

Tech Meeting

October 2025

Home Service Network

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Achieving Your KPI



2025 SAMSUNG Competition



Congratulations to **Cheonho Lee** on achieving
4th place in the SAMSUNG Competition!
This opportunity is available to all HSN technicians.



September Winners



Congratulations to our outstanding performers !
Taras Pankivskyi and Cheonho Lee!

September Winner Branch: PAP



HSN will grant \$500 to the Branch Manager and
Top 2 technicians (**Dale Jung, Sungwoo Hong**) Congratulations!

As of October, winning technicians must achieve at least 80% HASS usage.

Smart Service

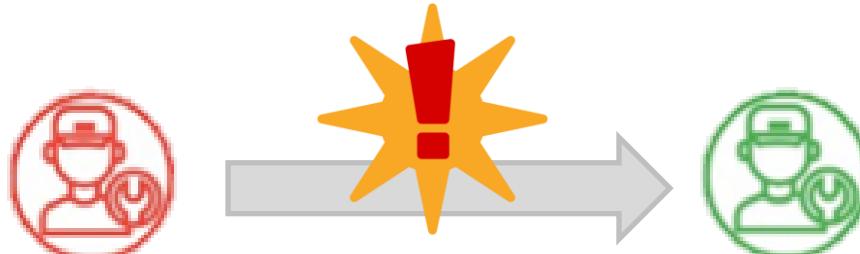
Starting now, we are implementing a Smart Service system. When viewing the ticket list, **If you see a red stamp, it is very important that you click the 'Contents' button and check the details.**

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.

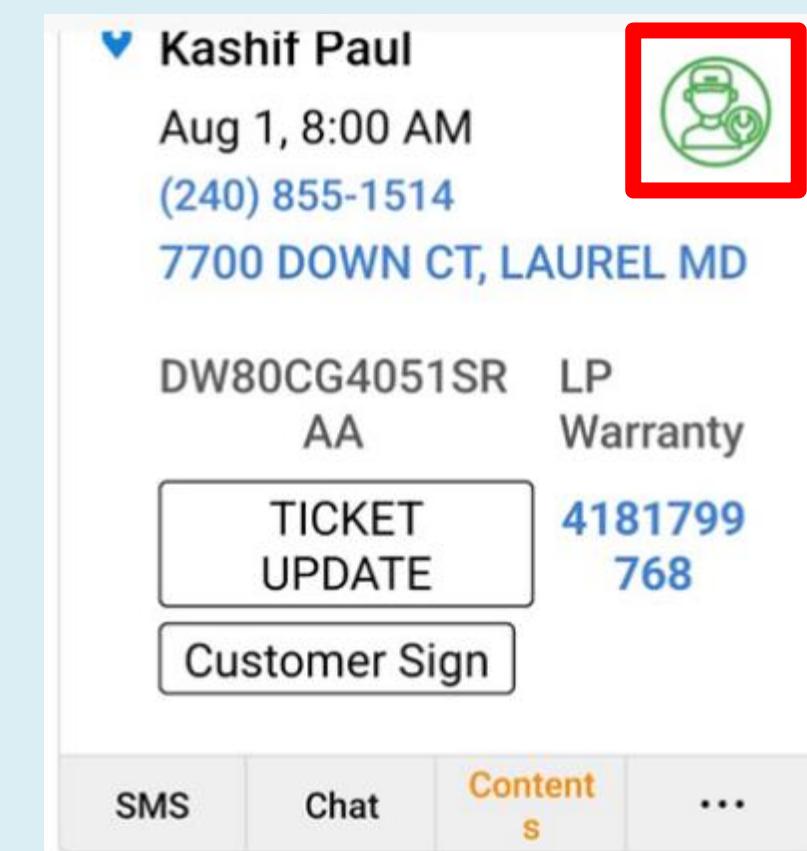
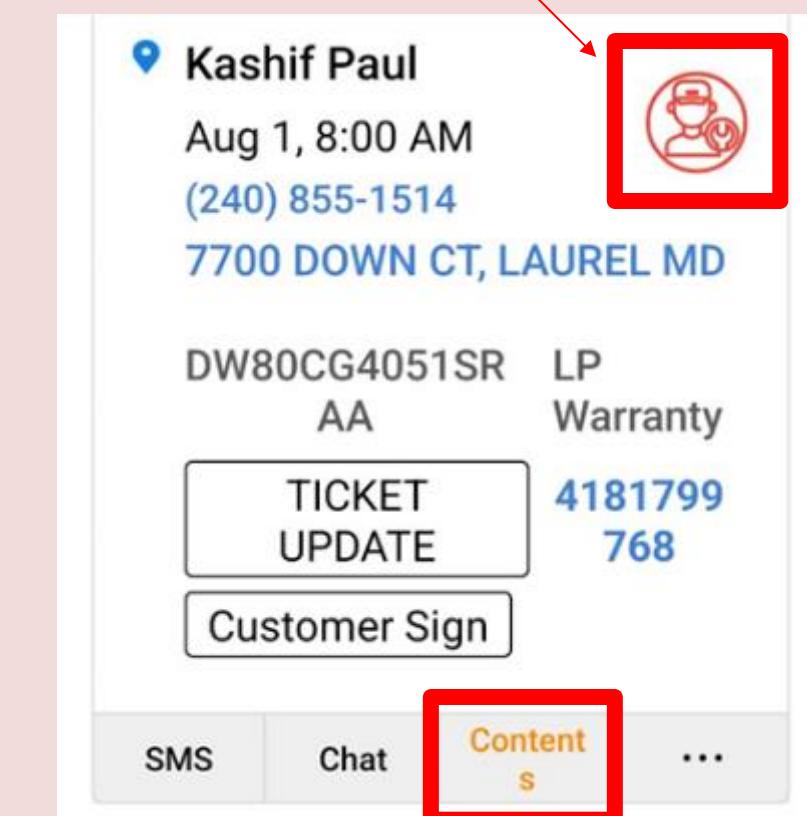
Count of Latest Ticket	Column Labels	Grand Total
Row Labels	O	X
HOME SERVICE NETWORK, INC	3	5
		8

