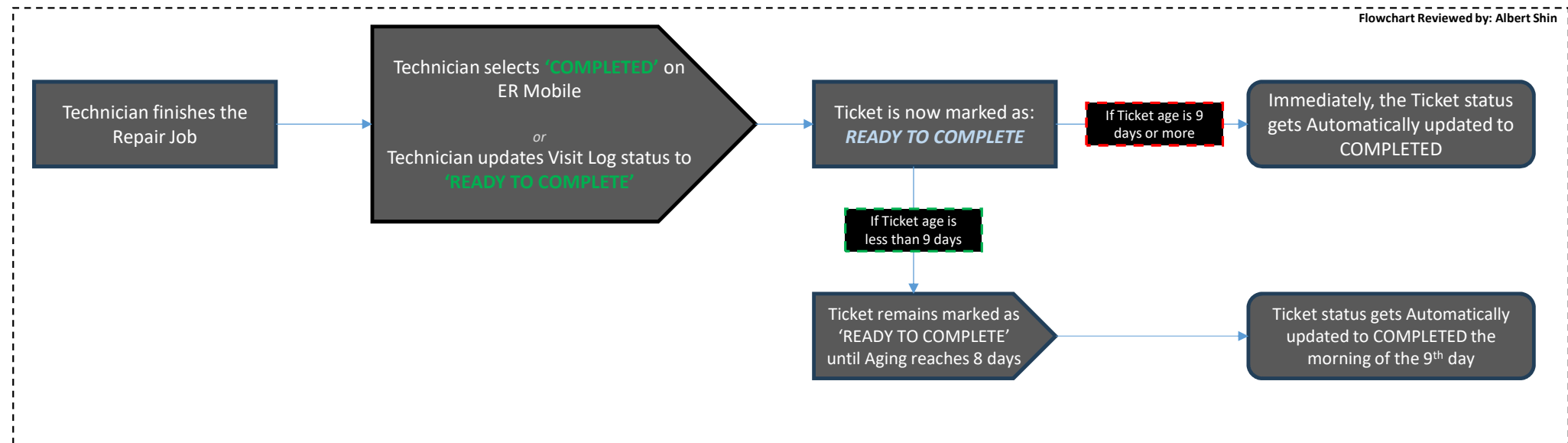


Early Repair Ticket Complete / Pending Guide

Home Service Network

Flowchart



***IMPORTANT:** Not all Tickets will successfully be Completed automatically. Inquiry will make a record if the Auto Complete fails. Managers **MUST** review Failed Auto Complete tickets and manually Complete those tickets every morning. You can check Failed Auto Complete Tickets by going to ER > Ticket > Follow-Up Dashboard OR, on Ticket list, search by Repair Status.

How to Complete (ER Mobile)

HSN Service Report 303

FL 9 days
CLPW
Hass Cable
Hass Wifi

4171990523

CSR-Need Schedule
Gary Singer
10:00 AM ~ 11:00 AM @ Orlando
DW80M9960US/AA (SAMSUNG)

Details Parts Tracking Chat Billing

Need HASS
*** OTWEU OOW Exception for SC4U ***
Need Picture of Serial number tag

Quick Action

Not Completed **Completed**

General Information

Status Pending Sync

Sub Status Re-scheduled from Customer

Customer Information

Customer Gary Singer
Home Phone 407-592-4601
Cell Phone 1 407-592-4601
Cell Phone 2
Work Phone
Address 10061 CHARDONNAY DR. Orlando FL 32832

On my way Check In Check Out

Cx Email 1 singer.garym@gmail.com
Cx Email 2

Product Information Bulletin Exploded

Model Code DW80M9960US/AA Hass Cable Hass WiFi
Version 0000
Serial No 0EKKGDAK800112B

1. Once you are done with the repair and you want to Complete the ticket, all you need to do now is click on this big green 'Completed' button

2. You will no longer be able to select 'Repair Completed' through the dropdown menu.

If the ticket has Aged 8 days or older, the ticket will end up Completing itself as soon as you press the **Completed** button.

If you press the **Completed** button, but the ticket has not Aged 8+ days, it will remain open and Complete itself the morning of the 9th day.

