

Standard Operating Procedure

DOA Process – Version 1.2

1. Stakeholders

- Retailer / MD / SD
- ASM / ZSM
- TNT team
- Logistics team

2. Purpose of the document

This document illustrates the standard operating procedures to be followed for handling the 'Dead / Defective on Arrival' end customer handsets and will act as a single point reference for all the activities involved in executing the said activity.

3. Definition

DOA stands for Dead on arrival / defective on arrival. It is given as replacement for an end customer wherein handset has any fault related to the performance as specified and mentioned in the user guide within 7 days of purchase upon necessary validation.

It does NOT apply to the handset(s) which are stuck in the sales channel due to transit damage and those handset(s) will be covered under SRN (sales return process).

4. Process

At Customer's end:

1. Customer opens the box and due to the initial defect, reports the same to the retailer / dealer channel within 7 days of purchase.
2. Customer to ensure that the complete box is taken along with a valid Proof of purchase.

At Retailer's end:

1. Check the status of the handset that it is within 7 days of purchase.
2. Reported fault is captured and verified by the retailer.
3. If the handset fulfills the DOA criteria / verification process is positive then the checklist is filled and replacement given to customer immediately.
4. If the handset does not qualify for DOA then it is referred to nearest ASC for repairs.
5. If the accessory only is faulty, then the customer will be referred to the ASC for accessory replacement.
6. For all DOA's the retailer's checklist (refer to annexure 1) and POP copy (with 'C' sticker) needs to be attached and then sent to MD.

At Micro Distributor's end:

1. Check the status of the handset that it is within 7 days of purchase and billed by MD.
2. If the handset fulfills the DOA criteria / verification process is positive then the checklist (MD/SD) if filled and replacement given to retailers immediately.
3. If the handset does not qualify for DOA then it is returned back to retailers immediately.
4. For all DOA's the MD checklist (refer to annexure 2) along with retailers check list and POP copy (with 'C' sticker) needs to be attached and then sent to SD.

At Super Distributor's end:

1. Check the status of the handset that it is within 7 days of purchase and billed by SD to MD.
2. If the handset fulfills the DOA criteria / verification process is positive then the checklist(MD/SD) if filled and replacement given to MD immediately.
3. If the handset does not qualify for DOA then it is returned back to MD immediately.
4. For all DOA's the MD checklist (refer to annexure 3) along with retailers check list and POP copy (with 'C' sticker) needs to be attached and then sent to SD.
5. ALL DOA REPLACEMENT'S ARE ROUTED THRU THE SD WHO WILL ALSO FILL HIS CHECKLIST (refer to annexure2) BEFORE IT IS SENT TO WAREHOUSE TEAM FOR REPLENISHMENT.

At Warehouse's end:

1. Verification process is followed again.
2. Proof of purchase (with 'C' sticker) is attached with all such phones.
3. Fresh stocks are dispatched for DOA replacement basis verification of SD check list and physical phone.

Annexure:

1. Retailers checklist

S. No.	Parameters	Checked	
		Y	N
1	Box Pack in Good condition		
2	IMEI no. 1		
3	IMEI no. 2		
4	Are the IMEI same as mentioned on the box ?		
5	Retailer invoice with 'C' sticker available		
6	All Kit components available including accessory (as per sales pack)		
7	Handset in good condition i.e. not scratched nor physical damaged		
8	Fault reported by customer		
9	Fault verified by retailer (Y/N)		

Details.....

I confirm having verified all the above mentioned details to consider the above handset under DOA.

Retailer Signature with stamp & date

2. SD's / MD's checklist

Checklist for DOA for SD / MD

S. No.	Parameters	Checked	
		Y	N
1	Box Pack in Good condition		
2	IMEI no. 1		
3	IMEI no. 2		
4	Are the IMEI same as mentioned on the box ?		
5	Retailer invoice with 'C' sticker available		
6	Kit components available including accessory (as per sales pack)		
7	Handset in good condition i.e. not scratched nor physical damaged		
8	Fault reported by retailer verified by SD / MD		
9	Name of the retailer		