→ Using rate is currently **38%**

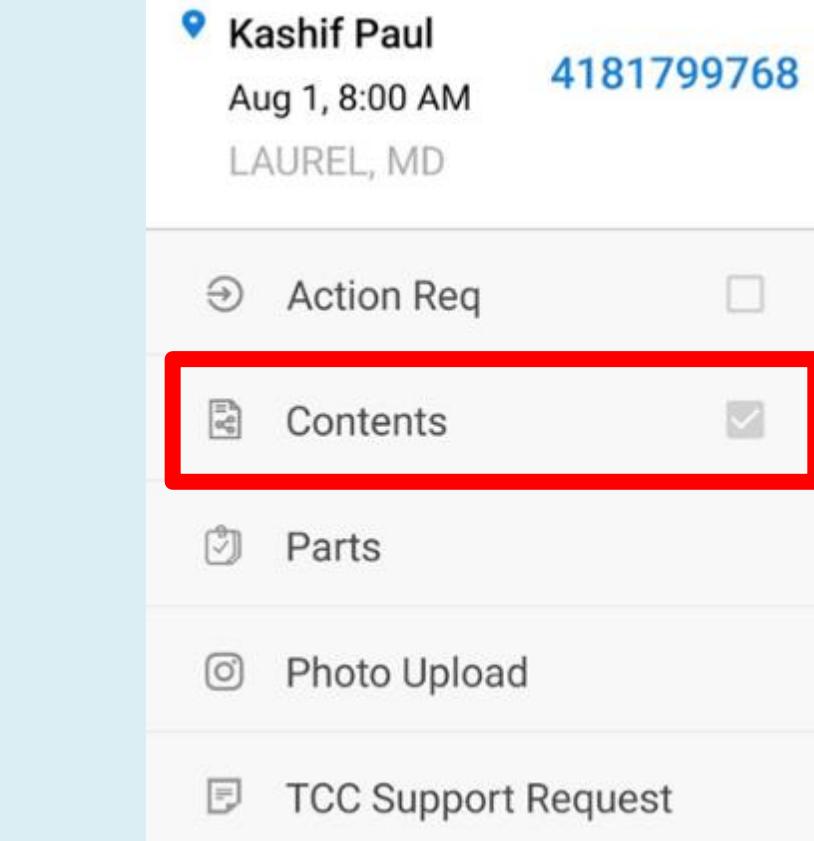


Product Support recommendation!

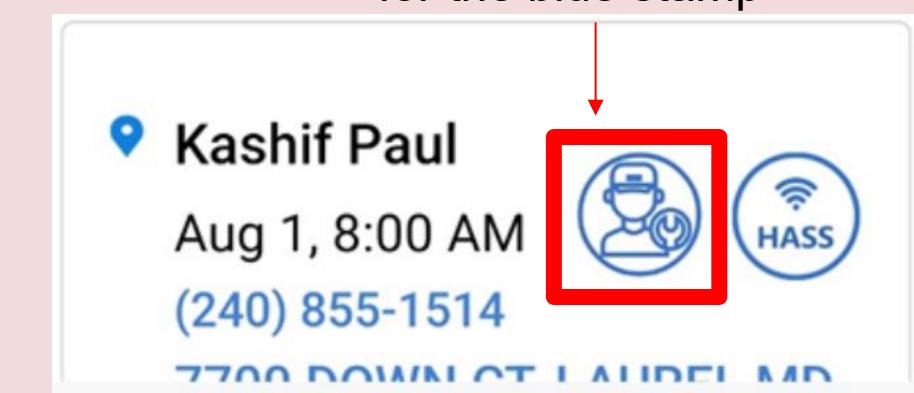
if you see a red stamp, Click the 'Contents' button and check the details



