

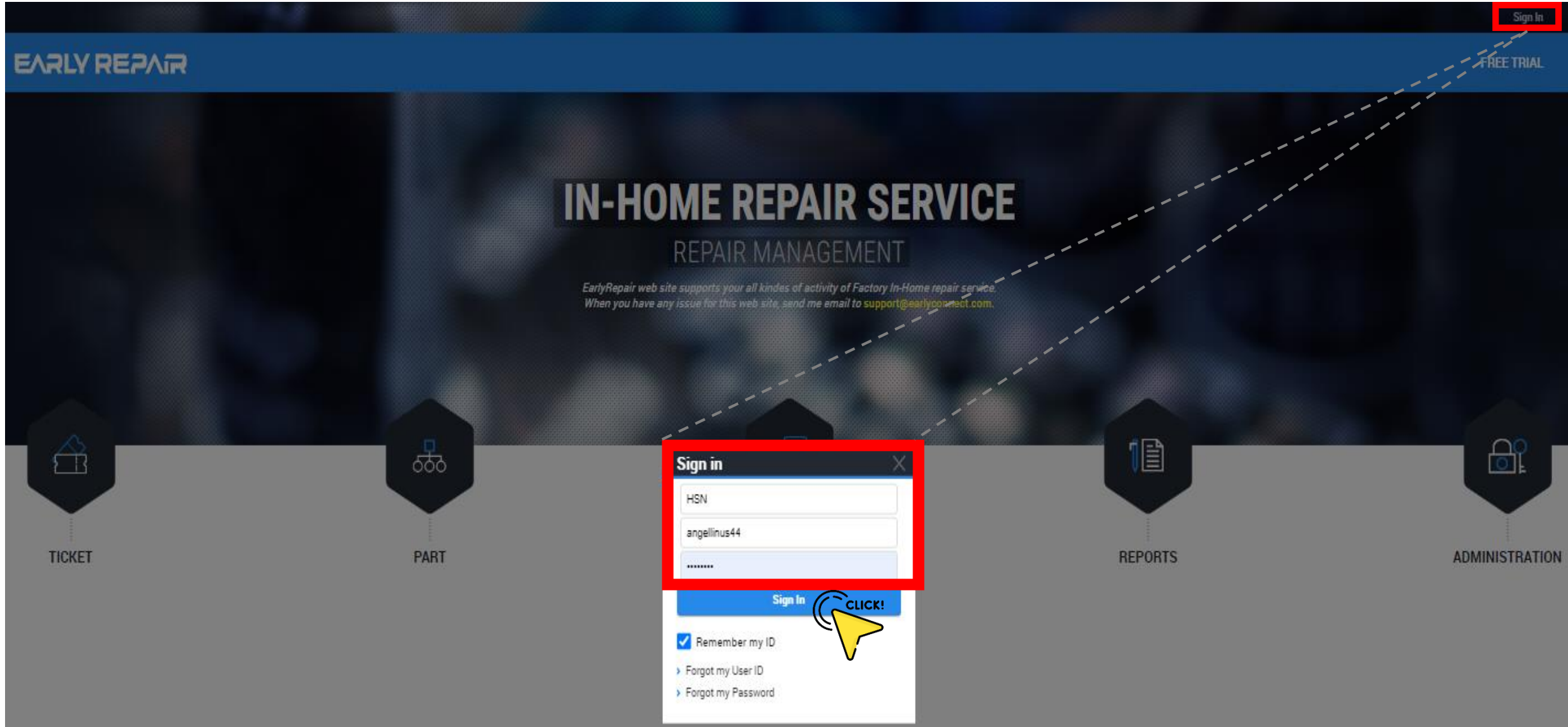


Early Repair Usage Guide

Desktop version

Triage Team

1. Initial ID Setup



Input “HSN”, user ID and password

2. Ticket

Welcome Minji Hong | Notification: SMS | System Change | Sign Out

HSN

DASHBOARD **TICKET** PART SAMSUNG CLAIM REPORTS ADMIN

TO-DO LIST
TICKET LIST
FOLLOW-UP DASHBOARD
New Ticket
Work Calendar (Monthly)
Work Map
Work Planner
(R) Tech Activity Report

HOME SERVICE NETWORK, II
REPAIR MANAGEMENT

EarlyRepair's website supports all kinds of activities of In-Home repair service. If there is any issue or question with this website, please connect.com.

