

2023 SUMMER READINESS

Triage team

Safety MUST come first.

Be sure to wear PPE.

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SWOT Analysis

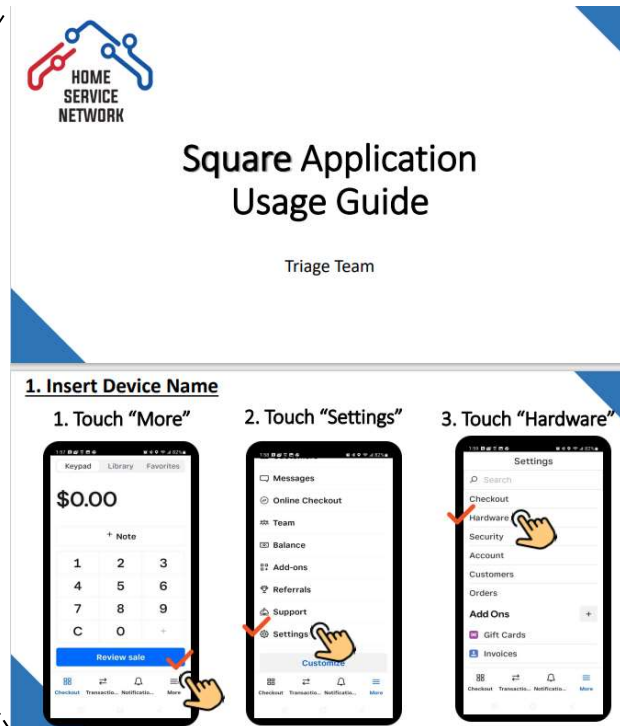
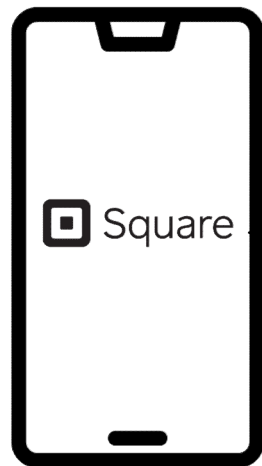
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The usage guide includes the following contents...

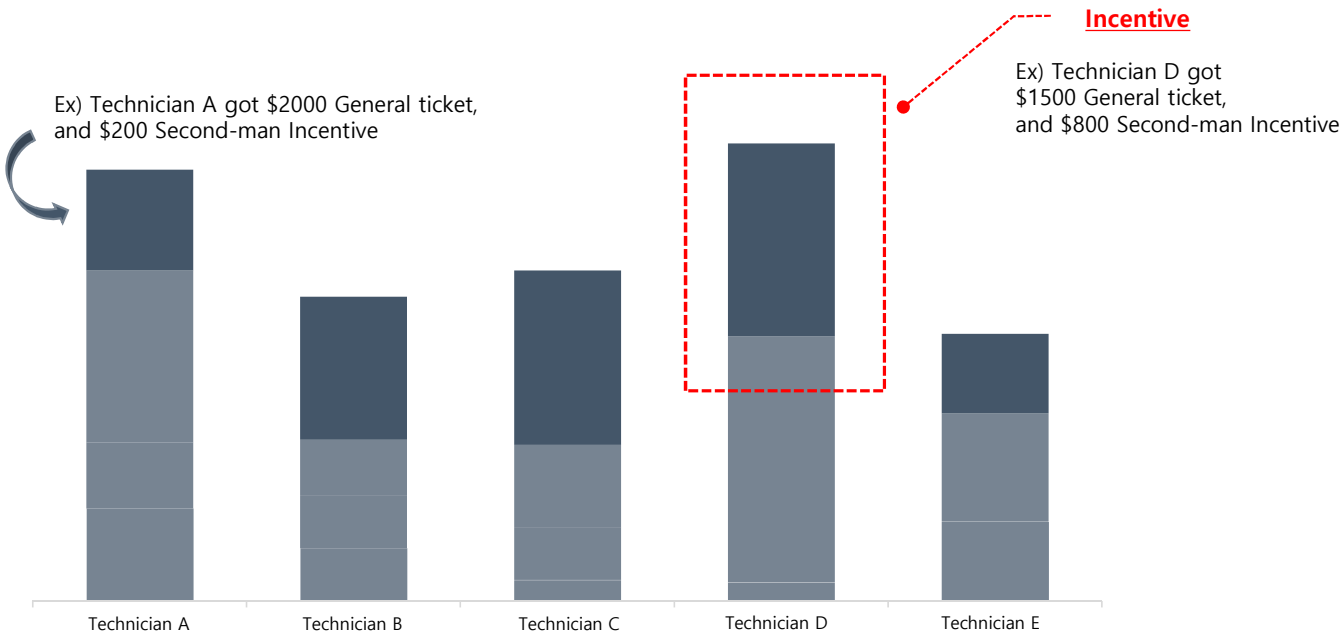
1. Insert full name under Device Name.
2. Insert ticket number every time on Note section
3. Initialize tax settings >>