Once the contents are reviewed, the stamp will turn green

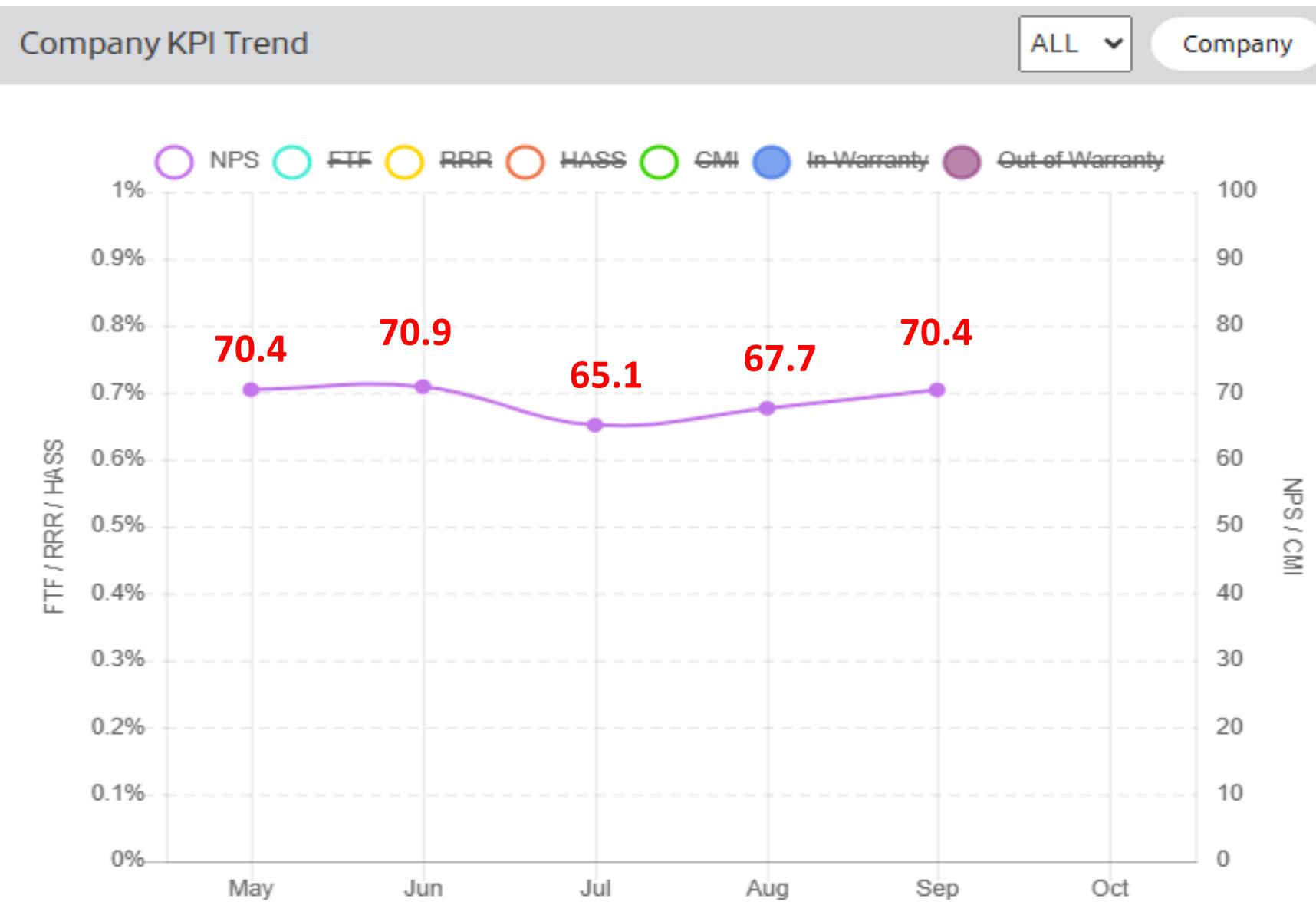


You don't need to do anything for the blue stamp



NPS Notice

(NPS: Net Promoter Score)

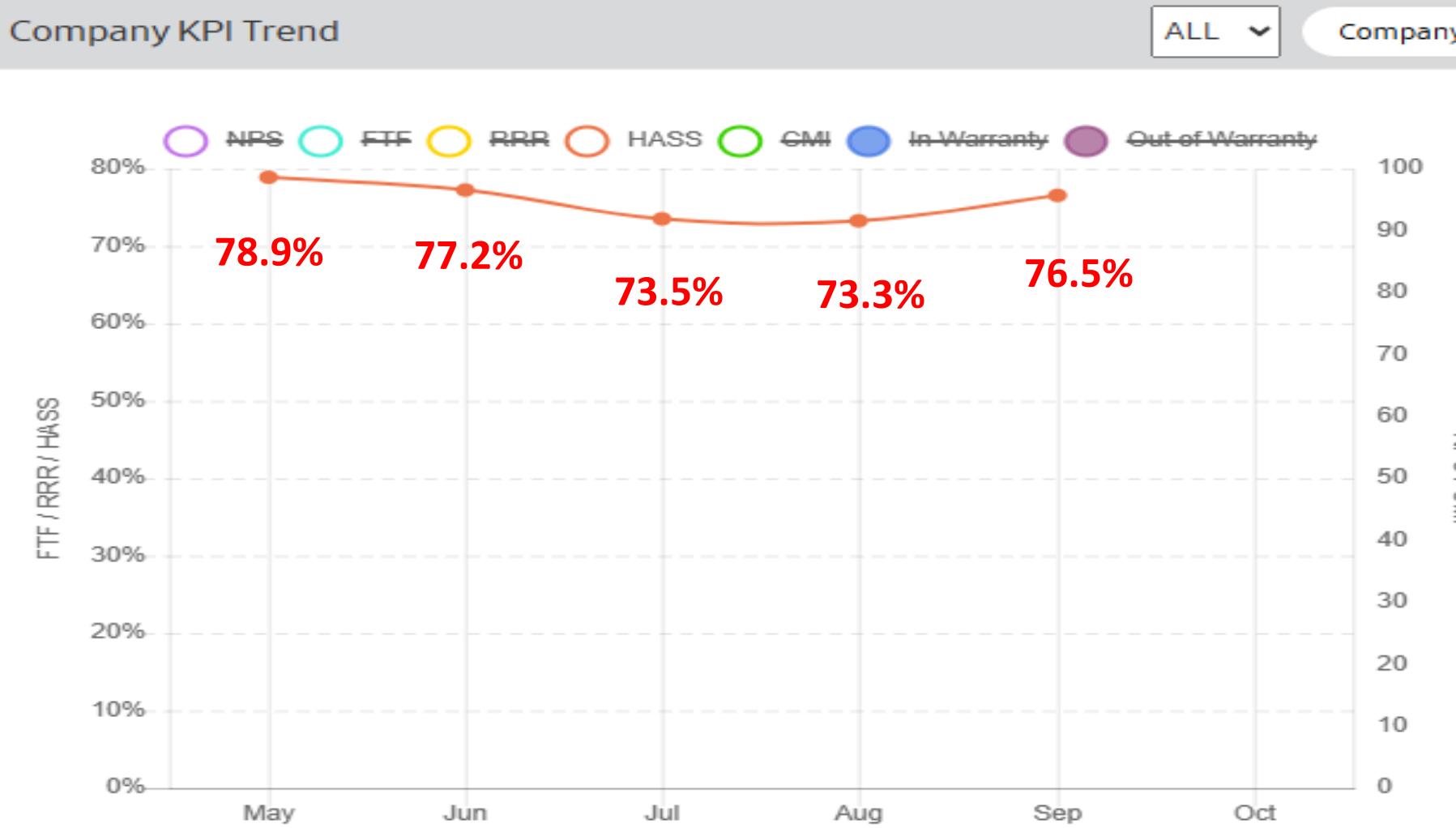


Our NPS score continues to fall short of our target. Last month's NPS was 70.4, which met our goal, but we still need to keep pushing for more.

