Process: REDACTED Goodwill Scenarios

Who should use this article?

- REDACTED

What is this article about?

- This article contains REDACTED specific solve scenarios to mitigate negative sentiment. We will offer Goodwill tokens where applicable.

Table of contents

Important:

How to issue a Goodwill Token

Goodwill tokens are offered for select scenarios.

Goodwill Process:

- Send the REDACTED Pilot – REDACTED Rewards outtake email.
- Inform the customer that they will receive separate emails from *Online Customer Service support* from REDACTED.
- From ORST, select **MTLU 1**

Be aware of new terminology when discussing auto-renews. See tech blog: [Announcement: New terminology when mentioning auto-renew for subscriptions](#).

REDACTED **Redemption Support Tool (ORST)**

We provide REDACTED tokens by means of the ORST tool. See KB [3121115 Tool User Guide: REDACTED](#) for usage guidance.

Important: Tool usage is monitored and failure to adhere to policy could result in disciplinary action.

[Return to top](#)

1. Customer issue with REDACTED **account and** REDACTED **Product**

1.1 Transfer to another REDACTED **account (Personal only)**

1.1.1 Customer owns the REDACTED **account**

Scenario description	Solve process
The customer would like to transfer their REDACTED to another account.	India agents transfer to REDACTED team outside India. - Verify the customer's existing account. - Determine how much time is left on the subscription (round up to closest month).

	- Cancel the subscription from existing account.
	- Generate and send token(s) to be redeemed on the new account.
	
	Notes:
	
	- Existing account needs to be validated before we can cancel and provide new token
	- You might need to send multiple tokens based on how much time the customer has left on their subscription. For example: 7 months = 1 *six-month token* and one 1 *month token.*
	  - You can select multiple options by using the **CTRL** key during selection.
	- No Goodwill applies
	
	ORST
	
	- Select the **Make It Right** tab in ORST tool.
	- In MIR SKU box, select **Solve 1**
	- Select the appropriate product and generate token(s) based on the customer's remaining subscription time
	- Under Pin Generation Reason select: **Other**
	  - Comments: **Move subscription to another** REDACTED **account**
	- SRID: Provide ticket number

1.1.2 Third-party retail installed on behalf of

Scenario description	Solve process

	India agents transfer to REDACTED team outside India.
The customer bought the product from a third-party retailer who redeemed REDACTED using their own account instead of the customer's account. If the customer purchased through a third-party retailer the customer should return to the third-party retailer and request a replacement or try to get the REDACTED account they used to sign their account up with.	Advise the customer to return to third-party retailer If third-party retailer won't refund or exchange, then: The customer can purchase 1 year of REDACTED. We will then give them 3 extra months with recurring billing turned on. Use ORST to provide a token. **Notes**: • No Goodwill applies ORST • Select the **Make It Right** tab in ORST tool. • In the MIR SKU box, select **Solve 1** and either REDACTED – **3 months** or REDACTED **3 months** • Enter in the **Retailer/Store Purchased** • In Pin Generation Reason select **Other** • Comments: Enter the **Customer agreed to - 1 year** SRID: Provide ticket number

1.2 Transfer to another REDACTED **account (perpetual)**

1.2.1 Customer owns the REDACTED **account**

Scenario description	Solve process

	Advise the customer to:
The customer wants to transfer their perpetual REDACTED to another REDACTED account	1. Go to REDACTED account, Services & subscriptions page and sign in, if prompted 2. Make a copy of the product key 3. Download back-up installation to an external drive 4. Use product key and back up media for future use **Note**: Once a product is redeemed, the user cannot resell it to another user (varies by region).

1.2.2 Third-party retail installed on behalf of

Scenario description	Solve process
Third-party retailer installs REDACTED on behalf of the customer using the wrong REDACTED account and can't access their REDACTED product.	India agents transfer to REDACTED team outside India. Advise the customer to return to the 3rd-party retailer. If the 3rd-party retailer won't refund or exchange: The Customer can purchase 1 year of REDACTED. We will then give 3 extra months with recurring billing set to on. • Use ORST to provide REDACTED token. ORST • Select the **Make It Right** tab in ORST tool. • In the MIR SKU box, select **Solve 1** REDACTED – **3 months**

	• Enter **Retailer/Store Purchased** • In Pin Generation Reason select **Other** • Comments*: Customer agreed to* REDACTED • SRID: Provide ticket number