Hass Cable

08:00 AM ~ 09:00 AM @ Dundalk
RF27T5201SR/AA (SAMSUNG)

Details

Parts

Tracking

Chat

Billing

Need HASS

*** ALERT FROM MANAGER *** [2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

Need Picture of Serial number tag

Need Icemaker 6 pictures (Ice room, Auger drain, Ice route, Air duct, Y-clip, New PCB Label)

*** ALERT FROM MANAGER ***[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

General Information

Status

Repair Completed

Completion Certainty

Sub Status

Repair Completed

Customer Information

Customer

Anthony Messercola

Home Phone

443-925-5059

Cell Phone 1

443-925-5059 2 msgs received

Cell Phone 2

Work Phone

443-925-5059

Address

903 Forwood Ct Dundalk MD 21222

On my way

Check In

Check Out

Cx Email 1

sunconstructionco@comcast.net

Cx Email 2

Product Information

Model Code

RF27T5201SR/AA

Hass Cable

Hass WFI

Version

0003

Serial No

Purchase Date

Warranty Ter

Warranty Rem

RB Check

Symptom &

Service Typ

Symptom

206 (COMPLEX REPAIR COMPLETE)

212 (QUALIFIED DOA RETURN)

222 (DIAGNOSTIC INSPECTION COMPLETED)

256 (REPAIR COMPLETE)

266 (MECHANICAL ADJUST)

300 (NOT QUALIFIED DOA RTN- EXCEEDS 30 DAYS)

301 (NOT QUALIFIED DOA RTN- INCOMPLETE)

Remark

Repair

Defect

2

Select a repair code.
The most commonly used code is the
one with emphasis before the code

1

Need HASS
*** ALERT FROM MANAGER *** [2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION
Need Picture of Serial number tag
Need Ice maker 6 pictures (Ice room, Auger drain, Ice route, Air duct, Y-clip, New PCB Label)
*** ALERT FROM MANAGER ***[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

General Information

Status

Repair Completed

Completion Certainty

Sync

Sub Status

Repair Completed

Customer Information

Customer

Anthony Messercola

Home Phone

443-925-5059

Cell Phone 1

443-925-5059 2 msgs received

Cell Phone 2

Work Phone

443-925-5059

Address

903 Forwood Ct Dundalk MD 21222

On my way

Check In

Check Out

Cx Email 1

sunconstructionco@comcast.net

Cx Email 2

Product Information

Model Code

RF27T5201SR/AA

Has Cable

Has WiFi

Version

0003

Serial No

0B4J4BCV200352F

Purchase Date

Warranty Term

CARE 1: [Warranty Detail](#)
Labor (2024-04-30), Parts (2024-04-30)

Warranty Remark

Records indicate this unit is Out of Warranty.

RB Check

Symptom & Repair Guide

Service Type

In Home

Symptom

M2 - Design

03 - Exterior design/damage/discolor

01 - Cabinet

Remark

Repair

★ PTEL (Part replaced-electrical)(ref#)

Defect

(defect description)

Report Installation Problem Repair

Inquiry & Resolution

Comment

[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

Repair History

Ticket #

Branch

Completed

Defect

Repair

No repair history found

Save

Need pictures of certain model tag

Need Icemaker 6 pictures (Ice room, Auger drain, Ice route, Air duct, Y-clip, New PCB Label)

***ALERT FROM MANAGER ***[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

General Information

Status Repair Completed Completion Certainty

Sub Status Repair Completed

Customer Information

Customer Anthony Messercola

Home Phone 443-925-5059

Cell Phone 1 443-925-5059 2 msgs received

Cell Phone 2

Work Phone 443-925-5059

Address 903 Forwood Ct Dundalk MD 21222

On my way Check In Check Out

Cx Email 1 sunconstructionco@comcast.net

Cx Email 2

Bulletin Exploded

Product Information

Model Code RF27T5201SR/AA

Has Cable Has WiFi

Version 0003

Serial No 0B4J4BCW20032F

Purchase Date

Warranty Termination

Warranty Reason

RB Check

Symptom & Cause

Service Type

Symptom

Remark

Repair

Defect

Report Installation

Problem Repair

Inquiry & Resolution

Comment

Repair History

Ticket #

Branch

Completed

Defect

Repair

No repair history found

Save

2

Select a defect code.
The most commonly used code is the
one with emphasis before the code