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 76.5% 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.

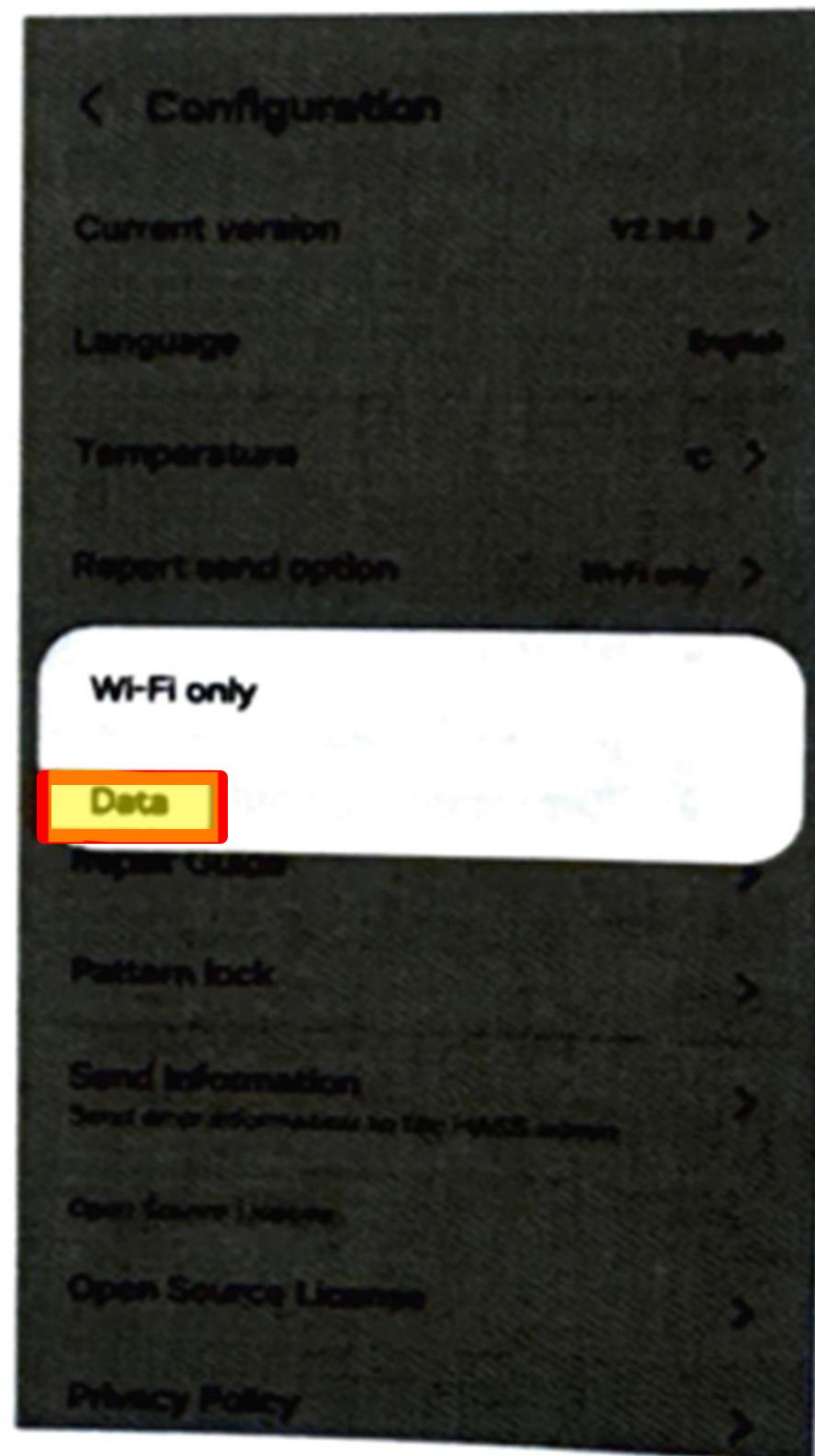
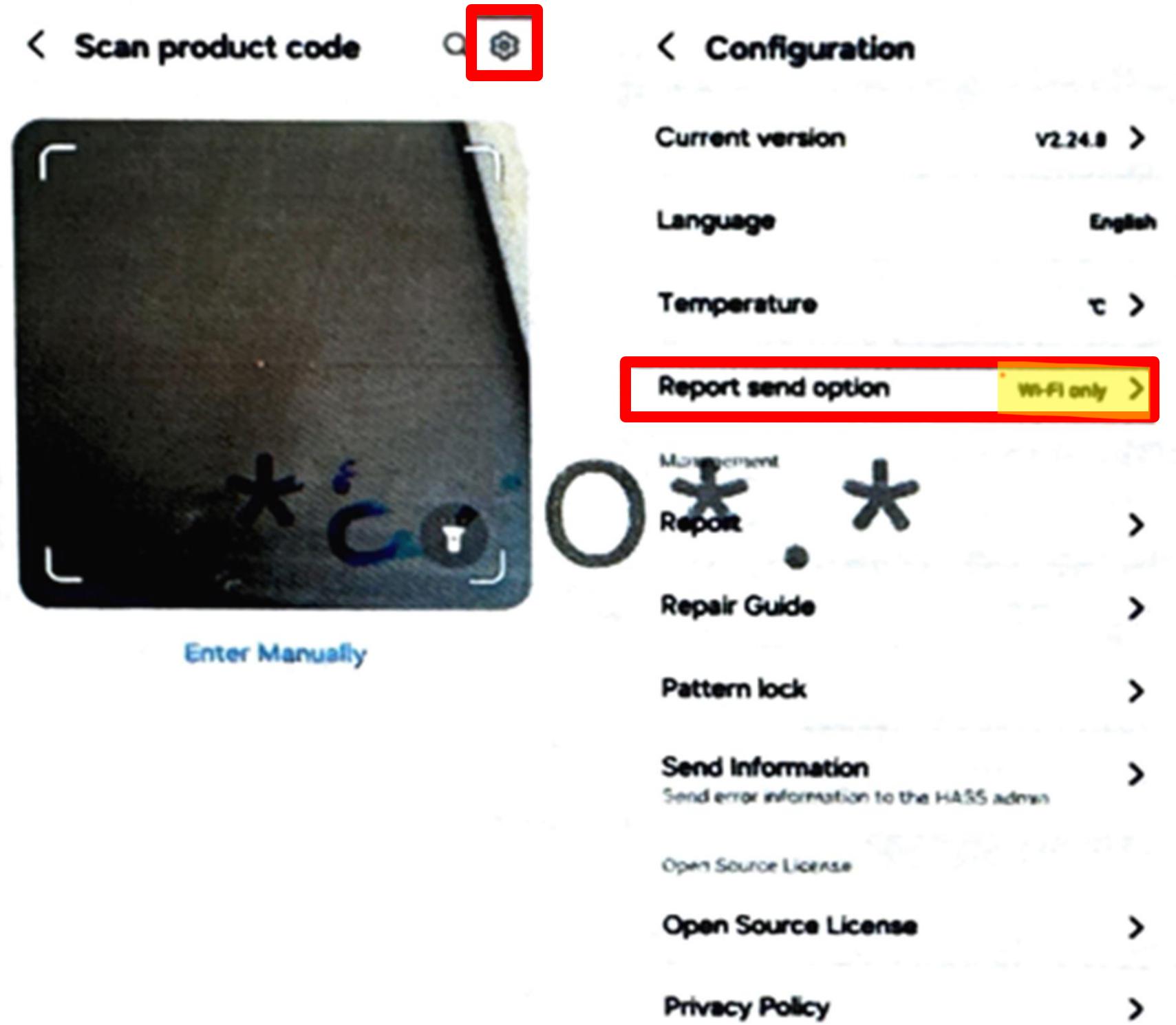
***Important:** The error log must be sent within 10 minutes of the issue. After 10 minutes, the log will be automatically deleted.

