

Tech Meeting

December 2025

Home Service Network

■ AGENDA OVERVIEW

01

SSR Mandatory Notice

02

White Glove Service (B2B)

03

Monthly STG Training

04

NPS

05

HASS

06

Ticket Note Update

07

***Reminder
Completion required on-site**

08

New Service Type Notice

09

Smart Service

10

**Company Vehicle
Safety Alert**

11

**HSN Policy on
Prohibited Payments**

12

Achieving Your KPI

■

November Winners

■



Congratulations to our outstanding performers !
Sungwoo Hong and **Il Heung Park** were each granted \$1000.

November Winner Branch: FLO



HSN will grant \$500 to the Branch Manager and
Top 2 technicians (**Mark Lindo** and **Taras Pankivskyi**) Congratulations!
As of October, winning technicians must achieve at least 80% HASS usage.

November SBB Winners



Congratulations to our outstanding performers !
Rohan Brown, and **Douglas Balcom** were each granted \$1000.

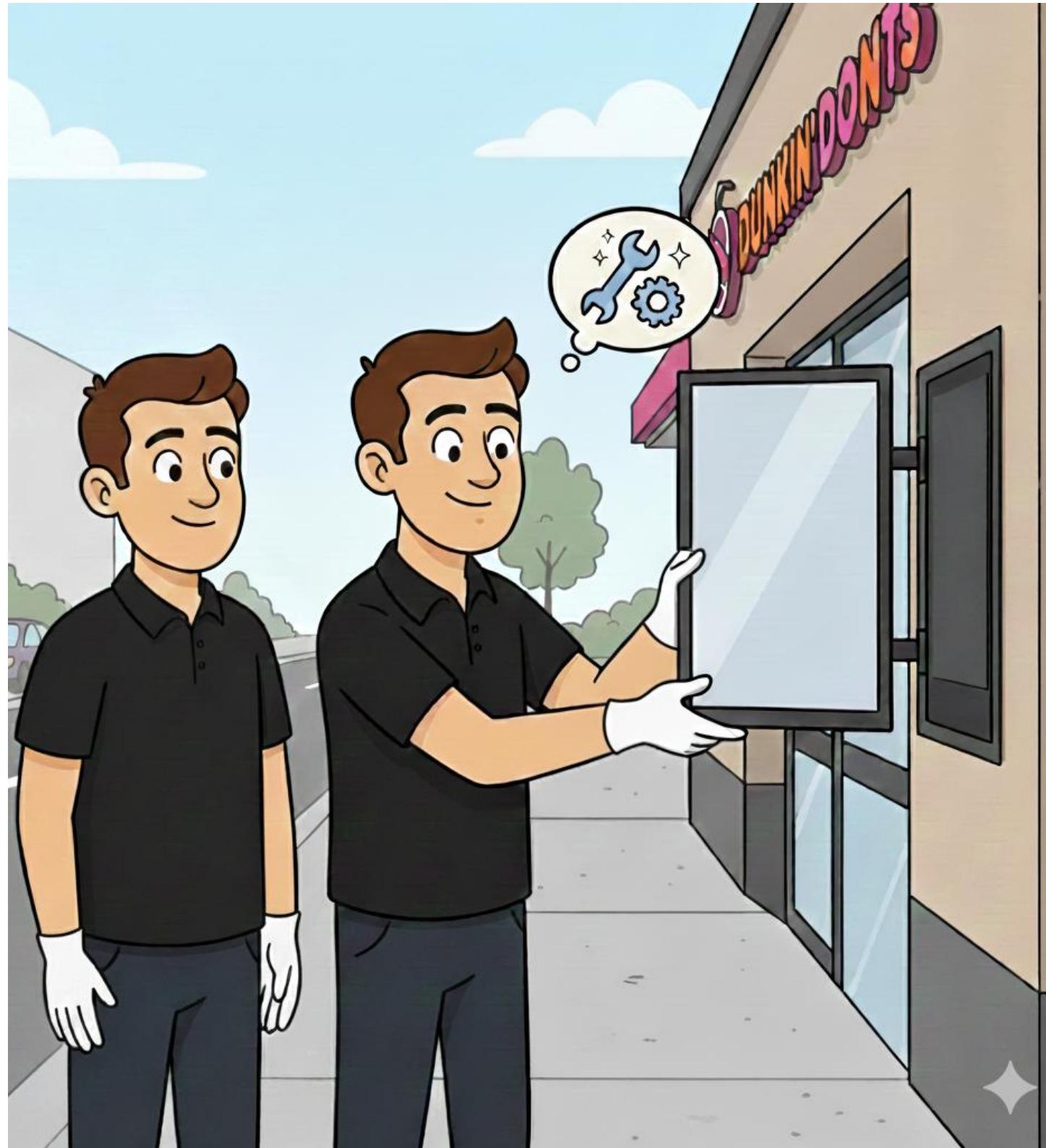
****Sealed System Repair (SSR) Mandatory Notice****

