

CREATE AN EARLY UPGRADE RETURN SHIPMENT

PROCEDURE GUIDE

WHEN TO COMPLETE THIS ACTIVITY:

Follow these procedures to create a Return Shipment and label for devices being returned to the National Distribution Center (NDC) due to an Early Upgrade.

These procedures are only for devices being returned due to an Early Upgrade. Prior to creating a return shipment, complete the Early Upgrade transaction following all applicable policies and process steps:

1. Qualify the customer's device for an early upgrade via TOPS.
2. Run the device through the Device Solution Center (DSC) to confirm that the device is in good condition. Be sure to attach the DSC paperwork to the device.
3. Follow the process to complete the Early Upgrade transaction in RIM.

Devices awaiting shipment should be safely stored in a secure location. All devices collected and the Device Solution Center paperwork should be shipped in the same package once per week at a minimum (i.e. every seven days).

You may choose to ship more frequently than once per week if:

- The location has significant Early Upgrade transaction volume (e.g. consistently sending back 10+ Early Upgrade returns per week, requiring multiple boxes to accommodate all devices to be shipped each week)
- A customer has returned due to a DOA or to perform an Excellence Guarantee exchange, but their device is still in-store waiting to be shipped

QUICK STEPS TO COMPLETE THIS ACTIVITY:

Click a step to quickly jump to detailed instructions for the activity.

1. [Open the Early Upgrade Return Form.](#)
2. [Create a return shipment and label.](#)
3. [Prepare the package for shipment.](#)

CLICK [HERE](#) TO RETURN TO QUICK STEPS



CREATE AN EARLY UPGRADE RETURN SHIPMENT

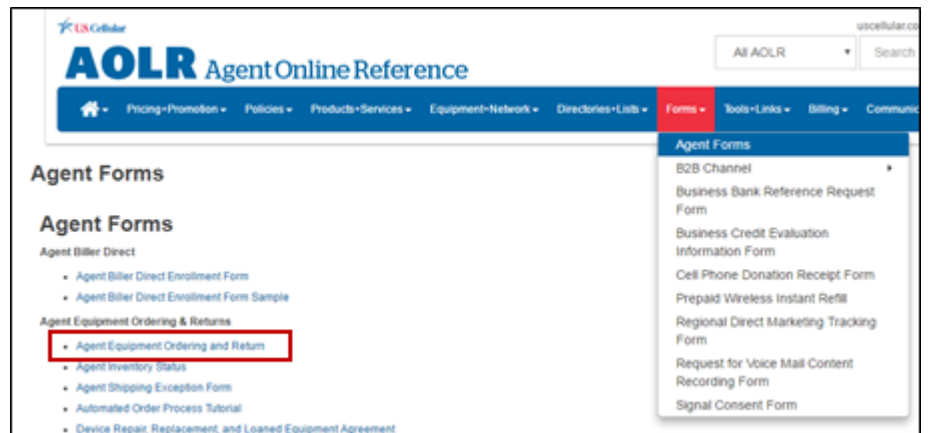
PROCEDURE GUIDE

DETAILED ACTION STEPS:

OPEN THE EARLY UPGRADE RETURN FORM

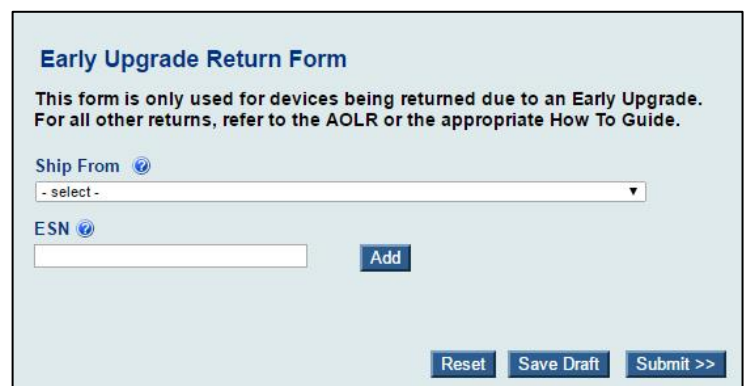
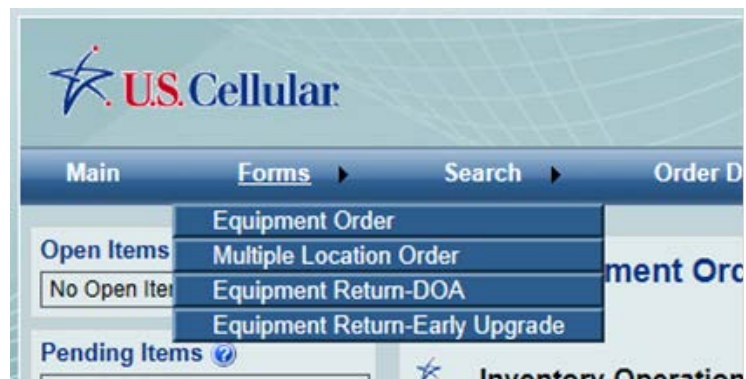
1. Navigate to the portal by clicking [Forms](#) > [Agent Forms](#) > [Agent Equipment Ordering and Return](#) from the AOLR home page.

