UPS Returns Label and Commercial Invoice if the invoice was prepared by the original shipper.

Message from MICROSOFT / REPAIR CENTER:
REPAIR ITEM

[View UPS Returns Documentation Instructions](#)

[Retrieve Your UPS Returns Label.](#)

[Get the Receipt.](#)

[Find the Closest Service Location.](#)

[Find Out More About Returning Your Shipment](#)

This e-mail was automatically generated by UPS e-mail services at the shipper's request. Any reply to this e-mail will not be received by UPS or the shipper. Please contact the shipper directly if you have questions regarding the referenced shipment or you wish to discontinue this notification service.

The printable version of the e-label looks like this:

Note:

The customer must click on the second link to see the printable copy of the e-label.

MESQUITE TX 75149	
	TX 751 9-02 
UPS GROUND TRACKING #: 1Z 687 4R0 90 0629 6338	
	
BILLING: P/P DESC: REPAIR ITEM RETURN SERVICE	

What to Say

Before processing the repair:

"I see that this is an in-warranty repair. Your in-warranty repair includes service and shipping to and from the Microsoft Service Center.

We can mail you a link to an electronic shipping label that you can print out and use to send your console to our service center. After we receive the console, we will service and send it back to you. There will need to be someone home to sign for the console when it arrives.

May I process this repair for you today? "

Setting of repair procedure expectations and giving instructions:

"Use a sturdy package that is well padded to help protect the contents during the shipping process. If you do not know how much protection may be required, contact a shipping outlet store for more information. For a fee, these stores will pack a console for you. The service center will return the repaired or replaced components to you in our own packaging.

Write your full return address and the Service Request number on the outside of the package.

Do not write Xbox or Microsoft on the outside of the package.

Do not use your original Xbox or Xbox 360 packaging to send your console to our Service Center, as it will not be returned.

If you have not received your electronic label in your e-mail after 24 hours, please check your junk mail or spam folders in your email application. If the shipping label email is not present, please contact us to verify your email address, or request an alternative shipping method."

"Use a sturdy package that is well padded to help protect the contents during the shipping process. If you do not know how much protection may be required, contact a shipping outlet store for more information. For a fee, these stores will pack a console for you. The service center will return the repaired or replaced components to you in our own packaging.

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If you have not received your electronic label in your e-mail after 24 hours, please check your junk mail or spam folders in your email application. If the shipping label email is not present, please contact us to verify your email address, or request an alternative shipping method."

Sample Scenarios and Replies:

CUSTOMER 1: Why do I have to use electronic label, can't you send me a box?

AGENT: We've realized that most of our Xbox 360 customers have internet and email access, and that if they ever need console service, they want it to be as quick as possible. In moving to eLabel, we are able to get a pre-paid shipping label to you in hours rather than days and there's no need to be home to receive the box.

CUSTOMER 2: What happens if I don't get my e-label?

AGENT: The two most common things that prevents an e-label from reaching you is junk mail, or spam mail filters which often trap email in a junk mail or blocked mail folder that you need to periodically check. Our mail may get trapped by these filters because your email software may be set to aggressively quarantine any mail from a source it hasn't seen mail from before. In this case, all you need to do is make sure you check your junk/blocked mail folder if you don't see the mail from us in the next 24 hours.

The second most common problem is an old email address or one that is misspelled in our system. If this happens, UPS will detect the invalid address and mail a printed label to your address with no further action needed on your part. That label would reach you in a few days.

CUSTOMER 3 - What if I don't have a printer, email, or Internet access?

AGENT - While electronic label is the fastest shipping type, we do recognize that not everyone who uses an Xbox 360 necessarily has ready access to the internet or to a printer. If this is the case, we can mail you an empty box and label in the next few days that you can use to pack your console and return it to us.

When is it Effective

Immediately

Who Is Affected

All XBOX Hardware Customers in the US

JA Code: ESDPCH01

Created by: CHO