

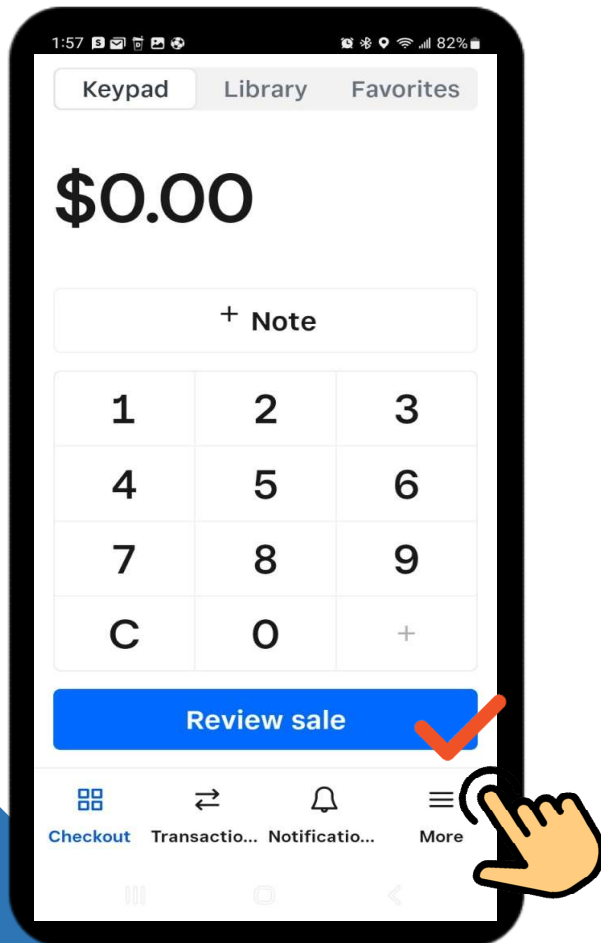


Square Application Usage Guide

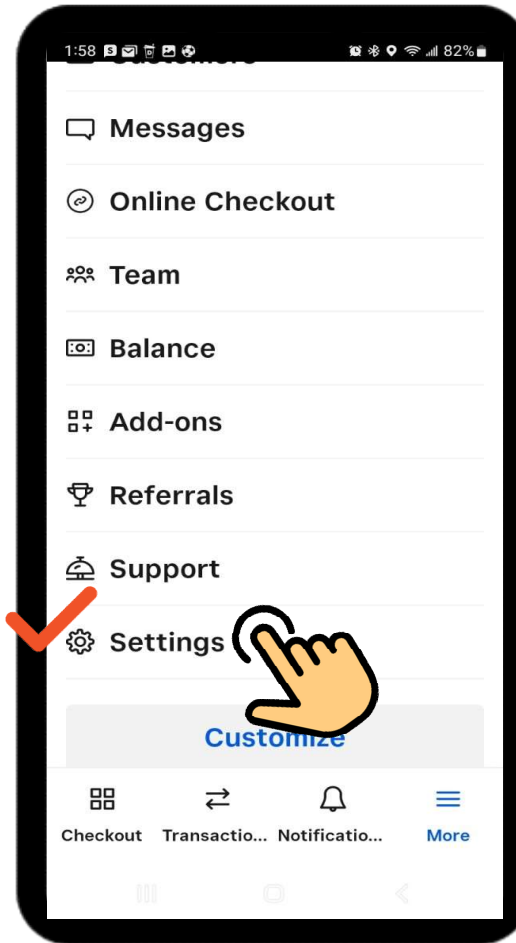