Troubleshooting App Issues

Reports Not Sent

If not receiving credit for running OQC

- Navigate to the settings and check how the report send option is set
- If set to wi-fi only you must ensure you connect to wifi prior to submitting warranty claims
- Selecting Data ensures automatic transmission of reports

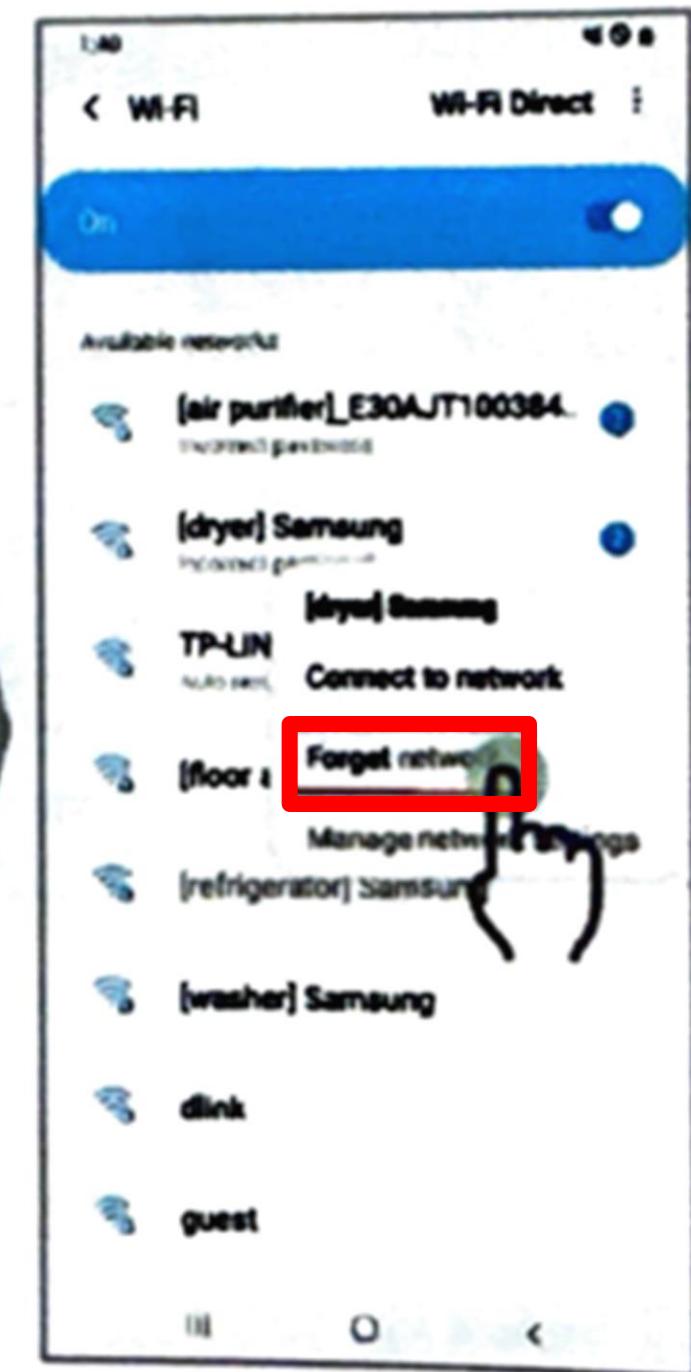
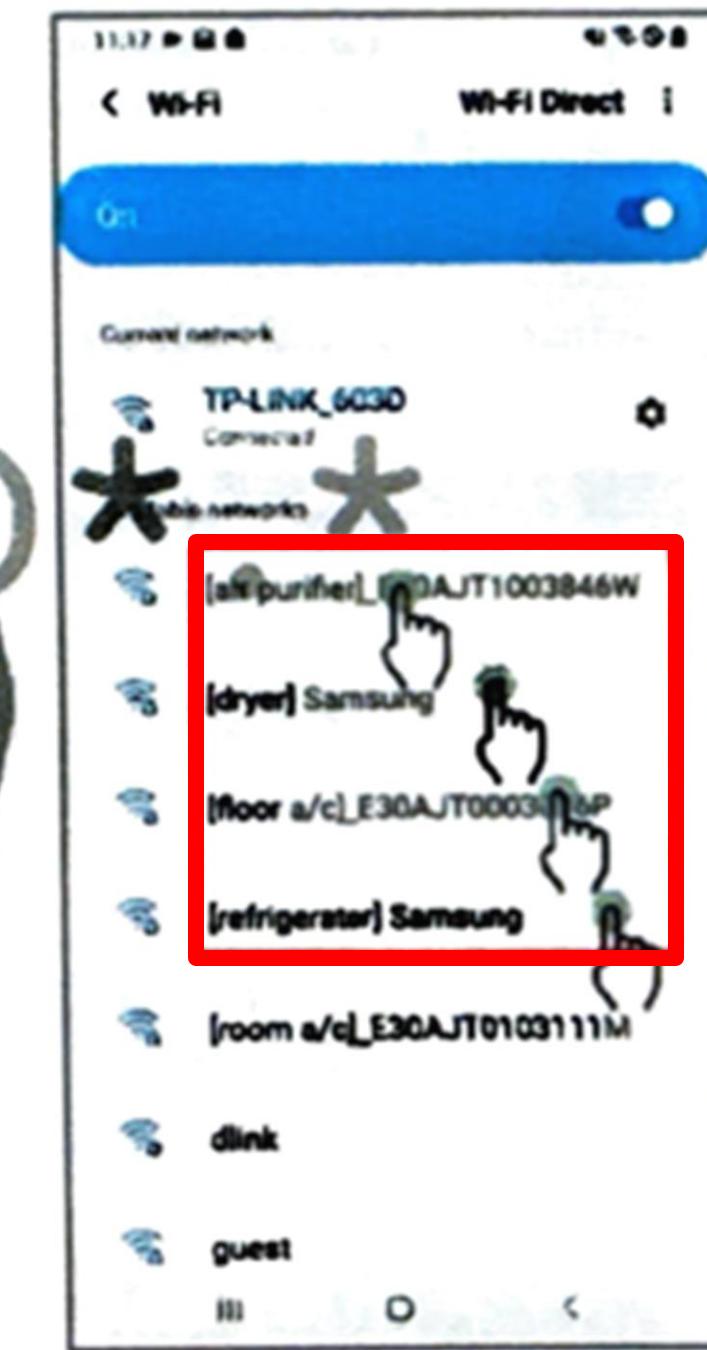
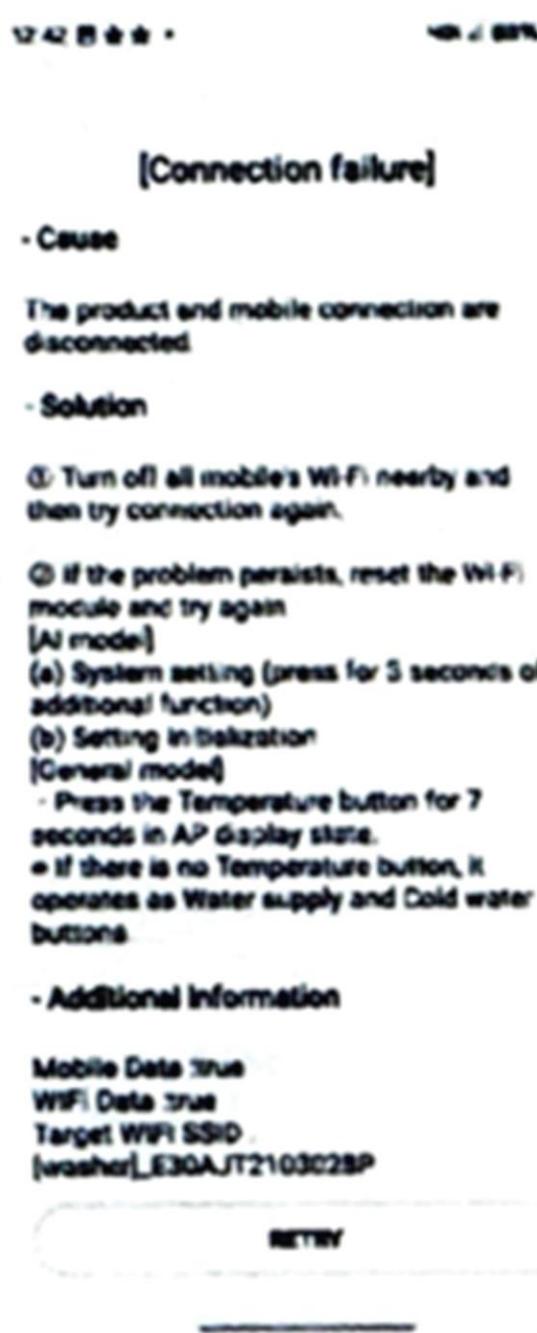