Results: The home page of the portal displays.



2. Click the **Forms** link and select the **Equipment Return – Early Upgrade** link.

Results: The Early Upgrade Return Form displays.

A screenshot of the 'Early Upgrade Return Form' page. The form title is 'Early Upgrade Return Form'. Below the title is a note: 'This form is only used for devices being returned due to an Early Upgrade. For all other returns, refer to the AOLR or the appropriate How To Guide.' The form contains a 'Ship From' dropdown menu with a blue eye icon and a '- select -' option. Below that is an 'ESN' input field with a blue eye icon and an 'Add' button. At the bottom of the form are three buttons: 'Reset', 'Save Draft', and 'Submit >>'.

CREATE A RETURN SHIPMENT AND LABEL

CLICK [HERE](#) TO RETURN TO QUICK STEPS



Contains U.S. Cellular confidential information. Not for external use or disclosure without proper authorization. To report an error in this procedure guide, please contact the Policy Review Board @ prb@uscellular.com.

7.15.2016 | Page 2

CREATE AN EARLY UPGRADE RETURN SHIPMENT

PROCEDURE GUIDE

1. Click the **Ship From** drop-down list and select the store from which the shipment is being sent.

Results: The form refreshes and displays the **Ship From Address, Create Date, Phone, Comp ID, and Email** for the store selected.

Note: If there is no phone number associated with the store, the system will display all 9's in the phone field. **You can still continue with your shipping order.** Contact your Agent Distribution Sales Support Specialist (ADSSS) to update the phone number for future shipments.

Early Upgrade Return Form

This form is only used for devices being returned due to an Early Upgrade. For all other returns, refer to the AOLR or the appropriate How To Guide.

Ship From

6043 - 1323 W PARADISE DR. WEST BEND WI 53095

Ship From Address **Create Date**

The Camera Case Inc. - West Bend 6/17/2016
1323 W PARADISE DR.
WEST BEND, WI 53095
US

Phone **Comp ID**

2622248288 WI336

Email

jwilliams@cameracase.com

ESN

Add

Reset

2. Click in the ESN text box, and enter the ESN for the first device. Click **Add**. Continue to add the ESN for each device being shipped in this package.

Results: The system refreshes and builds an ESN Return List of devices being shipped.

Early Upgrade Return Form

This form is only used for devices being returned due to an Early Upgrade. For all other returns, refer to the AOLR or the appropriate How To Guide.

Ship From

6043 - 1323 W PARADISE DR. WEST BEND WI 53095

Ship From Address **Create Date**

The Camera Case Inc. - West Bend 6/17/2016
1323 W PARADISE DR.
WEST BEND, WI 53095
US

Phone **Comp ID**

2622248288 WI336

Email

jwilliams@cameracase.com

ESN

Add

ESN Return List

ESN	Converted ESN	TOPS Order #	RMA Delivery #	Date Validated
256691416904201543	429531687		0084578687	6/17/2016

Reset **Save Draft** **Submit >>**

CLICK [HERE](#) TO RETURN TO QUICK STEPS



Contains U.S. Cellular confidential information. Not for external use or disclosure without proper authorization.
To report an error in this procedure guide, please contact the Policy Review Board @ prb@uscellular.com.

CREATE AN EARLY UPGRADE RETURN SHIPMENT

PROCEDURE GUIDE

- The system validates the Early Upgrade Return Status of each ESN entered.

Results: If the ESN is a valid Early Upgrade return, the system fills in the remaining fields in the list and the device is ready to ship.

Results: If the ESN is not a valid Early Upgrade return, the system returns an error message.

NOTE: The Early Upgrade Return Form is to be used **ONLY** for Early Upgrade device returns. Any other devices should be handled following the appropriate procedures for that program (e.g. In Store Trade In, DOA)

- If you see any error messages in red next to an ESN, resolve each issue prior to returning the device to the NDC. This prevents delays in receiving devices and helps prevent charges being applied to the customer's account for a non-returned device.