All HSN Technicians, with the exception of TV Technicians, must possess the capability to perform Sealed System Repair (SSR) to enhance service quality and first-time fix rates in the field.

Mandate and Objectives SSR Capability is Mandatory:

1. All HSN Technicians (excluding TV Technicians) are required to be capable of diagnosing and repairing the sealed systems of refrigeration appliances (SSR).
2. Training and Certification: The successful completion of an accredited training course and obtaining relevant certification for performing SSR work is mandatory.
(Froen R-600 does not require EPA certification.)
3. Increase Field Completion Rate: The objective of acquiring SSR capability is to maximize service efficiency by increasing the First-Time Fix Rate for customer requests.

White Glove Service (B2B)



*Introducing Our “White Glove Service”

We are launching a new, elevated service standard: the White Glove Service for all upcoming unit swap-out work. This service is designed to ensure superior quality and professionalism across all panel replacement projects, including:

- Indoor Panel Replacements (Store B2B)
- Outdoor Panel Replacements (Store B2B)

Comprehensive White Glove Service Guidelines—outlining specific procedures and standards—are currently being finalized and will be distributed to all teams soon. Please be prepared to review them and strictly adhere to these new, elevated standards immediately upon. The Triage Team will provide follow-up support through this service.

Monthly STG Training

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

ASSIGNED / NO DUE DATE

WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025

In Progress

...

Open Curriculum

BE Customer Promotion Be Required Training Dec 2025

In Progress

...

Open Curriculum

HASS Load Control BE Required Training Dec 2025

In Progress

...

Open Curriculum

****ATTENTION****

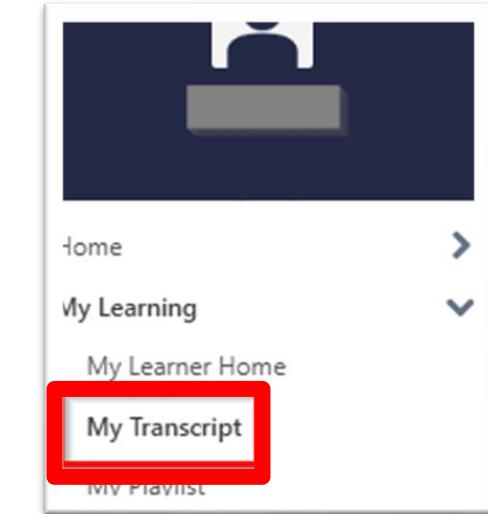
If any of your technicians currently do not have access to STG's Ticket Management feature, please use the link below to let us know:

<https://www.surveymonkey.com/r/TECHVIEWSTG>

Accessing the Content on Cornerstone

In order to find the assigned courses, follow these simple steps:

