Tech Meeting February 2026

Home Service Network

January Winners

JANUARY WINNERS

Congratulations to our outstanding performers !
Il Heung Park and **Andrey Yakushev** were each granted $1000.

January Winner Branch: PAP

HSN will grant $500 to the Branch Manager and
Top 3 technicians (**Andrey Yakushev**, **Denny Jang** and **Andy Son**) Congratulations!

January SBB Winners

Congratulations to our outstanding performers !
Douglas Balcom, Pilyoun Jung and **Rohan Brown!**

Time Tracking Memorandum and uAttend Guide

*Note:

You will receive a separate email with your username and an account creation link that expires in 24 hours.

Please try to create account by end of day.

You may use either the fingerprint readers or the uAttend app to record their time, as they utilize the same timekeeping system.

Regardless of the method chosen, daily clock-ins and clock-outs are required for all workdays.

uAttend Login and Punch Instructions

*App Login & Punch Process

1. Download the uAttend app from the Play Store or App Store.

2. Open the app and allow location services when prompted.

3. Enter the Company ID: 85320 and sign in

(Your username and account creation link will be sent via email).

4. To Punch In, hold the button for 2 seconds until the circle is full.

5. You will receive confirmation if the Punch In is successful.

6. To Punch Out, take a Break, or Lunch, follow the same steps as Punch In.

HSN New Policy Update for unmount and mount unit

● **Service Guidelines: Mounting & Safety**

1.   Preparation & Accessibility

• Service Area: The unit must be accessible and free of obstructions.

• Unmounting: If the unit is mounted and cannot be unmounted by the Tech or the Customer, document the issue, complete the ticket, and advise the customer to contact Samsung for a new request.

• Liability Waiver: A signed waiver is mandatory before any unmount/remount work.

   • If refused: Note the refusal, complete the ticket, and refer the customer to Samsung.

2. Safety Restrictions (Do Not Proceed)

   Complete the ticket and advise the customer to contact Samsung if:

   • Height Limit: The anchor point or center of the TV is higher than 5 feet from the floor.

   • Obstructions: Any physical barriers prevent a safe unmount/remount.

   • Lack of Assistance: The customer provides no help for unmounting when required.

3. Second-Man Documentation

   If a second person is required, you must include:

   • A clear statement that a second man was used.

   • Full Name and Phone Number of the second person.

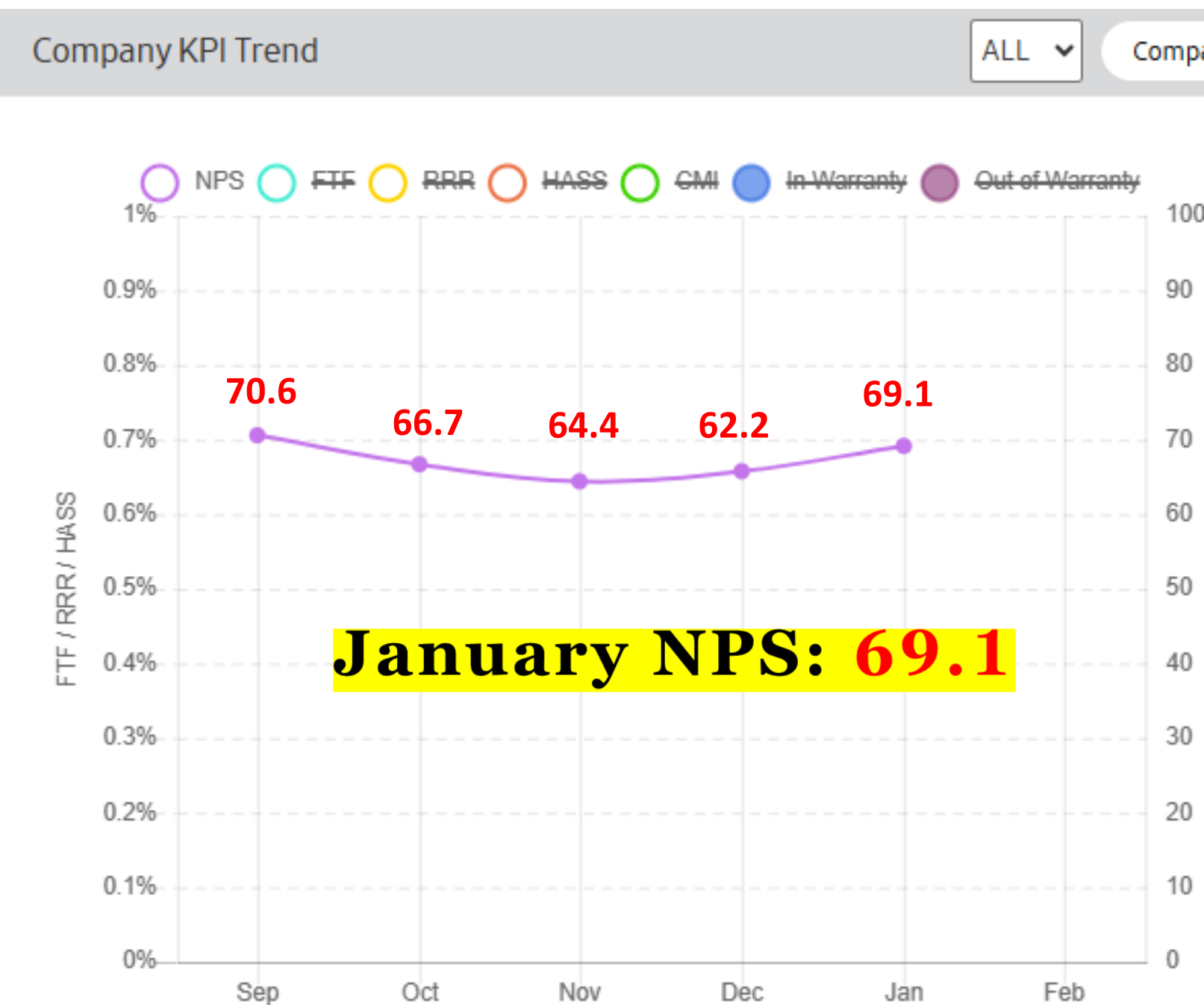# Prepaid Payment Policy for Out-of-Warranty Services

