

# **Tech Meeting December 2025**

**Home Service Network**



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# 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.

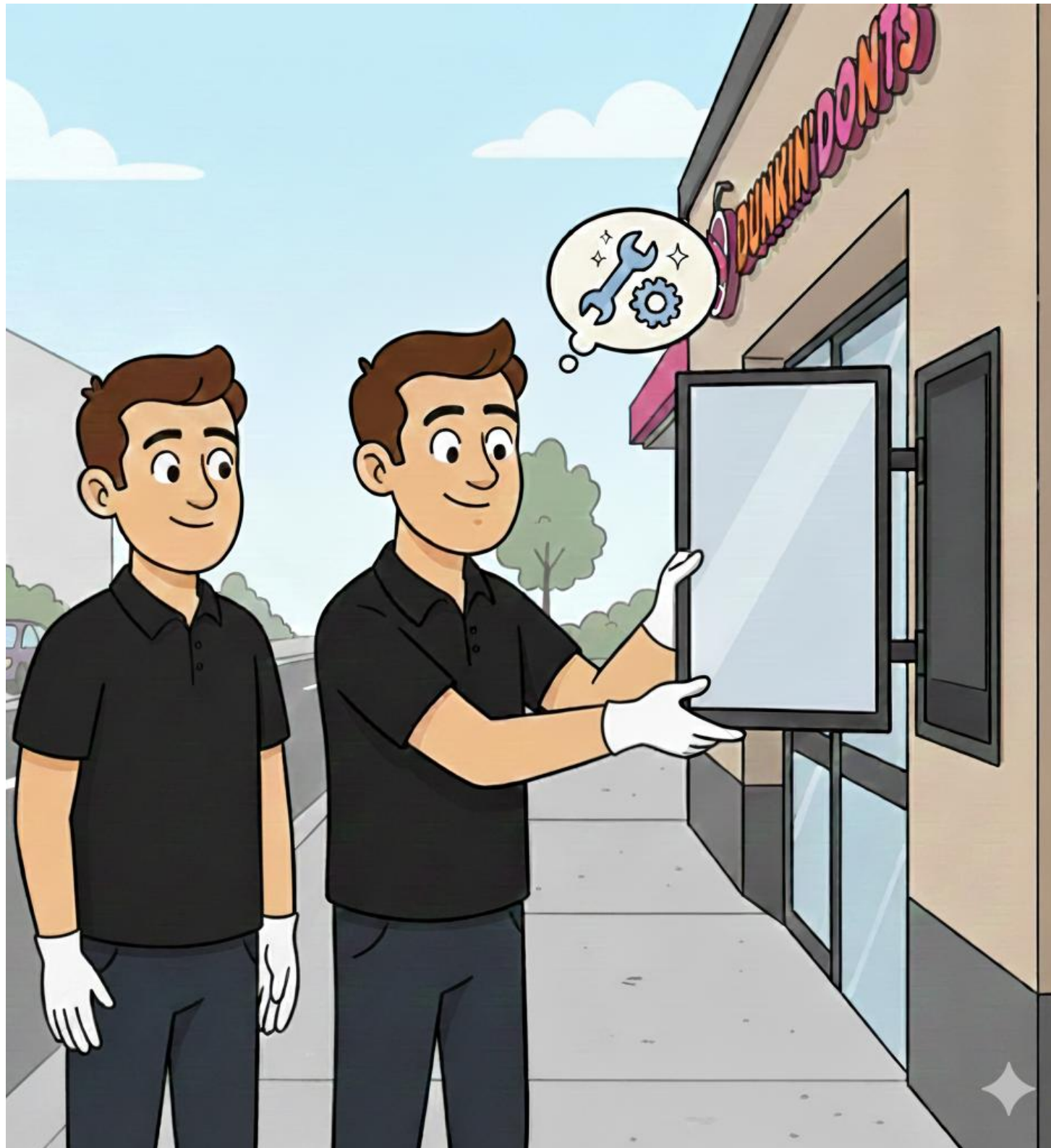
# **\*\*Sealed System Repair (SSR) Mandatory Notice\*\***

