

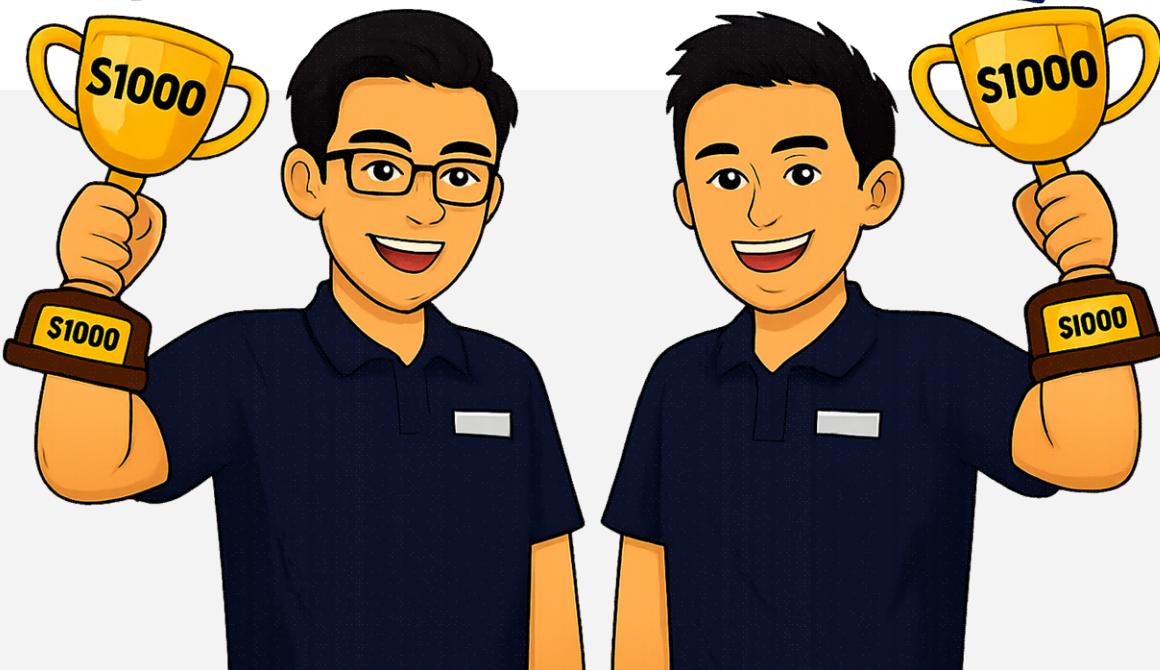
# **Tech Meeting**

# **January 2026**

**Home Service Network**

# December Winners

DECEMBER WINNERS



Congratulations to our outstanding performers !  
**Andy Son** and **Sungwoo Hong** were each granted \$1000.



# December Winner Branch: PAP



HSN will grant \$500 to the Branch Manager and  
Top 3 technicians (**Andrey Yakushev**, **Sungwoo Hong** and **Andy Son**) Congratulations!  
As of October, winning technicians must achieve at least 80% HASS usage.