Importance of using the "Square" application!

Please calculate the tax rate and charge appropriately through the "Square" application.

Guidance is already distributed. A video guide will be updated soon.

Second-man Incentive



Second-man Incentive \$40

You can get a second-man incentive !!
If you do second-man work, you can have an incentive of \$40 !!!

** We can use app to utilize Second-man

General ticket

100%

+ Second-man Incentive

Get an Incentive

General ticket payment approx. (\$40)

+ Second-man incentive (\$40)

Second-man Incentive

\$40 ▲

Pickup service

\$100 ▲

General ticket

\$40 ▲

Summer Retaining Incentive

\$150,000

Bi-Weekly Award	80 tix & up	50 tix & up	40 tix & under
11days & up	A Grade \$600	B Grade \$400	C Grade \$200
10days	C Grade \$400	D Grade \$200	E Grade \$100
Less than 10 days	F Grade \$0	F Grade \$0	F Grade \$0

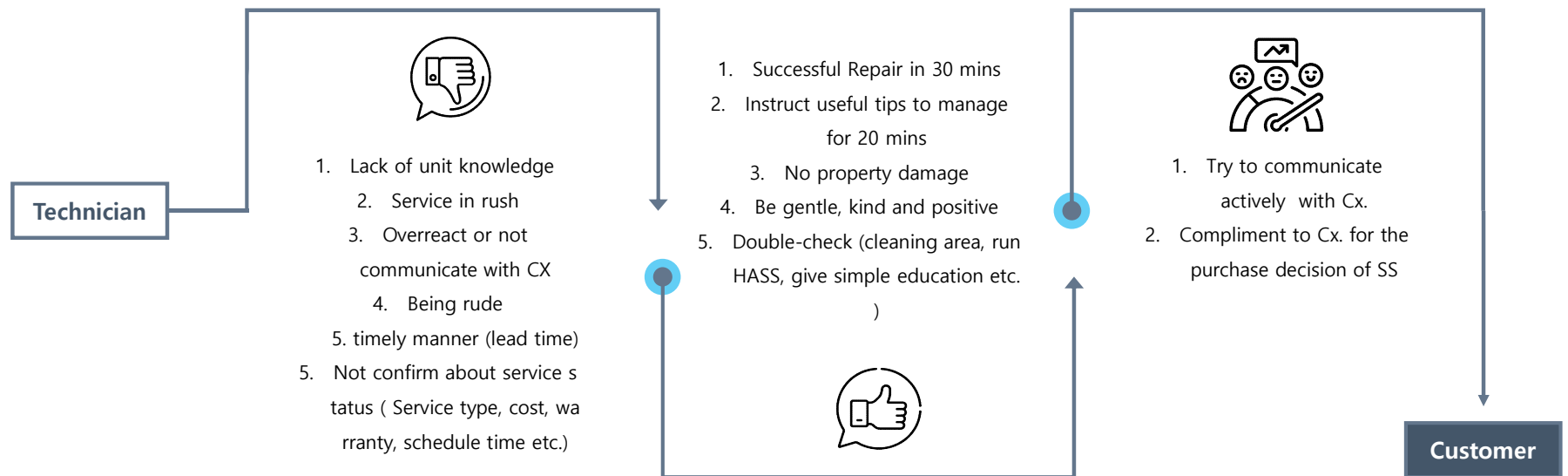
An individual tech can earn up to \$4,000 during the summer (\$600 x 7 paying periods) plus Weekend bonus.

