



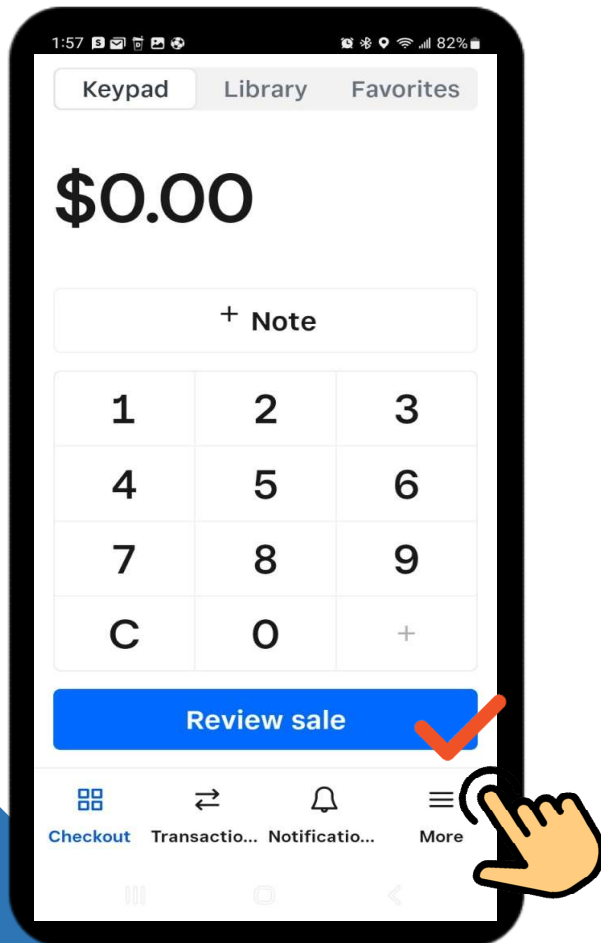
# Square Application Usage Guide

**Please Download Guideline !**

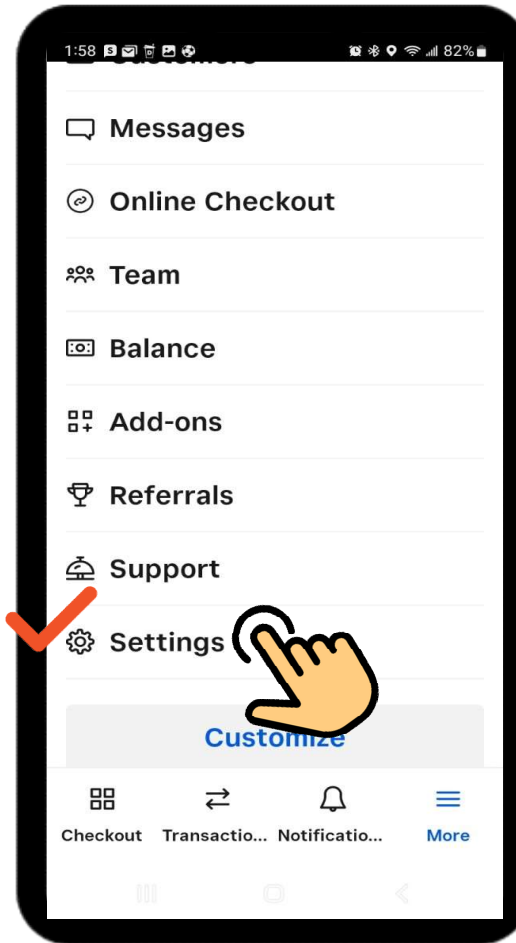


# 1. Insert Device Name

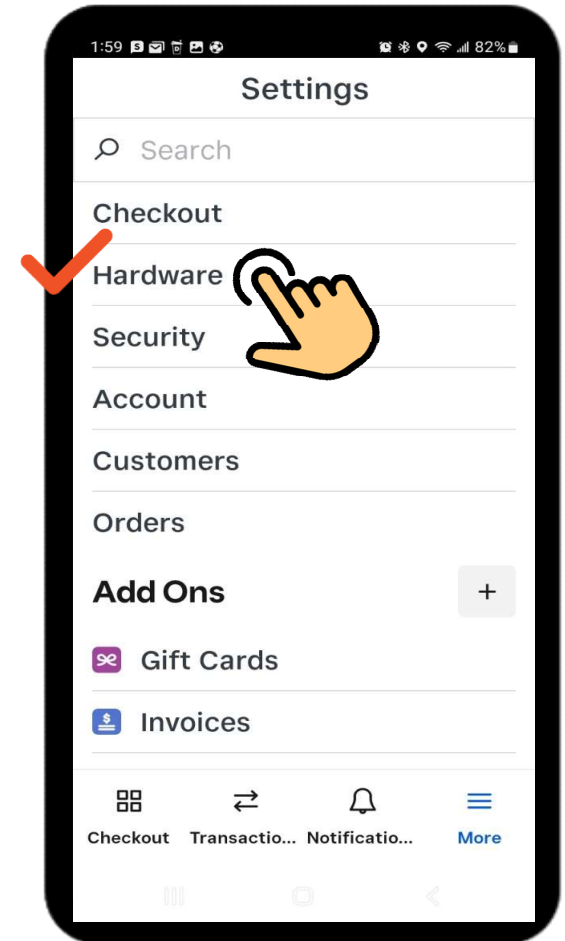
1. Touch “More”