TICKET

- > TO-DO LIST
- > TICKET LIST
- > FOLLOW-UP DASHBOARD
- > Blacklist^(R)
- > CSR Calendar
- > Favorite Text^(R)
- > New Ticket
- > No-Coverage Tickets
- > SMS List
- > Ticket Activity History^(R)
- > Tickets to be Completed
- > Vehicle Tracking

PART

- > PART ORDER
- > PART RECEIVE
- > PART RETURN
- > Encompass Invoice Sync
- > Frequently Used Part
- > Inventory Adjust History
- > Lot Management
- > Part Alert Report
- > Part Daily Collection
- > Part Daily Pickup
- > Part Footprint
- > Part In/Out History

SAMSUNG

- > Branch Stock Overview
- > Claim List
- > Create P/O
- > Engineer Stock Overview
- > Invoice Sync
- > Part G/R
- > Part In/Out History
- > Part Return
- > Part Return Status
- > P/O Statistics
- > P/O Order

CLAIM

- > NEED CLAIM LIST
- > CLAIM LIST
- > Claim Calendar (Monthly)
- > Claim Calendar (Weekly)
- > Claim Planner
- > Credit Card Report
- > Encompass Claim Audit Report^(R)
- > Monthly Part Report
- > Payment Report
- > (R) Repair Status Report
- > (A) Closing Report
- > (R) Demand Order Distribution^(R)

REPORTS

- > CSR Daily Report
- > CSR Daily Work
- > FTF Report
- > Login Statistics
- > Model Documents
- > OOW Ticket Report
- > Open Ticket Summary
- > Part Revenue Report
- > Part Transaction Report
- > REDO Tickets
- > Service Pending Aging
- > Service TAT

ADMINISTRATION

- > Accounts
- > Branches^(R)
- > Claim Companies
- > Claim Statures
- > Claim Statures Mapping
- > Company Settings
- > Email Accounts
- > Email Notification
- > Event Handler
- > Locations
- > No-Reply / Blocked Texts
- > User Permission

“Ticket” is the section which technician will mainly use !

HSN

DASHBOARD **TICKET** PART SAMSUNG CLAIM REPORTS ADMIN

TICKET

Click engineer's assigned status in either daily or monthly basis, or search the assigned ticket based on their ticket number.

TICKET

- > TO-DO LIST
- > TICKET LIST
- > FOLLOW-UP DASHBOARD
- > Blacklist^(R)
- > CSR Calendar
- > Favorite Text
- > New Ticket
- > No-Coverage Tickets
- > SMS List
- > Ticket Activity History^(R)
- > Tickets to be Completed
- > Vehicle Tracking

FOLLOW-UP DASHBOARD

- > Work Calendar (Daily)
- > Work Calendar (Monthly)
- > Work Map
- > Work Planner
- > (R) Call Index Report
- > (R) Call Volume Trend
- > (R) Tech Activity Report
- > (R) Ticket Alert Report
- > (R) Ticket Report
- > (A) Prepared Text
- > (A) Ticket Alert Rule
- > (A) Ticket Custom Data Management

2. Ticket Work calendar (Monthly)

Work Calendar (Monthly)

Ticket > Work Calendar (Monthly)

Engineer

Seonhwang Lee

CLICK!