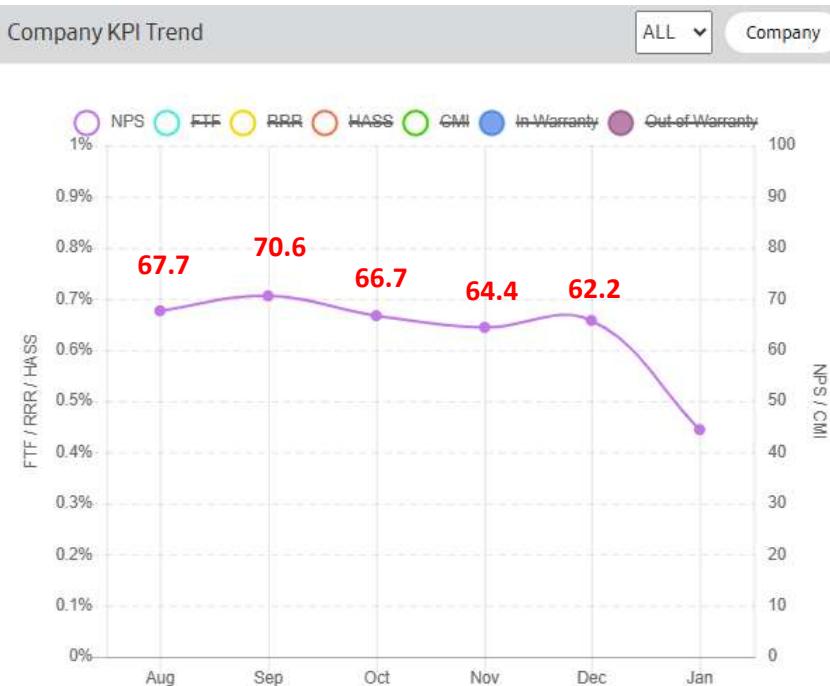
# December SBB Winners



Congratulations to our outstanding performers !  
**Douglas Balcom, Pilyoun Jung and Rohan Brown!**

# NPS Notice

(NPS: Net Promoter Score)



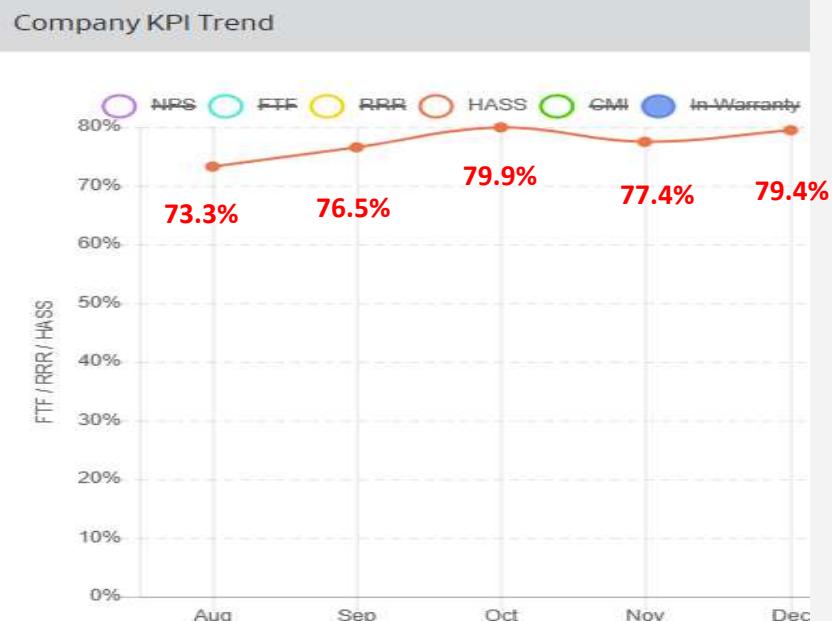
Our NPS score continues to fall short of the target. Last month, we recorded an NPS of 65.7, which was below our goal.

As the importance of NPS is constantly highlighted, we ask that everyone gives this their full attention.

**December NPS: 62.2**

**NPS Target goal: 70**

# HASS Notice



Starting September, your HASS usage percentage will directly affect your compensation. Please note that if your HASS usage is below 75%, you will not be eligible for compensation.

**December HASS: 79.4%**

**HASS Target goal: 80%**

The HASS usage trend is improving. Last month, the usage rate reached 79.4%. Please continue this progress and ensure we meet the 80% target.

**If the following issues occur while using HASS:**

1. App closes during report transmission
2. Pending report does not transmit after failure

Users must send error information via Configuration > Management > Send error information to the HASS admin.

The system will automatically attach the log to the administrator's account for email submission.

**\*Important:** The error log must be sent within 10 minutes of the issue. After 10 minutes, the log will be automatically deleted.