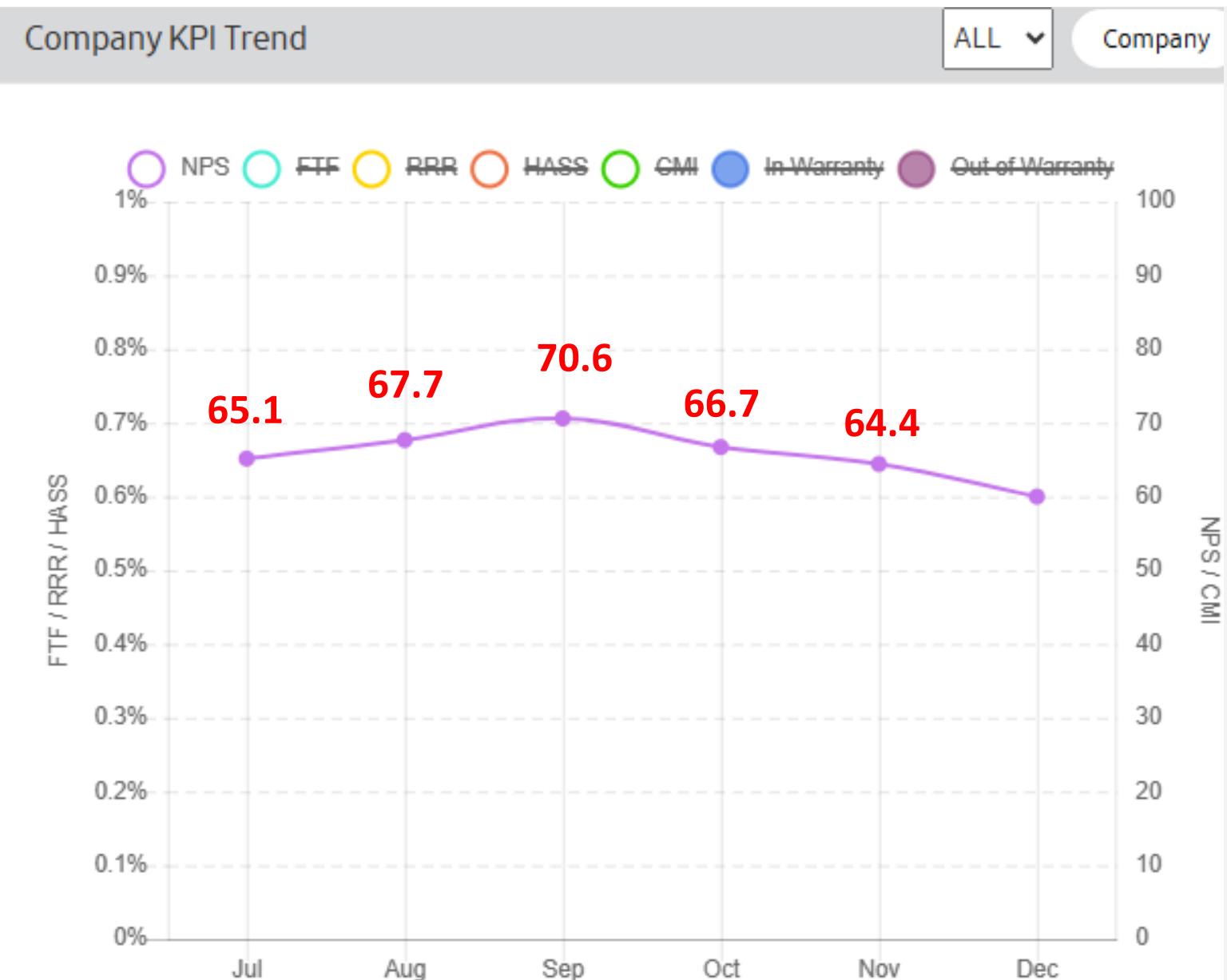
1. Log into STG > ELEARNING
2. This should take you to the LMS Home Page
3. Learning → Go to View Your Transcript
4. Assigned Training (Video+ Quiz) will be shown if you have the appropriate RA's. After the video you will then be directed to the quiz portion.



A screenshot of the 'View Your Transcript' page. On the left, there is a circular progress bar with '0%' and the text 'CURRICULUM PROGRESS'. To the right of the progress bar is a list of assigned training items. The first item is 'WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025', which includes a video thumbnail, a status of 'Registered', a due date of 'No Due Date', and a training duration of '4 min'. There is a 'Launch' button next to this item. Below it is another item with a similar structure, though its details are partially cut off.

NPS Notice

(NPS: Net Promoter Score)



Our NPS score continues to fall short of the target. Last month, we recorded an NPS of 64.4, which was below our goal.

