



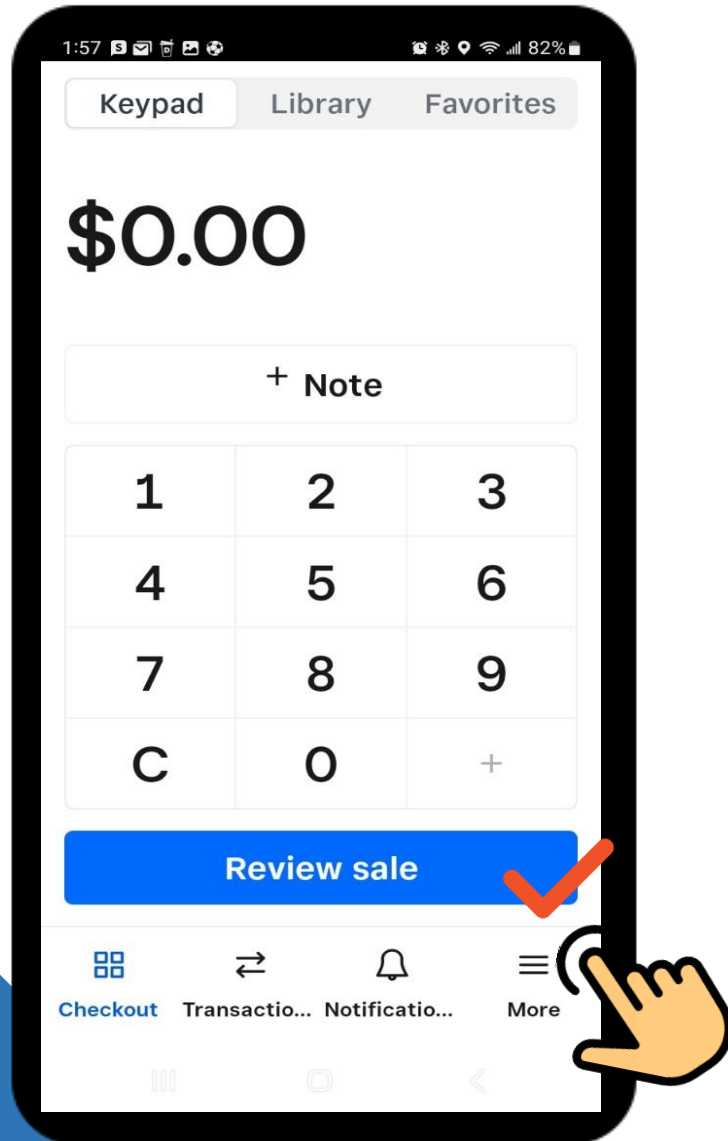
Square Application Usage Guide

Triage Team

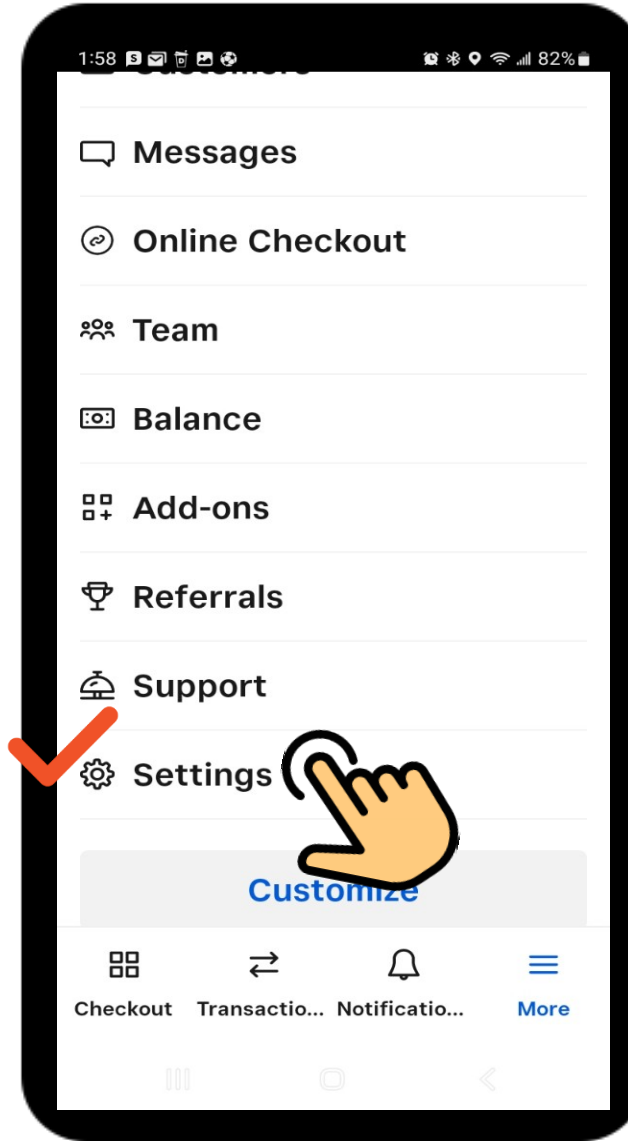
SQUARE LOG IN
ID = JENPARK@HSNFE.COM
PW = SSHSN07072

