

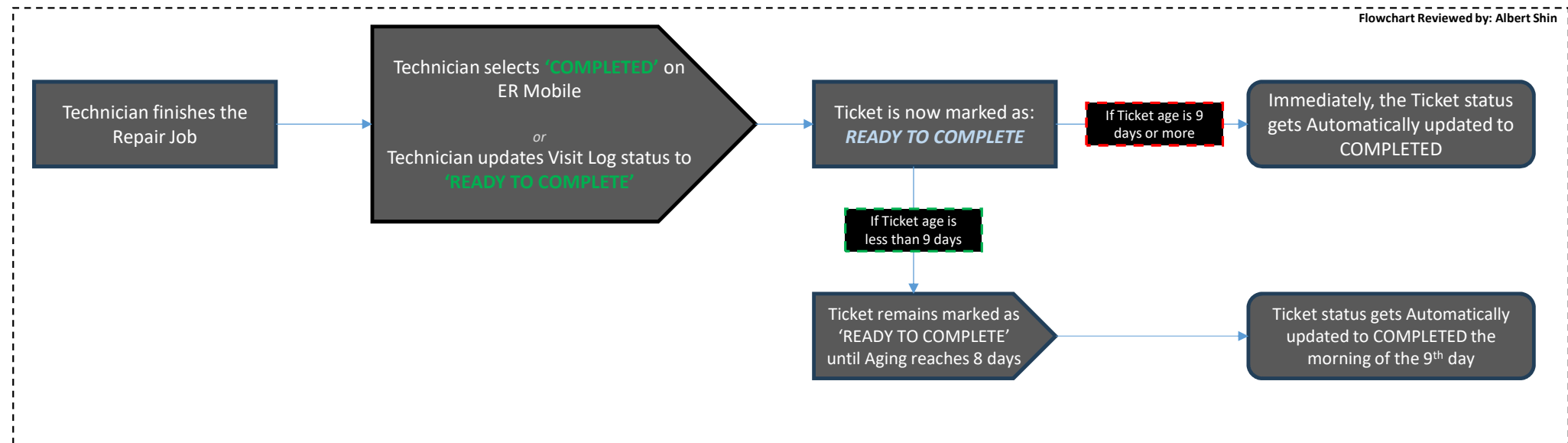


Ticket Complete & Pending Guide

Desktop version

Triage Team

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.

1. Ticket Complete

Please Check the information below before completing the ticket!

1

[Inquiry](#)

3 records found

#	Created	Category	From	Type	Channel	By
12	2023-04-19 13:37	Inbound	ASC	Inquiry		BFSC090
11	2023-04-19 13:31	Inbound	ASC	Inquiry		BFSC512
10	2023-04-19 12:27	Inbound	ASC	Inquiry		BFSC090
9	2023-04-19 12:20	Inbound	ASC	Inquiry		BFSC512
8	2023-04-19 09:46	Inbound	ASC	Inquiry		BFSC512
7	2023-04-18 16:58	Inbound	ASC	Inquiry		BFSC512
6	2023-04-18 13:51	System			SMS	RFLWLS03
5	2023-04-18 13:46	System	Customer		Email	USHARAMC1174
4	2023-04-18 13:46	System	Customer		Email	USHARAMC1174

- 1 Step to check "Inquiry" (Ticket > Service Tracking > Inquiry)
- *Make sure to input the proper documentation on the inquiry!

[Repair Parts](#)

3 records found

#	Status	Part No	Description
1	Set as Used	DA94-02363B	ASSY PCB EEPROM
2	Set as Used	DA97-13718C	ASSY ICE MAKER-ICE MODULE
3	Set as Used	DA97-14504C	ASSY TRAY ICE

- 2 Step to check "Repair Parts" (Ticket > Repair Parts > Repair Parts Info)
- *Check part status, delete not used parts, and leave the used parts!
- Proper notes including Part #, Invoice #, Unique ID needed

[Attachments](#)

0 record found

#	File	Extension
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- 3 Step to check "Attachments" (Ticket > Other Information > Attachments)
- *Make sure proper pictures are uploaded!