Connection Issue

Connecting with HASS Wireless: iOS & Android

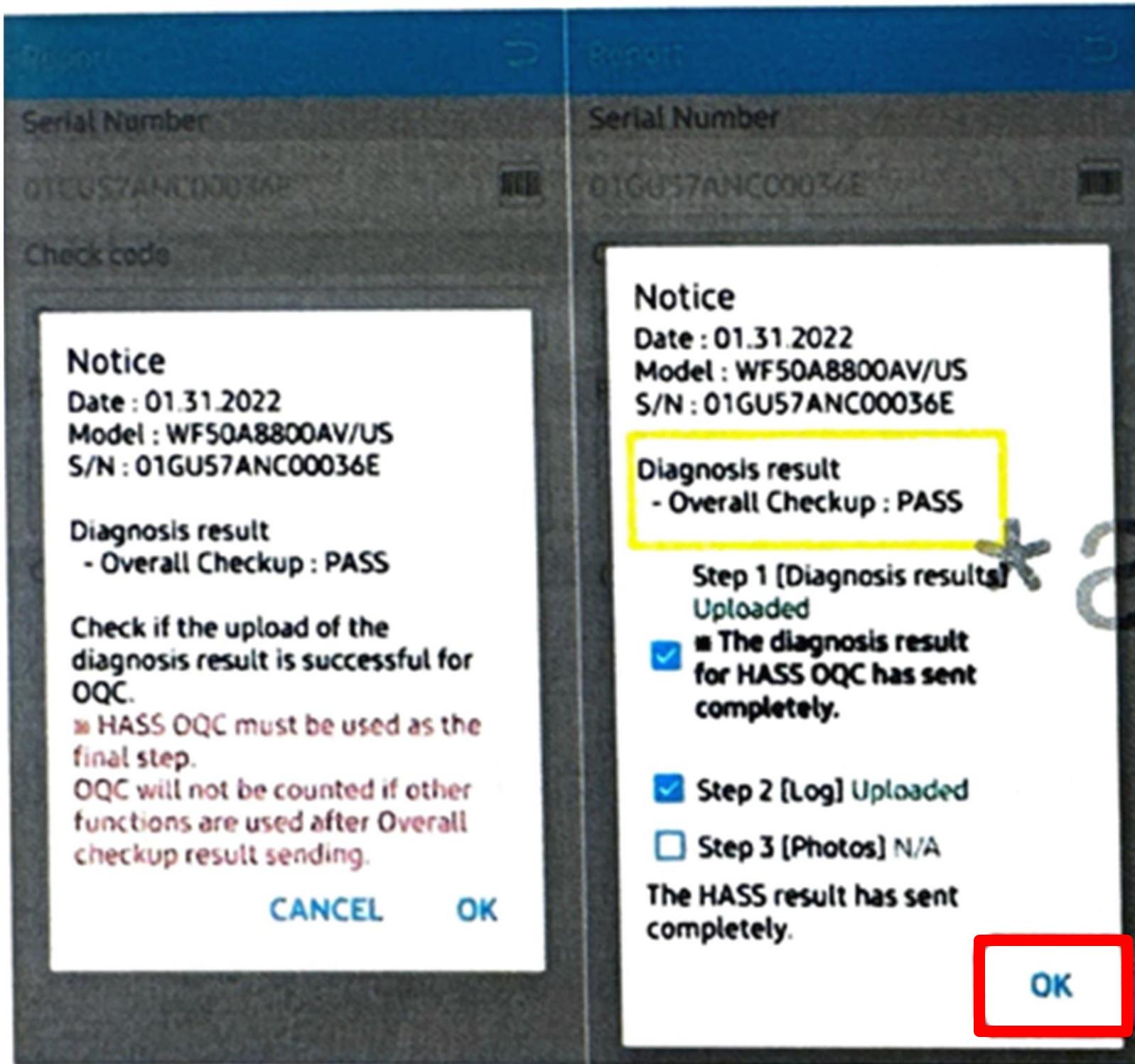
Connection Issue Wireless:

- Delete all searched AP lists in order to get a clean wireless HASS connection



Submitting the Repair Results

Creating & Submitting Reports



DO NOT Force Close App

Once you receive a PASS
select OK

HASS will close

**DO NOT open the app and
use any other features**

NEVER open the background
apps and manually or force
close the HASS application
immediately after submitting
results

Doing so may result in not
receiving credit for OQC
reporting



ALWAYS RUN OQC AS THE FINAL STEP BEFORE SUBMITTING A REPORT

****NOT DOING SO MAY RESULT IN NO CREDIT FOR OQC REPORTING****

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 !

Fridge Updates BE Required Training Oct 2025

In Progress

...

[Open Curriculum](#)

Complete ASAP !

Tools and Best Practices BE required training Oct 2025

In Progress

...

[Open Curriculum](#)

SAMSUNG TECHNICAL ASSESSMENT - TV

In Progress

...

[Open Curriculum](#)

TV - Certification Exam

In Progress

...

[Launch Test](#)

****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.****

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.