Refresh

April 2023

Show

Ticket No

Name/City/Zip

Calendar View

List View

Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
AM	4170169392 09:00 128.4 ml	4170288111 09:00 117.4 ml	4170281067 09:00 117.4 ml	4170331278 09:00 130.4 ml	4170324208 09:00 115.4 ml	4170330691 09:00 131.4 ml	4170366955 09:00 155.8 ml						
	4170165512 09:00 117.4 ml	4170257091 09:00 117.4 ml	4170193747 09:00 129.8 ml	4170300800 09:00 129.8 ml	4170329981 10:00 115.4 ml	4170335919 09:00 124.6 ml	4170358853 09:00 155.8 ml						
	4170165643 09:00 117.4 ml	4170258444 09:00 117.4 ml	4170315624 09:00 129.8 ml	4170301973 10:00 104 ml	4170322169 10:00 104 ml	4170343458 09:00 140.8 ml	4170366813 09:00 110.8 ml						
	4170165522 09:00 117.4 ml	4170248395 09:00 117.4 ml	4170328598 12:00 117.4 ml	4170306426 12:00 114 ml	4170340458 12:00 128 ml	4170344538 09:00 142.6 ml	4170171454 09:00 128.2 ml						
	4170099569 09:00 117.4 ml	4170169263 09:00 117.4 ml	4170288055 12:00 117.4 ml	4170318215 12:00 108.8 ml	4170218239 12:00 125.8 ml	4170323585 12:00 104 ml	4170366219 10:00 114.4 ml						
PM	4170099569 09:00 117.4 ml	4170165090 09:00 117.4 ml		4170319744 12:00 102.6 ml	4170325447 12:00 131.8 ml	4170332968 12:00 115.4 ml	4170172366 12:00 135.4 ml						
	4170099569 09:00 117.4 ml	4170275213 12:00 117.4 ml				4170335747 12:00 110.2 ml	4170364768 12:00 135.4 ml						
	4170099569 09:00 117.4 ml	4170166522 12:00 117.4 ml					4170331338 12:00 154.8 ml						
	4170099569 09:00 117.4 ml	4170291050 12:00 117.4 ml											
AM	4170291872 09:00 129.8 ml	4170211393 09:00 117.4 ml	4170372762 10:00 103.8 ml	4170405556 10:00 130.4 ml	4170407187 10:00 115.4 ml	4170434492 10:00 155.8 ml	4170470414 09:00 120.6 ml						
	4170368097 10:00 135.4 ml	4170370990 10:00 109.2 ml	4170392203 10:00 109.2 ml	4170405556 10:00 130.4 ml	4170416880 10:00 124.2 ml	4170414573 10:00 125.6 ml	4170496635 10:00 110.6 ml						
	4170364518 10:00 111.4 ml	4170370990 10:00 118.4 ml	4170370990 10:00 118.4 ml	4170256657 10:00 128.8 ml	4170436533 10:00 113 ml	4170440814 10:00 126 ml	4170473944 10:00 116.6 ml						
	4170348985 10:00 121.2 ml	4170367108 11:00 115 ml	4170372762 10:00 103.8 ml	4170367730 10:00 115 ml	4170383731 10:00 113.4 ml	4170424064 10:00 145 ml	4170451803 10:00 110.6 ml						
	4170374910 12:00 118.2 ml	4170304726 12:00 121.6 ml	4170405556 10:00 130.4 ml	4170395688 10:00 130.2 ml	4170425409 11:00 145 ml	4170439654 12:00 122.6 ml	4170489069 10:00 114.6 ml						
PM	4170359664 12:00 118.2 ml	4170384903 12:00 160.8 ml	4170404378 12:00 139.2 ml	4170409325 12:00 146.8 ml	4170439173 12:00 132.2 ml	4170389031 12:00 121 ml	4170477991 12:00 102.4 ml						
	4170348102 12:00 140.4 ml	4170389425 12:00 103.2 ml	4170404378 12:00 139.2 ml	4170404002 12:00 122.8 ml	4170441030 12:00 122.8 ml	4170378847 12:00 135.2 ml	4170421957 12:00 132.6 ml						
	4170327291 12:00 112.2 ml		4170384596 12:00 115 ml	4170384596 12:00 115 ml	4170331338 12:00 152.8 ml	4170449169 12:00 152.8 ml	4170475112 12:00 117.4 ml						
	4170375125 12:00 110 ml		4170325447 12:00 131.8 ml		4170413241 12:00 157 ml								
	4170348832 12:00 122.2 ml					4170440834 12:00 117.4 ml							
AM	4170448930 10:00 128.4 ml	4170474362 09:00 117.4 ml	4170534636 11:00 135.6 ml	4170542059 09:00 103.2 ml	4170539153 09:00 106.6 ml	4170535039 08:00 140.4 ml	4170535039 08:00 140.4 ml						
	4170482821 10:00 115.2 ml	4170474362 09:00 117.4 ml	4170545874 09:00 103.2 ml	4170545874 09:00 103.2 ml	4170546035 10:00 106.6 ml	4170535792 12:00 150.8 ml	4170535792 12:00 150.8 ml						
	4170479743 10:00 106.8 ml	4170474362 09:00 117.4 ml	4170549047 09:00 106.8 ml	4170549047 09:00 106.8 ml									
	4170483342 10:00 116.2 ml	4170474362 09:00 117.4 ml	4170521023 09:00 115.4 ml	4170521023 09:00 115.4 ml									
	4170491702 12:00 141.2 ml	4170491702 12:00 141.2 ml	4170526433 09:00 105.4 ml	4170526433 09:00 105.4 ml									