# How to Count and Manage NPS Score

(NPS: Net Promoter Score)

\*NPS score count: Total Survey Rate score/Survey count = NPS score

Survey Rate score 10 to 9 = +100 pts

Survey Rate Score 8 to 7 = 0 pts

Survey Rate Score 6 to 1 = -100 pts

Please explain to the customer that the Samsung Survey is all about the **Technician** and has nothing to do with **the product** or the **Customer Service Representative (CSR)**.

If the customer is satisfied with the service but dislikes the other situation or other complaints, Please let the customer know that on Survey, there are writing comment section on the survey after giving out the Survey Rating Score between 9 and 10.



# **\*\*Sealed System Repair (SSR) Mandatory Notice\*\***

All HSN Technicians, with the exception of TV Technicians, must possess the capability to perform Sealed System Repair (SSR) to enhance service quality and first-time fix rates in the field.

## **☒ Mandate and Objectives SSR Capability is Mandatory:**

1. All HSN Technicians (excluding TV Technicians) are required to be capable of diagnosing and repairing the sealed systems of refrigeration appliances (SSR).
2. Training and Certification: The successful completion of an accredited training course and obtaining relevant certification for performing SSR work is mandatory.  
(Froen R-600 does not require EPA certification.)
3. Increase Field Completion Rate: The objective of acquiring SSR capability is to maximize service efficiency by increasing the First-Time Fix Rate for customer requests.

# 2026 STG Training Completion Status

			January			December			December			December		
2026 Monthly Training Progress			Pipe Extension Installation			BE Customer Promotion			HASS Load Control			WD HC2 and DV90 Door Service Tips		
Completed	In Progress	Completion %	Completed	In Progress	Completion %	Completed	In Progress	Completion %	Completed	In Progress	Completion %	Completed	In Progress	Completion %
505	55	90.2%	24	21	53.3%	33	12	73.3%	31	11	73.8%	31	11	73.8%

This is the current 2026 STG completion status of HSN technicians.

Several trainings from December through January remain marked as “In Progress” past the deadline.

**All monthly training must be completed by the 20th of each month.**

**Any failure to complete required training will result in a warning letter being issued on or after the 25th, following notification via KakaoTalk.**



# Monthly STG Training

**\*\*\* Updated training must be completed by the 20th of every month. Failure to complete the training will result in a warning letter !!!**

Name	Status	Product
Pipe Extension Installation BE Required Training Jan 2026	In Progress	Refrigerator
WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025	Completed	
HASS Load Control BE Required Training Dec 2025	Completed	
BE Customer Promotion BE Required Training Dec 2025	Completed	
Smart Service Update BE Required Training Nov 2025	Completed	

## \*\*ATTENTION\*\*

If any of your technicians currently do not have access to STG's Ticket Management feature, please use the link below to let us know:

<https://www.surveymonkey.com/r/TECHVIEWSTG>

## Accessing the Content on Cornerstone

In order to find the assigned courses, follow these simple steps:

1. Log into STG > ELEARNING
2. This should take you to the LMS Home Page
3. Learning → Go to View Your Transcript
4. Assigned Training (Video+ Quiz) will be shown if you have the appropriate RA's. After the video you will then be directed to the quiz portion.



A screenshot of the 'View Your Transcript' page. On the left, there is a circular progress bar with '0%' and the text 'CURRICULUM PROGRESS'. To the right of the progress bar, there are two training items listed in a grid format. Both items have a blue play button icon. The top item is 'WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025' with status 'Registered' and due date 'No Due Date'. The bottom item is 'WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025' with status 'Pending Prior Training' and due date 'No Due Date'. There is a 'Launch' button with a dropdown arrow next to the bottom item. A 'Options' button with a dropdown arrow is also visible.

