



Early Repair Ticket Complete / Pending Guide

Triage Team

1. Ticket Complete

Please Check the information below before completing the ticket!

1

12 records found

#	Created	Category	From	Type	Channel	By	
12	2023-04-19 13:37	Inbound	ASC	Inquiry		BFSC090	P/O #: 4170655796-PM, Ship To BFSC512, #30, P/O Part: DA97-08433L, S/O Part: DA97-08433L, Service Date: 2023-04-24, Ticket No: 4170655796, Res. con: Poogram Navdeep, 20230511
11	2023-04-19 13:31	Inbound	ASC	Inquiry		BFSC512	P/O Part: DA97-08433L, S/O Part: DA97-08433L, ASSY C
10	2023-04-19 12:27	Inbound	ASC	Inquiry		BFSC090	Call Attempt: Called cx to advise parts cost - CX aware - R.F. HSN (PART REQUESTED) Part #: DA32-10104N, Desc: SENSOR TEMPOty1, Part #: DA82-012
9	2023-04-19 12:20	Inbound	ASC	Inquiry		BFSC512	Scheduled: Schedule Date/Time: Mon 04-24th @10-2PM Symptom: Fridge compartment that's not cooling at all Check Address (Y/N): Y Townhouse or Apartment: House Serviceable Position: 1 Special Remark: Please call 30min before arrival Call Rate: On aware of OOW fees \$120 diag/trip \$95 labor + parts and taxes - no cash no discover Any Restriction due to Virus: N - R.F. HSN
8	2023-04-19 09:46	Inbound	ASC	Inquiry		BFSC512	Call Attempt: 2nd call attempt failed. Left voicemail. Send OOW fees - R.F. HSN
7	2023-04-18 16:58	Inbound	ASC	Inquiry		BFSC512	Call Attempt: 1st call attempt failed. Left voicemail. Send OOW fees - R.F. HSN
6	2023-04-18 13:51	System			SMS	RFC_WS_D3	SMS Message Successfully Sent: Samsung Transaction 4170655796. The repair facility has accepted your repair. ASC Phone 201-672-9501. ASC will contact you within 2 business days.
5	2023-04-18 13:46	System	Customer		Email	USHARAMC1174	Fasttrack e-mail was sent to ASC
3	2023-04-18 13:46	System	Customer		Email	USHARAMC1174	In-home Repair Ticket Confirmation e-mail
4	2023-04-18 13:46	System	Customer		Email	USHARAMC1174	Ticket Notice Email was sent to ASC

1 Step to check "Inquiry" (Ticket > Service Tracking > Inquiry)

*Make sure to input the proper documentation on the inquiry!

2

General Information Service Tracking **Repair Parts** SAW

► Repair Parts Information

3 records found

#	Status	Part No	Description	
1	Set as Used	DA94-02963B	ASSY PCB EEPROM	
2	Set as Used	DA97-13718C	ASSY ICE MAKER-ICE MODULE	Delivered(Tracking) PL700210347 04/18 7161441477 / 30
3	Set as Used	DA97-14504C	ASSY TRAY ICE	Delivered(Tracking) PL700210347 04/18 7161441477 / 40

2 Step to check "Repair Parts" (Ticket > Repair Parts > Repair Parts Info)

*Check part status, delete not used parts, and leave the used parts!

Proper notes including Part #, Invoice #, Unique ID needed

3

► Attachments

0 record found

#	File	Extension
---	------	-----------

3 Step to check "Attachments" (Ticket > Other Information > Attachments)

*Make sure proper pictures are uploaded!

1. Ticket Complete

HSN DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

Ticket Detail Information (SS) Ticket > Ticket List > Ticket Detail Information (SS)

*** SYMPTOM ALERT ***NO COOL

Ticket No 4170655796 Refresh BFSC512 OW Refrigerator 2d Confirmed Print Work Order Estimate Invoice Receipt Copy New Save

General Information **Service Tracking** Repair Parts SAW Other Information Billing

Service Information

Service Branch	BFSC512	Service Type	In Home
Engineer	Pooran Nardeo (5088231897) <input type="checkbox"/> Change Local-Tech, too	PostingDate	04/18/2023 (Assigned: 04/18/2023 13:51) Vendor TAT: 2 day(s)
Status / Reason	Repair Completed	Certainty	75%
Defect Code	Acknowledge Confirmed (Ready for Service) Pending ASC Decline Repair Completed Goods Delivered / Warranty Claim Cancel by Agent Cancel by ASC	Defect Type	
Repair Code		Repair Desc	
Installation Problem Target		Symptom Code by Cx	
Symptom Code	M7 - Cooling/Temperature 03 - No cooling 03 - Fridge room (REF)		
Remark	(special remark for claim or part)		