1. Ticket Complete

HSN DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

Ticket Detail Information (SS) # > Ticket > Ticket List > Ticket Detail Information (SS)

*** SYMPTOM ALERT ***NO COOL
*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE
*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE . ANY QUESTION PLEASE CONTACT RICKY *****

Ticket No 4170635938 Refresh BFSCA37 XW Refrigerator 3d Confirmed Samsung Care+ CE/HA Program (Assurant) Print Work Order Estimate Invoice Receipt Copy New Save

General Information **Service Tracking** Repair Parts SAW Other Information Billing

Service Information

Service Branch	BFSCA37	Service Type	In Home
Engineer	Il Heung Park (5088117277) <input type="checkbox"/> Change Local-Tech, too	Posting Date	04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)
Status / Reason	Confirmed (Ready for Service) Appointment Date is set	Defect Type	Flat Rate
Defect Code	★ HE1 (No cooling) CLICK! 1	Defect Desc	not cooling CLICK! 2
Repair Code	★ HF6 (No ice making) ★ APPR (Appearance Item Defect) ★ EMISG (Error message displayed) ★ HE1 (No cooling) ★ HC1 (No heating) ★ NPOW (No Power(PC)) ★ COSM (Cosmetic) ★ HEA (Water drop/leakage from unit) ★ HG4 (No spinning) AAAB (Excessive cooling) AAAE (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))	Repair Desc	INSPECTION
Installation Problem Target		Symptom Code by Cx	
Symptom Code			
Remark			
Job Information			
1st Cx Call Attempt		04/19/2023 14:59:07	3rd Cx Call Attempt
ASC 1st App		mm/dd/yyyy	mm/dd/yyyy 000000
ASC Last App		mm/dd/yyyy 000000	Outbound Shipping Date mm/dd/yyyy 000000

1. Input “Defect code” (☆ : most common reason used by technicians)
2. Input “Defect description”

1. Ticket Complete

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

REPORTS

ADMIN

Ticket Detail Information (SS) > Ticket > Ticket List > Ticket Detail Information (SS)

*** SYMPTOM ALERT ***NO COOL
*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE
*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE . ANY QUESTION PLEASE CONTACT RICKY *****

Ticket No 4170635938 Refresh BFSCA37 XW Refrigerator 3d Confirmed Samsung Care+ CE/HA Program (Assurant)

Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch

BFSCA37

Engineer

Il Heung Park (5088117277) ☐ Change Local-Tech. too

Status / Reason

Confirmed (Ready for Service) Appointment Date is set

Defect Code

★ HE1 (No cooling)

Repair Code

★ 222 (DIAGNOSTIC INSPECTION COMPLETED)

Installation Problem Target

★ DPRT (DEFECTIVE PART REPLACEMENT)
★ 222 (DIAGNOSTIC INSPECTION COMPLETED)
★ PTEL (Part replaced-electrical(ref#))
★ CE01 (Customer Education)
★ 89 (REPLACED MAJOR COMPONENT PART)
★ CUST (Customer Education)
★ 258 (REPAIR COMPLETE)
★ EXCP (Exchange)
★ AA01 (Mechanical Adjustment)
★ RCLL (RECALL)

Symptom Code

Remark

Job Information

111 (RF COMPLIANCE/CALIBRATION TEST PASSED)
19 (CLEAN)
206 (COMPLEX REPAIR COMPLETE)
212 (QUALIFIED DOA RETURN)
222 (DIAGNOSTIC INSPECTION COMPLETED)
258 (REPAIR COMPLETE)
268 (MECHANICAL ADJUST)
300 (NOT QUALIFIED DOA RTN- EXCEEDS 30 DAYS)
301 (NOT QUALIFIED DOA RTN- INCOMPLETE)

1st Cx Call Attempt

04/19/2023 14:59:07

ASC 1st App

mm/dd/yyyy 000000

ASC Last App

mm/dd/yyyy 000000

Cx Preferred Date

mm/dd/yyyy 000000

Service Type

In Home

Posting Date

04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)