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.**

## **\*\*ATTENTION\*\***

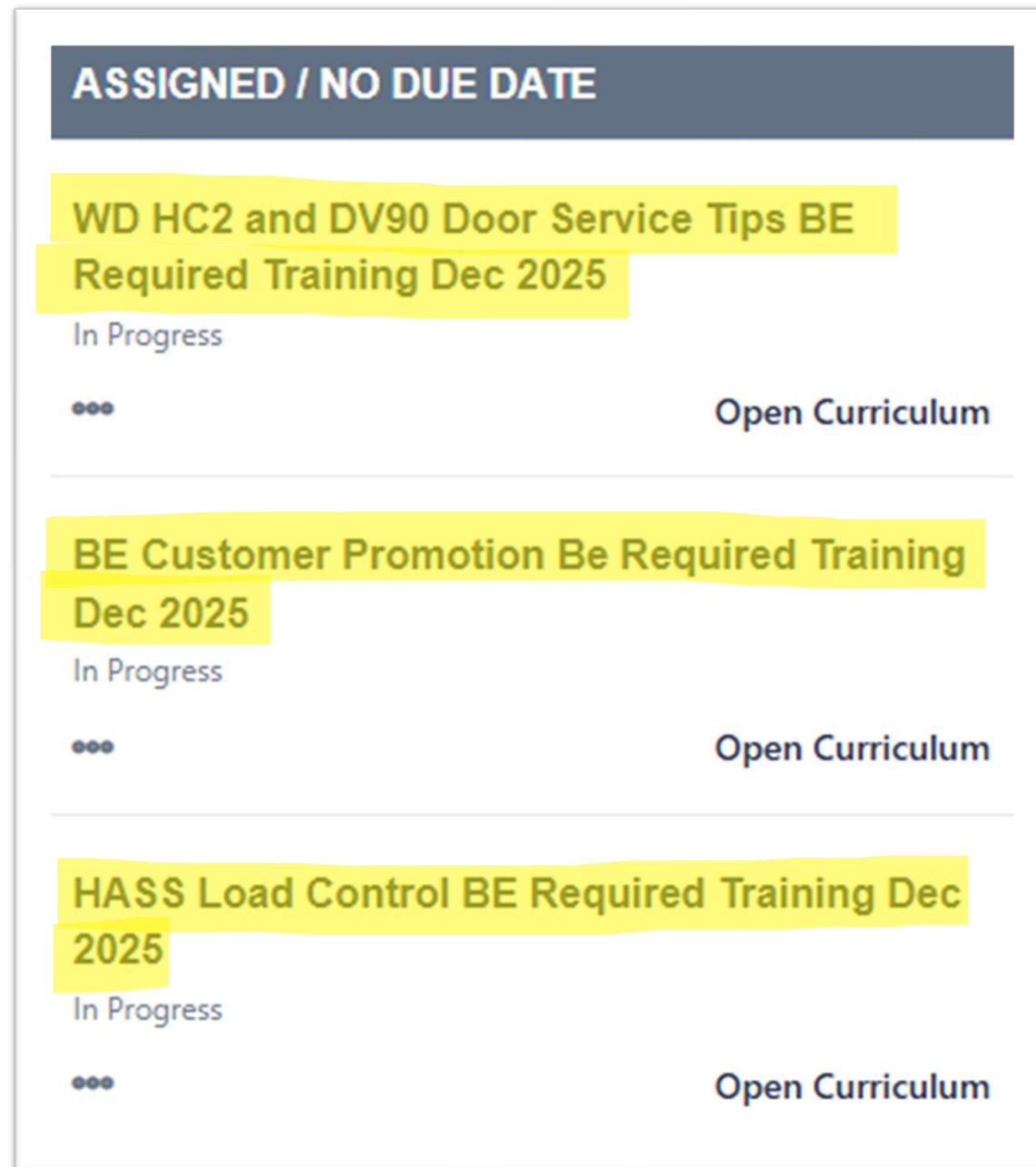
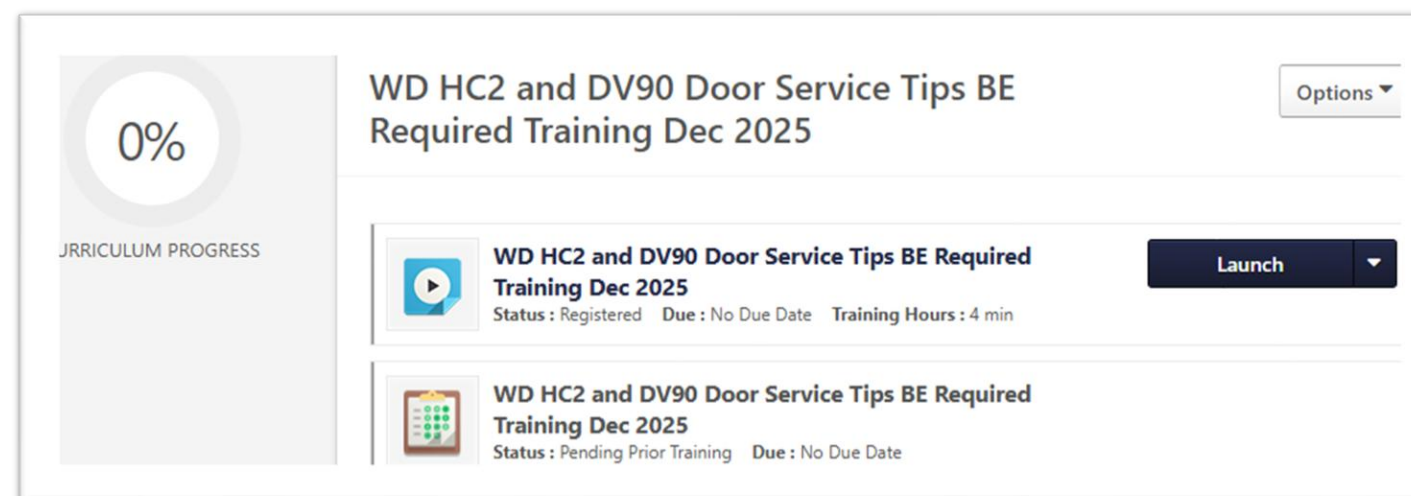
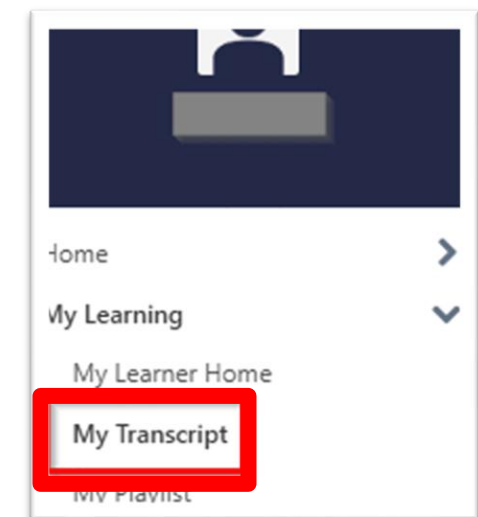
If any of your technicians currently do not have access to STG's Ticket Management feature, please use the link below to let us know:

