MetroPCS

XBM (Exchange By Mail)

User Guide

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MetroPCS XBM In-Warranty Process

Validate the handset is In-Warranty

- Attempt to duplicate the failure
- Make sure there is limited physical damage (good condition)
- No liquid damage (check the liquid detection label)

Inform the customer of their options to replace their in-warranty phone

Option 1: Manufacturer Warranty

- Give customer the contact information for that manufacturer (see page)

Option 2: XBM (Exchange by Mail) $10.00 charge

- Customer's in-warranty issue must be duplicated at the time the requested handset is claimed by the customer.
- Inform the customer that their exchanged handset will be available in 3 business days from the day requested.
- Store representative will log onto the BroadTech website and request a FRU exchange by mail for the customer.
- Store representative will set the expectation that the customer will pay $10.00 plus tax at the time the requested handset is claimed by the customer.

Option 3: OTC exchange (Over the counter exchange)

- This option can be offered to the customer who requires a "same day" FRU exchange if inventory is available.
- This is normal ESN/MEID FRU exchange using in the stock FRU at authorized* OTC locations.
- Store Representatives at Non-OTC locations are required to refer the customer to the nearest OTC location for "same day" exchange.
- Store Representative will set the expectation that the customer will pay $30.00 plus tax at the time the handset is exchanged at the OTC location.

Manufacturer Contacts

If the customer chooses the Manufacturer Warranty Option, provide the contact information below for the individual manufacturer.

HTC: 866-449-8358
www.HTC.com/us/support

Huawei: 877-4HUAWEI
http://support.huawei.com/support

Kyocera: 800-349-4188 Option 5
http://www.kyocera-wireless.com/support

LG: 800-249-0000 Option 1
www.lge.com/us/support/repair/support-warranty-claims.jsp

Motorola: 866-289-6686 Say "cell phones"
www.motorola.com/consumers

Nokia: 888-665-4228 Option 2
www.nokiausa.com/get-support-and-software/repair-and-recycle/warranty

Samsung: 800-726-7864 Option 1, then 2
www.samsung.com/us/support

ZTE: 877-817-1759
www.zte.com.cn/en/products/mobile/handsetservices/index.jsp

XBM – How to Request a FRU by Mail

To Create an XBM Order

Go to the BroadTech website https://www.unittracker.com

- Login to the website using the username and password provided. (see MetroPCS ASR if not provided)

Click on the Return Ship Notifications

Select the RMA Type drop down, select XBM-Order, and click [**New RMA**].

You will be prompted to the XBM created page, click on Add Units to XBM

Input the device information

- Select ESN Class dropdown and click on FRU Exchange
- Enter Customer and Handset information.
  - o For Dealers – Enter in <Customer MDN>

Dealer Only MDN = MetroPCS Number being Exchanged

Enter In-Warranty Handset Information

- Type / Scan Decimal ESN/MEID
- Select OEM
- Select Model
- Select Return Reason
  - For Dealers – Select Allowance Amt - less than 30 days select 10 (only if customer did not pay $10); more than 30 days select 0.
  - Comment Box – Please elaborate on the issue the customer is reporting.

Enter Customer Information

- Name
- Customer Contact Number

Click Check Availability – This will confirm the FRU model you selected is in stock at BroadTech

NOTE: If there is no inventory available you will be prompted with a substitute Model. If the customer will accept a substitute, click [**OK**] if this is not acceptable to the customer click [**CANCEL**], go back to the Main Menu of Logout. Inform the customer to come back at another time, contact the manufacturer for warranty support, or other options that might be available.

Then click on Add Unit

You will then be prompted to print a CLAIM TICKET to give to customer if desired.

NOTE: Keep a copy of each claim ticket for store records.

The Claim ticket is formatted to print on most standard receipt printers as well as desk/laser printers.

After printing XBM receipt, you may add additional units or click SUBMIT XBM. To reprint a customer claim ticket, click [**Print**] next to appropriate ESN. To delete an ESN transaction, click [**Del**] next to the appropriate ESN.

Click Ship Notifications to return to the Main Screen.