1.3 **Lost access to** REDACTED **account**

Scenario description	Solve process
	Customers who lose access to their REDACTED account, lightweight or full, should be directed here for help recovering their account. Do not issue a new token if they cannot prove they own the REDACTED account.
The customer is unable to sign in to the REDACTED account and therefore can't access their REDACTED. For example: • The customer created a 'lightweight' REDACTED account using only a cell phone number and password and now the customer has a new cell phone number • The customer has a 'full' REDACTED account but cannot verify it (such security question and proof).	If the customer is interested, we can sell them REDACTED (Japan Only) for *one year* and then provide a 3 months token using Solve 16 in ORST. *Japan use MTLU 1 until further notice.* • In MIR SKU box, select **Solve 16** • Select the appropriate SKU • In **Pin Generation Reason** select: **Other** • Comments: Lost REDACTED account access < insert customer action for example: Customer bought REDACTED Home, provided 3 mos., or Customer purchased H&S > • SRID: Provide ticket number If the customer prefers perpetual see KB 4024479 Process: REDACTED Pilot under Section 4.1*: Upgrade Offers for Perpetual and*

	use the discounts currently being offered through the Get Current program. **Note**: - The prices in section 4.1 will vary by market - Asia markets are only able to offer REDACTED due to tool limitations. No additional Goodwill applies India team, if further help is needed transfer to the REDACTED support outside of India

1.4 IT Admin from a small business doesn't have access to REDACTED account

Scenario Description	Solve Process
Customer owns multiple licenses of REDACTED that have been activated to a REDACTED account, but the REDACTED account is no longer with the company. The company no longer has control of these licenses since they do not control REDACTED account tied to the product. *= For non-USD customers, the amount shown will be equivalent based on the customer's country.*	India agents transfer to REDACTED team outside India. **Applies to customer up to 5 licenses:** - Get proof of purchase (PoP) - Get 5x5 key and verify it - If no PoP, no Solve applies - Log in to MST - Select **New Order**, the country, and then search for **Product ID**: REDACTED and select the $40 SKU) - Complete the purchase. Customer will get a confirmation email of charge but no Key or Download link. You will use ORST to send the customer the token(s).

	- Select the **Make It Right** tab in ORST tool. - In MIR SKU box, select **Solve 3** - Enter in the **Retailer/Store** Purchased with name + location - In Pin Generation Reason select **Other** - Comment: IT Admin lost access, sold "insert how many SKU" for $40* - Select **Generate MIR** and provide PIN to customer. **Applies to customer needing more than 5 (US and CA only):** - Direct customer to SMB support - Chat agents: Provide the SMB Hotline Number: REDACTED. - Phone agents: Transfer the customer or give the customer the SMB Hotline Number: REDACTED. **Applies to customers needing more than 5 (outside of US/CA).** Offer the customer REDACTED Premium - The offer includes discount and free technical assistance to download/install/activate all the new licenses - If the customer accepts this offer, escalate to Tier 3 Teams. No additional Goodwill applies *= *For non-USD customers, the amount shown will be equivalent based on the customer's country.*

[Return to top](#)

1.5 REDACTED **account purged due to inactivity error**

Scenario description	Solve process

Customer claims that they cannot access their REDACTED account anymore that was used to redeem REDACTED.
 	
While troubleshooting, if you get the error message REDACTED **has been purged due to inactivity** in ORST:
 	
• Please note that the error message could be misleading and hence you should be following the Solve process described here
 	
• **Note**: This error could also occur if the customer deletes the REDACTED account themselves and it was associated with REDACTED. Then later recreates it after they realize their mistake.
 	
*We are working with the ORST team to make the ORST error message better.
	1. REDACTED has not deleted any REDACTED accounts due to inactivity for the last 3 years now.
	
	2. As a first step to verify this, you will need the customers 5x5 key, REDACTED account, and Proof of Purchase information
	
	3. If you are getting the error REDACTED **has been purged due to inactivity** in ORST, follow the below process:
	
	    • Check the 5x5 key in geo-block tab to see the date of redemption.
	
	    • If the date of redemption is anywhere **before** 1st Jan 2016, then Solve below would apply. **If not, Solve will not apply.**
	
	    • Check proof of purchase date with redemption date, if there is a mismatch of more than +/- 3 days, then MIR doesn't apply (reach out to TA team as needed)
	
	ORST
	
	• Select the **Make It Right** tab in ORST tool.
	
