

Tech Meeting

September 2025

Home Service Network

■ AGENDA OVERVIEW

01

NPS

02

HASS

03

**HSN Policy on Prohibited
Payments**

04

Smart Service

05

Monthly STG Training

06

SPSN

07

***Reminder
Completion required on-site**

08

Pick-up Service

09

Achieving Your KPI

August Winners



Congratulations to our outstanding performers !
Taras Pankivskyi and Il Heung Park!

August Winner Branch: FLO

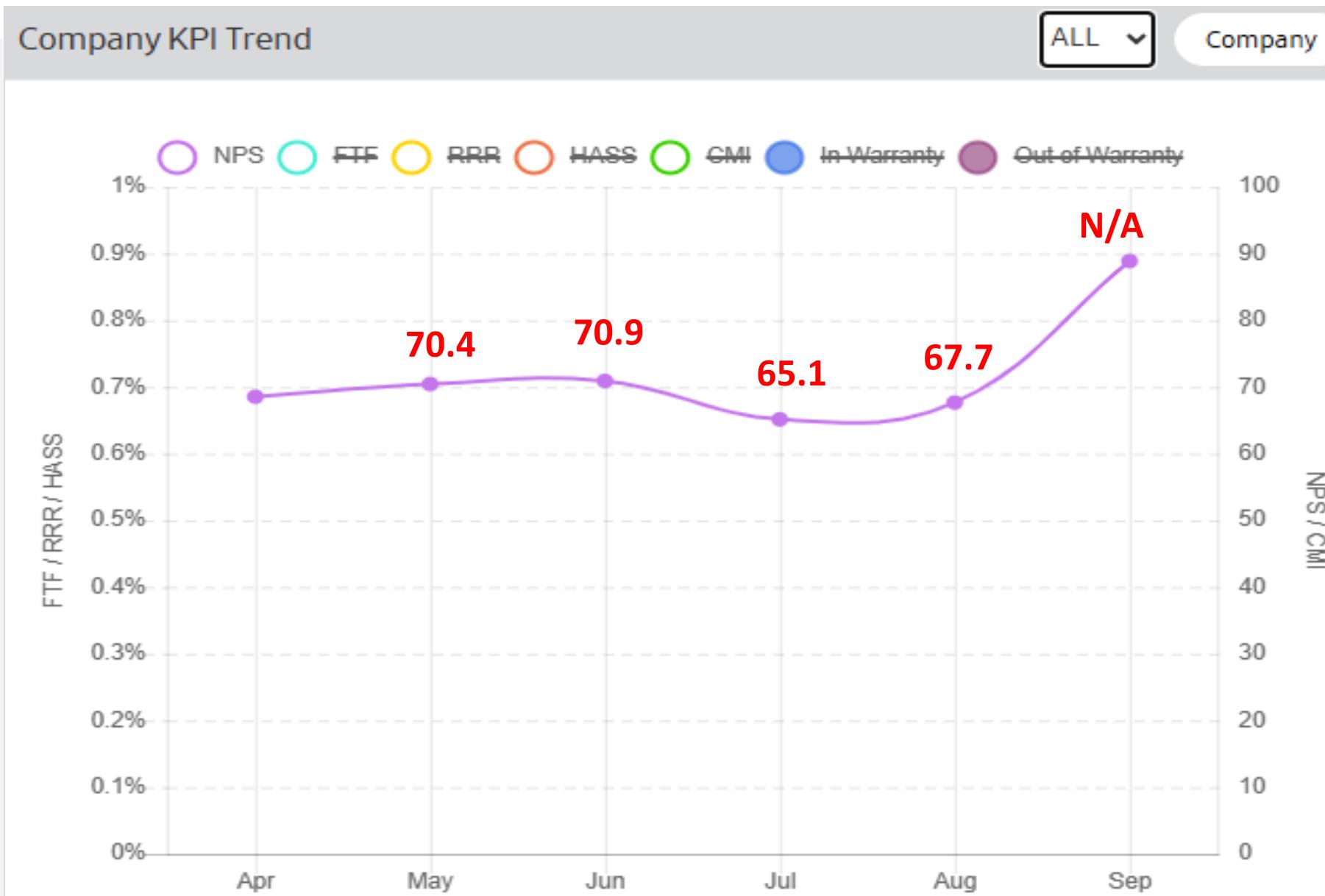


HSN will grant \$500 to the Branch Manager and
Top 3 technicians (**Taras Pankivskyi, Joshua Duncan, Mark Lindo**) Congratulations!