1. Insert Device Name

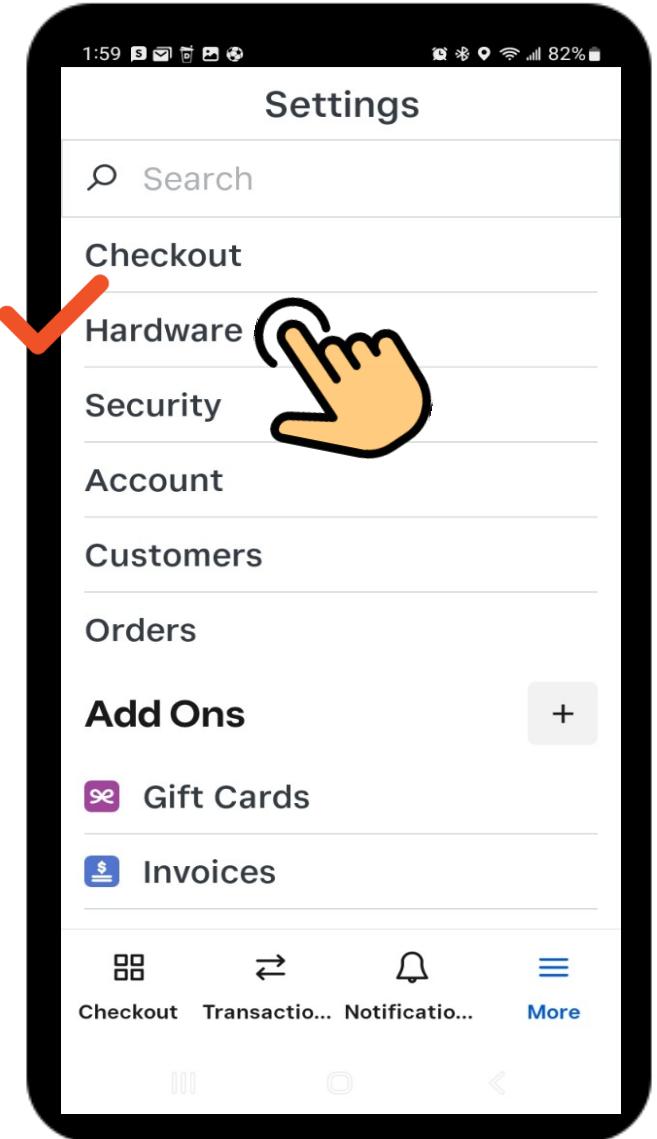
1. Touch "More"



