

Day-to-Day Technician Checklist

All technicians must clock in on time, including contractors, unless instructed otherwise.

Technicians must review and print work orders and liability forms for each job. If additional parts are needed, notify a member of the triage team immediately.

Technicians must submit work orders to the parts department to collect their parts. After receiving parts, the technician must count and verify each item in the bin. For example, if 20 parts are issued, 20 must be returned. Any discrepancies may result in penalties. Different procedures may apply for technicians retrieving parts from a storage facility.

Technicians must contact each customer at least 30 minutes before arrival via phone and send an SMS through STG. If the customer does not answer, report it in the group chat. Warranty customers must be contacted regardless of whether they respond.

Technicians must wear shoe covers (booties) during service, even if the customer advises otherwise. The assessment/liability form must be signed before and after removing any appliance.

Technicians must report to the group chat when requesting additional parts or rescheduling an appointment. Any findings related to physical damage, installation issues, or infestations must be immediately reported to Tech Support.

Technicians must inform the customer that a satisfaction survey (NPS) will be sent after the repair. It is important to explain that a score of 9 or 10 reflects the technician's performance, not Samsung as a brand.

Technicians must use HASS for all compatible units.

For HSN, the required HASS usage rate is 80%.

Timely and accurate ticket completion is mandatory. Without proper notes and photos, other departments cannot claim or request necessary parts. Tickets must be completed on-site or by the end of the technician's last call, but no later than 10:00 PM. Failure to do so may result in penalties.