XBM – Receiving Handsets at your location

When FRU arrives at your location – Go to the BroadTech website

Select Exchange by Mail Status

Click [**Receive Units**]

The above message will populate

Scan an ESN from the shipment or the tracking number into the pop up box and click [**ok**].

Confirm the number of units to receive in the order.

Contact all customers involved in received shipment to inform them their handset has arrived.

You can text them using [*http://mint.metropcs.com/markets/sms/default.aspx*](http://mint.metropcs.com/markets/sms/default.aspx)

If you do not have your username/password for the MINT please contact your ASR.

Click [**Notified**] to indicate the customer has been contacted.

When notifying the customer either text message or by phone, set the expectation that the customer has 7 days to pick up their XBM FRU.

Dispositions

When the customer comes to the store to claim their requested handset

1. Re-evaluate for In-Warranty conditions
2. Employee charges customer a $10 Exchange by Mail fee plus tax

Go to the Exchange by Mail screen

Select dropdown option delivered to the customer that has came to pick up their XBM FRU.

Notified - 2									
RMA	**ESN**	**Name**	**Contact**	**Model/Sub**	**Submitted**	**Shipped**	**Received**	**Cust Notified**	**Disposition**
XBM120327047	270113180313613502	LISETH ARAGON	305.305.2330	HTC WildFire S	03/27/2012	03/27/2012	04/03/2012 11:50a	04/03/2012 11:52a	
XBM12032811P	268435460806706037	JOYCE WOODS	706.204.6076	SAM R720_R ADMIRE	03/28/2012	03/29/2012	04/02/2012 12:34p	04/03/2012 11:53a	Delivered Returned

Next the system requests to enter the ESN of valid XBM FRU unit scan in the ESN of the FRU being given to the customer and click [**OK**].

> *Note: If the customer does not pick up their XBM FRU within 7 days, select the Returned option. You will then follow the prompts to scan in the ESN of the XBM FRU.*

At this point the system will prompt you to create an RMA for this unit. If an RMA is already open, the unit will be added.

> *Note: If an open XBM has already met its max count of 50 units, the system will not allow you to disposition any other units until the open XBM is submitted.*

Corporate Stores Only: If you wish to convert the handset into your inventory prior to 14 days, go to the Exchange by Mail Status screen and select converted from the dropdown. Converted units are now part of the store's inventory. To Return a Converted unit to BroadTech, go to the Return Ship Notification, select <RMA TYPE>, FRU, Create New RMA, then return the unit as "Overstock" Reason- "Unknown Condition".

> *Note: XBM orders that have reached 10 days since submission will have the disposition box highlighted in yellow, 14 days red. Dealers can be charged FULL RETAIL PRICE for that model if they do not return it. Dealer's records will continue to be outstanding and appear on the "No Disposition" report generated by Corporate Logistics. It is the responsibility of each market to ensure no dealer XBM orders are over 14 days without the dealer returning the handset to BroadTech or completing the order with the end customer.*

Now the "Exchange by Mail" status page is updated. You can now select another XBM request to update, close out and return later or proceed to processing returns back to BroadTech.

Shipping Handsets Back to BroadTech

When you have reached 50 units to return OR once a week, from the main menu choose the Exchange by Mail option.

You will then see an open XBM ready for return

Click [**View**], these are the units that are ready to be returned to BroadTech.

This group of handsets should be all of the defective handsets from the customer's disposition as "Delivered" or handsets disposition as "Returned" if the customers have not picked up within 7 days.