2. Touch "Settings"

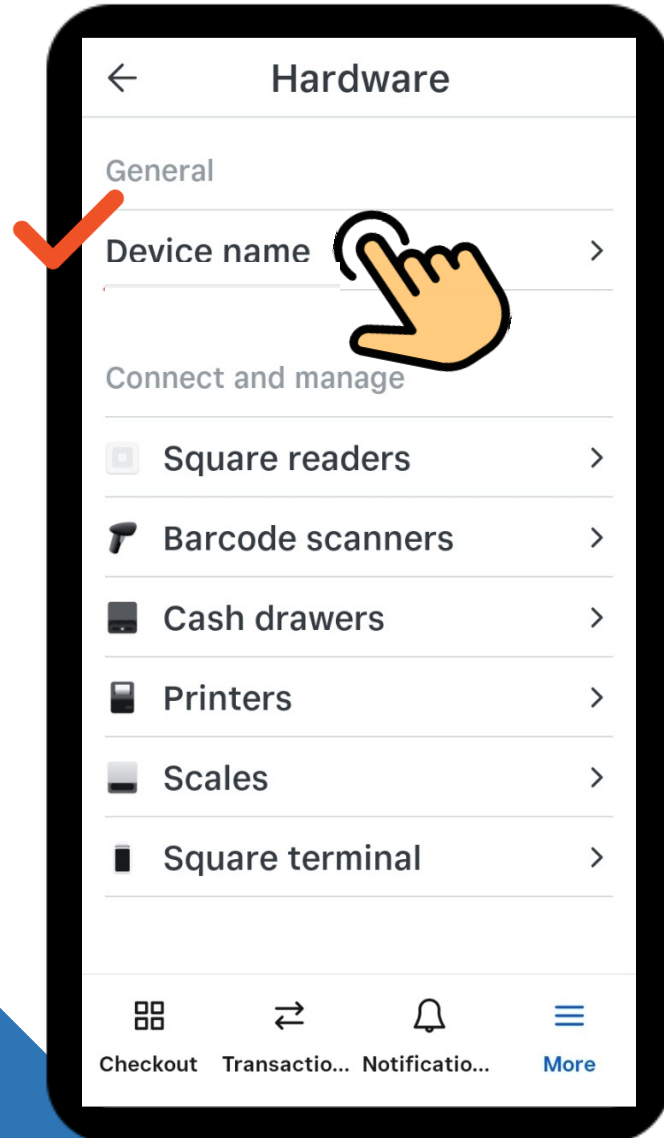


3. Touch "Hardware"

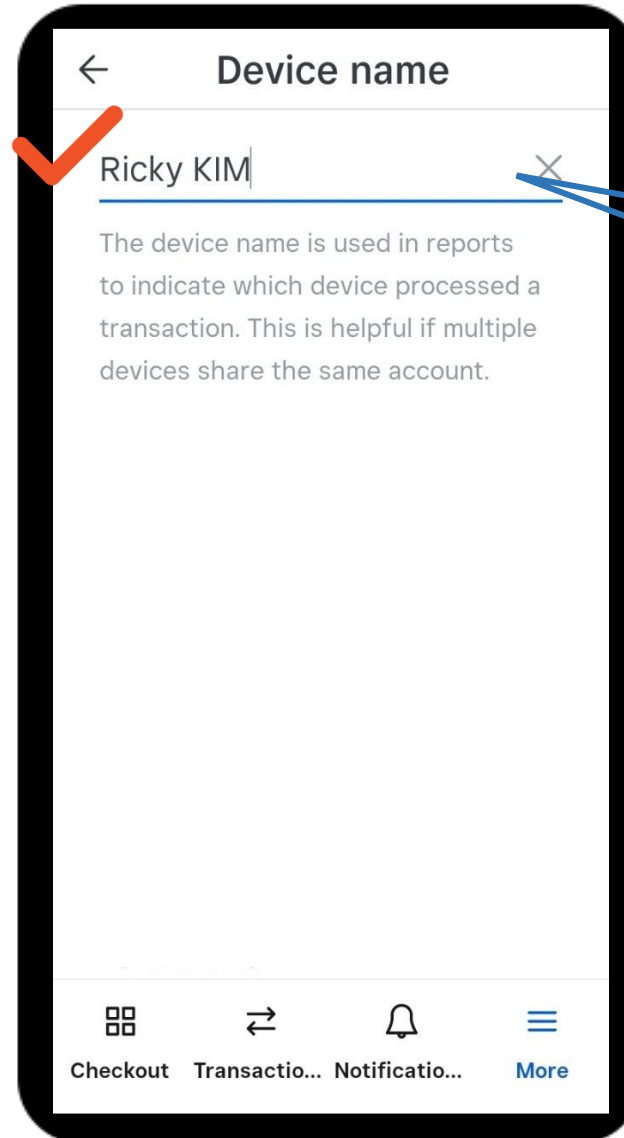


1. Insert Device Name

4. Touch "Device name"



5. Insert full name

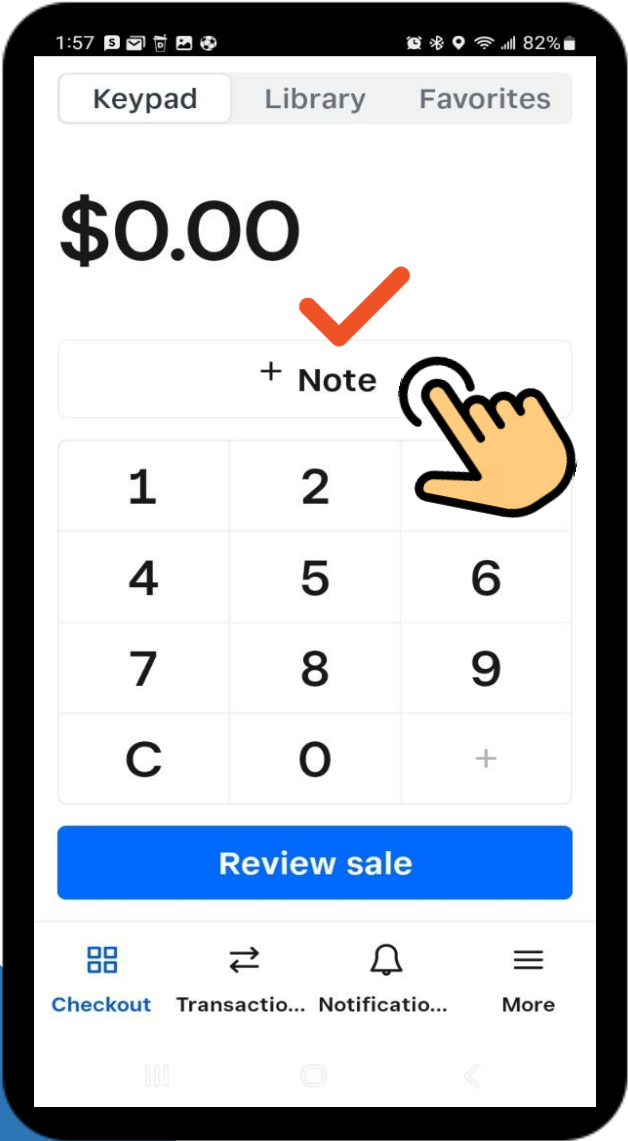


Need to insert
"Your full name"