1. Click "Service Tracking"

2. Click Status and input "Repair Completed"

3. Click Reason and input "Repair Completed"

4. Click Certainty and input "75%"

1. Click "Service Tracking"

2. Click Status and input "Repair Completed"

3. Click Reason and input "Repair Completed"

4. Click Certainty and input "75%"

1. Ticket Complete

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

REPORTS

ADMIN

Ticket Detail Information (SS) > Ticket > Ticket List > Ticket Detail Information (SS)

*** SYMPTOM ALERT ***NO COOL
*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE
*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE . ANY QUESTION PLEASE CONTACT RICKY *****

Ticket No 4170635938 Refresh BFSCA37 XW Refrigerator 3d Confirmed Samsung Care+ CE/HA Program (Assurant) Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch

Engineer

Status / Reason

Defect Code

Repair Code

Installation Problem Target

Symptom Code

Remark

BFSCA37

Il Heung Park (5086117277) ☐ Change Local-Tech, too

Confirmed (Ready for Service) Appointment Date is set

★ HE1 (No cooling)
★ HF8 (No ice making)
★ APPR (Appearance Item Defect)
★ EMSG (Error message displayed)
★ HE1 (No cooling)
★ HC1 (No heating)
★ NPOW (No Power(PC))
★ COSM (Cosmetic)
★ HEA (Water drop/leakage from unit)
★ HG4 (No spinning)
AAAB (Excessive cooling)
AAAE (No water supply)
AAAG (Water leakage)
APPR (Appearance Item Defect)
ARCS (Smokes, Sparks, Or Popping)
AUDX (Audio error)
BEEP (Beep error)
BERX (Beyond economical repair)
CDIS (Customer Dissatisfied)
CONT (I/O Controller Fail(PC))

CLICK! 1

Service Type

PostingDate

Defect Type

Defect Desc

Repair Desc

Symptom Code by Cx

In Home

04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)

Flat Rate

not cooling

INSPECTION

CLICK! 2

1st Cx Call Attempt

ASC 1st App

ASC Last App

04/19/2023 14:59:07

mm/dd/yyyy

mm/dd/yyyy

3rd Cx Call Attempt

Engineer Assigned

Outbound Shipping Date

mm/dd/yyyy 00:00:00

mm/dd/yyyy 000000

mm/dd/yyyy 000000

1. Input “Defect code” (☆ : most common reason used by technicians)

2. Input “Defect description”

1. Ticket Complete

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

REPORTS

ADMIN

Ticket Detail Information (SS) [Ticket](#) [Ticket List](#) [Ticket Detail Information \(SS\)](#)

*** SYMPTOM ALERT ***NO COOL
*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE
*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE . ANY QUESTION PLEASE CONTACT RICKY *****

Ticket No [Refresh](#) [BFSCA37](#) [XW](#) [Refrigerator](#) [3d](#) [Confirmed](#) [Samsung Care+ CE/HA Program \(Assurant\)](#) [Print](#) [Work Order](#) [Estimate](#) [Invoice](#) [Receipt](#) [Copy New](#) [Save](#)

General Information

Service Tracking

Repair Parts

SAW

Other Information

Billing

Service Information

Service Branch

Engineer

Status / Reason

Defect Code

Repair Code

Installation Problem Target

Symptom Code

Remark

BFSCA37

Il Heung Park (5088117277) ☐ Change Local-Tech, too

Confirmed (Ready for Service) Appointment Date is set

★ HE1 (No cooling)

★ 222 (DIAGNOSTIC INSPECTION COMPLETED)

★ DPRT (DEFECTIVE PART REPLACEMENT)
★ 222 (DIAGNOSTIC INSPECTION COMPLETED)
★ PTEL (Part replaced-electrical(ref#))
★ CE01 (Customer Education)
★ 59 (REPLACED MAJOR COMPONENT PART)
★ CUST (Customer Education)
★ 256 (REPAIR COMPLETE)
★ EXCP (Exchange)
★ AA01 (Mechanical Adjustment)
★ ROLL (RECALL)
111 (RF COMPLIANCE/CALIBRATION TEST PASSED)
19 (CLEAN)
206 (COMPLEX REPAIR COMPLETE)
212 (QUALIFIED DOA RETURN)
222 (DIAGNOSTIC INSPECTION COMPLETED)
256 (REPAIR COMPLETE)
266 (MECHANICAL ADJUST)
300 (NOT QUALIFIED DOA RTN- EXCEEDS 30 DAYS)
301 (NOT QUALIFIED DOA RTN- INCOMPLETE)