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

Accessing the Content on Cornerstone

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

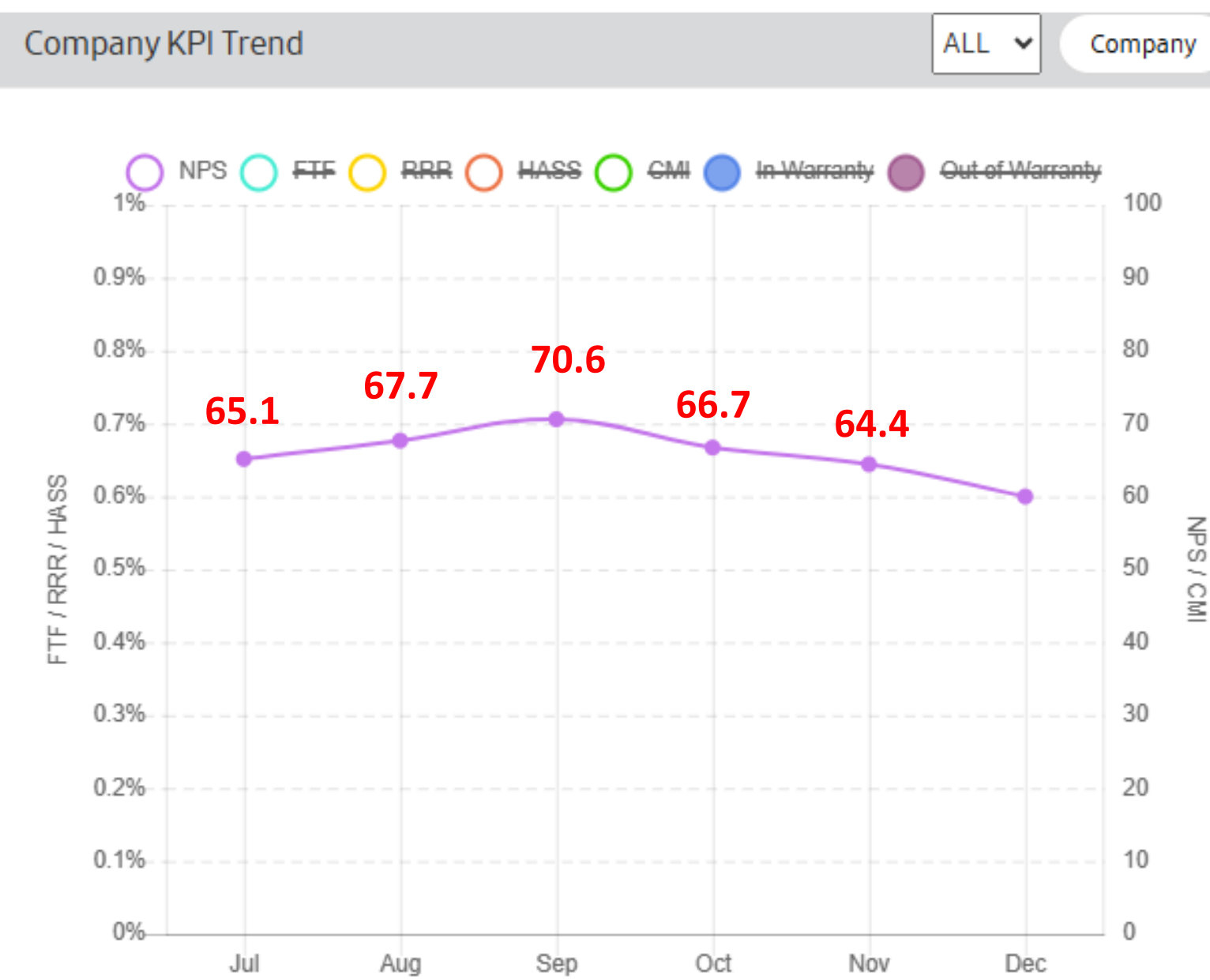
1. Log into STG > ELEARNING
2. This should take you to the LMS Home Page
3. Learning → Go to View Your Transcript
4. Assigned Training (Video+ Quiz) will be shown if you have the appropriate RA's. After the video you will then be directed to the quiz portion.