Error messages and instructions for resolving them are listed below:

ESN Return List					
	ESN	Converted ESN	TOPS Order #	RMA Delivery #	Date Validated
	25669141690420181	ESN not found, confirm ESN			
	256691416904201822	No Return Authorization found			
	256691416904201543		429531687	0084578887	6/17/2016
	990000794019CA	256691416904200906	429531169	0084578885	6/17/2016

Message	Instructions
ESN not found, confirm ESN	SAP does not have any record of the ESN you entered. Please confirm that you entered the ESN correctly from the device, or determine the correct source of the device. If the ESN was entered correctly, the device may have originated from the In Store Trade In Program. If the device is an In-Store Trade-In, the device should be placed in the proper area for return using the procedures for that program.
No Return Authorization found	This device has not been authorized for return. Review the Device Solution Center paper work attached to the device to confirm the source of the device. If the device is a DOA return, the device should be placed in the proper area for return.


CLICK [HERE](#) TO RETURN TO QUICK STEPS

CREATE AN EARLY UPGRADE RETURN SHIPMENT



PROCEDURE GUIDE

Not an Early Upgrade return	This device is not a valid Early Upgrade return. Review the Device Solution Center paper work attached to the device to confirm the source of the device. If the device is a DOA return, the device should be placed in the proper area for return.
RMA Delivery Not Found – Please revalidate	<p>RMA creation may take up to one hour after the Early Upgrade transaction is completed. If the Early Upgrade was completed within the past hour, please wait one hour and re-validate this ESN.</p> <p>If the RMA delivery is not found after one hour and the re-validation has failed, please contact IS to open a validation error ticket providing the early upgrade ESN. After the investigation ticket is opened, you can complete the shipment and return the device to the NDC.</p>
Invalid RMA status	The ESN you entered has an invalid RMA status in SAP. Please confirm that the ESN was entered correctly. If the ESN is correct, the invalid RMA status may be caused by a cancelled Early Upgrade transaction or an invalid Logistics Status.

To Edit an ESN:

- a. If you need to update the ESN entered for any device, click the “Edit”  icon to activate the edit window.

ESN Return List				
ESN	Converted ESN	TOPS Order #	RMA Delivery #	Date Validated
<input type="text" value="256691416904201817"/>				
No Return Authorization found				
256691416904201822				
256691416904201543		429531687	0084578887	6/17/2016
990000794019CA	256691416904200906	429531169	0084578885	6/17/2016

- b. After correcting the ESN, click the “Save”  icon to save your changes, or the “Cancel” icon  to return to the list without saving your changes.

ESN Return List				
ESN	Converted ESN	TOPS Order #	RMA Delivery #	Date Validated
<input type="text" value="256691416904201817"/>				
No Return Authorization found				
256691416904201822				
256691416904201543		429531687	0084578887	6/17/2016
990000794019CA	256691416904200906	429531169	0084578885	6/17/2016

- c. Once you save your edits, the ESN will be revalidated.

ESN Return List				
ESN	Converted ESN	TOPS Order #	RMA Delivery #	Date Validated
<input type="text" value="256691416904201822"/>				
No Return Authorization found				
256691416904201543		429531687	0084578887	6/17/2016
256691416904201817		429531179	0084578886	6/17/2016
990000794019CA	256691416904200906	429531169	0084578885	6/17/2016

CLICK [HERE](#) TO RETURN TO QUICK STEPS


CREATE AN EARLY UPGRADE RETURN SHIPMENT

PROCEDURE GUIDE

To Resubmit an ESN:

If you resolve an issue in TOPS, click the "Resubmit" icon  to re-check the Early Upgrade Return Status of that device.

To Remove an ESN:

If you have devices that require further research or assistance to resolve, do not delay the shipment of any other Early Upgrade devices. Use the "Delete" icon  to remove the device with the issue from your shipment while it is being researched. Continue preparing your shipment and add that device to a new shipment once the issue is resolved.

Note: If you are unable to identify the device, check the DSC paper work to make sure that you have the correct ESN entered. If the paper work matches the ESN or is not available, please contact Order Processing to provide the ESN history on the device. Once identified, determine if the device was part of an Early Upgrade transaction and if the transaction was completed correctly.

If the Early Upgrade ESN found on the customer's account does not match the device on hand, the Agent will need to determine the following:

- Where is the device that was traded in with the Early Upgrade transaction?
- Where did the current device on hand come from (Is it a trade in, DOA, excellence guarantee device, etc.)?
- Is the Device Solution Center paperwork available for review?