## **\*\*All tickets must be completed on-site \*\***

All Technicians – Please be mindful of the following:

1. All tickets must be updated and completed on-site.
2. Photos taken on-site must be uploaded immediately along with the update note.
3. Make it a habit to complete tickets onsite – do not wait until the end of the day.

\* Tickets are required to be completed no later than **10 PM**\*

**\*\* If tickets are not completed on time, we will be unable to process claims properly, which may result in payment delays.\*\***

# Ticket Note Update Alert



## \*Requirements for Additional Parts Request

- Update the notes on the ticket immediately
- Provide a photo of the S/N (serial number) label
- Provide a photo of the damaged area.

\*If extra parts are needed for the service

Photos or needed parts must be sent through the chatroom

# MPU SAW

The screenshot shows a software interface with the following elements:

- Header bar with buttons: Refresh, BFSC577, IW, LED TV, 15d, Claimed, KKL 07/18.
- Navigation tabs: Tracking, Repair Parts, SAW, Compensation, Other Information, Billing.
- Table showing request history:

Category	Status	RequestID
SRC41	Approved	07/15/2025
Warranty Exception Request	Approved	07/17/2025

Starting 7/25/2025, All HOME ELECTRONICS (HE) , HOME APPLIANCES (HA) products are subject to MPU SAW/WER.  
This includes MONITOR and B2B Units as well.

If more than one part is required, please make sure to contact Technical Support (T/S) and proceed with the diagnosis together.

There is no separate T/S line for B2B units

Please continue using the existing T/S contact.

# New Service Type Notice

**SAMSUNG**  
Care

Memo  
Official Launch of Service Type – IN  
September 29, 2025

## Launch of New Service Type – IN (Installation Checking)

Please be advised that Field Service has finalized a new service type called **Install Checking (IN)**. Samsung will begin using this new Service Type starting the week of September 29<sup>th</sup>. "Install Checking" (IN) service type will be used to better classify some repairs that may currently be setup as IH or SI service types.

Criteria for IN service type:

- Samsung Brand Digital Appliance (DA) / Home Appliance (HA) only
- Cosmetic repair that appears to have damage due to faulty installation
- Tickets dispatched by Samsung

Tickets with "IN" service type will be dispatched with the same logic as In Home (IH) service type tickets. When you file the warranty claim from the completed ticket, you will see the new "IN" service type on the warranty claim as well.

Service Type:

We are confident that having the "IN" Service Type will have no impact to your repair process and is simply to assist in ticket management.

If you have any questions about this new service type, please contact your Regional Service Manager.

Thank you,  
Samsung Field Service

## \*\*ATTENTION\*\*

We have a new service type IN (Install Checking). This is to replace SI (Stock Repair In Home) and will cover PD without a SAW.

Please be aware that don't need to call T/S , IN service type- cover PD without a PD SAW

# Smart Service

Count of Latest Ticket	Column Labels		
Row Labels	O	X	Grand Total
HOME SERVICE NETWORK, NC	3	5	8

→ Using rate is currently **38%**



## Product Support recommendation!

Starting now, we are implementing a Smart Service system, When viewing the ticket list, **If you see a red stamp, it is very important that you click the 'Contents' button and check the details.**

Once the content has been reviewed, the red stamp will automatically change to green, indicating that confirmation is complete.

Please note that blue stamps do not require any action. However, RED STAMP MUST BE CHECKED, and you must make sure they have changed to green after reviewing the content.

if you see a red stamp, Click the 'Contents' button and check the details

Kashif Paul  
Aug 1, 8:00 AM  
(240) 855-1514  
7700 DOWN CT, LAUREL MD  
DW80CG4051SR LP  
AA Warranty  
TICKET UPDATE 4181799  
Customer Sign 768  
SMS Chat Content ...