Defect Type

Flat Rate

Defect Desc

not cooling

Repair Desc

INSPECTION

Symptom Code by Cx

3rd Cx Call Attempt

mm/dd/yyyy 00:00:00

Engineer Assigned

mm/dd/yyyy 000000

Outbound Shipping Date

mm/dd/yyyy 000000

Repair Completed

mm/dd/yyyy 000000

1. Input “Repair code” (★ : most common reason used by technicians)
2. Input “Repair description”

1. Ticket Complete

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

REPORTS

ADMIN

Ticket Detail Information (SS) [Ticket](#) [Ticket List](#) [Ticket Detail Information \(SS\)](#)

*** SYMPTOM ALERT ***NO COOL

*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE

*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE . ANY QUESTION PLEASE CONTACT RICKY *****

Ticket No 4170635938

Refresh

BFSCA37

XW

Refrigerator

3d

Confirmed

Samsung Care+ CE/HA Program (Assurant)

Print

Work Order

Estimate

Invoice

Receipt

Copy New

Save

General Information **Service Tracking** Repair Parts SAW Other Information Billing

Service Information

Service Branch	BFSCA37	Service Type	In Home
Engineer	Il Heung Park (5088117277) <input type="checkbox"/> Change Local-Tech, too	PostingDate	04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)
Status / Reason	Confirmed (Ready for Service) Appointment Date is set	Defect Type	Flat Rate
Defect Code	★ HE1 (No cooling)	Defect Desc	not cooling
Repair Code	★ 222 (DIAGNOSTIC INSPECTION COMPLETED)	Repair Desc	INSPECTION
Installation Problem Target		Symptom Code by Cx	
Symptom Code	M7 - Cooling/Temperature 03 - No cooling 01 - All room (REF)		
Remark	(special remark for claim or part)		

Job Information [more](#)

1st Cx Call Attempt	04/17/2023 08:45:59 Send Invitation	2nd Cx Call Attempt	04/19/2023 14:59:07	3rd Cx Call Attempt	mm/dd/yyyy 00:00:00
ASC 1st App	04/21/2023 090000	1st Visit	mm/dd/yyyy	Engineer Assigned	mm/dd/yyyy 000000
ASC Last App	04/21/2023 9:00 AM - 1:00 PM Availability EST. TAT: 4 day(s)	Last Visit	mm/dd/yyyy 000000	Outbound Shipping Date	mm/dd/yyyy 000000
Cx Preferred Date	04/20/2023 000000 AM	CC 1st App	mm/dd/yyyy 000000	Repair Completed	mm/dd/yyyy 000000

Click ⌚ icon next to “Repair Completed” to update time!



1. Ticket Complete

HSN

DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

Ticket Detail Information (SS) Ticket Ticket List Ticket Detail Information (SS)

*** SYMPTOM ALERT ***NO COOL
*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE
*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE. ANY QUESTION PLEASE CONTACT RICKY *****

Ticket No 4170635938 Refresh BFC3A37 XW Refrigerator SS Confirmed Samsung Care+ CE/NA Program (Assurant) Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch BFC3A37 Service Type In Home
Engineer Ji Heung Park (5088117277) Change Local Tech, too Posting Date 04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)
Status / Reason Confirmed (Ready for Service) Appointment Date is set Defect Type Flat Rate
Defect Code ★ HE1 (No cooling)
Repair Code ★ 222 (DIAGNOSTIC INSPECTION COMPLETED)
Installation Problem Target
Symptom Code MT - Cooling/Temperature 03 - No cooling
Remark (special remark for claim or part)

Job Information

1st Cx Call Attempt 04/17/2023 08:49:59 Send Installation 2nd Cx Call Attempt 04/17/2023 09:07
ASC 1st App 04/21/2023 09:00:00 1st Visit
ASC Last App 04/21/2023 9:00 AM - 1:00 PM Availability EST. TAT: 4 day(s) Last Visit
Cx Preferred Date 04/20/2023 09:00:00 AM CC 1st App

Inquiry

12 records found

Assign Action Type to Save Ticket

(choose favorite text)

Save as Inquiry Save

Address Validation
Call Attempt
Cancel Ticket
Changed Tech
Claim Requested
Confirm TV has been Dropped Off
Confirm TV Picked Up
Confirm TV Ready for Drop-off
Decline Ticket
INFO. UPDATE
Part Ordered
Rescheduled
Reviewed by Triage Team
Reviewed by Warranty Team
Scheduled
Updated ETD

CLICK!

