

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

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=287>