Please be advised that the following policy regarding out-of-warranty service tickets is mandatory and not optional:

1. Full payment is required and must be received before any service or part replacement is performed.
2. If payment is refused or not received, service will not be provided under any circumstances.
3. For any repair involving part replacement, the full cost of the part must be paid in advance prior to proceeding with the repair.
4. This policy must be followed at all times and cannot be overridden by a technician's discretion or a customer's request.
5. No exceptions will be permitted unless formal prior approval is obtained from management.

6. For prepaid service tickets, the company has already collected the initial service fee from the customer; therefore, technicians may not refuse to visit the customer's home.

<u>* This policy is mandatory, effective immediately, and applies to all out-of-warranty service tickets.***</u>**

NPS Notice

(NPS: Net Promoter Score)

Company KPI Trend

○ NPS ○ FTF ○ RRR ○ HASS ○ CMI ● In-Warranty ● Out of Warranty

70.6   66.7   64.4   62.2   69.1

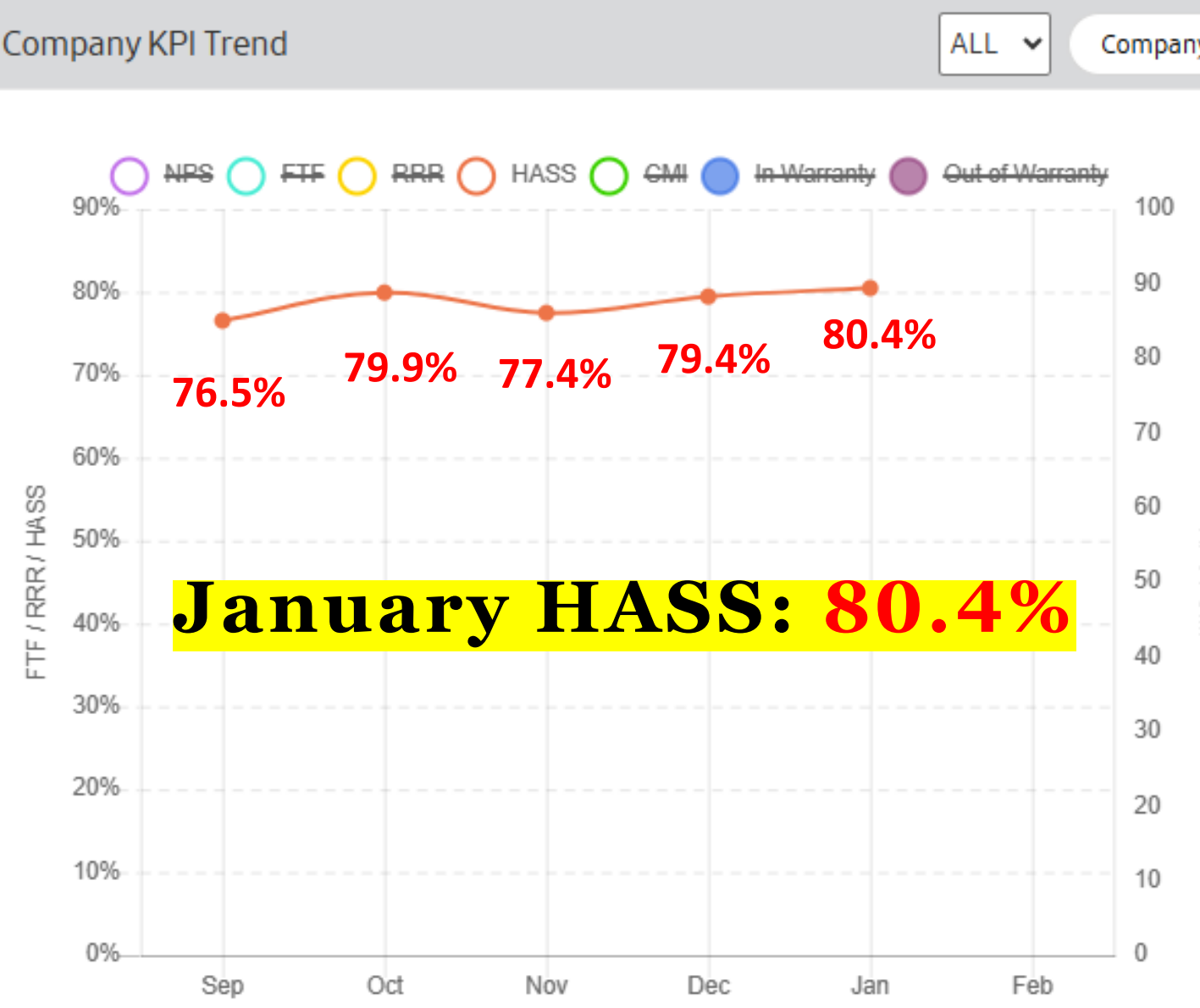**January NPS: 69.1**

Sep   Oct   Nov   Dec   Jan   Feb

Our NPS score continues to fall short of the target. Last month, we recorded an NPS of 69.1, which was below our goal.

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

January NPS: 69.1

NPS Target goal: 70

HASS Notice

Company KPI Trend `ALL ▼` Company

NPS FTF RRR HASS CMI In Warranty Out of Warranty

76.5% 79.9% 77.4% 79.4% 80.4%

January HASS: 80.4%

Sep Oct Nov Dec Jan Feb

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.

January HASS: 80.4%

HASS Target goal: 80%

The HASS usage trend is improving. Last month, the usage rate reached 80.4%. 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.

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.

1 2 3 4 5 6 7 8 9 10

Criteria for selecting the Technician of the month

Criteria for selecting the Technician of the month

Each score will be evaluated individually, with NPS being the primary scoring criterion.
(Important: While the survey count is also significant, it will be assessed in proportion to each technician's ticket volume.)