CLICK!

CLICK!

1. Click “Save” on the top right section
2. Set Inquiry as “Info update”
3. Click “Save” in the box!

1. Ticket Complete

HSN

Welcome Minji Hong Notification SMS System Change Sign Out

DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

Ticket Detail Information (SS) Ticket Ticket List Ticket Detail Information (SS)

*** IR KIT ***DA82-02697A
*** OTWER IceMaker ***

Ticket No 4170662725 Refresh BFSCA37 IW Refrigerator 2d Confirmed

If there's any error code while trying to complete it,

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch BFSCA37 Service Type In Home

Engineer Il Heung Park (5086117277) Change Local-Tech, too PostingDate 04/18/2023 (Assigned: 04/18/2023 22:00) Vendor TAT: 2 day(s)

Status / Reason Pending Defect Type Flat Rate

Defect Code Defect Desc

Repair Code Repair Desc

Installation Problem Target Symptom Code by Cx

Remark

Job Information

1st Cx Call Attempt

ASC 1st App

ASC Last App

Cx Preferred Date 04/20/2023 000000 CC 1st App 04/21/2023 093000 Repair Completed mm/dd/yyyy 000000

Leave Ticket status as "Pending"
Input Reason as "Waiting for warranty documents (POP/BOS)"

Status / Reason Pending Waiting for warranty documents (POP/BOS)

How to Complete (ER Desktop)

Related Tickets

1 distinct record found

ticket to 'READY TO COMPLETE'

search in result

Ticket No	Matched	Src/Acct	Cx Name	Zip						Model	Serial	Tech Name	Created
4164561984	Same Home Phone	BFSC090	Marie Martin	07734	732.900.8830	IH	2022-04-01	Claimed	SAMSUNG	RF27T5201SG/AA	OCEA43ANC01747T	Jaechul Park	03/28/22

Once you are done with the Repair and you are finished with uploading files and making notes, you will need to set the ticket to 'READY TO COMPLETE'

Attachments

1. Located under the 'Service Tracking' tab, scroll down to 'Visit Log'

Visit Log

ID	Technician*	Schedule Date	Symptom (Cx)	Diagnosis	Repair Type (2nd Tech)	Note (Internal)	Reclaim	Activity	Action Type*
	Repair Status*	Time Slot	Symptom (Tech)	Resolution	Unrepair Reason	Triage Note	Visited	Unrepaired?	Actions
	<div></div>	<div>mm/dd/yyyy</div> <div><input type="checkbox"/> Cx Conf.</div>	<div></div>	<div></div>	<div></div>	<div></div>	<div><input type="checkbox"/> Reclaim</div>		<div></div>
	<div></div>	<div></div> <div>1.0 hr</div>	<div></div>	<div></div>	<div></div>	<div></div>	<div><input type="checkbox"/> Visited</div>		<div>> Add</div>
V1	Jimmy Han	07/27/2023 <div><input type="checkbox"/> Cx Conf.</div>	Ice/Water/Sparkling / Ice making/ice bucket stuck issue / No ice production-				<div><input type="checkbox"/> Reclaim</div>		<div></div>
	Confirmed (Ready to Repair)	12:00 PM – 4:00 PM <div>1.0 hr</div>					<div><input checked="" type="checkbox"/> Visited</div>		Created by System

Part Transaction (Use Repair Parts tab for New Part of Samsung Ticket)

(ALERT / TRIAGE NOTE HERE)

> Part List

☐ Parts Not Needed

> Scan Unique ID Here

Invoice + (Item) #

Add Part

Submit P/O

Update

2 distinct records found

ID	PO Vendor*	Part No*	Part Description	P/O No	PO Date	Invoice No	Invoice Date	Qty*	Part Price	Core Price	Ship Cost	Markup	Actions
	Note	Part Status	Repair ID*	Order #	ETA	In Tracking #	PA Date	PMA #	Out Tracking #	Credit #	Total (Markup)	Claim To	

How to Complete (ER Desktop)

Related Tickets

1 distinct record found

Ticket No	Matched	Src/Acct	Cx Name	Zip	Phone	Type	Schedule	Status	Brands	Model	Serial	Tech Name	Created
4164561984	Same Home Phone	BFSC090	Marie Martin	07734	732.900.8830	IH	2022-04-01	Claimed	SAMSUNG	RF27T5201SG/AA	OCEA43ANC01747T	Jaechul Park	03/28/22