If there is no resolution or additional assistance is needed please contact your ADSSS for support.

CLICK [HERE](#) TO RETURN TO QUICK STEPS

CREATE AN EARLY UPGRADE RETURN SHIPMENT

PROCEDURE GUIDE

5. Click **Submit** to create the shipping label.

Results: The shipping label is created and ready to print.

OR

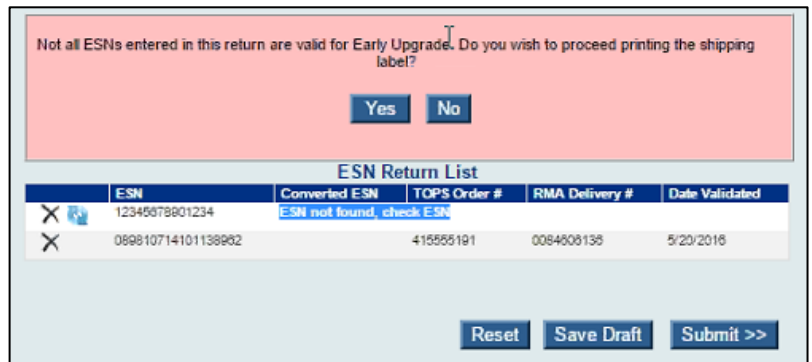
Results: If all errors are not resolved, the system displays a warning confirmation. You can proceed with the order; however, you will be required to acknowledge that there is still an error in the shipment.

If you click **Yes**, the label will generate and you can print the label and ship all of the devices.

If you click **No**, the system returns to the list and you can return to Step 4 to resolve any remaining error(s). Once issues are resolved, click "Submit" again to print the label.



OR



CLICK [HERE](#) TO RETURN TO QUICK STEPS



CREATE AN EARLY UPGRADE RETURN SHIPMENT

PROCEDURE GUIDE

- Click **Print** in your web browser to print the label. Click Close on the label print form to return to the Early Upgrade Return form.

Additional form functionality (not part of the standard procedure)

Reset – allows you to clear the entire form and start over by selecting the location again and entering each ESN.

Save Draft – allows you to save the ESN Return List you have entered and return to it later. Use this functionality if you need to resolve issues on the Early Upgrade return devices or work on another activity. Refer to the “Search for Existing Early Upgrade Shipments” How-To Guide for instructions on retrieving a previously saved shipment.

1 OF 1
1 LBS
THE COMPASS USNR BLD.
262248388
11521 N. FORT WASHINGTON ROAD
MESA, AZ 85205
SHIP TO:
U.S. CELLULAR
GENCO
5201 ALLIANCE GATEWAY FREEWAY
FORT WORTH, TX 76177-3729
TX 759 9-88
UPS GROUND
TRACKING #: 1Z 9RY 936 03 9701 061 0
SAMPLE
BILLING: P/P
Reference No. 1: 451162010000016573
ZSC 16 04 15 1804 11:15 04 2015

Print Close

PREPARE THE PACKAGE FOR SHIPMENT

- Protect and pack the devices in a box, tape up the box, and place the label on the box.
 - Reuse shipping boxes and packing material sent to you from the NDC when possible.
 - Use the smallest box available to prevent device shifting and possible damage.
 - Ensure devices are properly protected and minimize contact with one another.
 - Ensure you adhere to the [Lithium Ion Battery Policy](#) and follow all instructions in the [Shipping Lithium Batteries](#) How-To Guide.
- Give the package to your UPS delivery driver on the next regular delivery day.

CLICK [HERE](#) TO RETURN TO QUICK STEPS



Contains U.S. Cellular confidential information. Not for external use or disclosure without proper authorization.

To report an error in this procedure guide, please contact the Policy Review Board @ prb@uscellular.com.

7.15.2016 | Page 8

CREATE AN EARLY UPGRADE RETURN SHIPMENT

PROCEDURE GUIDE

YOU KNOW YOU HAVE COMPLETED THIS ACTIVITY SUCCESSFULLY WHEN:

You have successfully completed this task when all the ESN's for the shipment have been validated and the label has been printed and placed on the package for shipment.

CLICK [HERE](#) TO RETURN TO QUICK STEPS



*Contains U.S. Cellular confidential information. Not for external use or disclosure without proper authorization.
To report an error in this procedure guide, please contact the Policy Review Board @ prb@uscellular.com.*

7.15.2016 | Page 9