- ★ EMSG (Error message displayed)
- ★ HE1 (No cooling)
- ★ HC1 (No heating)
- ★ NPOW (No Power(PC))
- ★ COSM (Cosmetic)
- ★ HEA (Water drop/leakage from unit)
- ★ HG4 (No spinning)

- ★ HE1 (No cooling)
- ★ HE2 (No water supply)
- ★ AAAG (Water leakage)
- ★ APPR (Appearance Item Defect)
- ★ ARCS (Smokes, Sparks, Or Popping)
- ★ AUDX (Audio error)
- ★ BEEP (Beep error)
- ★ BERX (Beyond economical repair)
- ★ CDIS (Customer Dissatisfied)
- ★ CONT (I/O Controller Fail(PC))
- ★ COSM (Cosmetic)
- ★ CUTS (Unit physically damaged)
- ★ DAMG (Cracked Or Damaged(PC))

- ★ HE1 (No cooling)

HW

Hass Cable

Anthony Messercola

08:00 AM ~ 09:00 AM @ Dundalk

RF27T5201SR/AA (SAMSUNG)

Details

Parts

Tracking

Chat

Billing

Need HASS

***ALERT FROM MANAGER *** [2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

Need Picture of Serial number tag

Need Icemaker 6 pictures (Ice room, Auger drain, Ice route, Air duct, Y-clip, New PCB Label)

***ALERT FROM MANAGER ***[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

General Information

Status

Repair Completed

Completion Certainty

sync

Sub Status

Repair Completed

Customer Information

Customer

Anthony Messercola

Home Phone

443-925-5059

Cell Phone 1

443-925-5059 2 msgs received

Cell Phone 2

Work Phone

443-925-5059

Address

903 Forwood Ct Dundalk MD 21222

On my way

Check In

Check Out

Cx Email 1

sunconstructionco@comcast.net

Cx Email 2

Product Information

Model Code

RF27T5201SR/AA

Hass Cable

Hass WiFi

Version

0003

Serial No

0B4J4BCVQ200352F

Purchase Date

Warranty Term

CARE:

Warranty Detail

Labor (2024-04-30), Parts (2024-04-30)

Warranty Remark

Records indicate this unit is Out of Warranty.

RB Check

Symptom & Repair Guide

Service Type

In Home

Symptom

M2 - Design

03 - Exterior design/damage/discolor

01 - Cabinet

Remark

Repair

★ PTEL (Part replaced cabinet door)

(repair description)

Defect

★ PTEL (Part replaced)

Report Installation

Problem Repair

Inquiry & Resolution

New

+

New

-

Comment

[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

Repair History

Ticket #

Branch

Completed

Defect

Repair

No repair history found

Save

HSN

Service Report

512

Details

Parts

Tools

NY

0 day

OW

4170536710

Confirmed

Deborah Ryan

10:00 AM ~ 11:00 AM @ Valley Stream

RS22HDPNSR/AA (SAMSUNG)

Click on the detail

General Information

StatusEngineer Assigned

Sub StatusAppointment Date is set

Customer Information

CustomerDeborah Ryan

Home Phone516-612-4715

Cell Phone 1917-257-7885 1 msg received

Cell Phone 2516-612-4715

Work Phone

Address134 Ethel St Valley Stream NY 11580

On my way

Check In

Check Out

Cx Email 1deborahryan1000@yahoo.com

Cx Email 2

Product Information

Model CodeRS22HDPNSR/AA

Version0000

Serial No087143A4A00241N

Purchase Date

Warranty TermOut-of-warranty Labor (2017-12-31), Parts (2017-12-31)

Warranty RemarkRecords indicate this unit is Out of Warranty.

RS Check

Bulletin

Exploded

Symptom & Repair Guide

Service TypeIn Home

SymptomM7 - Cooling/Temperature/condensation issue

03 - No cooling

01 - All room

Remark

Repair

Defect

Report Installation

Problem Repair

Inquiry & Resolution

Comment

Repair History

Ticket #

Branch

Completed

Defect

Repair

Click Inquiry

2

Remark

Repair

★ RCLL (RECALL)

replaced main

Defect

★ HG4 (No spinning)