2. Touch “Settings”

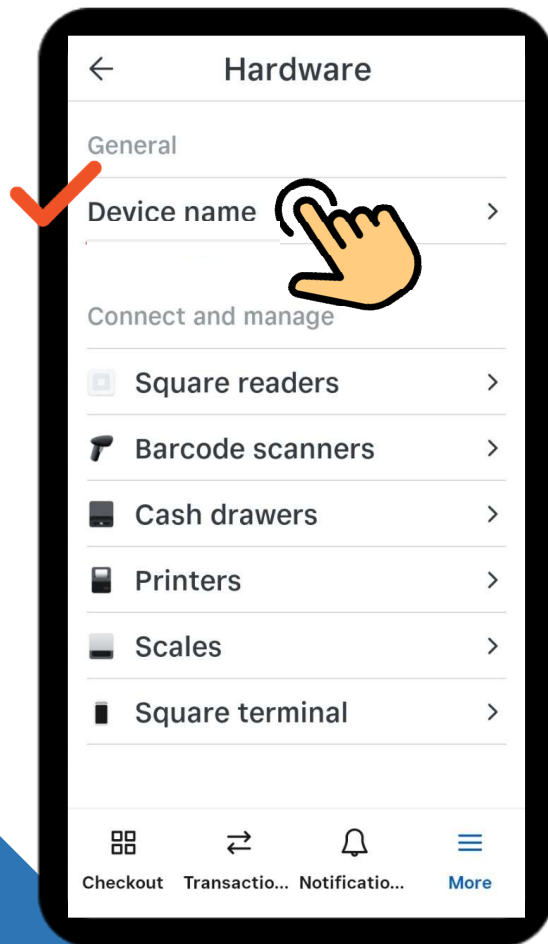


3. Touch “Hardware”

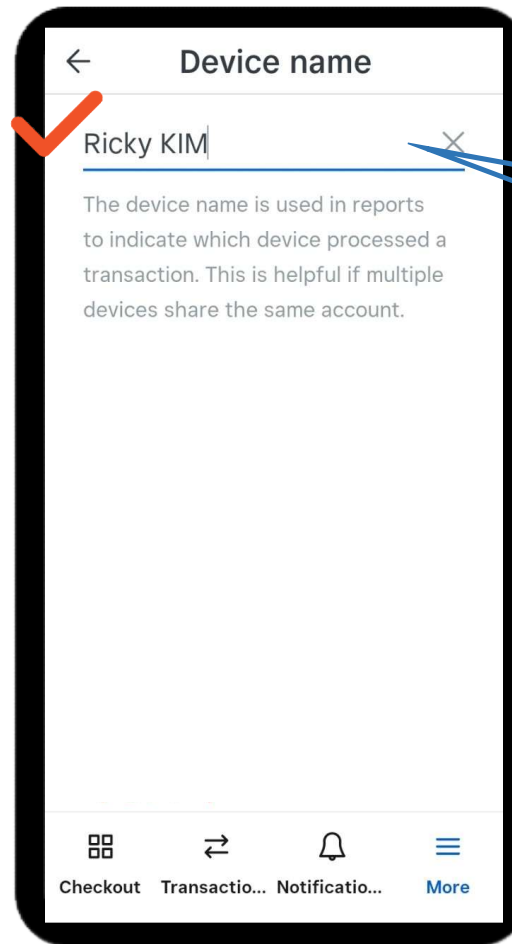


# 1. Insert Device Name

4. Touch "Device name"



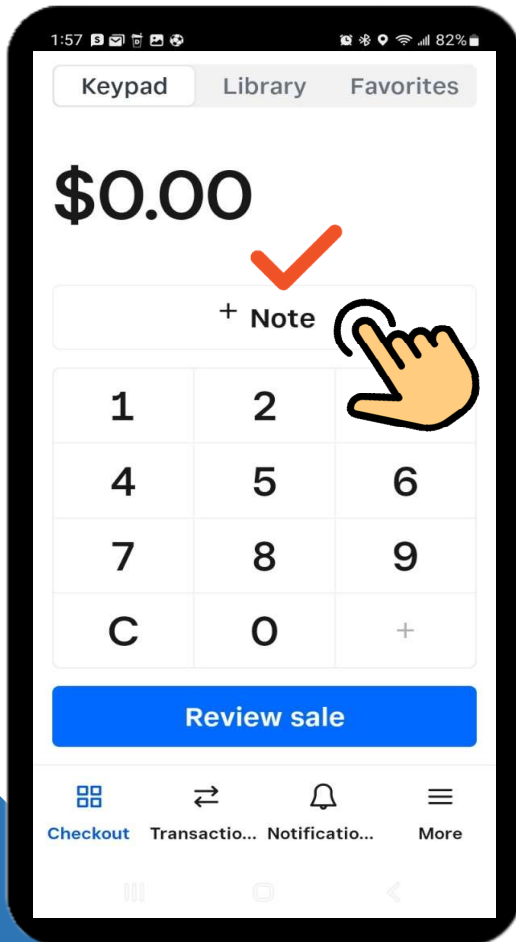
5. Insert full name



Need to insert  
"Your full name"