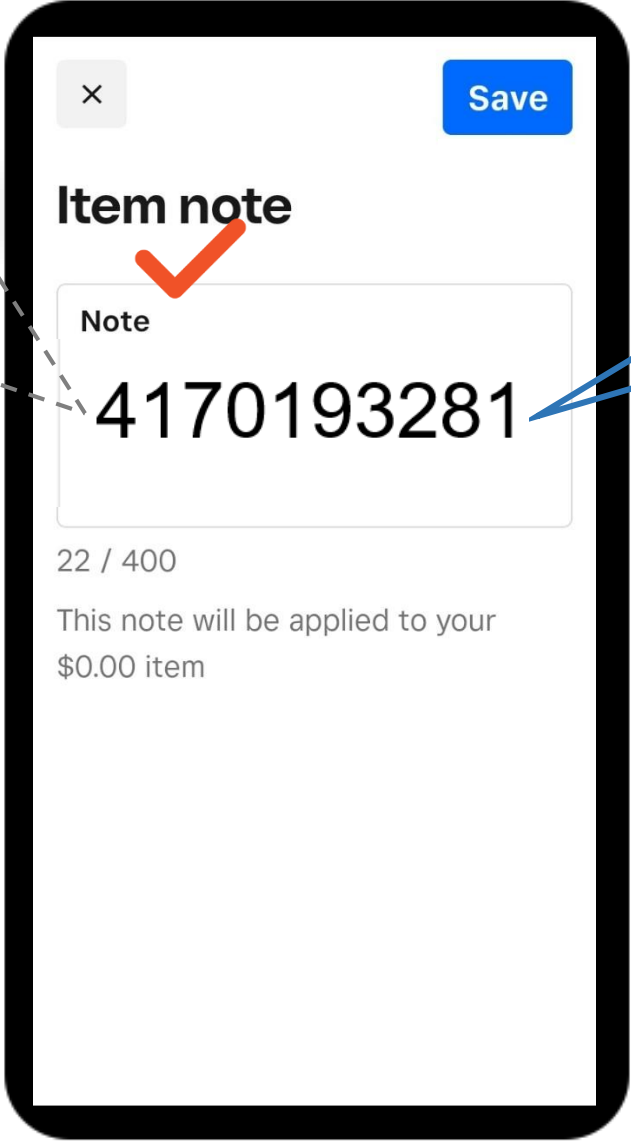
2. Insert Ticket

1. Touch “Note”

2. Insert Ticket #



SAMPLE



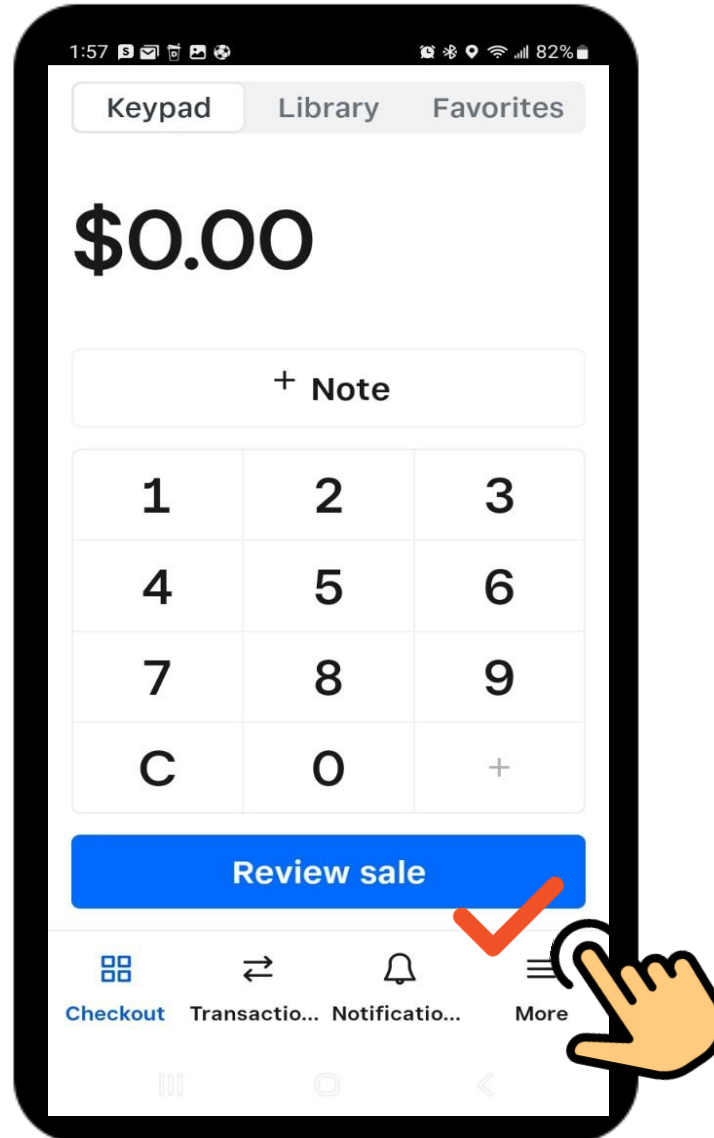
Need to insert
“Ticket Number”