# 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

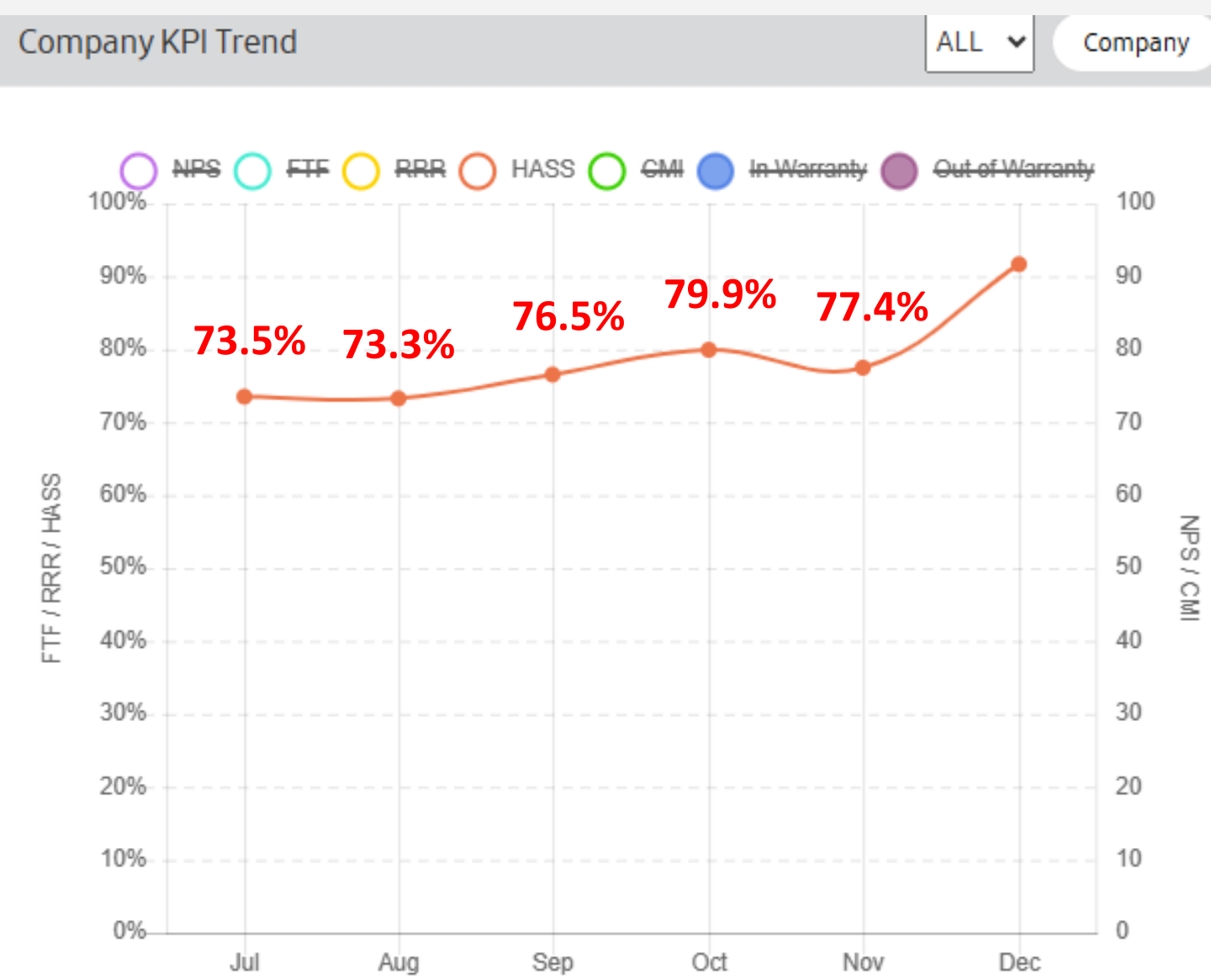
Please explain to the customer that the Samsung Survey is all about the **Technician** and has nothing to do with **the product** or the **Customer Service Representative (CSR)**.

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 29<sup>th</sup>. "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.

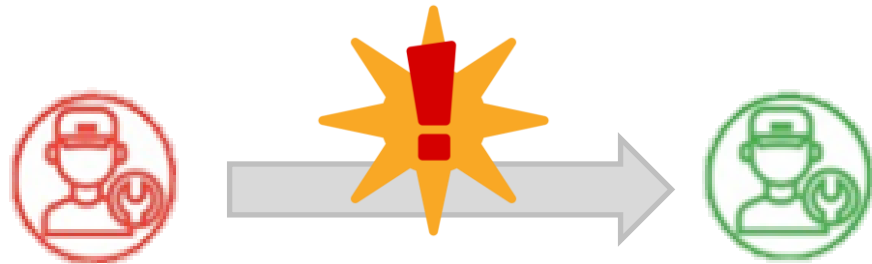
Please be aware that don't need to call T/S , IN service  
type- cover PD without a PD SAW