2. Ticket Work calendar (Daily)

HSN

DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

Work Calendar (Daily) Ticket > Work Calendar (Daily)

Technician Seonhwang Lee

CLICK!

Refresh Print All

04/10/2023

Select name !

Hour	Ticket Information
[N/A]	
08:00 AM	
09:00 AM	
10:00 AM	<p>4170448930 Customer: Mohammad Owji Address: 21880 Schenley terrace Ashburn VA 20148 Phone: 7039813388/7039813388 Model: QN65Q80BDFXZA Phone: In warranty detail</p> <p>4170479749 Customer: Christine Tsanganellias Address: 7927 St Dennis Dr Springfield VA 22153 Phone: 7038985360/7038985360 Model: RF20R7351GG/AA Phone: In warranty detail</p> <p>4170482821 Customer: My info Dwivedi Address: 12901 ROSE GROVE DRIVE Herndon VA 20171 Phone: 7036087180/7036087180 Model: QN85QN90BAFXZA Phone: In warranty detail</p>
11:00 AM	
12:00 PM	<p>4170481184 Customer: Mark Gondek Address: 24848 BLACK BIRCH CT Aldie VA 20105 Phone: 7038012857/7038012857 Model: QN65Q800TAFXZA Phone: Out-of-warranty detail</p> <p>4170481055 Customer: Erik Woloszok Address: 10421 Lake Jackson Dr Manassas VA 20111 Phone: 5717621345/5717621345 Model: NE59J7650WS/AA Phone: Ext Wty detail</p> <p>4170483342 Customer: Joseph Li Address: 20930 Sonoma Way Sterling VA 20165 Phone: 7037313901/7037313901 Model: DVE45T6000V/A3 Phone: In warranty detail</p> <p>4170491702 Customer: Suhei Lakhani Address: 9531 Center St Manassas VA 20110 Phone: 7032259107/7032259107 Model: NV51T5511DS/AA Phone: In warranty detail</p>
01:00 PM	
02:00 PM	<p>4170483583 Customer: Julia Whatley Address: 813 S FILBERT CT. Sterling VA 20164 Phone: 7032681460/7032681460 Model: RF27T5201SR/AA Phone: In warranty detail</p> <p>4170262847 Customer: Bishlu Neupane Address: 13334 Apgar Pl Herndon VA 20170 Phone: 7038354511/7038354511 Model: UN65TU700DFXZA Phone: In warranty detail</p>
03:00 PM	