3. Initialize Tax Settings

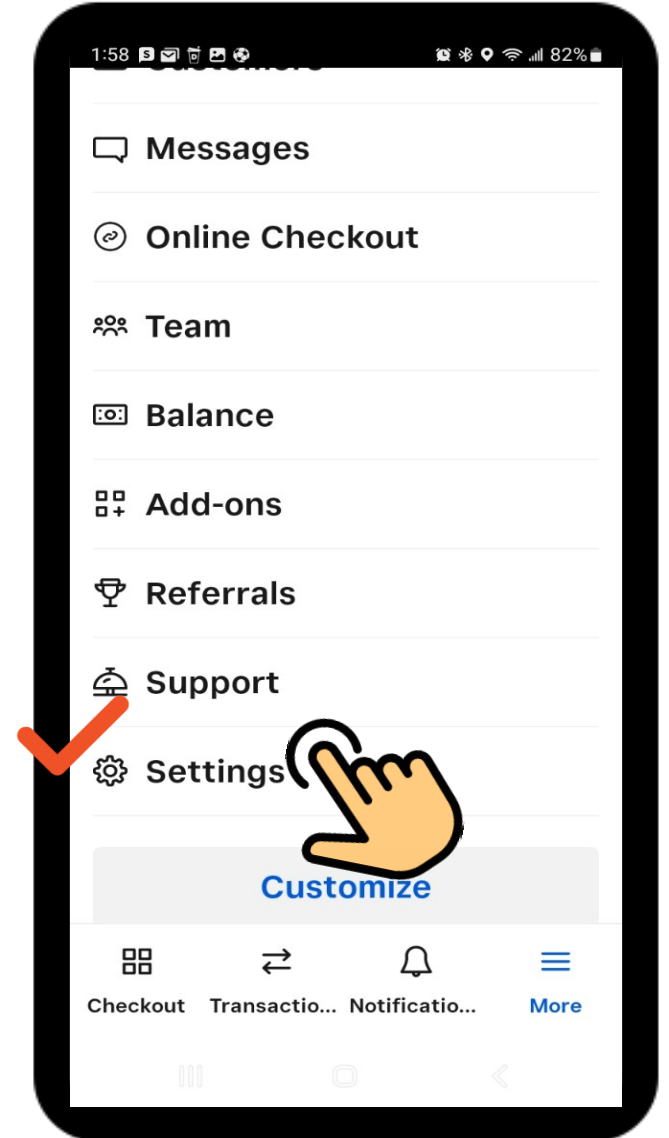
1. Go to Square App



2. Touch "More"

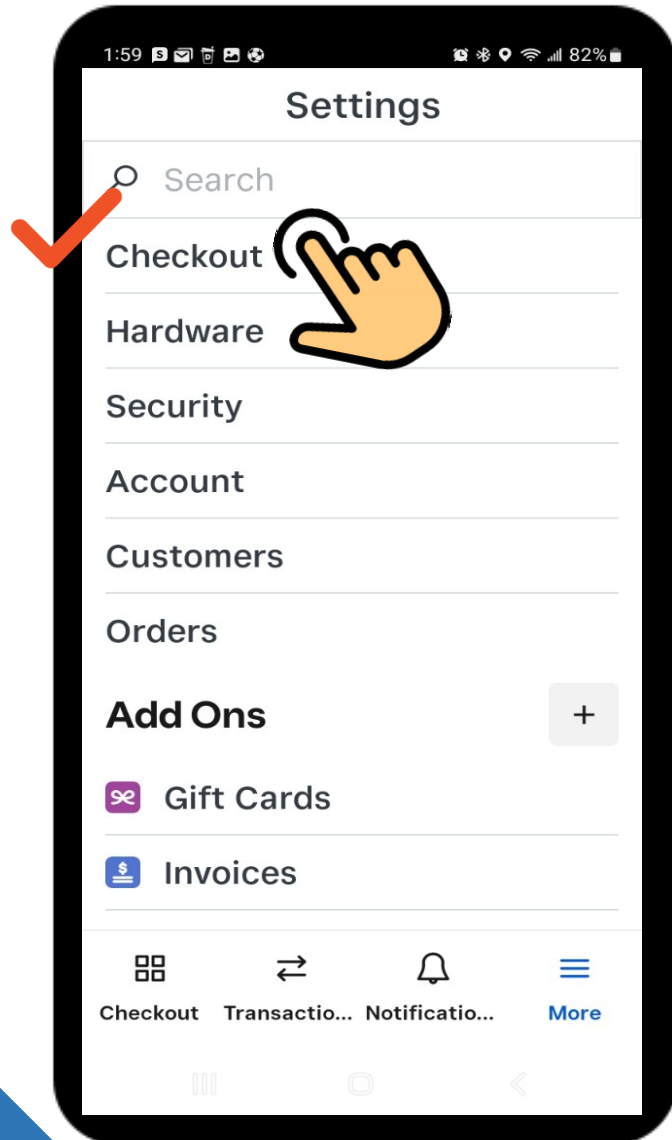


3. Scroll down and touch "Settings"

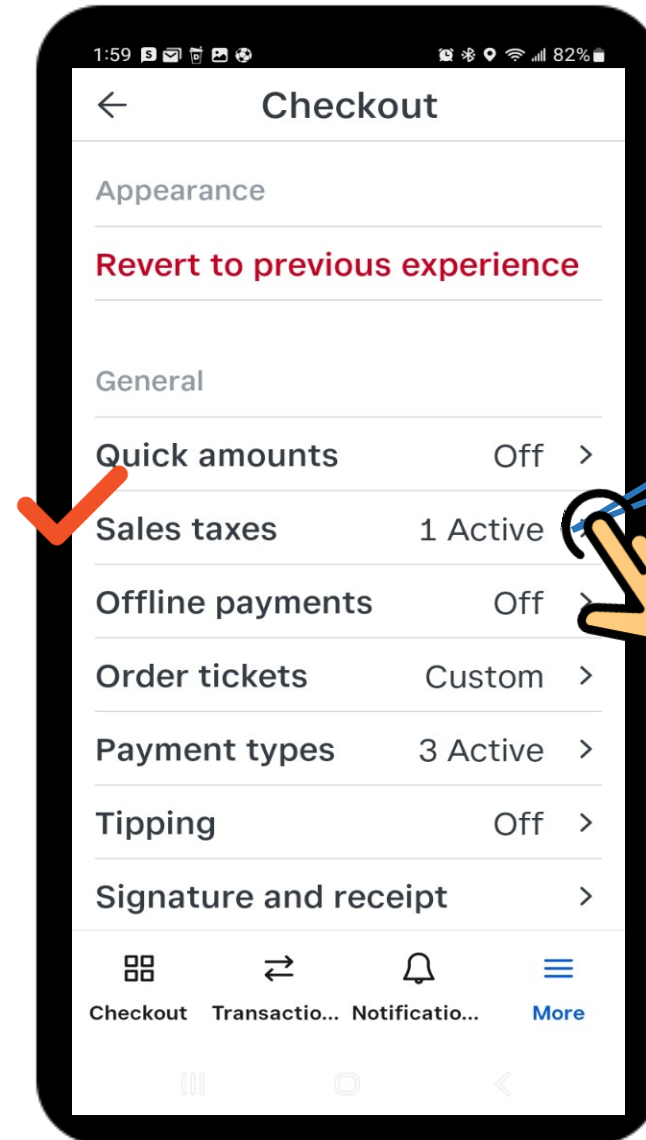