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

November NPS: 64.4

NPS Target goal: 70

How to Count and Manage NPS Score

(NPS: Net Promoter Score)

*NPS score count: Total Survey Rate score/Survey count = NPS score

Survey Rate score 10 to 9 = +100 pts

Survey Rate Score 8 to 7 = 0 pts

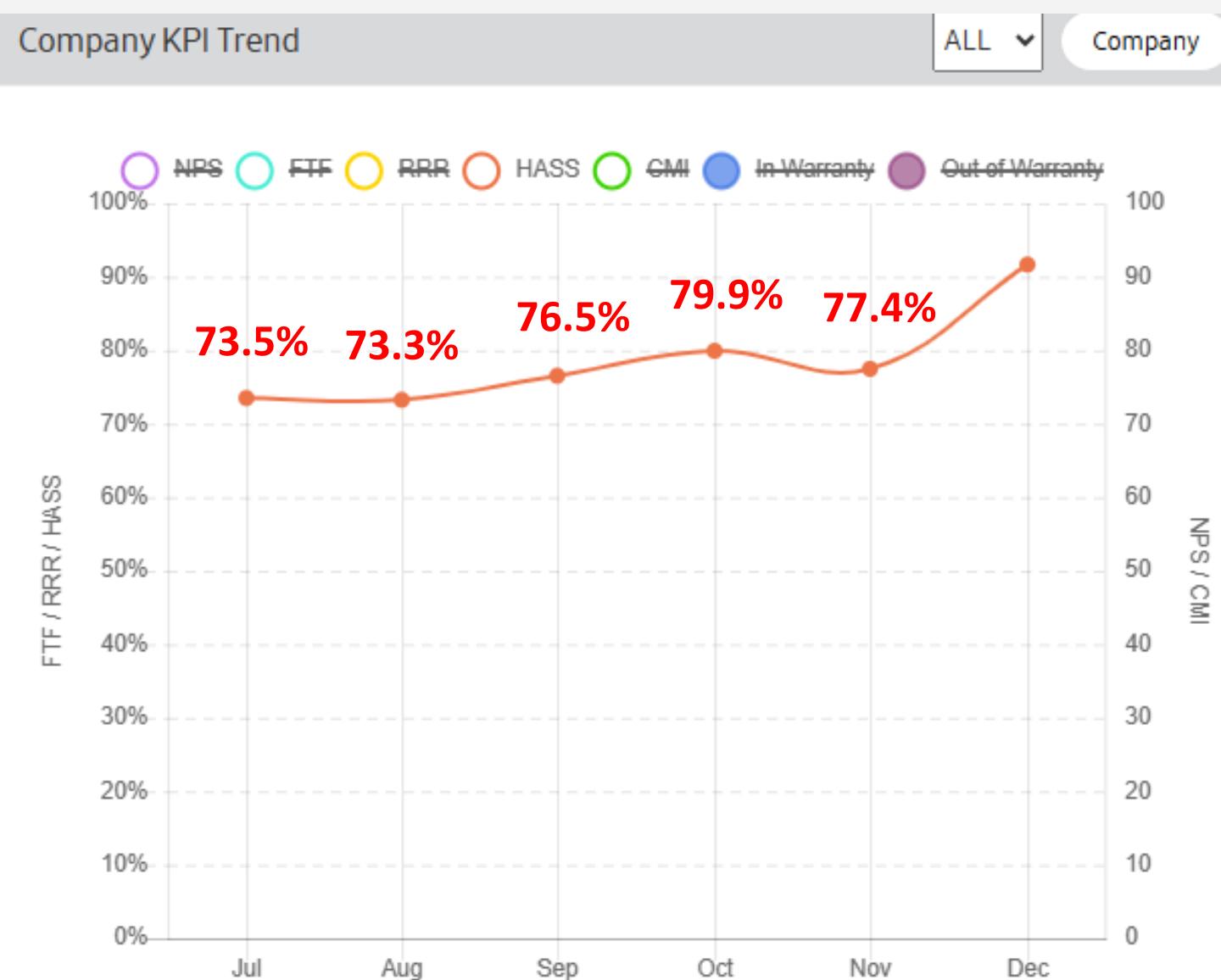
Survey Rate Score 6 to 1 = -100 pts

Please explain to the customer that the Samsung Survey is all about the **Technician** and has nothing to do with **the product** or the **Customer Service Representative (CSR)**.

If the customer is satisfied with the service but dislikes the other situation or other complaints, Please let the customer know that on Survey, there are writing comment section on the survey after giving out the Survey Rating Score between 9 and 10.



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.

November HASS: 77.4%

HASS Target goal: 80%

The HASS usage trend is improving. Last month, the usage rate reached 77.4%. Please continue this progress and ensure we meet the 80% 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.