Kashif Paul  
Aug 1, 8:00 AM  
4181799768  
LAUREL, MD  
Action Req  
Contents   
Parts  
Photo Upload  
TCC Support Request

Once the contents are reviewed, the stamp will turn green

Kashif Paul  
Aug 1, 8:00 AM  
(240) 855-1514  
7700 DOWN CT, LAUREL MD  
DW80CG4051SR LP  
AA Warranty  
TICKET UPDATE 4181799  
Customer Sign 768  
SMS Chat Content ...

You don't need to do anything for the blue stamp

Kashif Paul  
Aug 1, 8:00 AM  
(240) 855-1514  
7700 DOWN CT, LAUREL MD  
HASS

# SPSN

The screenshot shows the SAMSUNG SPSN TRAIN website interface. At the top, there is a navigation bar with the SAMSUNG SPSN logo, TRAINING, ACCOUNT, and Logout buttons. Below the navigation bar is a large banner with the word "Training" and a subtext "Samsung Product Support Network Training". A photograph of two hands writing in a notebook is displayed on the right side of the banner. Underneath the banner, there is a section titled "Re-run Video" which lists five training video options:

Next Level Dishwasher Course	Bespoke DW Disassembly	DW OC & OE Codes	DW Leak Troubleshooting Tip	DW80 4C, 7C, PC Service Tip
6/30/2025 08:00 AM - 7/5/2025 11:59 PM				

It is essential that you watch the training videos on the SAMSUNG SPSN website.

Viewing them will be a great help in enhancing your technical skills, so we strongly urge you to do so.

URL :

<https://support-us.samsung.com/training/training.jsp>

# Pick-up Service

 HOME SERVICE NETWORK

HOME SERVICE NETWORK, INC.  
49 Commerce Road, Carlstadt, NJ 07072

**Unit Pickup Form**

Customer and Device Information	
Name:	Samsung Ticket:
Address:	Pickup Date:
City, State:	Pick-up Tech:
Phone #:	Drop Date:
Email:	Drop Tech:
Model #:	

I hereby authorize Home Service Network, Inc. ("HSN") to transport my Samsung TV to HSN for repair under the Pick-Up Service (PS). I acknowledge that I have read, understood, and agreed to the following terms and conditions:

**As-Is Pick Up:** The TV will be picked up in its current condition, as verified jointly by the customer and the technician on-site. HSN assumes no responsibility for the condition of the TV at the time of pick-up.

**Customer Responsibility:** The customer is responsible for preparing the TV for pick-up in a safe and secure manner. This includes disconnecting all accessories, cables, or attachments and packaging the TV in accordance with HSN's recommended guidelines.

**Pick-Up Receipt:** The customer will receive a receipt as confirmation of pick-up. The customer understands that it is their responsibility to retain this receipt as proof of pick-up.

By signing below, I confirm that I have read, understood, and agreed to the above terms and conditions. I hereby release HSN from any liability for damages that may occur.

**TV Pick-up Form**

Pick-up			Drop off		
No	Location	Ok	Remark	Location	Ok
1	Front			Front	
2	Right			Right	
3	Top			Top	
4	Back			Back	
5	Left			Left	
6	Bottom			Bottom	
7	Walls			Walls	
8	Floor			Floor	
9	Inside			Inside	
0	Other			Other	

Customer Signature: \_\_\_\_\_ Pick-up Date: \_\_\_\_\_  
Customer Signature: \_\_\_\_\_ Drop Date: \_\_\_\_\_

Your Samsung TV has been collected for Pick-Up Service (PS) and will be returned to you upon completion.  
If you would like to check the service status or have any questions, please contact us at 201-672-9501

Starting pickup service for 50~65 inch TVs.

When picking up a TV, first check for any physical damage.

If physical damage is found, **DO NOT PICK UP**.

After checking the symptoms, if there are no panel-related issues or NDFs, **DO NOT PICK UP**.