As of September, winning technicians must achieve at least 75% HASS usage.

NPS Notice

(NPS: Net Promoter Score)

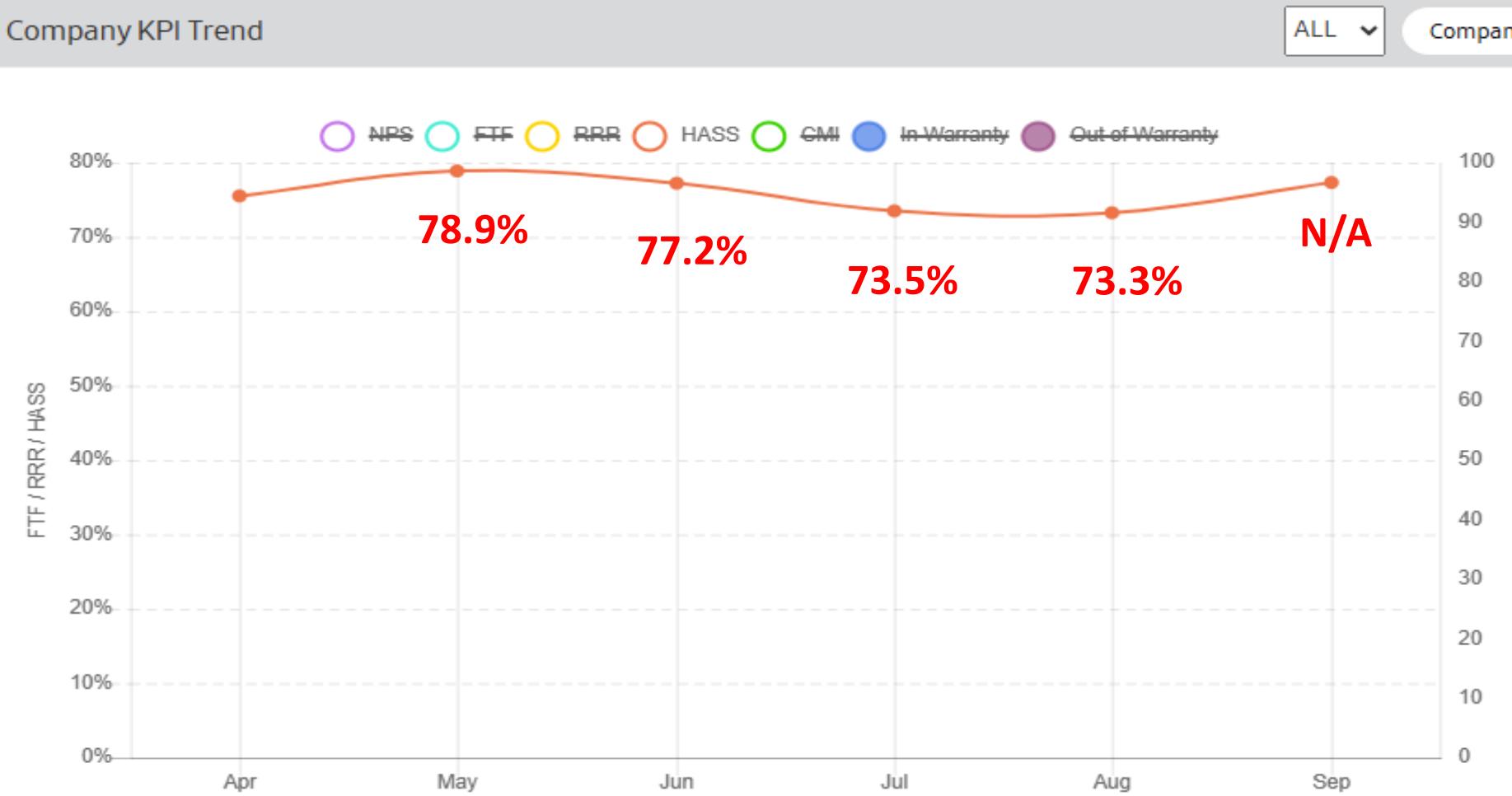


Our NPS score continues to fall short of our target. Last month's NPS was 67.7, which did not meet our goal.