not spinning

Report Installation
Problem Repair

Inquiry & Resolution						New
#	Created	From	Type	By		
15	2023-04-05 18:39	Cust		RFC_WS_D3		
	Repair Approved Notice e-mail was sent to customer.					
16	2023-04-05 18:39	ASC	Inq	BFSC090		
	[PART USED] Part #: DC92-02985F Unique ID: 7154112134000010 Qty:1 - S.P. HSN					
14	2023-04-05 18:38	ASC	Inq	BFSC090		
	[PART USED] Part #: DC92-02985F Unique ID: 7154112134000010 Qty:1 - S.P. HSN					
	2023-04-05 18:37	ASC	Inq	BFSC493		
13	Tech went out to cx, UB not spinning issue, replaced updated main pba, tested ok, used part DC92-02985F ASSY PBA MODULE 71541 12134 / 10 - S.P. HSN					
	2023-04-05 11:52	ASC	Inq	BFSC493		
	Rescheduled : Schedule Date/Time: Fri 4/7 @8-12 Reason: tech said he dont have the part Special Remark: Please call cx on the way - AM HSN					
11	2023-04-05 11:52	Cust		RFC_WS_D3		
	Temporary disabled the email #208					
10	2023-04-03 14:11	ASC	Inq	BFSC090		
	[PART RESERVED]Part #: DC92-02985F,Desc: ASSY PBA MODULE,Qty: 1,Invoice #: 7154112134000010, Item #: 10 - SK HSN					
	2023-04-03 12:18	ASC	Inq	BFSC090		
9	P/O #: 4170422468-493,Ship To:BFSC493,One-Time:HSNNJ 49 COMMERCE RD CARLSTADT NJ 07072 2016728502,#20,P/O Part: DC97-22840A,S/O Part : DC97-22840A,Desc: ASSY PUMP DRAIN:WA7000A,Qty: 1,Sales Price: 127.72,Ship Method: D8,Stock: Y,Ship From: NJ, ETD: 20230403, ETA: 2 0230404, Service Date: 20230405,Ticket No: 4170422468,Reason: Changsoo Choi (5089235813),Description: ASSY PUMP DRAIN:WA7000A,Remark s: /1110784109 (by Sumin Kim) - SK HSN					
8	2023-04-03 09:50	ASC	Inq	BFSC090		
	[PART REQUESTED]Part #: DC92-02985F,Desc: ASSY PBA MODULE,Qty:1,Part #: DC97-22840A,Desc: ASSY PUMP DRAIN,Qty:1 - R.K. HSN					
7	2023-04-03 09:43	Cust		RFC_WS_D3		
	Temporary disabled the email #208					
6	2023-04-03 09:42	Cust		RFC_WS_D3		
	Temporary disabled the email #208					
	2023-04-03 09:42	ASC	Inq	BFSC493		
	Scheduled : Schedule Date/Time: Wed 04/05 @9-1PM Symptom: Unit turns on, cx confirm if they do a load, unit will fill with water but it wont wash the clothes wont spin Check Address (Y/N): Y Townhouse or Apartment: house Serviceable Position: stand alone Special Remark: Please call cx 30mins prior to arrival CoW Rate: IN WARRANTY (Recall) Any Restriction due to Virus: n - AM HSN					
4	2023-04-03 09:31	ASC	Inq	BFSC493		
	INVITATION TEXT and EMAIL SENT TO CX - AM HSN					

1
Check the note in the inquiry before you complete it

HSN Service Report 047

4170558985
Confirmed
Melinda Ancara
12:00 PM ~ 01:00 PM @ Chester Springs
RF29A9671SR/AA (SAMSUNG)

PA 8 days IV

Details Parts Tracking

Used Parts

Cx Paid		Part No	Description	Unique ID	PO Status	Retail Price	
<input type="checkbox"/>	<input type="checkbox"/>	DA97-21938A		7160715759000010	Delivered(Tracking)	\$206.57	1
<input type="checkbox"/>	<input type="checkbox"/>	DA97-22150A	ASSY CASE FILTER	7160715729000010	Delivered(Tracking)		
<input type="checkbox"/>	<input type="checkbox"/>	DA97-22152A	ASSY CASE ICE	7160715729000020			
<input type="checkbox"/>	<input type="checkbox"/>		ASSY CASE ICE			\$108.03	

(unique id) Add Part

Save

SAW

Part List (BOM) Refresh

1 Click on the part

2 If you not used, delete part

3 Check the part in the inquiry before you complete it.
If you used, leave it

HSN

Service Report

493

4170422468

Claimed

Simon William

06:00 PM ~ 07:00 PM @ Poughkeepsie

WA52A5500AW/US (SAMSUNG)

NJ

4 days

WV

Details

Parts

Tracking

Ch...