Ticket Note Update Alert



*Requirements for Additional Parts Request

- Update the notes on the ticket immediately
- Provide a photo of the S/N (serial number) label
- Provide a photo of the damaged area.

*Photos or needed parts must be send through the chatroom

****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.****

New Service Type Notice

SAMSUNG
Care

Memo
Official Launch of Service Type – IN
September 29, 2025

Launch of New Service Type – IN (Installation Checking)

Please be advised that Field Service has finalized a new service type called **Install Checking (IN)**. Samsung will begin using this new Service Type starting the week of September 29th. "Install Checking" (IN) service type will be used to better classify some repairs that may currently be setup as IH or SI service types.

Criteria for IN service type:

- Samsung Brand Digital Appliance (DA) / Home Appliance (HA) only
- Cosmetic repair that appears to have damage due to faulty installation
- Tickets dispatched by Samsung

Tickets with "IN" service type will be dispatched with the same logic as In Home (IH) service type tickets. When you file the warranty claim from the completed ticket, you will see the new "IN" service type on the warranty claim as well.

Service Type:

We are confident that having the "IN" Service Type will have no impact to your repair process and is simply to assist in ticket management.

If you have any questions about this new service type, please contact your Regional Service Manager.

Thank you,
Samsung Field Service

ATTENTION

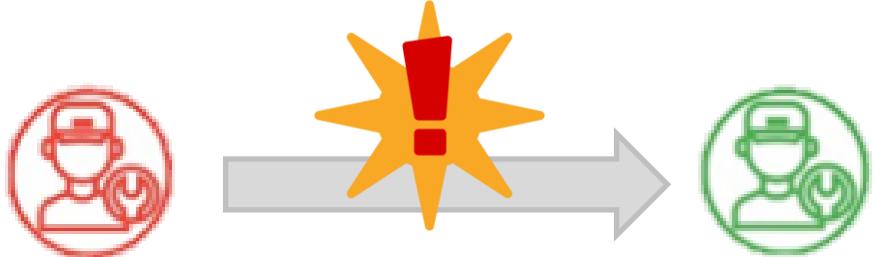
We have a new service type IN (Install Checking). This is to replace SI (Stock Repair In Home) and will cover PD without a SAW.

Please be aware that don't need to call T/S , IN service type- cover PD without a PD SAW

Smart Service

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

→ Using rate is currently **38%**



Product Support recommendation!

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

Kashif Paul
Aug 1, 8:00 AM
(240) 855-1514
7700 DOWN CT, LAUREL MD
DW80CG4051SR AA LP Warranty
TICKET UPDATE 4181799 768
Customer Sign
SMS Chat Content s ...

Kashif Paul
Aug 1, 8:00 AM
LAUREL, MD
4181799768
Action Req
Contents (checked)
Parts
Photo Upload
TCC Support Request

Kashif Paul
Aug 1, 8:00 AM
(240) 855-1514
7700 DOWN CT, LAUREL MD
DW80CG4051SR AA LP Warranty
TICKET UPDATE 4181799 768
Customer Sign
SMS Chat Content s ...

Once the contents are reviewed, the stamp will turn green

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

Kashif Paul
Aug 1, 8:00 AM
(240) 855-1514
7700 DOWN CT, LAUREL MD
HASS

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

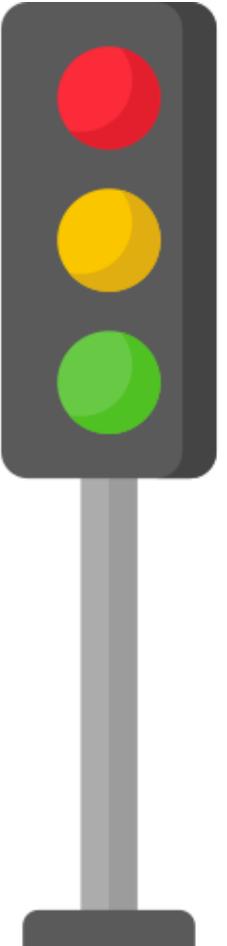
Company Fleet Usage and Driver Safety Policy

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 Manager, will result in a loss of the privilege of driving a company vehicle.

2. **Driver Criteria & Administration**



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.**

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.**