If multiple individuals have the same NPS score, HASS will be used as the secondary criterion. If both NPS and HASS scores are identical, the final decision will be made by the Triage Team.

Pending Status Reason Codes

New function in ER **'Status Comment'**

OLD

NEW

Pending Reason !!!

Pending Reason
Cx not available
Additional part needed
Part defective
Ticket couldn't be completed by technician
... etc

MUST update the pending reason in the new **'Status Comment'** field for better support.

[SAMSUNG] Final Ticket Management Guide ■

As Samsung concludes the four-part Ticket Management series, we want to stress the importance of having as much information as possible included in the ticket detail, before the ticket is closed.

- **Picture Model/Serial Number Tag**
- **Signed Customer Work order**
- **Picture of Unit**
- **Pictures of any pre-existing damage to unit or area around unit**
- **HASS OQC Success Report**

	Repair Part Information	You have 1 parts [DG47-00067A]		Disty Part Tracking	Related Repair History	Parts & Repair Tips	Part List	Create Po

	Attachment		You have 8 files				Insert(Multi)	Insert(Single)

	pe	File Type	File Name	Size (MB)	Date	
1	Others	Image File	OTH_repair_completion_signature.jpg	0.02	01.07.2026 174013	🗑
2	Others	Image File	OTH_20260108021002615.jpg	1.24	01.07.2026 211003	🗑
3	Others	Image File	OTH_20260108021002818.jpg	1.05	01.07.2026 211004	🗑
4	Others	Image File	OTH_20260108021003115.jpg	1.38	01.07.2026 211004	🗑
5	Others	Image File	OTH_20260108021003303.jpg	1.2	01.07.2026 211004	🗑
6	Others	Image File	OTH_20260108021003740.jpg	1.31	01.07.2026 211004	🗑
7	Others	Image File	OTH_20260108021005118.jpg	1.08	01.07.2026 211005	🗑
8	Others	Image File	OTH_20260108021005883.jpg	1.22	01.07.2026 211006	🗑

All tickets must be completed on-site

**With proper pictures and notes uploaded **

■

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. **Mandatory 4 pictures must be uploaded on the tickets**
*(Before service picture, After service picture, S/N label, HSN liability form)
4. Make it a habit to complete tickets onsite — do not wait until the end of the day.