# Smart Service

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

→ 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

The screenshot shows a customer ticket card for Kashif Paul. At the top right, there is a red stamp icon (a person with a red 'X' over their head) enclosed in a red box. Below the stamp, the text reads: "Kashif Paul", "Aug 1, 8:00 AM", "(240) 855-1514", "7700 DOWN CT, LAUREL MD", "DW80CG4051SR LP", "AA Warranty", "TICKET UPDATE 4181799 768", and "Customer Sign". At the bottom, there are buttons for "SMS", "Chat", "Content s" (highlighted with a red box), and a three-dot menu.

The screenshot shows a customer ticket card for Kashif Paul. At the top right, there is a blue stamp icon (a person with a blue checkmark over their head) enclosed in a red box. Below the stamp, the text reads: "Kashif Paul", "Aug 1, 8:00 AM", "4181799768", "LAUREL, MD", "Action Req" (with a checkbox), "Contents" (with a checked checkbox and highlighted by a red box), "Parts", "Photo Upload", and "TCC Support Request".

Once the contents are reviewed, the stamp will turn green

The screenshot shows a customer ticket card for Kashif Paul. At the top right, there is a green stamp icon (a person with a green checkmark over their head) enclosed in a red box. Below the stamp, the text reads: "Kashif Paul", "Aug 1, 8:00 AM", "(240) 855-1514", "7700 DOWN CT, LAUREL MD", "DW80CG4051SR LP", "AA Warranty", "TICKET UPDATE 4181799 768", and "Customer Sign". At the bottom, there are buttons for "SMS", "Chat", "Content s", and a three-dot menu.

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

The screenshot shows a customer ticket card for Kashif Paul. At the top right, there is a blue stamp icon (a person with a blue checkmark over their head) enclosed in a red box. Below the stamp, the text reads: "Kashif Paul", "Aug 1, 8:00 AM", "(240) 855-1514", "7700 DOWN CT, LAUREL MD", and a "HASS" icon.

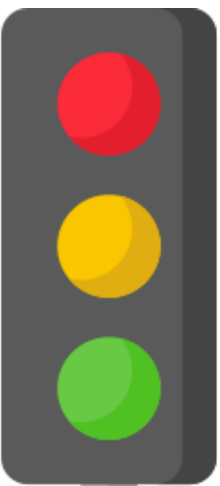
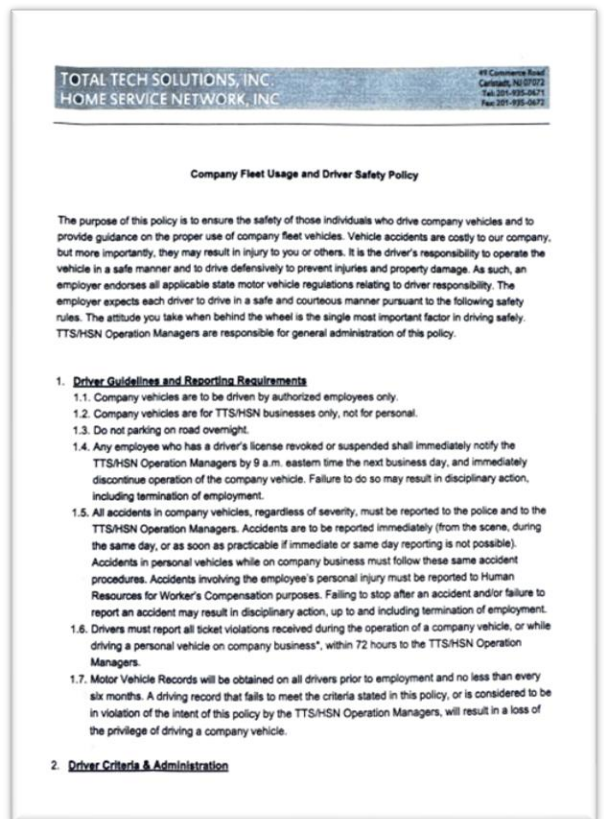
# Company Vehicle Safety Alert

↓ 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.**





# 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.**