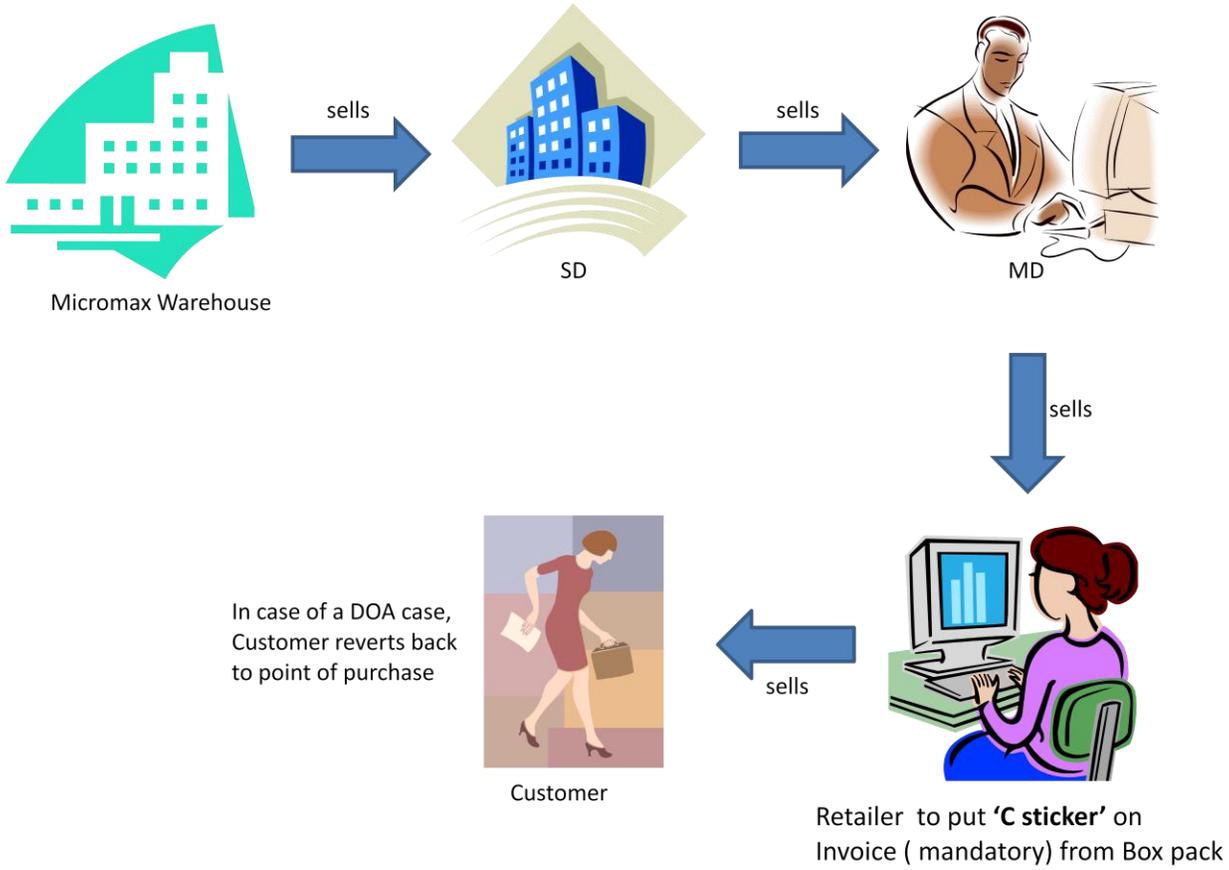
Details.....

I confirm having verified all the above mentioned details to consider the above handset under DOA.

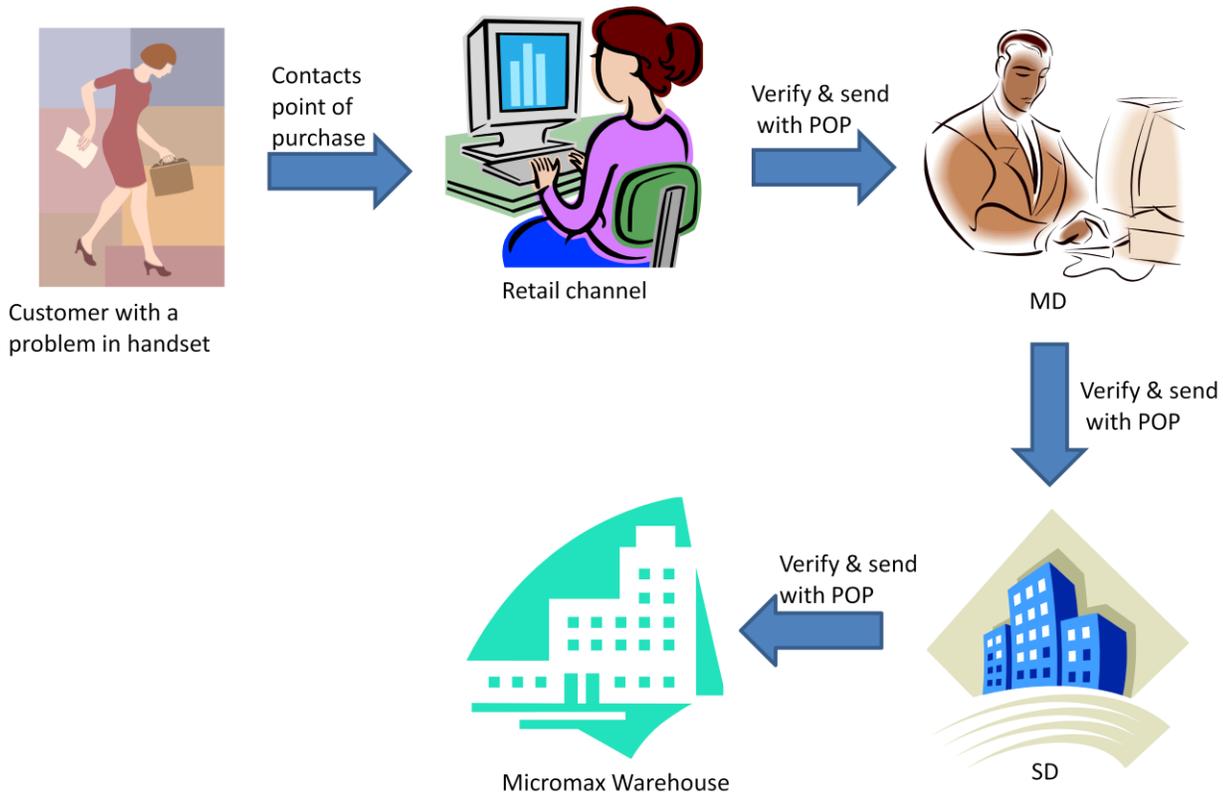
SD's Signature with stamp & date

Flowchart

Micromax Handset Sell Process



Micromax Handset DOA Process



Sample of 'C' sticker:



'C' STICKER