*** Ticket appearance indicates the following status ***

Confirm: ready to service

Pending: waiting for complete or r/s

Complete: waiting for the claim

Claimed: Ticket completely done

2. Ticket Work map

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

Work Map

Ticket > Work Map

Location* MD

Show

04/17/2023

지도 위성

Color

☐ Other Days Tickets

☐ Acknowledge

☐ Assigned to ASC

☐ Confirmed

☐ CSR-Left Message to Cx

☐ CSR-Need Schedule

☐ CSR-Reschedule Done

☐ CSR-Waiting for Customer

☐ Need PO

☐ Need PreAuthorization

☐ Need Triage

☐ Parts Back Ordered

☐ Parts Backordered

☐ Pending

☐ Reschedule from cx

☐ SAW Requested

☐ Waiting for Cancel

☐ Waiting for Part

☐ waiting for warranty documents

☐ Waiting to cancel request

Options

☐ Show Zone

Technicians

☒ Technician ☒ Ready ☐ Pend. ☐ Comp.

<input checked="" type="checkbox"/> B.Park	3	0	3
<input type="checkbox"/> C.Kim	7	0	0
<input type="checkbox"/> D.Seo	0	0	0
<input type="checkbox"/> G.Suh	1	5	0
<input type="checkbox"/> I.Chung	0	0	0
<input type="checkbox"/> J.Meang	0	0	0
<input type="checkbox"/> K.Bigelow	0	3	0
<input type="checkbox"/> O.Borysovsk	0	6	0
<input type="checkbox"/> R.Won	0	0	0
<input checked="" type="checkbox"/> S.Lee	0	2	0
<input type="checkbox"/> S.Ryu	0	0	0
TOT	1	19	0

dress

Type

Tech

Crossroads

Spring

Lincolnia

James

Sort by name !

Check your route through the “work map” !

Check ticket status properly !

3. Ticket Detail

How to print ticket

HSN

DASHBOARD

TICKET

PAID

SAMSUNG

CLAIM

REPORTS

ADMIN

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

Ticket No 4170507470 Refresh BFSC498 IW Dryer 4d Confirmed

Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Billing

SAMSUNG ELECTRONICS

TICKET INFO

TICKET NO.	SCHEDULE DATE
4170507470	04/11/2023 0900:00

CUSTOMER INFORMATION		PRODUCT INFORMATION	
CUSTOMER	Badre Benjelloun	MODEL / SERIAL	DVE45T6000W/A3 (0000) / 085D5BATC06603X
HOME PHONE	703-338-0234	PURCHASE DATE	
CELL PHONE	703-338-0234	WARRANTY TERM	In warranty / (L) 02/29/2024, (P) 02/29/2024
ADDRESS	2381 Hunters Square Ct	EXT. WARRANTY	
CITY/STATE/ZIP	Reston VA 20191	RESOLD/EXCHANGE	
CREATE DATE	04/07/2023	CX PREFERRED DATE	04/14/2023

REPAIR INFORMATION

STATUS	Confirmed (Ready for Service)
BRANCH / TECH NAME	BFSC498 / Seonhwang Lee
SYMPTOM	Operation / Not Working / Not Heating /

Print 2 sheets of paper

Destination NPI96741C (HP Never

Pages Custom 1,3

1

Layout Portrait

Click print!



Custom pages to print out.
Need to print Ticket info & Assessment form

SERVICE AUTHORIZATION AND COMPLETION ASSESSMENT FORM ✓

HOME SERVICE NETWORK, INC. 49 Commerce Road Carlstadt NJ 07072 - Tel: 2016729502

Ticket Number 4170575920

Model DW80R9950UG/AA

Serial Number 0G37G0AT500763N

Scheduled 04/17/2023 1200:00

Symptom Others / Others / Others /

Customer Information

Cami Craig

7352 BRUNSON CIRCLE

Gainesville VA 20155

703-220-6385

Unit Position

☐ Stacked

☐ Un-Stacked

☐ Side-by-Side

☐ Mounted

☐ Dismounted

☐ Alone

7: Wall

8: Left

9: Inside

10: Right

11: Back

12: Front

13: Bottom

14: Floor

Check Points: Pre-Repair

No	Location	OK	Remark
1	Front		
2	Right		
3	Top		
4	Back		
5	Left		
6	Bottom		
7	Walls		
8	Floor		
9	Inside		
0	Other		