Service Type

PostingDate

Defect Type

Defect Desc

Repair Desc

Symptom Code by Cx

In Home

04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)

Flat Rate

not cooling

INSPECTION

1st Cx Call Attempt

ASC 1st App

ASC Last App

Cx Preferred Date

04/19/2023 14:59:07

mm/dd/yyyy

mm/dd/yyyy

mm/dd/yyyy

mm/dd/yyyy

000000

000000

000000

3rd Cx Call Attempt

Engineer Assigned

Outbound Shipping Date

Repair Completed

mm/dd/yyyy 00:00:00

mm/dd/yyyy 000000

mm/dd/yyyy 000000

mm/dd/yyyy 000000

1. Input “Repair code” (★ : most common reason used by technicians)
2. Input “Repair description”

1. Ticket Complete

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

REPORTS

ADMIN

Ticket Detail Information (SS) [Ticket](#) > [Ticket List](#) > [Ticket Detail Information \(SS\)](#)

*** SYMPTOM ALERT ***NO COOL
*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE
*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE . ANY QUESTION PLEASE CONTACT RICKY *****

Ticket No [Refresh](#) [BFSCA37](#) [XW](#) [Refrigerator](#) [3d](#) [Confirmed](#) [Samsung Care+ CE/HA Program \(Assurant\)](#) [Print](#) [Work Order](#) [Estimate](#) [Invoice](#) [Receipt](#) [Copy New](#) [Save](#)

General Information

Service Tracking

Repair Parts

SAW

Other Information

Billing

Service Information

Service Branch	BFSCA37	Service Type	In Home
Engineer	Il Heung Park (5086117277) <input type="checkbox"/> Change Local-Tech, too	PostingDate	04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)
Status / Reason	Confirmed (Ready for Service) Appointment Date is set	Defect Type	Flat Rate
Defect Code	★ HE1 (No cooling)	Defect Desc	not cooling
Repair Code	★ 222 (DIAGNOSTIC INSPECTION COMPLETED)	Repair Desc	INSPECTION
Installation Problem Target		Symptom Code by Cx	
Symptom Code	M7 - Cooling/Temperature 03 - No cooling 01 - All room (REF)		
Remark	(special remark for claim or part)		

Job Information [more](#)

1st Cx Call Attempt	04/17/2023 08:45:59 Send Invitation	2nd Cx Call Attempt	04/19/2023 14:59:07	3rd Cx Call Attempt	mm/dd/yyyy 00:00:00
ASC 1st App	04/21/2023 090000	1st Visit	mm/dd/yyyy	Engineer Assigned	mm/dd/yyyy 000000
ASC Last App	04/21/2023 9:00 AM – 1:00 PM Availability EST. TAT: 4 day(s)	Last Visit	mm/dd/yyyy 000000	Outbound Shipping Date	mm/dd/yyyy 000000
Cx Preferred Date	04/20/2023 000000 AM	CC 1st App	mm/dd/yyyy 000000	Repair Completed	mm/dd/yyyy 000000

Click 🕒 icon next to “Repair Completed” to update time!



1. Ticket Complete

The screenshot displays the HSN Ticket Detail Information (SS) page. At the top, there are navigation tabs: DASHBOARD, TICKET, PART, SAMSUNG, CLAIM, REPORTS, and ADMIN. Below the tabs, the page title is "Ticket Detail Information (SS)". A red banner at the top contains the following text: "*** SYMPTOM ALERT ***NO COOL", "*** MODEL ALERT ***REMINDER: CHANGE SETTING BACK TO ORIGINAL IN THE FLEX ZONE", and "*** ALERT FROM MANAGER *** [2023-04-20 Ricky Kim] PLEASE DISREGARD PENDING REASON AND COMPLETE REASON, WE AS TRIAGE TEAM TEST OUT NOTE . ANY QUESTION PLEASE CONTACT RICKY *****".

The ticket details section shows the following information:

- Ticket No: 4170635938
- Refresh button
- Buttons: BFSCA37, XW, Refrigerator, 3d, Confirmed, Samsung Care+ CE/HA Program (Assurant)
- Buttons: Print, Work Order, Estimate, Invoice, Receipt, Copy New, and a highlighted **Save** button (indicated by a red box and a yellow arrow with "CLICK!" and "1").