Triage Team

1. Insert Device Name

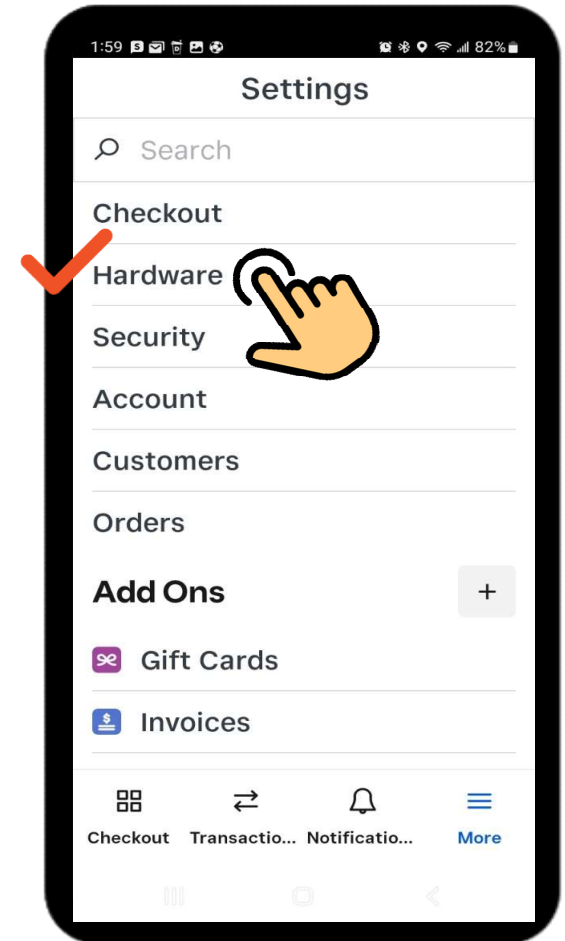
1. Touch “More”