- Here is how HSN will pay out,
- All techs are required to work at least one day of a weekend within one payout period (bi-weekly).
 - From 5/22/2023 to 8/25/2023, 7 bi-weekly incentives will be accumulated.
 - Up to \$600 per tech per payout period will be accumulated, up to \$6,000 for the summer.
 - The incentive will be paid out in Mid of Sept. 2023.

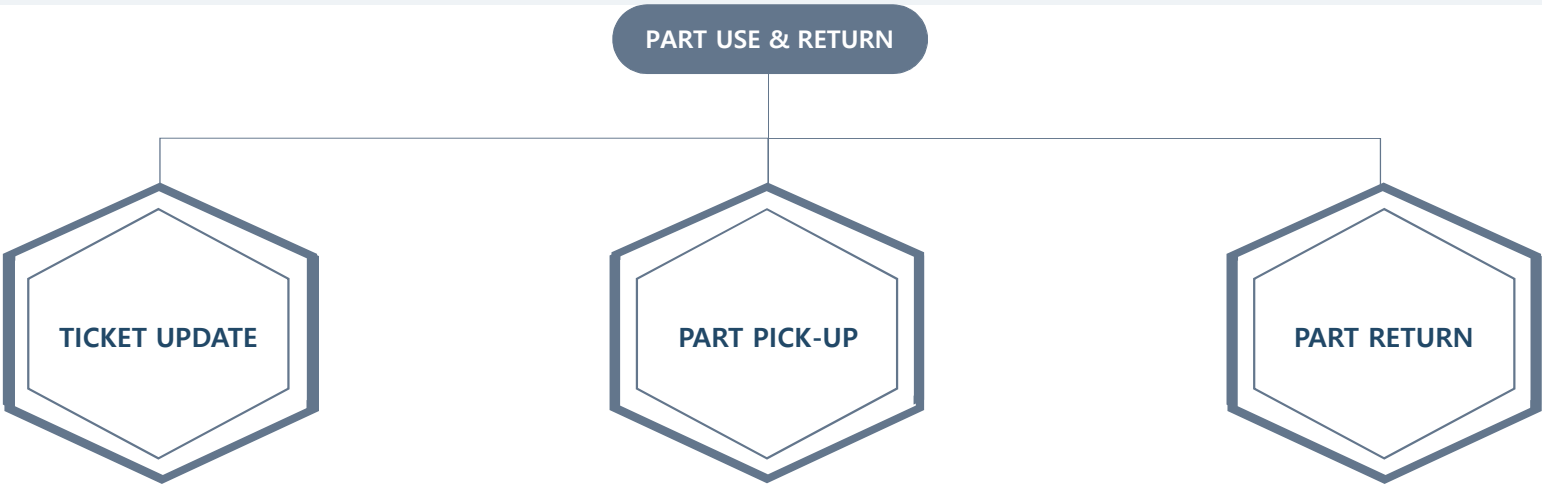
- Qualifications,
- No more than 2 weekdays absent during the summer
 - Between 3-5 weekdays absent, 50% of the accumulated incentive will be paid.
 - In More than 5 days, all accumulated amounts will be canceled out.
 - HASS 80% or higher, DSAT 10% and up per payout period.

*** Summer Incentive ***

Summer Incentive will be distributed refer to the picture. Please be aware!



The guidance for technicians on "How to deal with Cx" will be distributed soon...



• **USED PART** : PART# + INVOICE# (unique ID#) + QUANTITY before complete ticket

• **UNUSED PART** : Deleted immediately from the ER.

• **RA PART** : Update DEFECT REASON on chatroom.

• **PENDING TICKET** :

NEED NEW PART? Update on the chatroom > PO & RS

No longer needed? DELETE USED PART ASAP!!!