44 Commerce Road
Canton, MA 02021
Tel: 207-935-0471
Fax: 207-935-0472

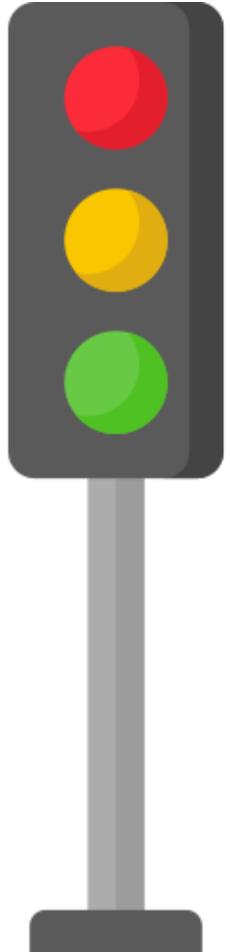
Company Fleet Usage and Driver Safety Policy

The purpose of this policy is to ensure the safety of those individuals who drive company vehicles and 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 drive defensively to prevent injuries and property damage. As such, an employer endorses all applicable state motor vehicle regulations relating to driver responsibility. The 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.

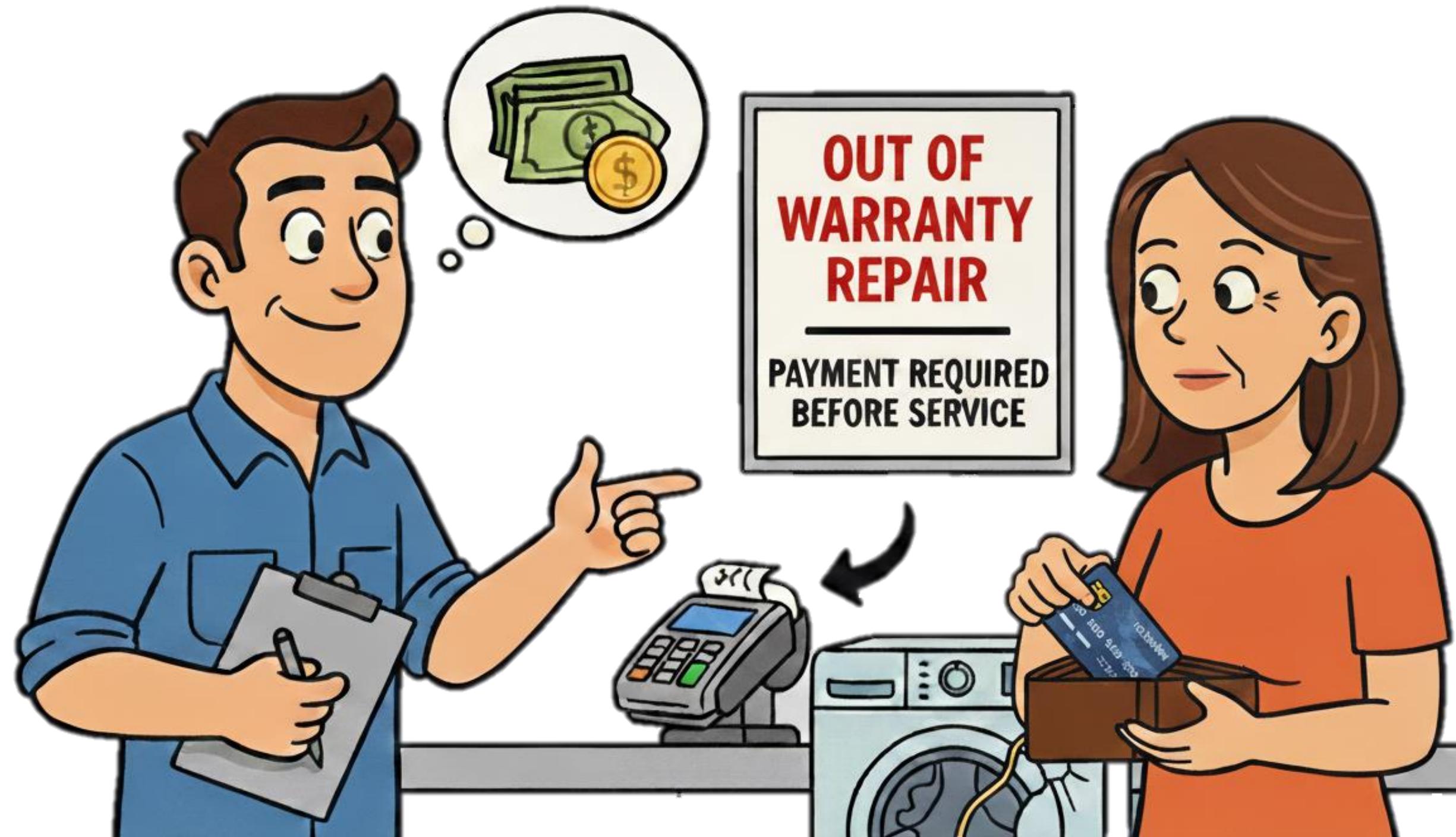
1. **Driver Guidelines and Reporting Requirements**

- 1.1. Company vehicles are to be driven by authorized employees only.
- 1.2. Company vehicles are for TTS/HSN businesses only, not for personal.
- 1.3. Do not parking on road overnight.
- 1.4. Any employee who has a driver's license revoked or suspended shall immediately notify the TTS/HSN Operation Managers by 9 a.m. eastern time 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. All accidents in company vehicles, 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 practicable if immediate or same day reporting is not possible). Accidents in personal vehicles while on company business must follow these same accident procedures. Accidents involving the employee's personal injury must be reported to Human Resources for Worker's Compensation purposes. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of employment.
- 1.6. Drivers must report all ticket violations received during the operation of a company vehicle, or while driving a personal vehicle on company business*, within 72 hours to the TTS/HSN Operation Managers.
- 1.7. Motor Vehicle Records will be obtained on all drivers prior to employment and no less than every six months. A driving record that fails to meet the criteria stated in this policy, or is considered to be in violation of the intent of this policy by the TTS/HSN Operation Managers, will result in a loss of the privilege of driving a company vehicle.

2. **Driver Criteria & Administration**



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.

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.**

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.**