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

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.

HASS Target goal: 80%

Our HASS usage trend continues to decline. The HASS percentage for last month was 73.3% a figure that is way below our 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.

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.**

Smart Service

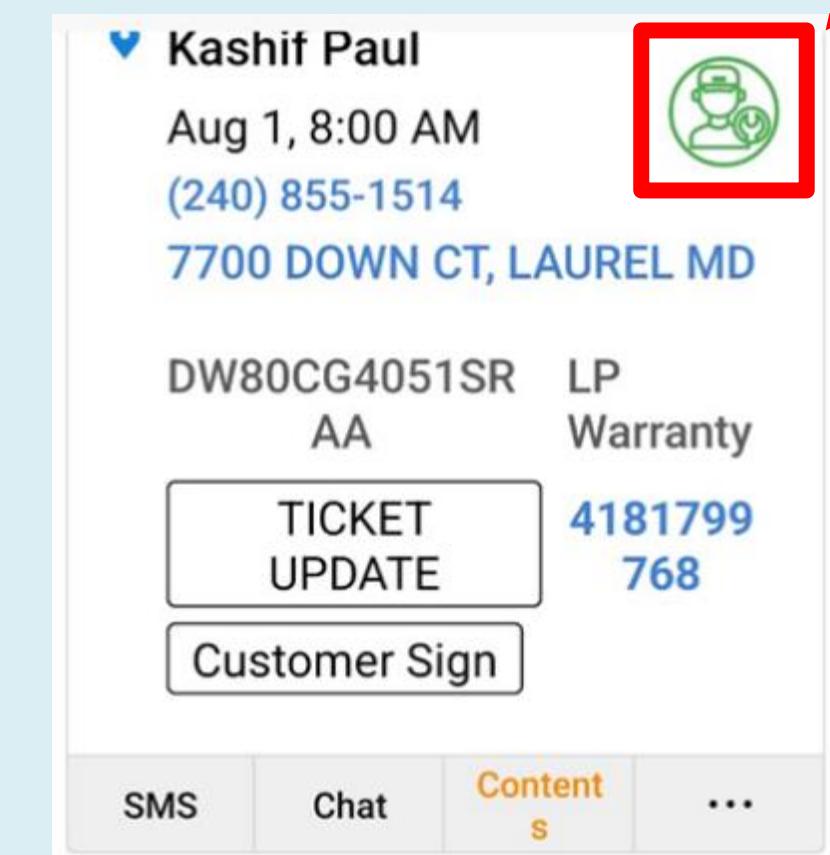
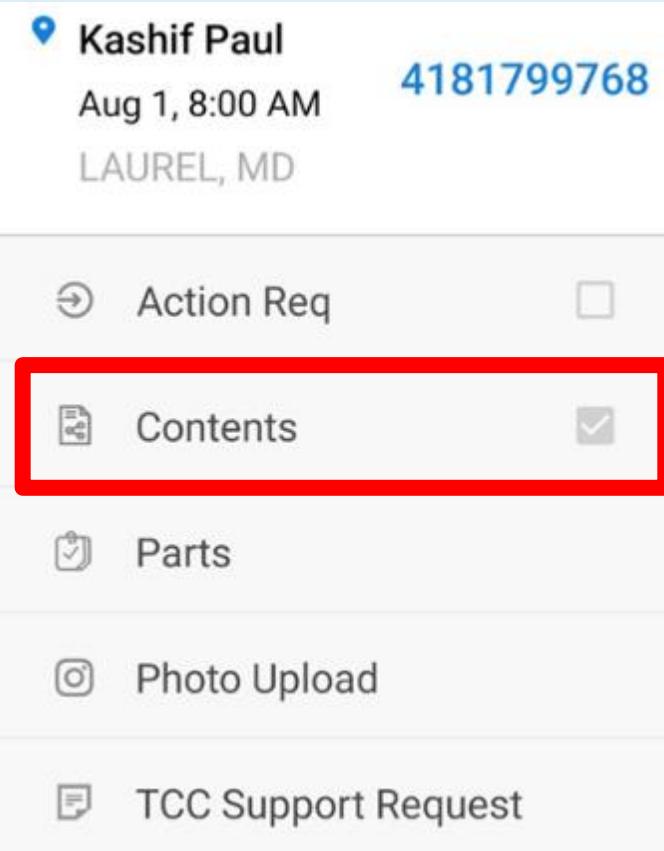
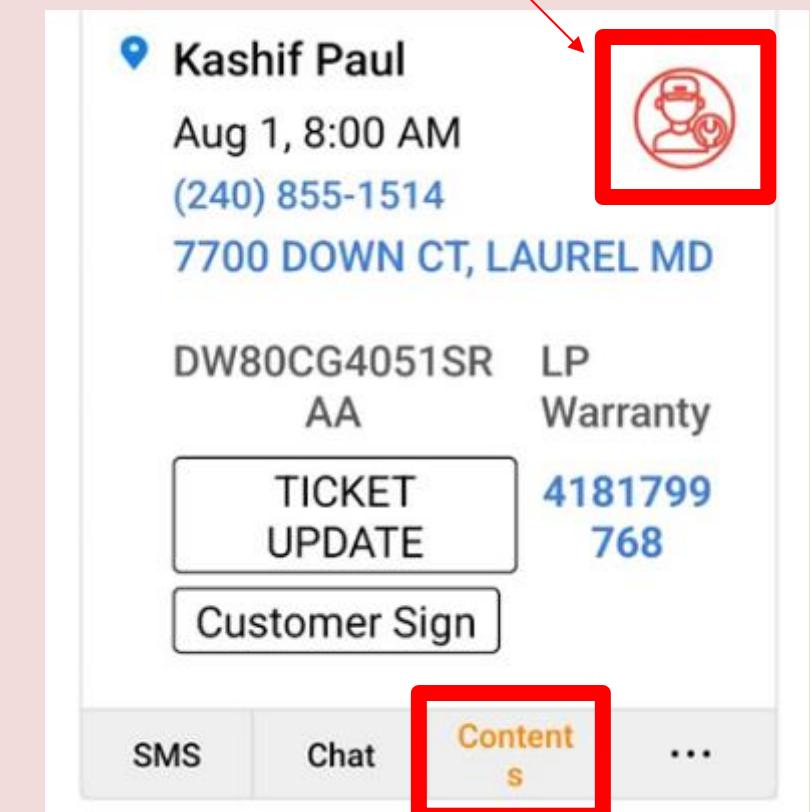
Starting now, we are implementing a Smart Service system. When viewing the ticket list,