• **OOW TICKET** : Update ticket# amount and pay method that Tech received from CX

• Check your own parts before signing of the list. Especially, exterior parts like (Panel, Door, etc.)

• If you sign the list, part department, Will not be responsible for any parts missin, lost and damages.

• **DAMAGED** return part (Wet / Broken / Torn / Bent / etc.)

• **LOST PARTS** ✓
 Please return the parts as you pick-up it (if you took 10 parts, you MUST return10 parts as they are.) There are parts that need to be returned to Samsung, so please return well.

WILL BE STRICTILY MANAGED (PENALTY)

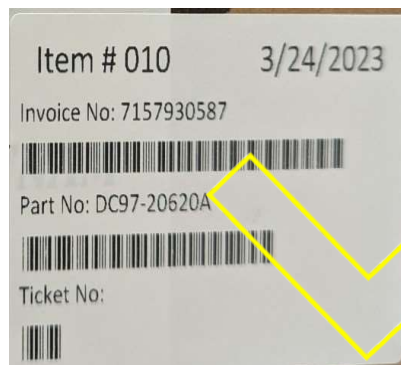
***** Please try to do best to use all given parts *****



Samsung Ticket

**AFTER USED PART AND PUT "USED" MARK ON
PLEASE DO NOT MARK ON SAMSUNG LABEL!!**

***** OW (Out warranty) TICKET *****
If CX wants to keep the old part you can give to CX.
BUT PLEASE CUT THE SS LABEL, BRING IT BACK and
MUST notate on the ticket.
SO WE CAN CLAIM TO SAMSUNG.



HSN TAG



OTHER TAG

YOU CAN PUT ON HSN TAG, OTHER TAG, BOX

*** MODEL ALERT ***PBA MODULE DC92-02965C

*** RECALL NOTICE ***ATTENTION: RECALL! You have received a recall dispatch. Please complete the repair and file the warranty claim per normal process - Do not forget to add the recall part kit number on the claim.

Ticket No 4170318875 Refresh BFSCS05 W Washing Machine 3d Confirmed Recall Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch	BFSCS05	Service Type	Recall
Engineer	Kevin Bigelow (5086235481)	PostingDate	03/26/2023 (Assigned: 03/26/2023 08:25) Vendor TAT: 3 day(s)
Status / Reason	Confirmed (Ready for Service)	Defect Type	Fiat Rate
Defect Code		Defect Desc	
Repair Code		Repair Desc	
Installation Problem Target		Symptom Code by Cx	
Symptom Code	M3 - Display	01 - Error Code	28 - 9C8 - Voltage Error (WSM)
Remark	(special remark for claim or part)		

***** If service type is a recall, Only Recall part could be added*****

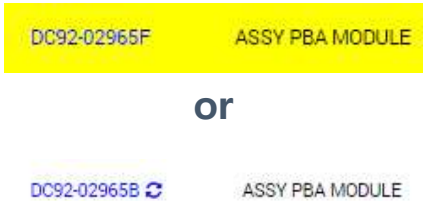
Repair Kit !



Old Recall

Recent Recall

PBA module !



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Inspection

*** ALERT FROM MANAGER *** [2023-03-29 Minji Hong] *** This ticket is under Inspection tech need to contact T/S onsite ***

Ticket No4170357875RefreshBFSC512XWWashing Machine0dCSR-Waiting for CustomerWty ErrorPrintWork OrderEstimateInvoiceReceiptCopy NewSave

General InformationService TrackingRepair PartsSAWOther InformationBilling

Service Information

Service BranchBFSC512

EngineerYoung Il Yu (5086234361)☐ Change Local-Tech, too

Status / ReasonPendingAttempt to contact customer failed

Defect Code

Repair Code

Installation Problem Target

Symptom CodeM2 - Operation07 - Smell / Smoke01 - Burning Smell / Smoke(WSM)

Remark(special remark for claim or part)

Service TypeInspection

PostingDate03/29/2023(Assigned: 03/29/2023 09:27)Vendor TAT: day(s)