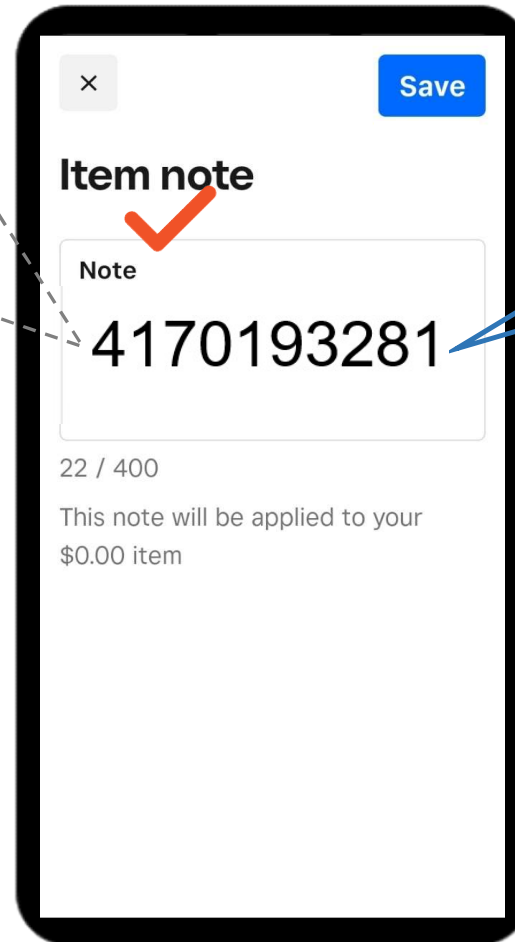
## 2. Insert Ticket #

1. Touch "Note"



2. Insert Ticket #

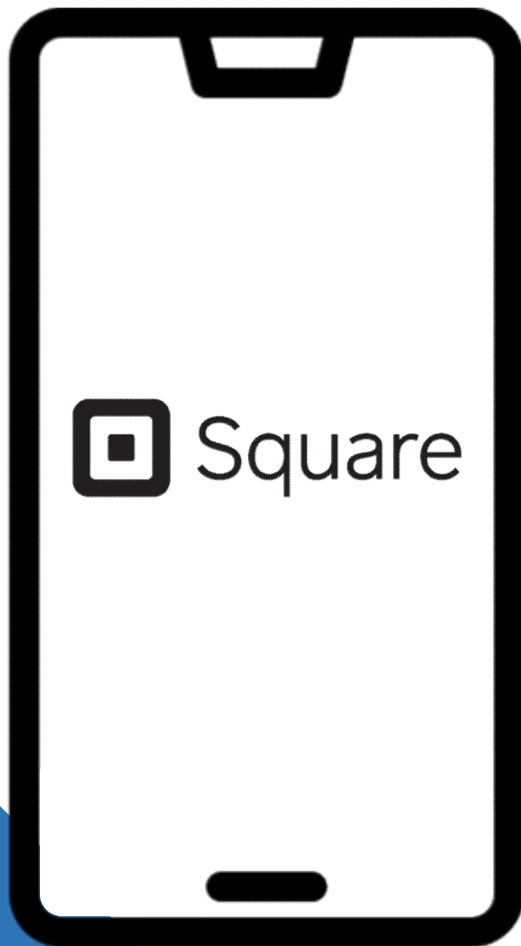
**\*SAMPLE\***



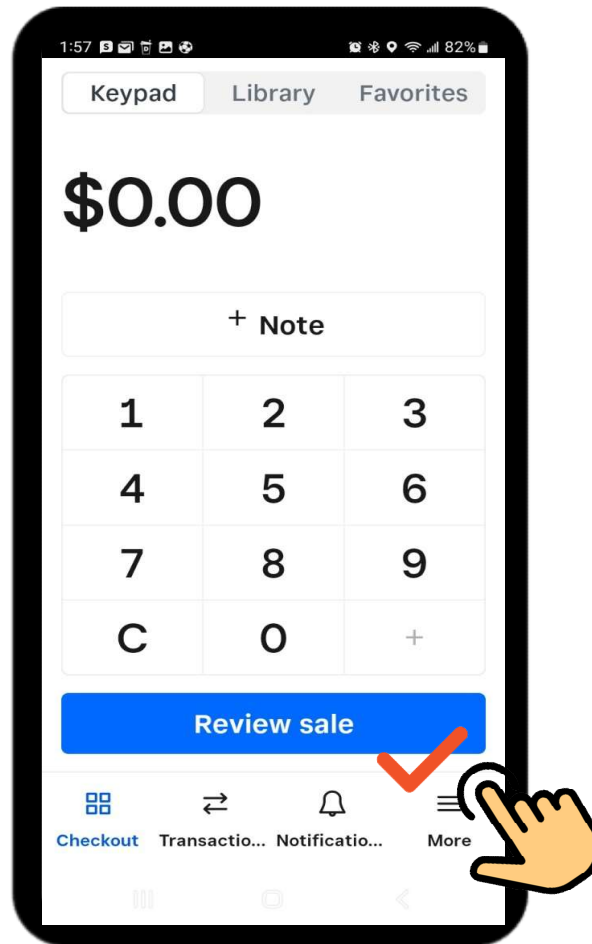
Need to insert  
"Ticket Number"