If you see a red stamp, it is very important that you click the ‘Contents’ button and check the details.

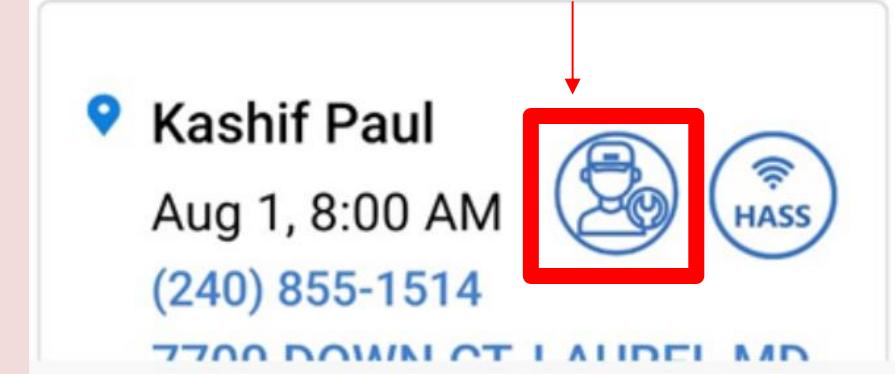
Once the content has been reviewed, the red stamp will automatically change to green, indicating that confirmation is complete.

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



Once the contents are reviewed, the stamp will turn green



Monthly STG Training

All technicians are required to complete the assigned STG monthly training.

This training must be completed within the specified period.

Failure to comply may result in disciplinary action or other consequences.

ASSIGNED / NO DUE DATE

Complete ASAP !

Best Practices To Improve NPS BE required training Sep 2025

In Progress

...

[Open Curriculum](#)

Complete ASAP !

VCombo Wireless HASS Connection BE Required Training Aug 2025

In Progress

...

[Open Curriculum](#)

Complete ASAP !