2. Touch “Settings”

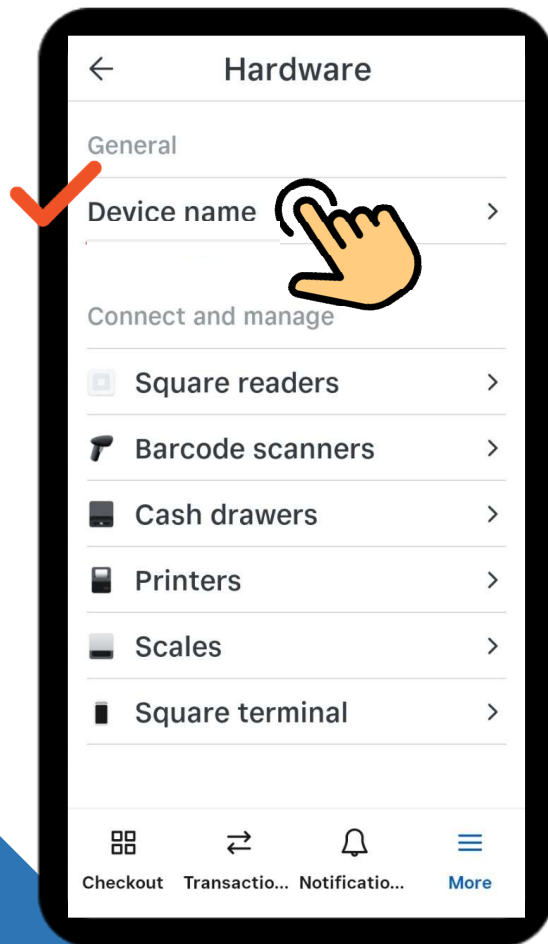


3. Touch “Hardware”

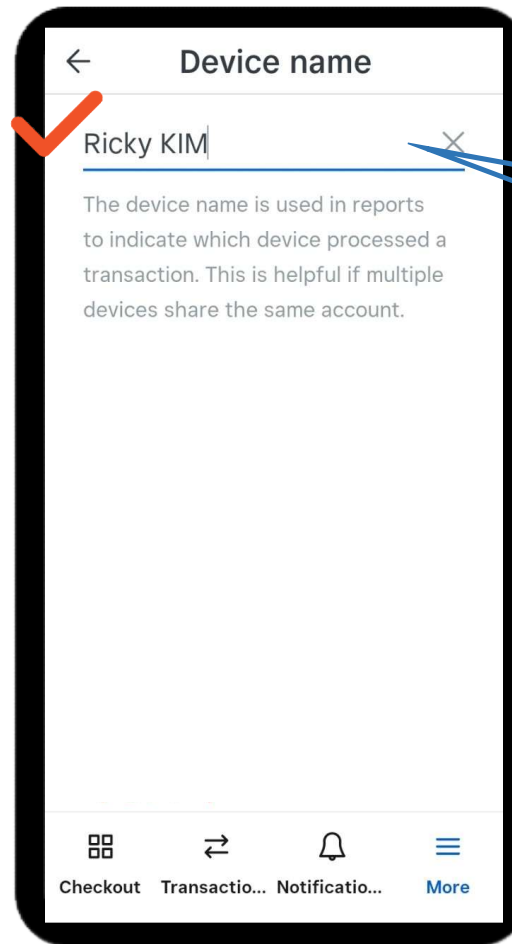


1. Insert Device Name

4. Touch "Device name"



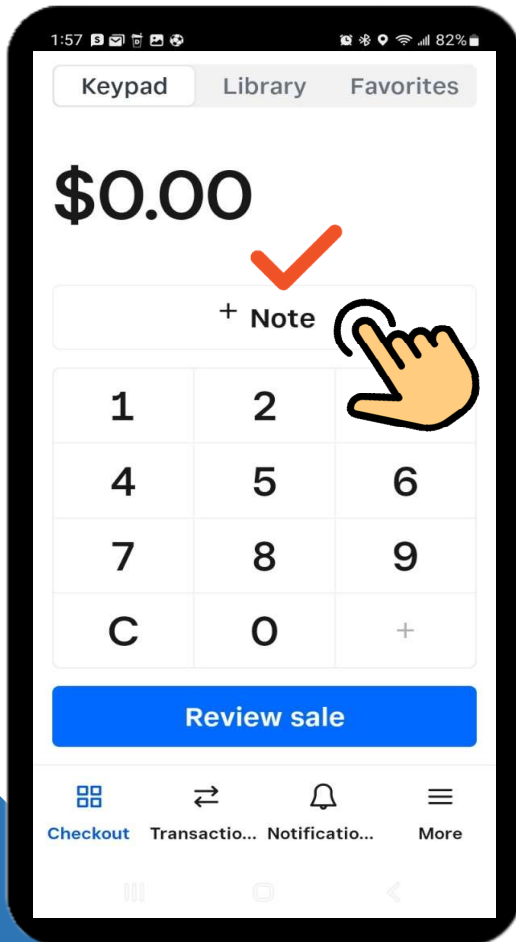
5. Insert full name



Need to insert
"Your full name"

