

Evaluation Process

Golden Rule: If it would not pass our current QC Standards, then the part needs to be replaced.

Before Repair

ALWAYS VERIFY THE SERIAL NUMBER FIRST

Make sure the W/O you are looking at matches the device you are evaluating.

1. Inspect the device for damage that is noted in the Damage Description on the work order.
2. Inspect the device for damage that is not noted on the Damage Description on the work order.
 - a. Open and close the lid of a chromebook or laptop to verify the hinges are secure and not damaged.
 - b. Check all plastics (Hinge cover, bottom plate, midframe, etc)
 - c. Turn the device ON, to verify the device boots up. Do this even if the LCD is damaged, indicator lights are present on most devices.
 - d. Check the ports for any damage.
 - i. Check the headphone jack for functionality.
 - ii. Check the charging port for damage and make sure the device indicates charge.
 - iii. Check the USB, VGA, HDMI, etc ports for visible damage.
 - e. Check the keyboard keys and trackpad for stickiness or damage.

Any additional damage that causes functionality/structural issues will need to be replaced. See example on the next page.

W/O Repair Example with Scenarios

Device: Samsung Chromebook XE303c12

Damage Description: Cracked Screen

Scenario 1

Technician verified the damage description and all the device will need to be repaired is an LCD. Tech then gets the LCD from inventory and repairs the device.

Scenario 2

1. Technician verified the damage description and also found the device will need a hinge cover replaced as well. The Tech gets an LCD and Hinge Cover from inventory and repairs the device.

Scenario 3

1. Technician verified the damage description and also found the device will need a hinge cover and a LCD Housing to complete the repair.
2. The tech gets the LCD and the Hinge Cover from inventory and finds out that inventory is out of stock of the LCD Housing. The Tech will not complete the repair or install the available parts on the device, but they will add the available parts to the W/O and indicate in the notes:

“Added the LCD and the Hinge Cover to the W/O, but are not installed on the device. The device will also need a LCD housing which we are currently out of stock. Device will go on hold for a LCD Housing. The LCD and Hinge cover are with the device.”

3. The Tech will then place the device back in its box and with the available parts, place all of them on the “Going on Hold” table. DO not change the status to On-Hold.
4. The Backlog Team will take the devices off the “Going on Hold” table and verify all notes and place the device in the correct status.

Cashout W/O Example with Scenarios

Device: Samsung Chromebook XE303c12

Damage Description: Dropped, the screen is cracked.

Coverage: \$250, **Labor:** \$50, **Shipping:** \$35

Scenario 1: Under or Equal to the Coverage Amount

1. Technician verified the damage description and all the device will need to be repaired is an LCD. Tech then gets the LCD from inventory and repairs the device.

Scenario 2: \$25 or less over the Coverage Amount

1. Technician verified the damage description and found the device will need an LCD, LCD Housing, Keyboard, and Motherboard, which will put the device over coverage by \$25.
2. The Tech will repair the device and put in the notes:

“Verified SN. Replaced the LCD, LCD Housing, Keyboard, and Motherboard. The repair cost will exceed the coverage amount by \$25. I repaired the device and put the device on the “Cashout” Table to get its price adjusted.”

3. The Tech will then take the device to the “Cashout” table to get its price adjusted before completing the W/O.

Scenario 3: \$25+ over the Coverage Amount

1. Technician verified the damage description and found the device will need an LCD, LCD Cable, LCD Housing, Hinge cover, Keyboard, and Motherboard, which will put the device over coverage by \$30.
2. The Tech will NOT repair the device and put in the notes:

“Verified SN. The repair cost will exceed the coverage amount by \$74, due to needing the following replaced: LCD, LCD Cable, LCD Housing, Hinge cover, Keyboard, and Motherboard. I took the device to the team lead for review.”

3. The Tech will then take the device to their team lead, which will in turn take the device to the Inventory to see if the price can be reduced or cashed out. If the Price can be reduced then the device will be given back to the technician to be repaired. If the device is to be cashed out it will be given to the Inventory Specialist for review.