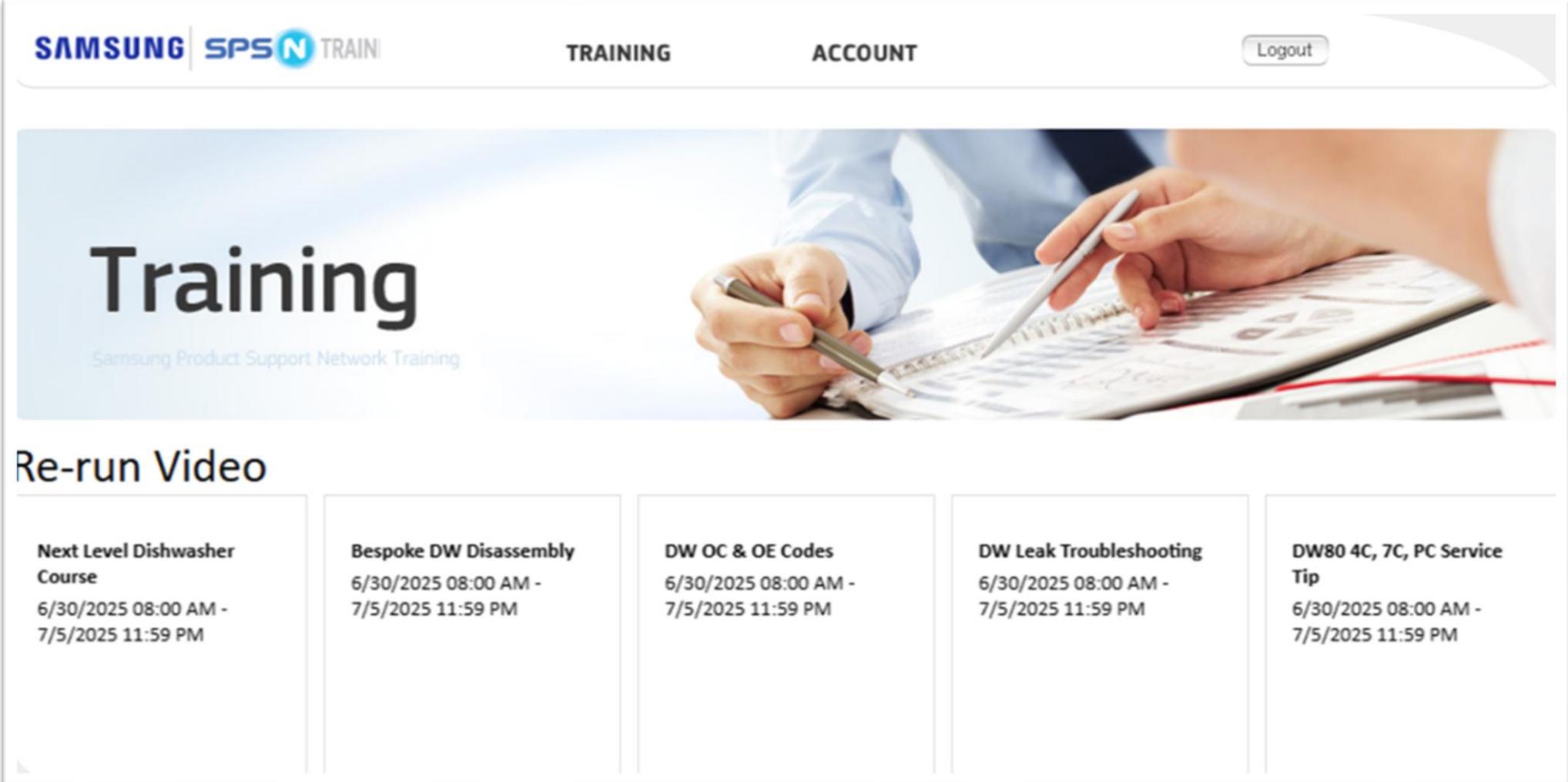
RF8000 AI Hybrid Cooling BE required training Aug 2025

In Progress

...