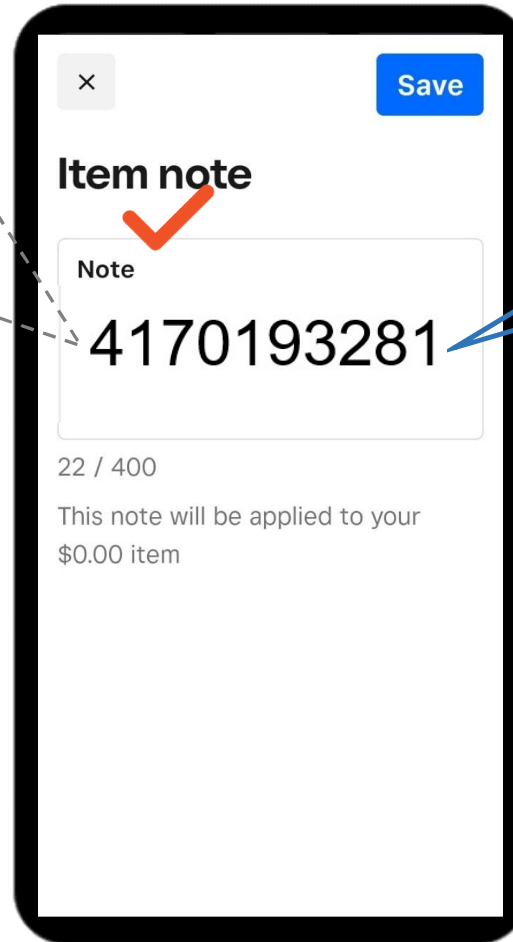
2. Insert Ticket

1. Touch "Note"



2. Insert Ticket #

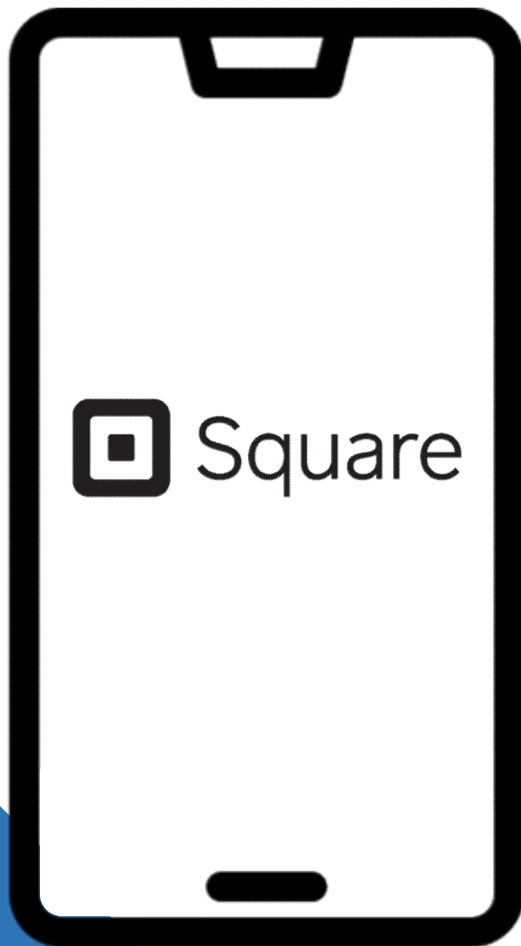
SAMPLE



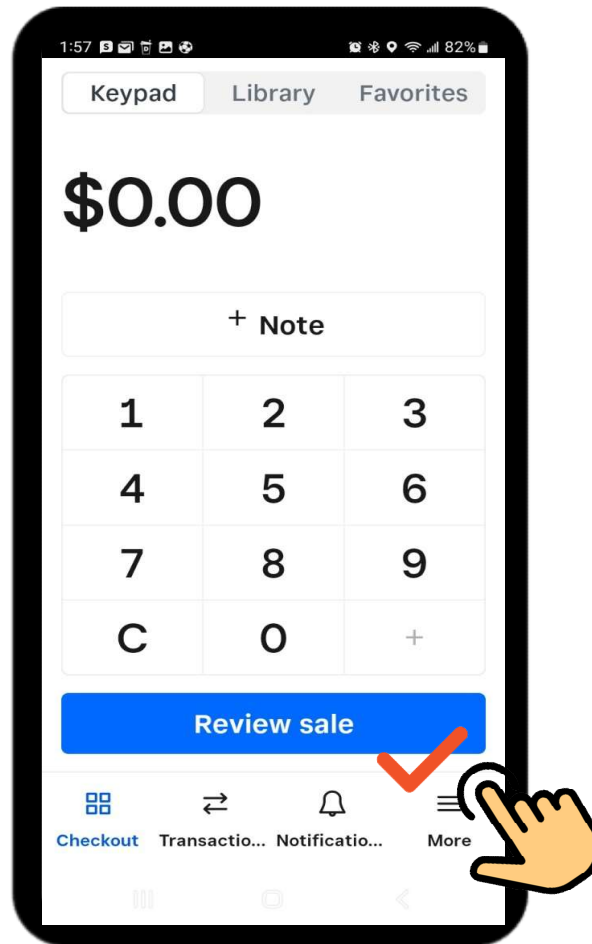
Need to insert
"Ticket Number"