3. Initialize Tax Settings

4. Touch “Checkout”



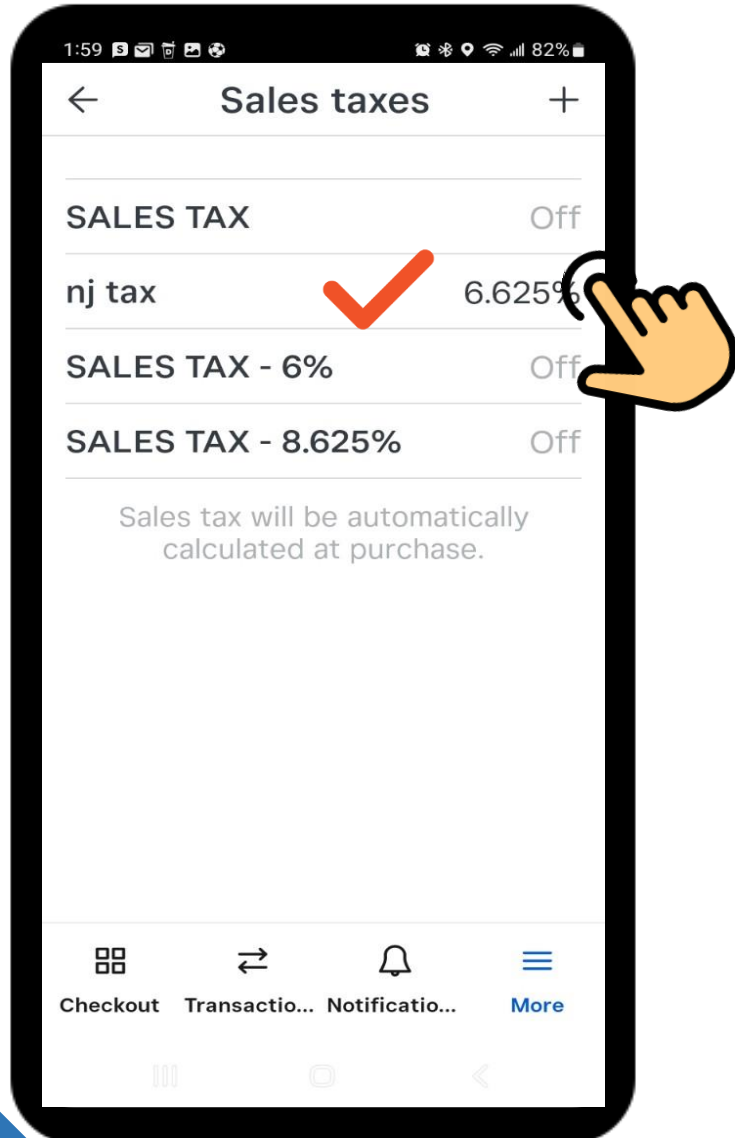
5. Check “Sales taxes” section



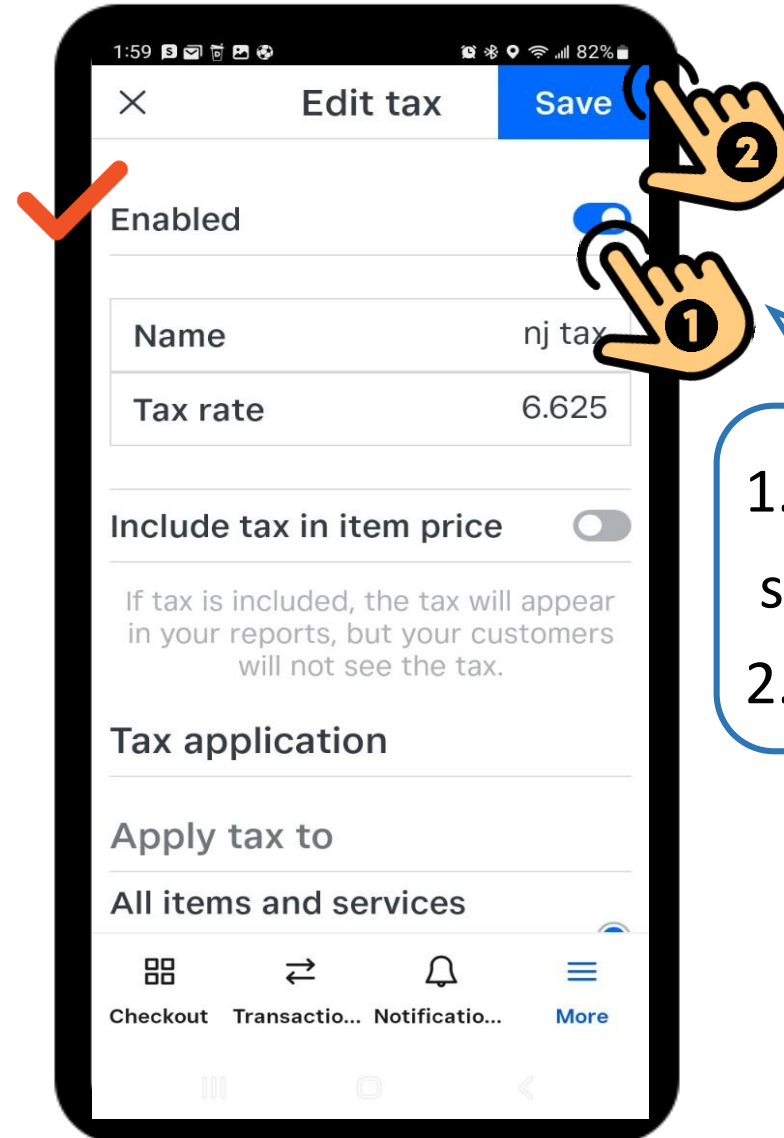
If any sales taxes section is “Active” will manually calculate or amount plus tax !