[Open Curriculum](#)

SPSN



The screenshot shows the SAMSUNG SPSN TRAIN website interface. At the top, there is a navigation bar with the SAMSUNG SPSN TRAIN logo, TRAINING, ACCOUNT, and Logout buttons. Below the navigation bar, the word "Training" is prominently displayed in large, bold letters, followed by "Samsung Product Support Network Training". A background image shows two hands writing in notebooks. Below this, a section titled "Re-run Video" lists five training courses:

| Course Name | Date Range |
|------------------------------|--|
| Next Level Dishwasher Course | 6/30/2025 08:00 AM - 7/5/2025 11:59 PM |
| Bespoke DW Disassembly | 6/30/2025 08:00 AM - 7/5/2025 11:59 PM |
| DW OC & OE Codes | 6/30/2025 08:00 AM - 7/5/2025 11:59 PM |
| DW Leak Troubleshooting 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>

****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.****

Pick-up Service

 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 | Remark |
| 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: _____
Customer Signature: _____

Pick-up Date: _____
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.

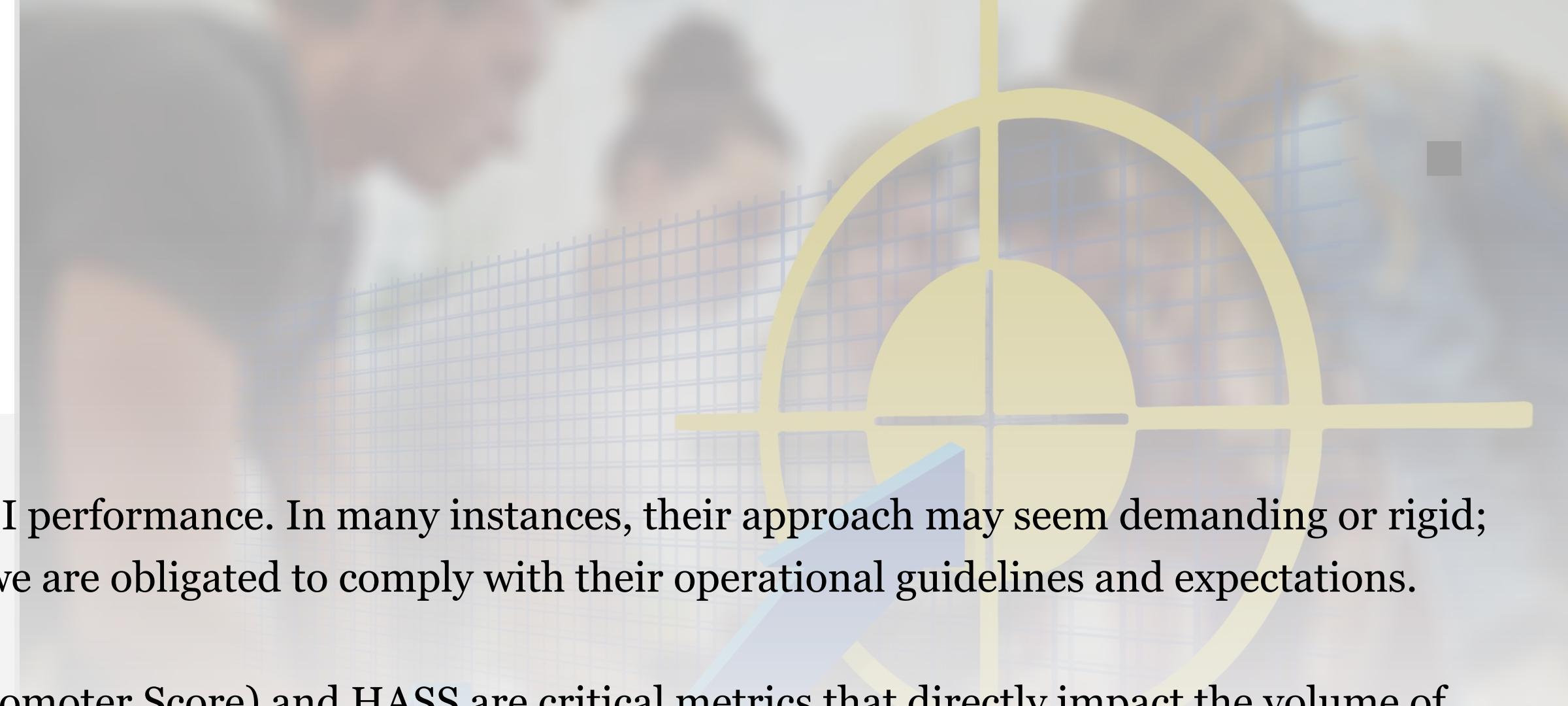
When picking up a TV, first check for any physical damage.

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**

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.**