### 3. Initialize Tax Settings

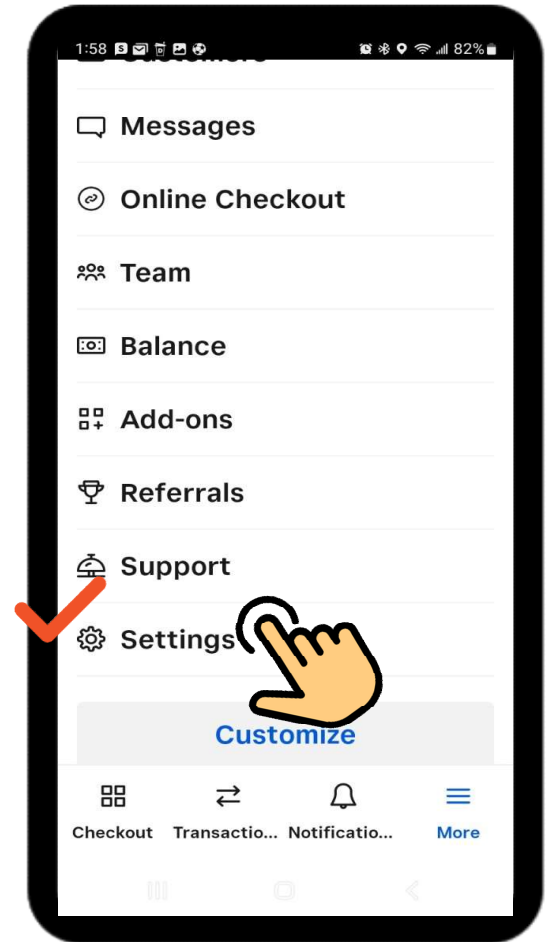
1. Go to Square App



2. Touch "More"

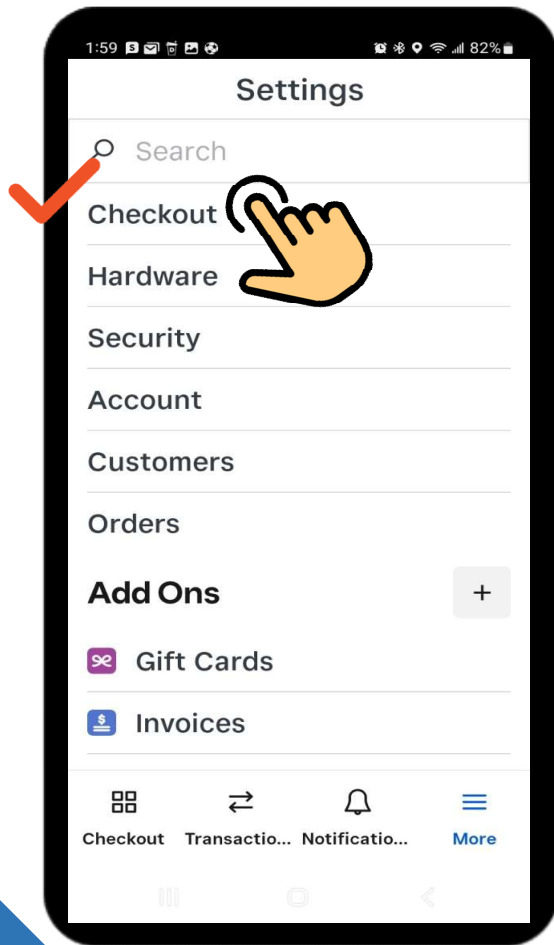


3. Scroll down and touch "Settings"

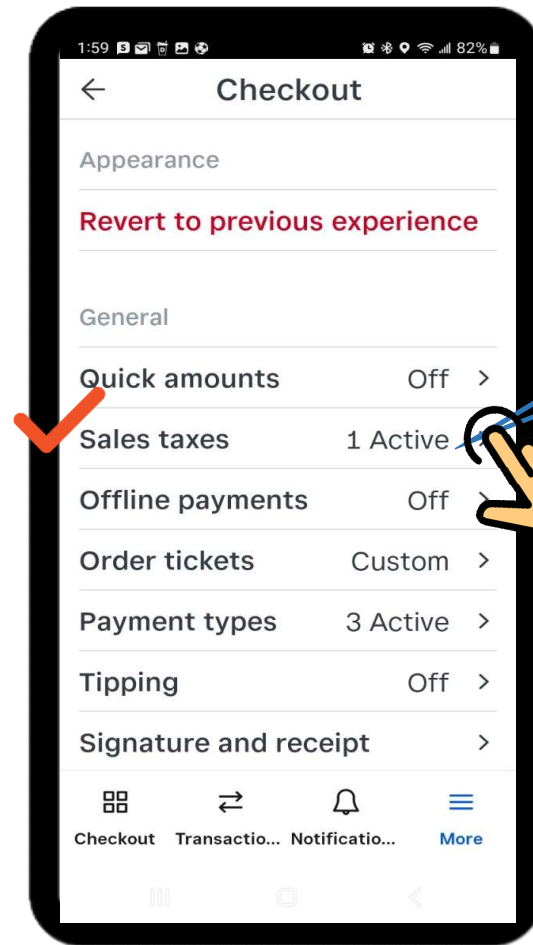