	• In MIR SKU box, select **MIR 10** REDACTED **Purged Due to Inactivity Error**
	
	• Select the appropriate product
	
	• Under Pin Generation Reason select: **Other**
	    ○ Comments: REDACTED *purged due to inactivity error*
	
	• SRID: Provide ticket number

2. Download, Install, Activate Issue

2.1 Customer recovery – Use by T2/SME/TL only

Scenario description	Solve process
T2, Team Lead/SME, or Supervisors only: T2, Team Lead/SME, Supervisor are empowered to recover customers who've had a poor customer experience.	Note: T2, Team Lead/SME/Supervisor must be the person performing the ORST function. This must not be done by a T1 advocate. ORST • In MIR SKU box, select **MTLU 3** • Select 1,3, or 6 months • Select the appropriate product • In **Pin Generation Reason** select: **Other** • Comments: Customer recovery issue • SRID: Provide ticket number *Note: For 3 and 6-months token offerings, you must get manager permissions added in the case notes.

2.2 Unable to read the product key card

Scenario description	Solve process
The PK card is damaged, and the customer cannot read the 5 x 5 redemption pin.	• Validate the customer REDACTED account o Get proof of purchase (PoP) of the 5 x 5 card. PoP could be a screenshot of the receipt or email receipt attachment from the retailer and include a copy of the scratched 5 x 5. If PoP is an e-receipt sent by the retailer, then we need a copy of the email sent by the retailer (to ensure it is not coming random seller or individual)

	- PoP must have the following information: Name of retailer, invoice/bill number, purchase amount, date of sale, and product description - In ORST, choose **Solve 5** '*Unable to read Product Key Card*' and the right product - Under **Pin Generation Reason** select **Other** - In the comments section write: ***Scratched PK card on <product>*** - SRID: Provide ticket number No additional Goodwill applies

2.3 Customer purchased the wrong REDACTED **product for their operating system (Perpetual Only)**

Solve description	Solve process
A customer purchased the wrong REDACTED product for their operating system and would like to switch it for the correct REDACTED product *Note: REDACTED is available only for the REDACTED desktop. You can offer REDACTED if needed.	India advocates transfer to REDACTED team outside India If purchased from online REDACTED Store, we can process the refund if purchased within return window. If purchased from offline REDACTED Store (Brick and Mortar), the customer will need to go back to the store to get a refund. If purchased from 3rd party retailer, we do not own the billing relationship, so the customer must return to 3rd party for refund. 1. The customer must provide valid proof of purchase. Using remote assistance: Get product key

	• Send to Tier 2* to block the key
	2. Charge customer $40* for replacement product
	• Log in to MST
	• Select **New Order**, select a country, and search for **Product ID**: REDACTED (Make sure to select the $40 SKU)
	• Complete the purchase. The customer will get a confirmation email of charge but no Key or Download link.
	3. Generate product key using ORST
	• In MIR SKU box, select **MIR 43**
	• Select the appropriate product
	• In Pin Generation Reason select **Other**
	• Comments: *Wrong* REDACTED *product for OS < Mac or Windows>*
	• SRID: Provide ticket number
	*Tier 2:
	Send the 5x5 to the Product Key Services team. See KB [3147392](#) REDACTED
	No additional Goodwill applies
	*= For non-USD customers, the amount shown will be equivalent based on the customer's country.

2.4 REDACTED **OS Incompatible**

Applies to: REDACTED

Japanese SKU: REDACTED

Scenario Description	Solve Process
Customer has OS not compatible with REDACTED.	Offer customer REDACTED refund or replacement. If customer wants a refund: - If purchased from REDACTED within *30 days* follow standard refund process - If purchased from 3rd party, redirect customer to retailer If customer wants a replacement and: - Has REDACTED **replace with *two years* of** REDACTED **Personal** - Has REDACTED **replace with *three years* of** REDACTED **Personal** Japan Only: - Has REDACTED and REDACTED **replace with three years of** REDACTED **Solo** - Has REDACTED **replace with Five years of** REDACTED **Solo** Check if the customer has already redeemed the key. If not, then follow the pin block steps using Pin Lookup tool. (See KB [4053535 Token Lookup Tool](#)) If they have redeemed the key, then follow product key block policy. Transfer to T2 to help with key blocking. T2 follow KB [3147392 Process: MPA Escalation Process for Blocked, or to Block, Product Keys](#) section 4.2 Contact Handling – to block a redemption key (pin/token) ORST: - Select Make it Right tab

- Select **Solve 17** REDACTED 2019 OS Incompatible as MIR SKU
- Enter Retailer/Store purchased
- Select "Other" in Pin Generation
    - Enter REDACTED *OS Incompatible* in comments
- Enter SRID ticket number

Notes:

- *Use multiple 1-year SKU to create two- or three-years as needed*
- *This scenario applies if purchased outside* REDACTED *store*
- *India advocates transfer to* REDACTED *team outside India*

No Goodwill applies