3. Initialize Tax Settings

6. Touch activated sales tax



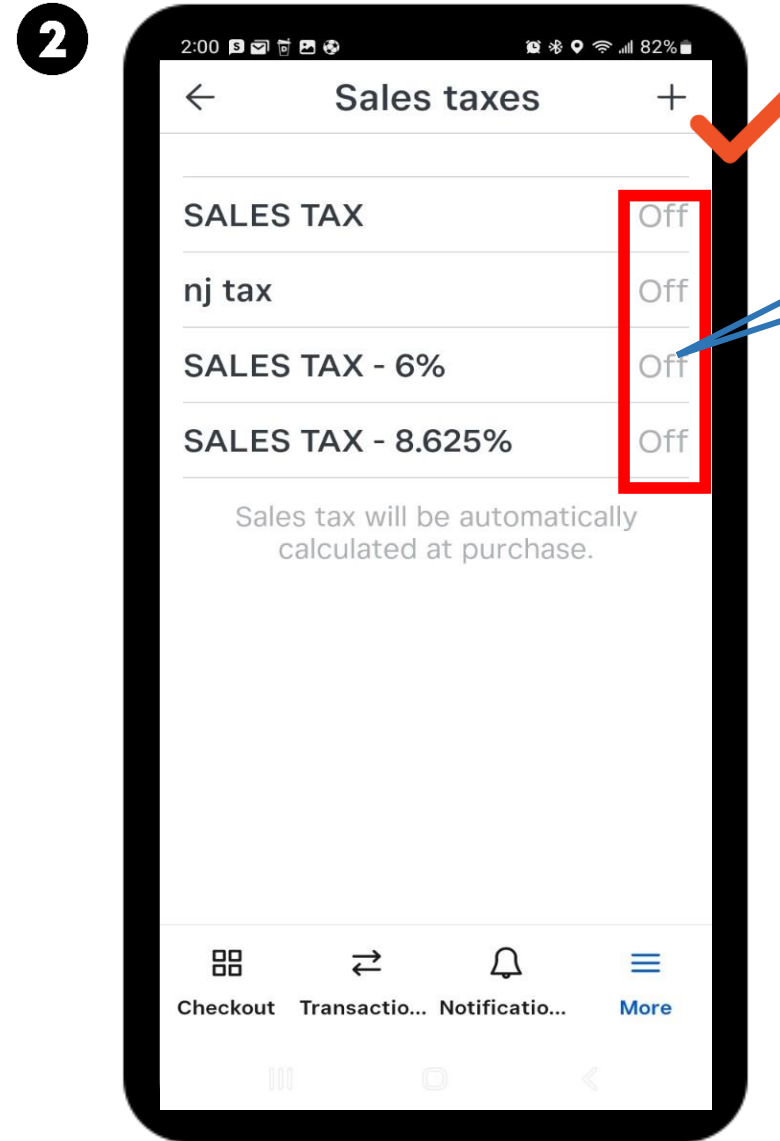
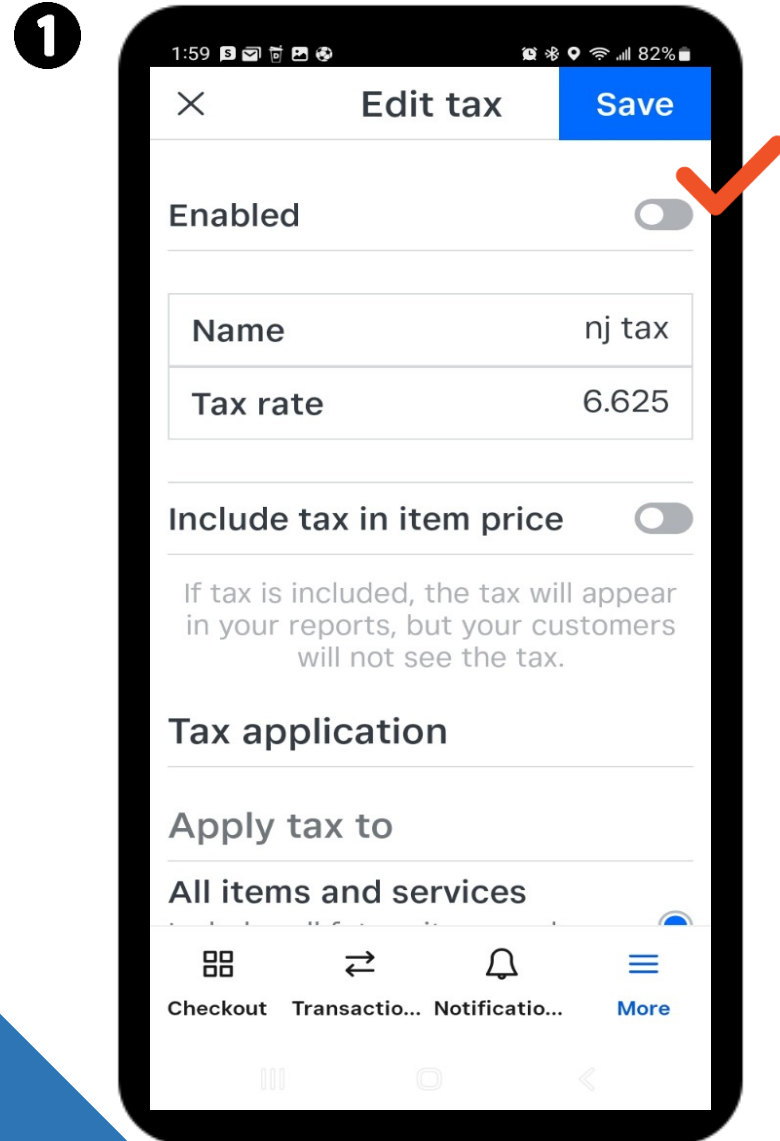
7. Turn off activated tax