### 3. Initialize Tax Settings

4. Touch “Checkout”



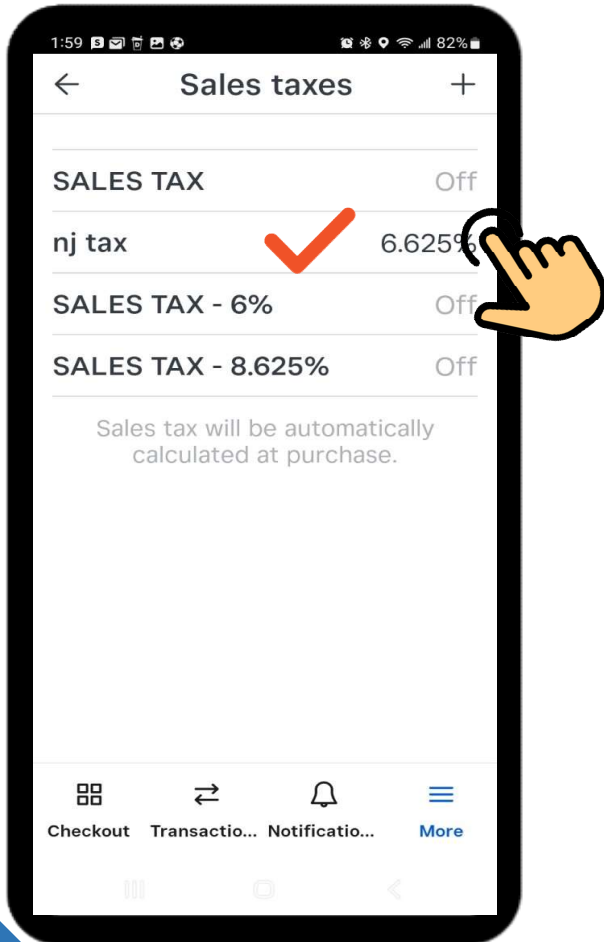
5. Check “Sales taxes” section



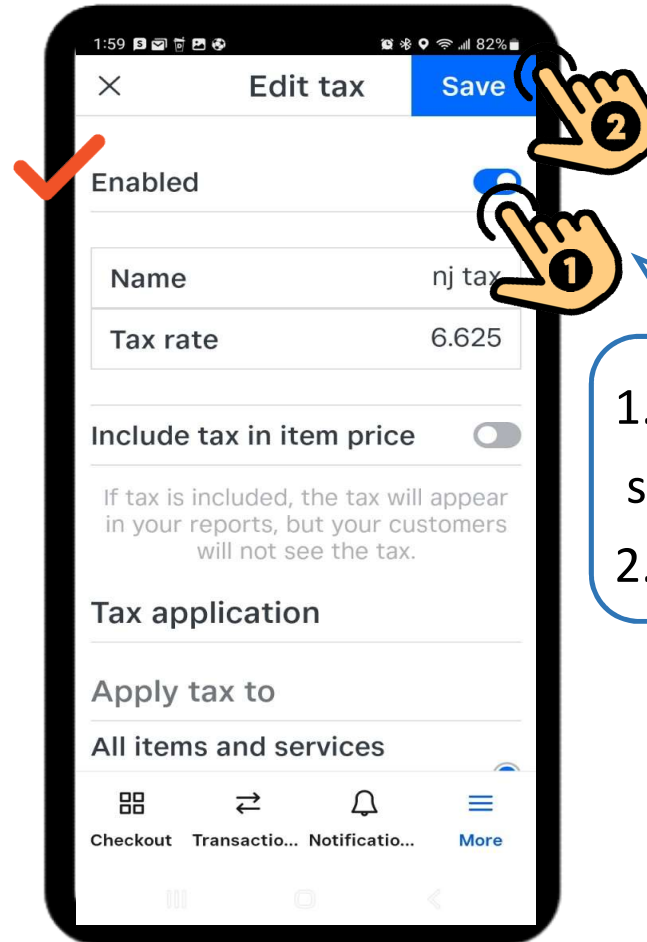
If any sales taxes section is “Active” will manually calculate or amount plus tax !