RMA	ESN	Name	Contact	Model/Sub	Submitted	Shipped	Received	Cust Notified	Disposition	Clear Disp
XBM12030513V	270113180313661443	IVONNE DE LA TORRE	706.409.1705	HTC WildFire S	03/26/2012	03/26/2012	03/28/2012 03:26p	03/28/2012 03:45p	Delivered - 03/28/2012 04:51p	Remove
XBM12030513V	268435460806740188	FELIX GUZMAN	706.331.2082	SAM R720_R ADMIRE	03/20/2012	03/20/2012	03/22/2012 10:39a	03/23/2012 01:30p	Delivered - 03/24/2012 03:58p	Remove
XBM12030513V	99000060085732	LARRY WASHINGTON	706.204.6826	LG MS910 Esteem	03/19/2012	03/20/2012	03/22/2012 10:39a	03/23/2012 01:30p	Delivered - 03/24/2012 03:53p	Remove
XBM12030513V	268435460214174693	LACEY PINKARD	770.276.8297	SAM R720_R ADMIRE	03/16/2012	03/16/2012	03/20/2012 01:54p	03/20/2012 01:56p	Delivered - 03/23/2012 02:33p	Remove
XBM12030513V	99000028912781	JALEESA HAWKINS	678.719.1961	SAM R920	03/21/2012	03/21/2012	03/23/2012 01:29p	03/23/2012 01:29p	Delivered - 03/23/2012 02:00p	Remove
XBM12030513V	270113180104348714	SEAN SAUNDERS	404.372.2598	LG MS690 OptimusM	03/16/2012	03/16/2012	03/20/2012 01:54p	03/21/2012 10:57a	Delivered - 03/22/2012 04:14p	Remove
XBM12030513V	99000060182382	SHARON WHATLEY	404.974.8062	LG MS910 Esteem	03/19/2012	03/20/2012	03/22/2012 10:39a	03/22/2012 10:57a	Delivered - 03/22/2012 02:33p	Remove

To remove a handset from this group, click [**Remove**]. This will send the ESN back into your inventory.

If you are ready to process click [**Submit**]

Verify models and quantities being shipped back; click [**Submit**] to transit to BroadTech.

Fill in the appropriate information in the fields below. Click [**Print UPS Label**], then [**ok**].

UPS Label will be generated within the next tab.

REMINDER: UPS restrictions mandate only 1 printing per label. If you seem to have missed or exited out of the label without printing, we suggest that if you have another shipment you will be submitting that you put both in the same shipment - - please label the phones with the XBM number they belong to.

Once the Label has been created, return to the your BroadTech site, enter the tracking number on the label in the tracking number field

Click [**Submit**]

Note: Each location will need to return XBM handsets on a weekly basis. Keep in mind that all XBM handsets should be processed and/or returned within 14 days of original request.

Things to Remember

Who will we contact if you have any issues with the process of requesting a XBM or processing an OTC exchange? For all issues, please contact your local Metro PCS support team.

Who will I contact if I have forgotten or requesting a new username or password? Contact your Metro PCS Indirect Account Manager.

Who will I contact to remove a user from an account? Contact your Metro PCS Indirect Account Manager.

A processed RMA for Exchange by Mail can only include request for exchange by mail. NOT OVER THE COUNTER FRU EXCHANGE OR TRADE IN.

Each location will need to return XBM handsets on a weekly basis. Keep in mind that all XBM handsets must be processed and/or returned within 14 days of original request or the dealer may be charged FULL RETAIL PRICE for that model.

When submitted an XBM for return, place the tracking number in the tracking number field then tab over and click [**SUBMIT**].

ESN's will not be duplicated in the BroadTech site. If you have a customer that has returned to exchange a previous XBM, please refer them to another location or corporate store.

Definitions of Dispositions:

Delivered – When requested XBM Handset is claimed by customer and will prompt you to being the return process to BroadTech

Converted – When the original requested customer fails to claim a requested XBM handset, the handset is converted into store inventory and can be used for OTC exchanges – Corporate Stores only.

Returned – When the original requesting customer fails to claim a requested XBM handset and the requesting dealer returns the originally shipped FRU back to BroadTech.

$30 OTC – Customer Expectation
All locations that include non exclusive / exclusive dealers and DSWC locations will set the expectation s for all customers requiring a "same day" in-warranty exchange.
Customers may choose to have a guaranteed replacement phone in 3 business days for ALL IN Warranty issues! Or… for those customers needing SAME DAY IN Warranty service, customers may visit one of several OTC locations.
"Same DAY" OTC Service Fee – $30.00 + tax.
*Evaluation for IN Warranty Issues / conditions is to be performed by authorized personell in authorized Metro PCS customer service centers.