Defect TypeFlat Rate

Defect Desc

Repair Desc

Symptom Code by Cx

** If tickets under service type Inspection, Please contact T/S onsite, Do not replaced any parts under Inspection tickets **

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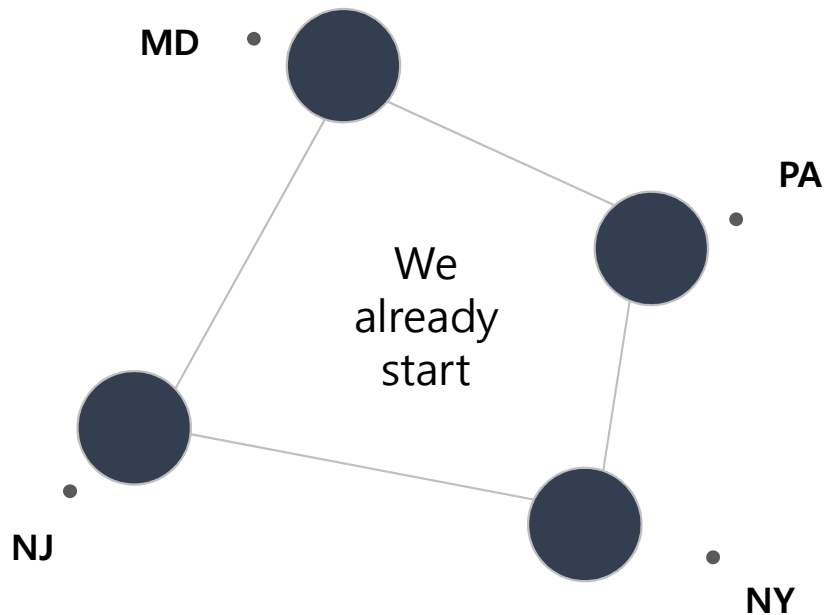
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- Physical damage and NDF do not pick up
- Do not pick up under 55"

NJ, NY, MD, PA branches are already started pickup service.
And **Rochester** area also **started pickup service**.
Albany, Virginia (VAF, VAR) Branches will begin pickup service **soon !!!**

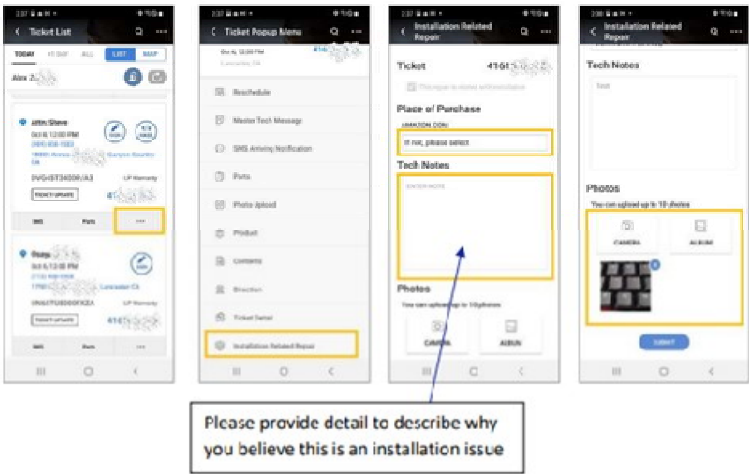
Installation related issue

Please be advised that we have an updated function in STG that helps to capture Installation related issues. This updated process is required when completing a Home Appliance or Home Electronics ticket in STG, where the following conditions are met:

- 1) The In Home repair of an **HA or TV** product that has a functional issue suspected to have been caused by improper installation. An example would be incorrect routing of a dishwasher drain hose causing drain errors.
- 2) The In Home repair of an **HA or TV** product that has cosmetic damage suspected to have been caused by installation or delivery. This includes broken or missing parts.
- 3) Unit is within 1 month of purchase date, or if purchase date is not known (*Example: Store Stock*) within 3 months of the production month.

If the above conditions above are met, when you process the ticket in STG you will be asked to select a box to indicate whether or not the failure was a result of an installation or delivery error.

See below for the STG flow:



How to handle the repair:

If the technician is unsure if issue was the result of installation or delivery mishaps, then please use the back button in STG to exit the screen.