\*\* When you go for a pickup, please ensure you bring the form\*\*

# White Glove Service (B2B)



## \*Introducing Our “White Glove Service”

We are launching a new, elevated service standard: the White Glove Service for all upcoming unit swap-out work. This service is designed to ensure superior quality and professionalism across all panel replacement projects, including:

- Indoor Panel Replacements (Store B2B)
- Outdoor Panel Replacements (Store B2B)

Comprehensive White Glove Service Guidelines—outlining specific procedures and standards—are currently being finalized and will be distributed to all teams soon. Please be prepared to review them and strictly adhere to these new, elevated standards immediately upon. The Triage Team will provide follow-up support through this service.

# Company Vehicle Safety Alert

↓ HSN Driving Guide



Strictly prioritize safe driving and full traffic law compliance in company vehicles—  
maintain safe distances, obey speeds/signals,  
eliminate distractions (no phones/eating),  
wear seatbelts, and pre-check vehicles.

Do not transport non-HSN personnel, do not  
disconnect the GPS system, and always  
follow the HSN Driving Guide.

Any non-adherence constitutes a policy  
violation, resulting in a **formal warning**  
**letter or severe disciplinary action.**

TOTAL TECH SOLUTIONS, INC.  
HOME SERVICE NETWORK, INC.

Company Fleet Usage and Driver Safety Policy

The purpose of this policy is to ensure the safety of those individuals who drive company vehicles to provide guidance on the proper use of company fleet vehicles. Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to take all necessary steps to prevent injuries and property damage. As such, an employee who drives a company vehicle must adhere to the following safety rules. These rules are what our employer expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely. TTS/HSN Operation Managers are responsible for general administration of this policy.

**1. Driver Guidelines and Reporting Requirements**

- 1.1 Company vehicles are to be driven by authorized employees only.
- 1.2 Company vehicles are to be used for TTS/HSN business only, not for personal.
- 1.3 Do not parking on road overnight.
- 1.4 Any employee who has a driving license must drive it immediately notify the TTS/HSN Operation Manager by 8 a.m. session into the next business day, and immediately discontinue operation of the company vehicle. Failure to do so may result in disciplinary action, including termination of employment.
- 1.5 Motor Vehicle accidents, regardless of severity, must be reported to the police and to the TTS/HSN Operation Managers. Accidents are to be reported immediately from the scene, during the same day, or as soon as possible if the accident is minor. Accidents involving other vehicles must follow these same accident procedures. Accidents involving the employee's personal injury must be reported to Human Resources Workers' Compensation. Employees must report all motor vehicle accidents to their supervisor or manager. Failure to report an accident may result in disciplinary action, up to and including termination of employment.
- 1.6 Drivers must report all motor vehicle accidents received during the operation of a company vehicle, or while using a personal vehicle on company business, within 72 hours to the TTS/HSN Operation Manager.
- 1.7 Motor Vehicle accidents will be investigated if there are any questions about the cause of the accident, or if the accident is in violation of the terms of this policy by the TTS/HSN Operation Manager, will result in a loss of the privilege of driving a company vehicle.

