# Send Equipment Return Label-1456

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## Introduction

**Before** suggesting an equipment return label, let customers know they can return their equipment **to the local office** at their convenience

We provide **free equipment return labels** for equipment returns (with the exception of customers in the Digital West area where this is **not yet available)**

- ***Customer must provide the box and packaging material, fasten the return label and drop off package at a vendor location***

**FedEx is the shipping vendor:**

- Customer has **2 weeks** to *print the equipment return label* from the date the **label is requested**
    - When viewing and printing the equipment return label, 2 weeks is noted in **the instructions**
    - When receiving the equipment return label via email, the ***print by*** date

is noted in **the confirmation**

- Once *viewing* **or** *printing* the return label, you can only **print / re-print** the label **for the next 5 days**
    - When **printing from home**, the option to print a label at a FedEx location is no longer available
    - FedEx office locations can print the return label **scanning the barcode** from the customer's mobile device
        - **Exception: San Luis Obispo, Los Angeles and San Jose, CA** where a local office is **not** yet available
        - For this area only, there is no need to package the equipment; simply bring the equipment and accessories to the office
- Note: Customers in **former Harris Broadband** areas of Texas choose **Brownwood, TX** as the **region** where they had service

## Resolution Steps

Expand All | Collapse All

### Customer Self Help - Preferred Method

1. When a disconnect / downgrade work order is entered in ICOMS, **direct customers** in all sites to: **astound.com/support/internet/equipment-return**
2. Provide further assistance if necessary: advise customer to **enter all information**

- Name and return address
- City, state / territory and zip code
- Email address - email address where the customer wants to receive the label

3. **Select the region where the customer subscribed to our service**
    - This ensures the equipment is returned to the **correct** warehouse
    - To select from all regions, click green box **Show All Regions**
4. **Choose label delivery method**
    - **View & Print immediately**: *customer* can view & print the label **immediately** on their computer
    - **Email & Print at home / business:** customer can request to receive an emailed label to print from their computer
    - **Email & Print at FedEx:** customer can request an emailed label, take their mobile device to the FedEx office where they scan the bar code and print the label
    - It may take **up to 4 hours** to receive **emailed labels**
5. **Account Number**
    - Enter full account number to ensure equipment is returned to correct account
6. **Advise customer to take note of the tracking number** before bringing their equipment to a **FedEx drop off location:**
    - Taking note of the tracking number enables customers to track their equipment back to us and **prevent equipment disputes**
7. **Additional Information:** If a drop off location is housed **with another**

**business**, like a hotel, a convenience fee may be charged at drop off

8. Customer may request that the company pick up their equipment from their home; there is a charge that is determined by the company

## Agent Enters Label Request

- Verify a disconnect / downgrade work order is entered in ICOMS
- Access **Equipment** tab in BOLT
- Click on **Send Return Label** button
- Note: BOLT gives you direct access to the FedEx request form on our website
- Select Email & Print at Home **OR** Email & Print at FedEx; View & Print is a **customer self-help option only**
- Enter all information as provided in *Customer Self Help* section **above -** (If unsure of region, verify it with the customer)
- It may take **up to 4 hours** for the customer to receive the emailed label

## Customer Did Not Receive Label

- If **View and Print**, advise customer to print another label on **astound.com/support/internet/equipment-return**
- If **emailed**, ask the customer to check their **spam/junk** mail
    - Advise them to enter another request if they cannot find the email
    - When a customer cannot enter the request, enter the request for them
        - Only **customers** can select *View & Print* to receive label on their computer

## Vendor Website Errors

- If an issue occurs and a label request cannot be submitted:
- Close browser window, re-open and **try again**
- If the error still populates, **call the Control Desk to report the issue**
    - Let them know the issue you are experiencing and the error that displays
- Try again in a little while; usually issues are corrected quickly
- **Example of errors you may see:**
    - Error message asking for **username and password**

- Error displays as:
    - *Missing or Invalid Ship to company name*, etc.
    - *There was an error processing your submission. Please check your input and submit form again*
    - Any error that prevents you or a customer from requesting a label

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