10 20 50 100 500

Attachments

Type	Created	View	Actions				
<div>Completed (Completed) Confirmed (Ready to Repair) CSR-Left Message to Cx (Pending) CSR-Need Schedule (Pending) CSR-Reschedule Done (Pending) CSR-Waiting for Customer (Pending) Need PO (Pending) Need PreAuthorization (Pending) Need Triage (Pending) Parts Back Ordered (Pending) Parts Backordered (Pending) Pending (Pending) Ready to Complete (Ready to Repair) Reschedule from cx (Pending) SAW Requested (Pending) Waiting for Cancel (Pending) Waiting for Part (Pending) waiting for warranty documents (Pending) Waiting to cancel request (Pending)</div>	<div>Choose Files No file chosen</div>	<div>732-787-2547</div>	<div>Redo Ticket #: NONE</div> <div>Availability</div> <div>Update</div>				
ID	Schedule	Diagnosis	Repair Type (2nd Tech)	Note (Internal)	Reclaim	Activity	Action Type*
	mm/dd/yyyy	<input type="checkbox"/> Cx Conf.				Visited Unrepaired?	Actions
		<input type="checkbox"/> Cx Conf.	1.0 hr			Visited	<div>Add</div>
V1	07/27/2023	<input type="checkbox"/> Cx Conf.	Ice/Water/Sparkling / Ice making/ice bucket stuck issue / No ice production-		<input type="checkbox"/> Reclaim	Visited	<div>Add</div>
	12:00 PM – 4:00 PM	<input type="checkbox"/> Cx Conf.	1.0 hr		<input checked="" type="checkbox"/> Visited		Created by System

1. Select 'Ready to Complete'

2. Make sure to select an 'Action type'

3. Update

Part Transaction (Use Repair Parts tab for New Part of Samsung Ticket)

(ALERT / TRIAGE NOTE HERE)

> Part List

☐ Parts Not Needed

> Scan

2 distinct records found

ID	PO Vendor*	Part No*	Part Description	P/O No	PO Date	Invoice No	Invoice Date	Qty*	Part Price
----	------------	----------	------------------	--------	---------	------------	--------------	------	------------

If the ticket has Aged 8 days or older, the ticket will end up Completing itself as soon as you update the status to **READY TO COMPLETE**.

If you update the status to **READY TO COMPLETE**, but the ticket has not Aged 8+ days, it will remain open and Complete itself the morning of the 8th day.

2. Ticket Pending

Ticket No 4170635938 Refresh BFSCA37 XW Refrigerator 3d Confirmed Samsung Care+ CE/HA Program (Assurant)

Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch BFSCA37

Engineer II Heung Park (5088117277) Change Local Tech, too

Status / Reason Pending **CLICK! 1**

Defect Code

Repair Code

Installation Problem Target

Symptom Code M7 - Cooling/Temperature 03 - No cooling 01

Remark (special remark for claim or part)

Service Type In Home

Posting Date 04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)

Defect Type Flat Rate

Defect Desc

Repair Desc

Symptom Code by Cx

Job Information

1st Cx Call Attempt 04/17/2023 08:45:59

ASC 1st App 04/21/2023

19/2023 14:59:07

3rd Cx Call Attempt mm/dd/yyyy 00:00:00

Engineer Assigned mm/dd/yyyy 000000

Re-scheduled from Customer

Re-visit required (Additional Part)

Re-visit required (Defective Part)

Re-visit required (Wrong information)

Repair complete pending warranty error

Repair In Progress After Parts Receive

Requested info. from customer (Spec, Tech)

SAW Requested

Shipback

Ticket has been updated, ASC to review

Waiting for OOW payment

Waiting for Samsung EOC/Discount Approval

Waiting for warranty documents (POP/BOS)

Warranty Error Validation and ticket update required before repair complete

Wrong/Defective Part Received

Why status Discrepancy

SAW Repair price confirmed

SAW Repair price declined

SAW Repair price confirmation

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)"

*** We only use 2 Pending reason ! ***