### 3. Initialize Tax Settings

6. Touch activated sales tax

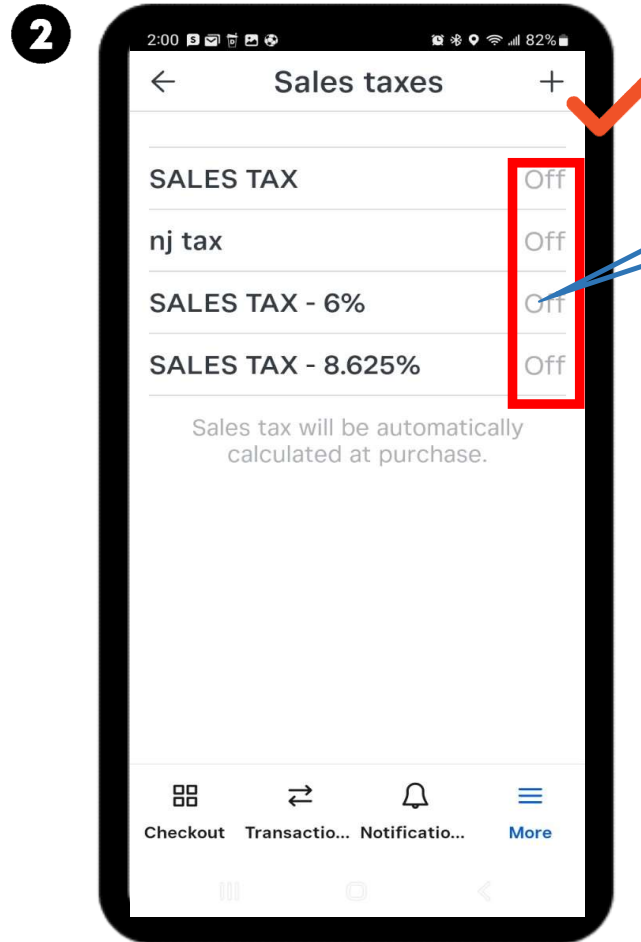
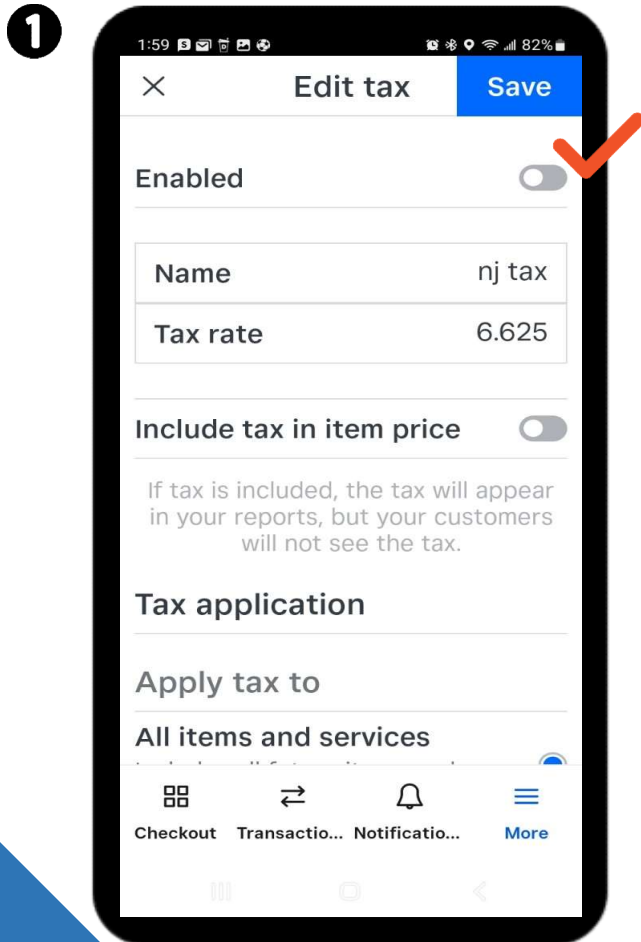


7. Turn off activated tax



### 3. Initialize Tax Settings

8. Check whether the tax status is “off”



All Sales tax should be off !

Good to go now !





# Tax rate per region

Region	Rate	etc
MA	6.25%	Parts only
CT	6.35%	-
NJ	6.625%	-
PA	6.00%	-
VT/MD/VA	6.00%	Parts only
NYC	8.625%	-
Upstate NY	8.00%	-
FL	6.00%	-
RI	7.00%	-

Please use this chart to charge TAX properly by each region.  
Everything should be calculated refer to this chart.

# Television Service Fees & Home Appliance Rate

- Trip (\$120) + Labor + Parts + Tax

HE (TV)		
Size	Regular	Panel
Up to 49"	\$ 190.00 (120+70)	\$ 215.00 (120+95)
50-65" *	\$ 210.00 (120+90)	\$ 250.00 (120+130)
66-79" *	\$ 260.00 (120+140)	\$ 295.00 (120+175)
80" & up*	\$ 410.00 (120+290)	\$ 1,000.00 (120+880)

Trip Labor

Trip Labor

This is TV rate per size of TV.

We as HSN, charge TV and OOW differently.  
Please be aware !!!

HA		
<b>HOME APPLIANCE FLAT LABOR RATE:</b>		\$120 Initial Trip / Diagnostic + \$95 Labor => \$215
<b>MAJOR DRUM FLAT RATE:</b>	\$380 (120+260)	ONLY APPLICABLE FOR WASHERS [INCLUDES EXTRA MAN, > 2 HRS] / FLEX WASHER
<b>OTHER APPLICABLE EXTENSIVE LABOR RATE:</b>	\$320 (2 HRS LABOR MIN: \$120+200)	ICE BUILD-UP : TECHS PLEASE ADVISE CX TO MELT ICE PRIOR ARRIVAL
		DISHWASHER: SUMP REPLACEMENT
		GAS OVEN: GAS / SAFETY VALVE
		REFRIGERATOR: LEFT DOOR [ALONE IS 1 HR] + ADD 'L DOORS

This is Home appliance labor rate.  
Will get labor refer to the chart.