**2. Driver Criteria & Administration**



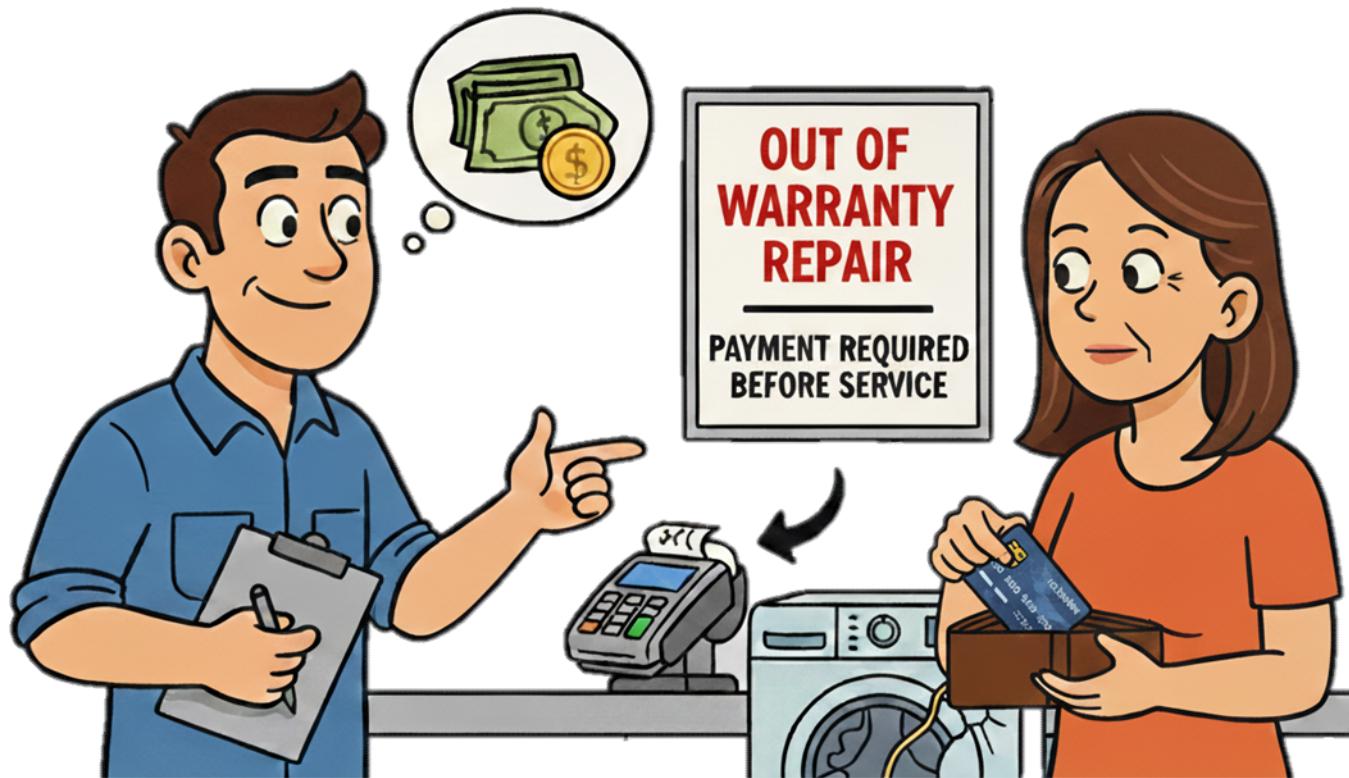
# HSN Policy on Prohibited Payments ■



HSN strictly prohibits technicians from requesting or accepting any payment from customers beyond the official company rates for both in-warranty and out-of-warranty repairs. Any attempt to seek personal gain in violation of this policy is forbidden.

- **Warning: Violation of this policy may result in separation from the company and may lead to further disciplinary.**

# Out of Warranty Alert



Please be advised that for out-of-warranty service tickets, payment must be made by card prior to repair.  
Cash payments will not be accepted.

# Achieving Your KPI



Samsung operates with a strong emphasis on KPI performance. In many instances, their approach may seem demanding or rigid; however, as a service provider under Samsung, we are obligated to comply with their operational guidelines and expectations.

Key performance indicators such as NPS (Net Promoter Score) and HASS are critical metrics that directly impact the volume of ticket assignments we receive. Unless we consistently meet these KPI targets, Samsung will not allocate additional tickets to us.

It is therefore imperative that all technicians make a concerted effort to improve and maintain strong KPI performance.

Please also be advised that technicians with persistently poor KPI results—particularly in NPS and HASS—may face consequences more serious than a re-contract, if necessary.

In certain cases, Samsung may remove a technician's RA certification.

If this occurs, the lack of RA certification will prevent the company from assigning any further tickets to that technician.

Additionally, we would like to take this opportunity to remind everyone of the importance of **COMPLETING TICKETS ONSITE AND ENSURING TIMELY UPDATES.**