3. Initialize Tax Settings

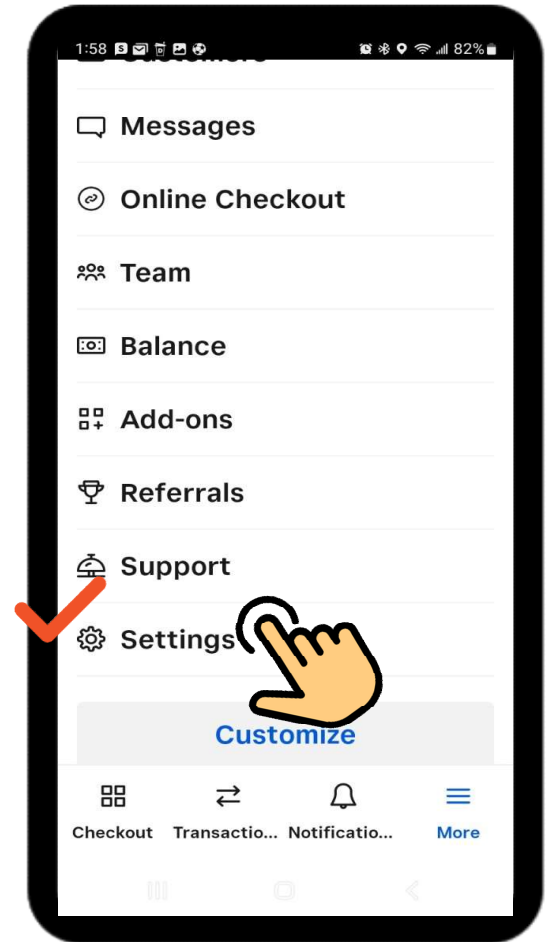
1. Go to Square App



2. Touch "More"

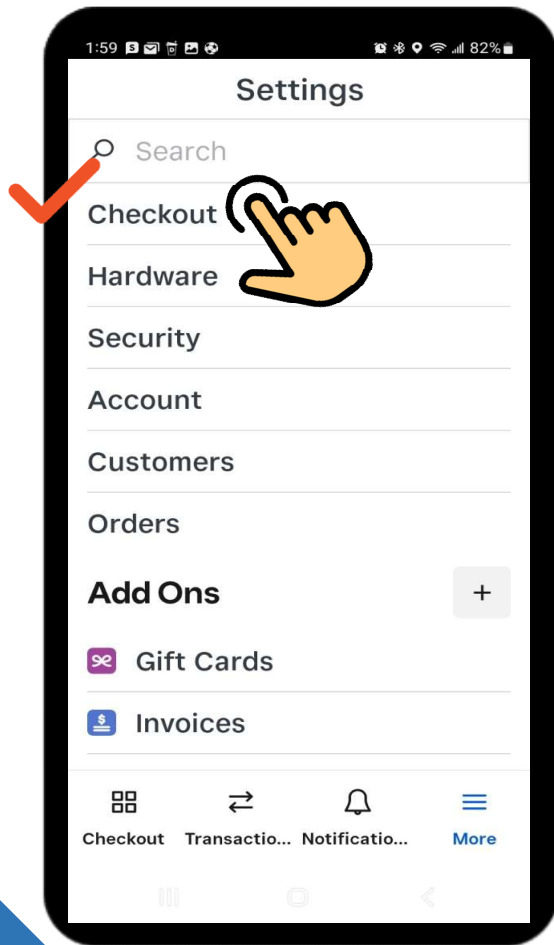


3. Scroll down and touch "Settings"

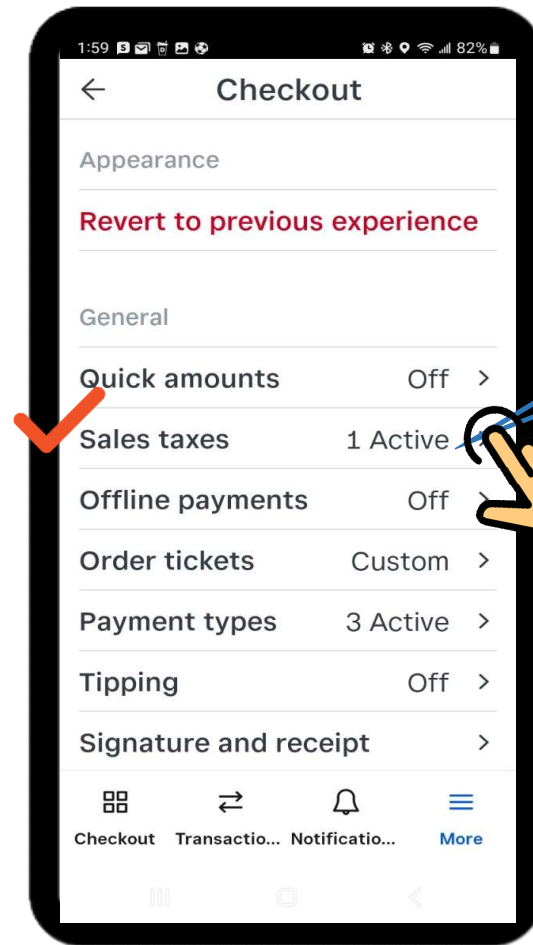