**TV and Home appliances have different  
Out of warranty rate. Please be aware !!!!!**

# Quick Reference

## Quick Reference

**Notes on Ticket**

- Confirmed Date & Time
- Issue with unit/symptoms
- TV: Dismounted
- MW – Dismounted
- WM/Dryer – Unstacked

**Special Instructions**

- Specific number to call w/description

ie: please call wife Mary@201-555-5555  
le: new construction, corner of Main/Park

Rescheduled Tix: Add ALL Notes + new date

**Need to confirm**

- Warranty Status + Service Type
- Model and Serial Number
- Customer Name and Address
- Bill of Sale (and confirmation)
- SAW: LP/P(part)/L(labor)/Diagnostic

**SSR**

- 5 Year Warranty, from manuf. Date or from purchase date if BOS provided.
- Over 5 Year old SSR, please Cancel Tix.

**Dryer**

DVE, Electrical, advise cx to un-stack if possible.  
DVG, Gas, send a tech first, w/o ask cx to un-stack them.

**50% Deposits Requirements:**

- OOW TV Panels
- Physical Damages

**Home Appliance Service Fees - Trip (\$120) + Labor (\$95) + Part(s) + Tax**

Washer Drum Labor - \$380 (includes extra man, take over 2 hours)

**OTHER POSSIBLE EXTENSIVE REPAIRS @ \$320 Labor (2HRS):**

REFRIGERATORS - Add'l doors to LEFT DOOR or Ice Build-up  
DISHWASHERS - Sump Repair  
GAS OVEN - Gas/Safety Valve Repair

**Television Service Fees**

Trip (\$120) + Labor + Parts + Tax

Size	Regular	Panel
Up to 49"	\$190	\$215
50-65"	\$210	\$250
66-79" *	\$260	\$295
80" & up*	\$410	\$1,000

\* Includes extra man, special truck

**IR KIT = \$280+Tax**  
Trip \$90 + Labor \$40 + Part Kit \$150

IR Kit + Unrelated issue  
\$280 + Labor (\$95) + add'l parts + tax

IR Kit + SAW Parts (P) = Labor (\$130) + tax

IR Kit + SAW Parts (P) + Unrelated issue  
Labor (\$225) + tax

**DACOR: Trip \$180, Labor \$290**

REDO W/IN 30 DAYS:				OOW
1ST TICKET	2ND TICKET	=		\$
MINOR TRIP	MINOR LABOR	=	LABOR DIFFERENCE	
MINOR LABOR	MINOR TRIP	=	\$0	
MINOR TRIP	MAJOR PART	=	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)	
MINOR LABOR	MAJOR PART	=	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)	
MAJOR PART	MINOR TRIP/LABOR	=	\$0	
MAJOR PART	MAJOR PART-SAME	=	\$0	
MAJOR PART	MAJOR PART-DIFF	=	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)	
REDO >30 DAYS:				OOW
1ST TICKET	2ND TICKET	=		\$
MINOR TRIP	MINOR LABOR	=	STRIP & LABOR	
MINOR LABOR	MINOR TRIP	=	STRIP	
MINOR TRIP	MAJOR PART	=	FULL - PARTS, TRIP & LABOR	
MINOR LABOR	MAJOR PART	=	FULL - PARTS, TRIP & LABOR	
MAJOR PART	MINOR TRIP/LABOR	=	STRIP AND/OR LABOR	
MAJOR PART	MAJOR PART-SAME	=	LABOR	
MAJOR PART	MAJOR PART-DIFF	=	FULL - PARTS, TRIP & LABOR	

**MINOR = NO PART(S) USED // MAJOR = PART(S) USED**  
**DIFFERENT ISSUE: FULL LIABILITY OF TRIP/LABOR + PART(S); IF NEEDED CAN WAVE STRIP ONLY IF W/IN 30 DAYS**  
**\*IF YOU HAVE ANY QUESTIONS OR A SAW/COVERAGE IS ADDED INTO THE MIX PLEASE ASK\***