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 !



Television Service Fees & Home Appliance Rate

➤ *TV / Monitor (HE) Service Fees*

<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%	-
NYR	8.00%	-
FLO	6.00%	
RI	7.00%	

Size	Regular(Trip+Labor)	Panel(Trip+Labor)
Up to 49"	\$ 190.00 (T120+L70)	\$ 215.00 (T120+L95)
50-65" *	\$ 210.00 (T120+L90)	\$ 250.00 (T120+L130)
66-79" *	\$ 260.00 (T120+L140)	\$ 295.00 (T120+L175)
80" & up*	\$ 380.00 (T120+L260)	\$ 620.00 (T120+L500)

➤ *Home appliance (HA) Service Fees*

HA		
HOME APPLIANCE FLAT LABOR RATE:		\$120 Initial Trip / Diagnostic + \$95 Labor => \$215
MAJOR DRUM FLAT RATE:	\$380 (Includes extra man, take over 2 hours)	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
SSR RATE:	\$120 Trip Fee + \$1320 (350Labor+970 Parts) + Applicable taxes	\$120 Trip Fee + \$350 Labor (Non-refundable, even if unrepairable) + \$970 Parts (If the compressor is covered under warranty, \$160 will be refunded if unused. Used/broken parts are non-refundable.) + Applicable taxes

HSN 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

Revisit by Tech

- Advise Cx that you need to come back, explain why and ask Cx when (as early as possible Date/Time) is good time to come back (this will be final and Schedulers won't call Cx).

Dryer

DVE, Electrical, advise cx to un-stack if possible.

DVG, send a tech first, w/o ask cx to un-stack them.

50% Deposits Requirements:

- OOW TV Panels
- Physical Damages

TV/Monitor 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*	\$380	\$620

- Includes extra man, special truck

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 - Addt'l doors to LEFT DOOR or Ice Build-up

DISHWASHERS - Sump Repair

GAS OVEN - Gas/Safety Valve Repair

SSR

- 5 Year Warranty, from manuf. Date or from purchase date if BOS provided.

OOW

Total Cost: \$1320.00 + applicable taxes (\$120 Trip Fee Paid Already),

- \$350 Labor (Non-refundable, even if unrepairable)
- \$970 Parts (If the compressor is covered under warranty, \$160 will be refunded if unused. Used/broken parts are non-refundable.)
- No warranty

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-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	=	\$TRIP & LABOR
	LABOR		TRIP	=	\$TRIP
MINOR	TRIP	MAJOR	PART	=	FULL - PARTS,TRIP & LABOR
	LABOR		PART	=	FULL - PARTS,TRIP & LABOR
MAJOR	PART	MINOR	TRIP/LABOR	=	\$TRIP AND/OR LABOR
			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 WAIVE \$TRIP ONLY IF W/IN 30 DAYS

IF YOU HAVE ANY QUESTIONS OR A SAW/COVERAGE IS ADDED INTO THE MIX PLEASE ASK

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OOW

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REDO W/IN 30 DAYS:				OOW	
1ST TICKET		2ND TICKET		S	
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
MAJOR	PART	MAJOR	PART-SAME	=	\$0
			PART-DIFF	=	\$PART + [LABOR DIFFERENCE BASED OFF LABOR RATES]
REDO >30 DAYS:				OOW	
1ST TICKET		2ND TICKET		S	
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
MAJOR	PART	MAJOR	PART-SAME	=	\$LABOR
			PART-DIFF	=	FULL - PARTS,TRIP & LABOR

MINOR = NO PART(S) USED // MAJOR = PART(S) USED

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IF YOU HAVE ANY QUESTIONS OR A SAW/COVERAGE IS ADDED INTO THE MIX PLEASE ASK