3. Initialize Tax Settings

4. Touch “Checkout”



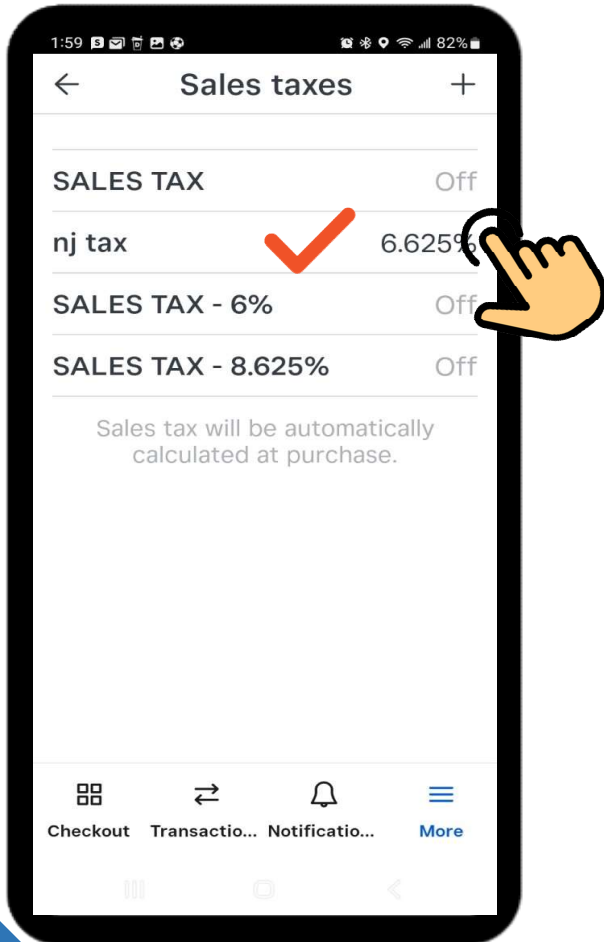
5. Check “Sales taxes” section



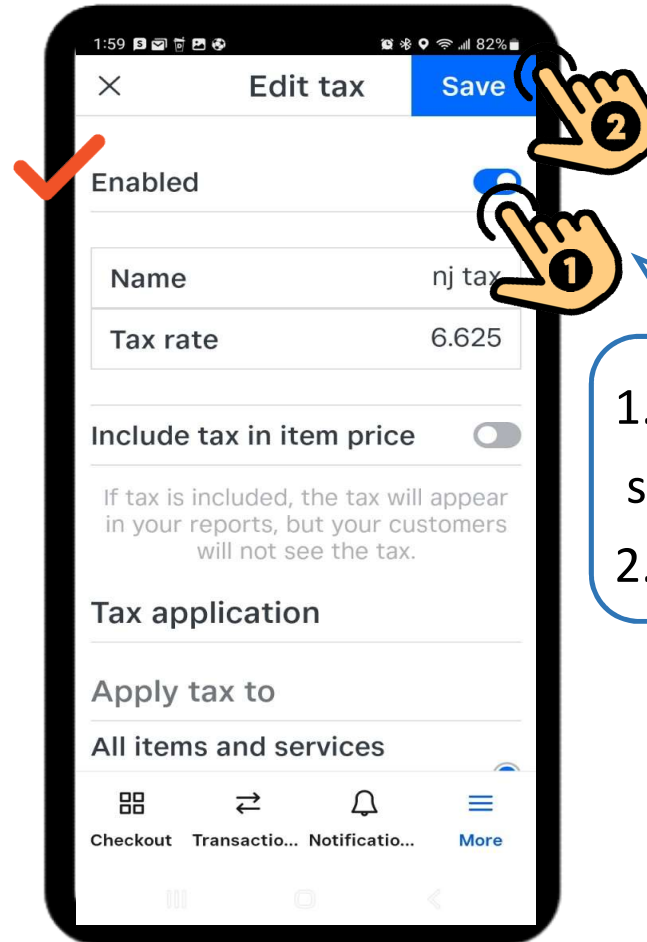
If any sales taxes section is “Active” will manually calculate or amount plus tax !