You will encounter three repair scenarios. Follow the normal ticket management process for each:

1. Functional issues related to delivery or installation – not covered by warranty. Customer needs to contact their place of purchase or 1800SAMSUNG.
2. Cosmetic damage related to delivery or installation – not covered by warranty. Customer needs to contact their place of purchase or 1800SAMSUNG.
3. If unit is not repairable, contact Technical Support as per normal process. Again, inform the customer this is not covered by warranty. They need to contact their place of purchase or 1800SAMSUNG.

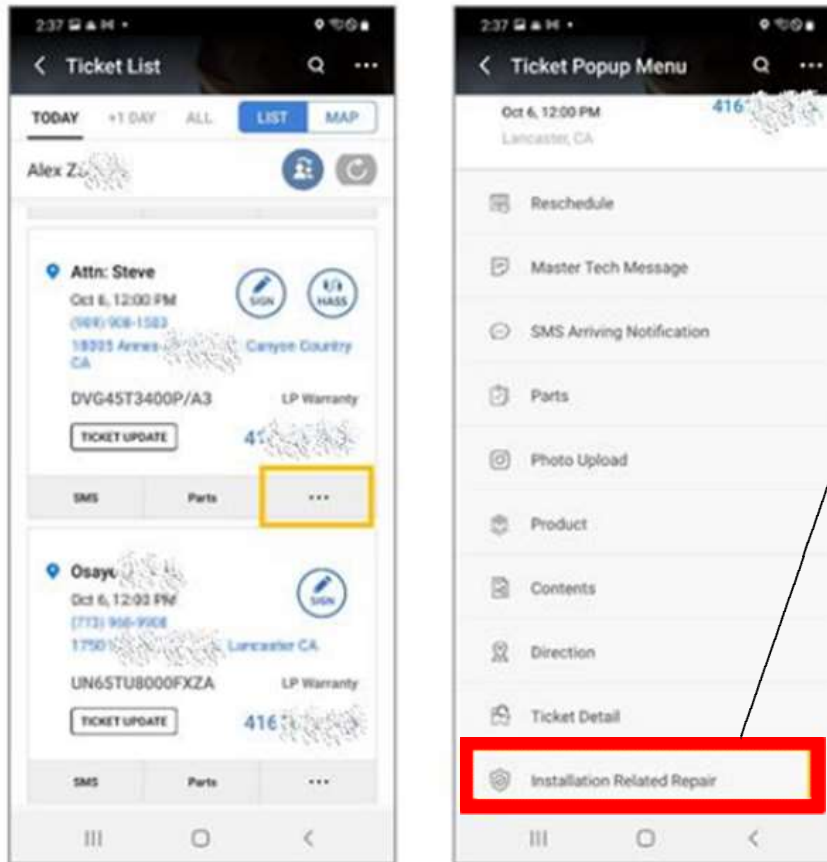
Collecting this information about installation related issues will be very valuable to us. It will enable us to identify the root cause for these issues and make improvements to our product.

We thank you In advance for your cooperation with this request.

Sincerely,

Samsung Field Service

Installation related issue



※ Installation Related Repair

Now, Samsung presented the 'Installation Related Repair' feature on every ticket. Please click on every ticket and find out that ticket relates to Installation Related Repair.

If not related to installation, will pop up 'This ticket is not the target of installation-related repair' if this banner pop up, you don't have to participate in it.

We as HSN always appreciate your cooperation and effort.

Thank you

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- Penalty will apply if tickets update **after 10 pm. (Per ticket)**
- Create HSN training home page Web
<https://homeservicenetwork.github.io/edu/>
(Password will be replaced bi-weekly)
- **REDO** tickets **MUST** contact T/S onsite. (HSN POLICY)
- If tickets are under **service-type INSPECTION**, Please contact T/S onsite, Do not replace any parts under Inspection tickets.
- **Please try to do your best to use all given parts.**



Since HSN is growing
We need more technicians.
If you know anyone for referral,
please let us know.

**Safety MUST come first.
Be sure to wear PPE.**