1

Click on the Tracking

BOS

Name

Length

Upload BOS

Attachments (Samsung)

New Samsung Picture

#	Name	Type	Create
1	OTH_20230406_145459.jpg	Image File	20230406
2	OTH_20230406_145748.jpg	Image File	20230406
3	OTH_Screenshot_20230406_150348_HASS.jpg	Image File	20230406
4	OTH_20230406_152010.jpg	Image File	20230406

Attachments (Local)

New Picture

Triage Recom.

Quality/Trouble / Recall

Q

Visit Log

Update

Part Transaction

Part Not Needed

Update

Claim Transaction

Update

2

Check the picture in the inquiry before you complete it

HW
Hass Cable

Anthony Messercola

08:00 AM ~ 09:00 AM @ Dundalk

RF27T5201SR/AA (SAMBUNG)

Details

Parts

Tracking

Chat

Billing

Need HASS

***ALERT FROM MANAGER *** [2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

Need Picture of Serial number tag

Need Icemaker 6 pictures (Ice room, Auger drain, Ice route, Air duct, Y-clip, New PCB Label)

***ALERT FROM MANAGER ***[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

General Information

Status

Repair Completed

Completion Certainty

sync

Sub Status

Repair Completed

Customer Information

Customer

Anthony Messercola

Home Phone

443-925-5059

Cell Phone 1

443-925-5059 2 msgs received

Cell Phone 2

Work Phone

443-925-5059

Address

903 Forwood Ct Dundalk MD 21222

On my way

Check In

Check Out

Cx Email 1

sunconstructionco@comcast.net

Cx Email 2

Product Information

Model Code

RF27T5201SR/AA

Hass Cable

Hass WiFi

Version

0003

Serial No

0B4J4BCVQ200352F

Purchase Date

Warranty Term

CARE:

Warranty Detail

Labor (2024-04-30), Parts (2024-04-30)

Warranty Remark

Records indicate this unit is Out of Warranty.

RB Check

Symptom & Repair Guide

Service Type

In Home

Symptom

M2 - Design

03 - Exterior design/damage/discolor

01 - Cabinet

Remark

Repair

★ PTEL (Part replaced-electrical(rl#))

(repair description)

Defect

★ HE1 (No cooling)

(defect description)

Report Installation

Problem Repair

Inquiry & Resolution

Comment

[2023-04-13 Ricky Kim] DA82-02850A [274.72] DA82-02849A [268.3] + 320 + 32.58 = \$895.60 TOTAL; 50% DEPOSIT \$447.80 REQUIRED TO PROCEED, BALANCE \$447.80 DUE UPON COMPLETION

Repair History

Ticket #

Branch

Completed

Defect

Repair

No repair history found

Save

Before you press the
Save button, check all
the information of
notes, parts, and photos
and make a save

HSN

Service Report

707

MD

4 days

REDO

IW

Hass Cable

Hass Wifi

4170629239

Confirmed

Mark King

12:00 PM ~ 01:00 PM @ Columbia

DW80R9950US/AA (SAMSUNG)

< Pending >

Details

Parts

Tracking

Chat

Billing

Need HASS

*** REDO *** Previous Ticket: 4170303523

Need Picture of Serial number tag

General Information

Status

Pending

Sub Status

Re-scheduled from Customer

Customer Info

Customer

Home Phone

Cell Phone 1

Cell Phone 2

Work Phone

Address

Cx Email 1

Cx Email 2

Product Info

REDO Ticket

4170303523

Model Code

DW80R9950US/AA

Version

0001

Serial No

0G38GDAT803

Purchase Date

In-warranty

Warranty Labor (2023-08-3

Warranty Remark

Unit in Warranty

RB Check

SVC

Symptom & Repair Guide

Service Type

In Home

Symptom

99 - Others

1

2

3

1. Input Status as "Pending"

2. If tech has to go back to Cx, Input the reason as "Re-scheduled from Customer"

3. If tech can't complete the ticket, Input the reason as "Waiting for warranty documents (POP/BOS)"

**If you have any question,
Please do not hesitate to
contact the Triage team**

Home Service Network