*If extra parts are needed for the service, Photos or needed parts must be sent through the chatroom
* **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.****

■

Monthly STG Training

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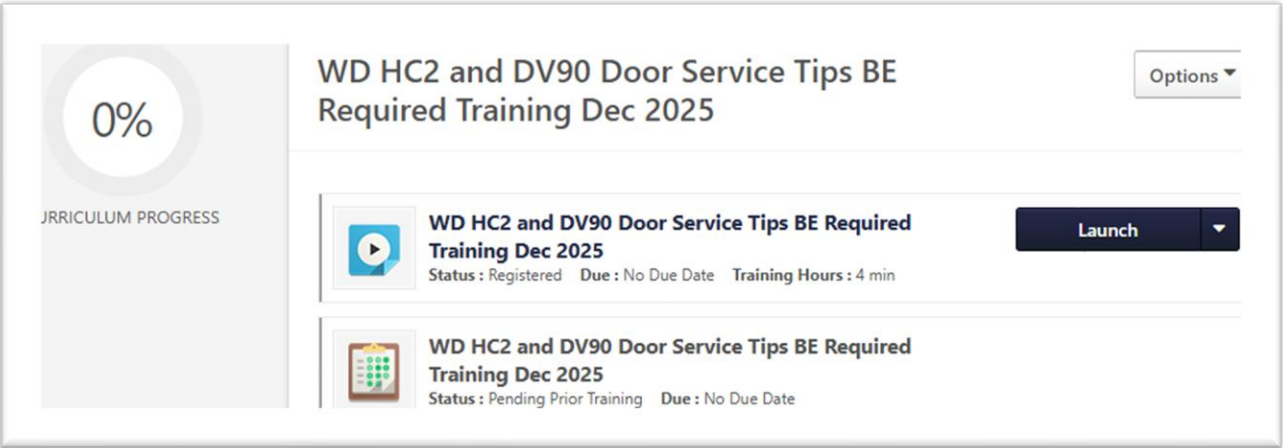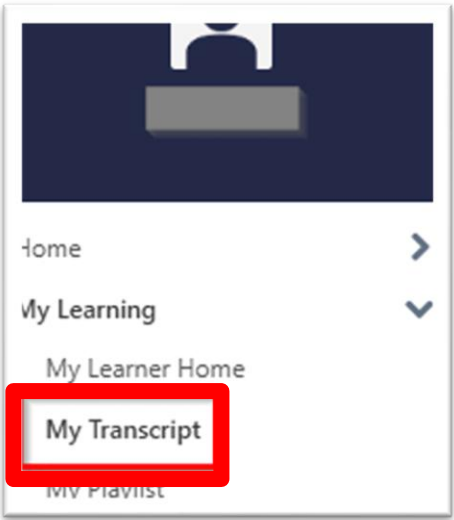
If any of your technicians currently do not have access to STG's Ticket Management feature, please use the link below to let us know:

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.

▼ Name	▼ Status
Water Leaking From Door Bottom Spray Arm BE Required Training Feb 2026	Approved
Pipe Extension Installation BE Required Training Jan 2026	Completed
WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025	Completed
HASS Load Control BE Required Training Dec 2025	Completed

Home
My Learning
My Learner Home
My Transcript
My Playlist

0%
JRRICULUM PROGRESS

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

Options

WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025
Status : Registered   Due : No Due Date   Training Hours : 4 min

Launch

WD HC2 and DV90 Door Service Tips BE Required Training Dec 2025
Status : Pending Prior Training   Due : No Due Date

2026 STG Training Completion Status

			December			December			December			November		
2026 Monthly Training Progress			BE Customer Promotion			HASS Load Control			WD HC2 and DV90 Door Service Tips			Smart Service Update		
Completed	In Progress	Completion %	Completed	In Progress	Completion %	Completed	In Progress	Completion %	Completed	In Progress	Completion %	Completed	In Progress	Completion %
535	0	100.00%	44		100.00%	41		100.00%	41		100.00%	45		100.00%

This is the current 2026 STG completion status of HSN technicians.

Several trainings from December through January remain marked as "In Progress" past the deadline.

All monthly training must be completed by the 20th of each month.

Any failure to complete required training will result in a warning letter being issued on or after the 25th, following notification via KakaoTalk.

MPU SAW

Starting 7/25/2025, All HOME ELECTRONICS (HE) , HOME APPLIANCES (HA) products are subject to MPU SAW/WER.

This includes MONITOR and B2B Units as well.

If more than one part is required, please make sure to contact Technical Support (T/S) and proceed with the diagnosis together.

There is no separate T/S line for B2B units

Please continue using the existing T/S contact.

Importance of managing 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.