The "General Information" tab is selected, showing the following details:

- Service Branch: BFSCA37
- Engineer: Il Heung Park (5088117277)
- Status / Reason: Confirmed (Ready for Service)
- Defect Code: ★ HE1 (No cooling)
- Repair Code: ★ 222 (DIAGNOSTIC INSPECTION COMPLETED)
- Installation Problem Target: MT - Cooling/Temperature
- Symptom Code: 03 - No cooling
- Remark: (special remark for claim or part)

The "Job Information" section shows the following details:

- 1st Cx Call Attempt: 04/17/2023, 08:45:59
- ASC 1st App: 04/21/2023, 09:00:00
- ASC Last App: 04/21/2023, 9:00 AM - 1:00 PM
- Cx Preferred Date: 04/20/2023, 00:00:00
- 2nd Cx Call Attempt: 04/21/2023, 09:00:00
- 1st Visit: 04/21/2023, 09:00:00
- Last Visit: 04/21/2023, 09:00:00
- CC 1st App: 04/21/2023, 09:00:00
- 3rd Cx Call Attempt: 04/21/2023, 09:00:00
- Engineer Assigned: 04/21/2023, 09:00:00
- Outbound Shipping Date: 04/21/2023, 09:00:00
- Repair Completed: 04/21/2023, 09:00:00

A dialog box titled "Assign Action Type to Save Ticket" is open, showing a list of action types. The "INFO UPDATE" option is selected (indicated by a red checkmark and a yellow arrow with "CLICK!" and "2"). The "Save" button in the dialog box is also highlighted (indicated by a red checkmark and a yellow arrow with "CLICK!" and "3").

1. Click "Save" on the top right section
2. Set Inquiry as "Info update"
3. Click "Save" in the box!

1. Ticket Complete

HSN

Welcome Minji Hong Notification SMS System Change Sign Out

DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

Ticket Detail Information (SS) Ticket > Ticket List > Ticket Detail Information (SS)

*** IR KIT ***DA82-02697A
*** OTWER IceMaker ***

Ticket No 4170662725 Refresh BFSCA37 IW Refrigerator 2d Confirmed Save

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch BFSCA37 Service Type In Home

Engineer Il Heung Park (5088117277) ☐ Change Local-Tech, too PostingDate 04/18/2023 (Assigned: 04/18/2023 22:00) Vendor TAT: 2 day(s)

Status / Reason Pending Defect Type Flat Rate

Defect Code Defect Desc Repair Desc

Installation Problem Target Symptom Code by Cx

Remark

Job Information

1st Cx Call Attempt ASC 1st App ASC Last App Cx Preferred Date 04/20/2023 000000 CC 1st App 04/21/2023 093000 Repair Completed mm/dd/yyyy 000000

Leave Ticket status as "Pending"
Input Reason as "Waiting for warranty documents (POP/BOS)"

Status / Reason Pending Waiting for warranty documents (POP/BOS)

Error
DelayReason is required for the status - ST030

2. Ticket Pending

Ticket No 4170635938 Refresh BFSCA37 XW Refrigerator 3d Confirmed Samsung Care+ CE/HA Program (Assurant)

Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Billing

Service Information

Service Branch BFSCA37

Engineer Il Heung Park (5086117277) Change Local-Tech, too

Status / Reason Pending **CLICK! 1**

Defect Code

Repair Code

Installation Problem Target

Symptom Code M7 - Cooling/Temperature 03 - No cooling 01

Remark (special remark for claim or part)

Job Information

1st Cx Call Attempt 04/17/2023 08:45:59

ASC 1st App 04/21/2023

Service Type In Home

Posting Date 04/17/2023 (Assigned: 04/17/2023 07:15) Vendor TAT: 3 day(s)

Defect Type Flat Rate

Defect Desc

Repair Desc

Symptom Code by Cx

Re-scheduled from Customer

Waiting for warranty documents (POP/BOS)

3rd Cx Call Attempt mm/dd/yyyy 00:00:00

Engineer Assigned mm/dd/yyyy 000000

1. Input Status as "Pending"
2. If tech has to go back to Cx, Input the reason as "Re-scheduled from Customer"
3. If tech can't complete the ticket, Input the reason as "Waiting for warranty documents (POP/BOS)"

*** We only use 2 Pending reason ! ***