

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.
 - For Dealers – Enter in <Customer MDN>

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.

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Adding Units Dswc

XBM1204120V5 (XBM - Order)

FRU FRU Exchange <CUSTOMER MDN>

	Decimal ESN/MEID	OEM	Model	Return Reason	Allowance Amt
Returned	123456789012345678	Huawei	M735_BLUE	<input type="text" value="Reason"/> <input type="text" value="Reason"/> DOA - FRU Applications Audio Battery Bluetooth Call performance Camera/Video Display/Touch Flip/Slide Keypads Music player Power SD Card Software Issue Tilt/G Sensor Vibration Phone not charging when plugged in	0
Replacement	<input type="text"/>	<Select Man>	<Select Model>		

Exchange by Mail ☐ Check Availability

Customer Information

Name	<input type="text"/>
Contact Number	<input type="text"/>

Enter Customer Information

- Name
- Customer Contact Number

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

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Adding Units Dswc

XBM12013111C (XBM - Order)

FRU

	Decimal ESN/MEID	OEM	Model	Return Reason	Allowance Amt
Returned	12345678902	Huawei	M735_BLUE		0

Requested Model "HUA M735_BLUE" is Available

Replacement

Exchange by Mail ☒ Check Availability

Customer Information

Name

Contact Number

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

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Adding Units Dswc

XBM12013111C (XBM - Order)

FRU

	Decimal ESN/MEID	OEM	Model	Return Reason	Allowance Amt
Returned	12345678902	<input type="button" value="Select Manf"/>	<input type="button" value="Select Model"/>	<input type="button" value="Reason"/> <input type="button" value="Sub Reason"/>	0

Replacement

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

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Adding Units Dswc []

XBM1204120V5 (XBM - Order)

Submit XBM Ship Notifications

FRU [v] FRU Exchange [v] 1234567890

	Decimal ESN/MEID	OEM	Allowance Amt
Returned	123456789012345678	Huawei [v]	0 [v]

Replacement [] <Select Man> [v] <Select Model> [v]

Exchange by Mail ☒ Check Availability

Customer Information

Name	John Smith
Contact Number	123.456.7890

Add Unit Clear Unit

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.

metroPCS.
Warranty Claim Ticket

04/12/2012 16:26

Print [?] [X]

Printer

Name: Dell Laser W5300n [v] Properties...

Status: Toner low; 0 documents waiting

Type: Dell Laser Printer W5300n XL (V)

Where: Front Desk

Comment: ☐ Print to file

Print range

☒ All

☐ Pages from: 1 to: 1

☐ Selection

Copies

Number of copies: 1 [v]

☒ Collate

OK Cancel

Model: HUA M735_BLUE

Customer Contact:

Name: John Smith

Phone: 123.456.7890

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 screenshot shows the BroadTech metroPCS interface. A pop-up dialog box is displayed in the center, prompting the user to "Enter 'UPS Ref 1' or 'UPS Tracking' or 'ESN' from Shipment". The dialog box has a text input field and "OK" and "Cancel" buttons. In the background, the interface shows sections for "Created - 0", "Ordered - 2", and "Shipped - 2". The "Ordered - 2" section contains a table with columns: RMA, ESN, Name, Contact, Model/Sub, Submitted, Shipped, Tracking, Cust Notified, and Disposition.

RMA	ESN	Name	Contact	Model/Sub	Submitted	Shipped	Tracking	Cust Notified	Disposition
XBM1204040VN	268435460908897747	VICKIE PORTER	817.899.4660	LG MN270 BEACON	04/04/2012				
XBM1204040VN	268435460714832469	ELIZABETH SHAW	817.779.0583	SAM R720 ADMIRE	04/04/2012				

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>

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

The screenshot shows the BroadTech metroPCS interface with the "Received - 1" section highlighted. It contains a table with columns: RMA, ESN, Name, Contact, Model/Sub, Submitted, Shipped, Received, Cust Notified, and Disposition. The "Cust Notified" column has a dropdown menu with "Notified" selected. The "Disposition" column has a dropdown menu with a checkmark icon.

RMA	ESN	Name	Contact	Model/Sub	Submitted	Shipped	Received	Cust Notified	Disposition
XBM120402048	268435480801663535	ANGELA COOTS	706.726.2707	SAM R720 R ADMIRE	04/02/2012	04/02/2012	04/04/2012 10:41	Notified	

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 come 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	<input type="button" value="v"/>
XBM12032811P	268435400800708037	JOYCE WOODS	706.204.8078	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

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Exchange by Mail Dswc

XBM12030513V
Return Qty: 17
Qty Allowed - 1.50

Created - 0
Ordered - 0
Shipped - 0
Received - 0
Notified - 5

RMA	ESN	Name	Contact	Model/Sub	Submitted	Shippe
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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	<input type="button" value="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	<input type="button" value="Remove"/>
XBM12030513V	99000060085732	LARRY WASHINGTON	706.204.8826	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	<input type="button" value="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	<input type="button" value="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	<input type="button" value="Remove"/>
XBM12030513V	270113180104348714	SEAN SAUNDERS	404.372.2598	LG MS990 OptimusM	03/16/2012	03/16/2012	03/20/2012 01:54p	03/21/2012 10:57a	Delivered - 03/22/2012 04:14p	<input type="button" value="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	<input type="button" value="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.

FOLD HERE

3. **Drop-off**
 - Take this package to any location of The UPS Store®, UPS Customer Center, UPS Drop box, or any UPS Authorized Shipping Outlet® near you. Items sent via UPS Returns® (including returns sent via UPS Ground) are accepted at any UPS Drop box. To find your closest UPS location select Find Locations. [Find Location](#)
 - Daily Pick up customers: Have your shipment(s) ready for the driver as usual.
- If you do not have a pouch, attach the folded label using clear plastic shipping tape over the entire label. Take care not to cover any seams or closures.

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

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Submitting Dswc

XBM12030513V

XBM Reference	<input type="text"/>
XBM Reference2	<input type="text"/>
Email "CC"	<input type="text"/>

Package Type	50 Count
Weight	10
Height	7
Width	15
Length	15

Ship Method: UPS - Ground Required before printing UPS label.

☐ Request Package Pick-Up

Carrier	UPS
Tracking Number	1Z1X298A9091406025

Required - Enter then TAB to enable "Submit"

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.***