3. Initialize Tax Settings

6. Touch activated sales tax



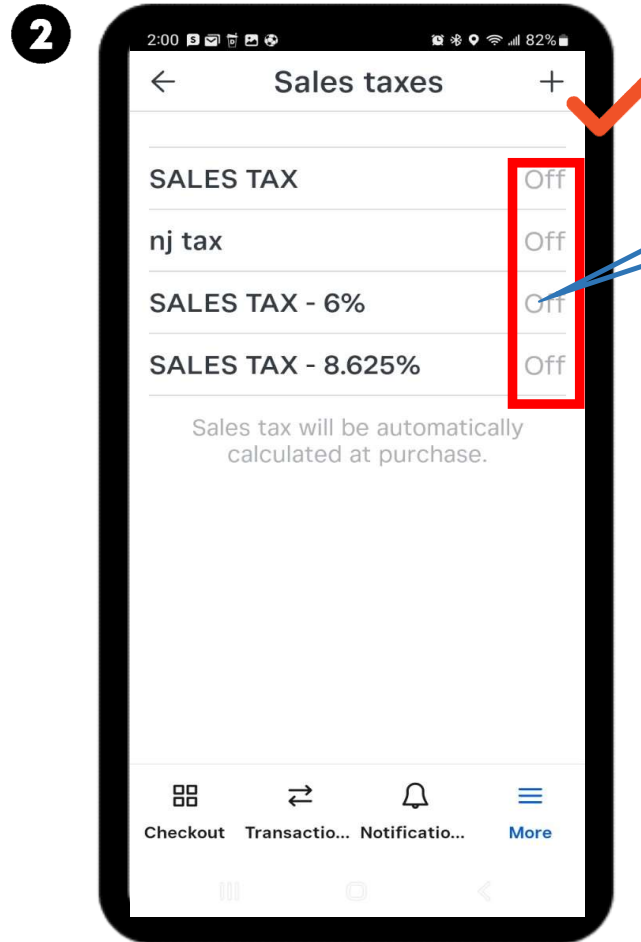
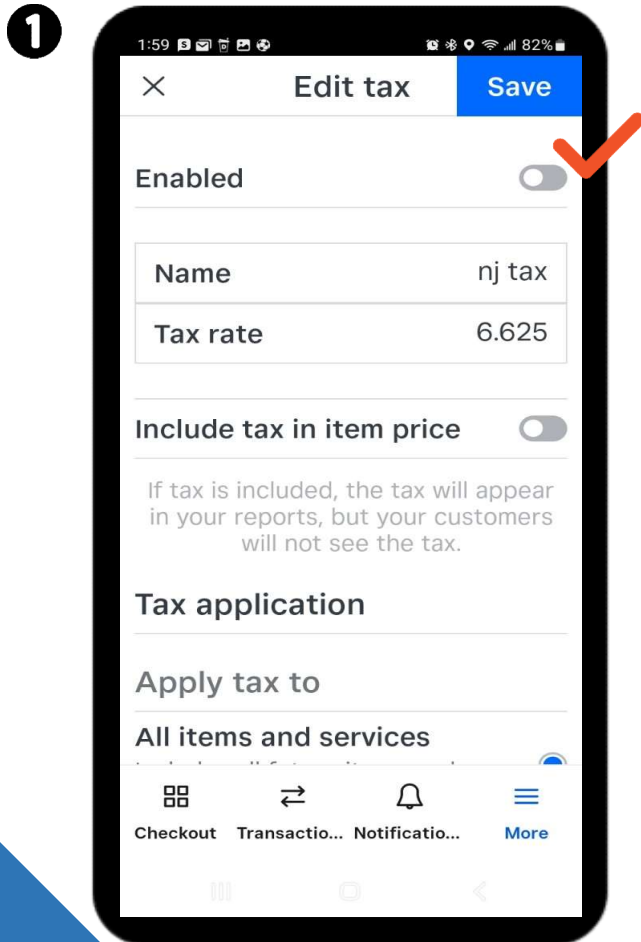
7. Turn off activated tax



1. Touch "Enabled" section bar and turn off.
2. Save it !

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%	-

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		
HOME APPLIANCE FLAT LABOR RATE:		\$120 Initial Trip / Diagnostic + \$95 Labor => \$215
MAJOR DRUM FLAT RATE:	\$380 (120+160)	ONLY APPLICABLE FOR WASHERS [INCLUDES EXTRA MAN, > 2 HRS] / FLEX WASHER
OTHER APPLICABLE EXTENSIVE LABOR RATE:	\$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
	LABOR		TRIP	\$0
MINOR	TRIP	MAJOR	PART	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)
	LABOR		PART	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)
MAJOR	PART	MINOR	TRIP/LABOR	\$0
	PART		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
	LABOR		TRIP	STRIP
MINOR	TRIP	MAJOR	PART	FULL - PARTS, TRIP & LABOR
	LABOR		PART	FULL - PARTS, TRIP & LABOR
MAJOR	PART	MINOR	TRIP/LABOR	STRIP AND/OR LABOR
	PART		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