Check Point: Post Repair

No	Location	OK	Remark
1	Front		
2	Right		
3	Top		
4	Back		
5	Left		
6	Bottom		
7	Walls		
8	Floor		
9	Inside		
0	Other		



“Assessment form”

3. Ticket Detail

"General Information" section

HSN

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

Ticket No: 4170507470 [Refresh](#) **BFSC498** **IW** **Dryer** **4d** **Confirmed** [Print](#) [Work Order](#) [Estimate](#) [Invoice](#) [Receipt](#) [Copy New](#) [Save](#)

General Information [Service Tracking](#) [Repair Parts](#) [SAW](#) [Other Information](#) [Billing](#)

1 Customer Information ✓

Cx Location: MD (write blacklist reason) [Set as Blacklist](#)

First/Last Name: Badre Benjelloun (BP No: 5127742248)

Home Phone #: 703-338-0234 ✓

Cell Phones: 703-338-0234 ✓ [Auto Test](#)

Office Phone #:

Cx Email 1/2: b_denjelloun@hotmail.com ✓ (email 2)

Contact Preference: E-mail, SMS

Address: 2381 Hunters Square Ct Reston Virginia 20191 ✓
2381 Hunters Square Ct Reston VA 20191 [Copy](#) [Map](#)
One-way: 54.7 miles [Recalculate Distance](#) [Request Extra Mileage](#)
(special note for direction)

1 Product Information **2** **3** **4**

Warranty: In-warranty Labor (2024-02-29), Parts (2024-02-29) [Warranty Detail](#) ✓

Term Remark: Unit in Warranty based on Manufacture Date. ✓

Ext. Contract #:

Ext. Wty. Duration: -

RB Check:

High Risk:

EPP Type (Code):

SVC Channel: V2

Model Code / Version: DVE45T8000W/A3 ✓ [First, Used Parts](#) [Verified by Serial](#) [Hass Cable](#) Ver. 0000

Serial Number: 0B5D5BATC08603X ✓ [Check Model by SN](#) [Check Checksum](#)

Purchase Date: mm/dd/yyyy @ Other

BOS: > > [Choose File](#) No file chosen > Upload > Delete

Production Date: 2022-12-01 (WSM_DRY)

App. Reason:

EPP Contract No.:

Inbound QR Code URL:

[Edit Property](#) [Update](#)

Value Actions

[Add](#)

1. Cx information

2. Name, Phone #, email, address

3. Chat between Cx & Scheduler

1. Product information

2. Unit Model code & S/N

3. Warranty Status

4. Exploded view, User manual... etc

3. Ticket Detail

"Service Tracking" section

HSN DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

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

Ticket No: 4170507470 Refresh BFSC498 TW Dryer Ad Confirmed Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Parts SAW Other Information Billing

Service Information

Service Branch: BFSC498

Engineer: Seonhwang Lee (5086235593) Change Local-Tech, too

Status / Reason: Confirmed (Ready for Service) Appointment Date is set

Defect Code: ★ HC1 (No heating)

Repair Code: ★ 59 (REPLACED MAJOR COMPONENT PART)

Installation Problem Target: REPORT INSTALLATION RELATED REPAIR

Symptom Code: M2 - Operation 03 - Not Working 03 - Not Heating (WSM)

Remark: (special remark for claim or part)

Service Type: In Home

Posting Date: 04/07/2023 (Assigned: 04/07/2023 08:55) Vendor TAT: 4 day(s)

Defect Type: Flat Rate

Defect Desc: No heating

Repair Desc: Part replacement

Symptom Code by Cx:

Job Information

1st Cx Call Attempt: 04/07/2023 11:44:48 Send Invitation

ASC 1st App: 04/14/2023 080000

ASC Last App: 04/11/2023 9:00 AM - 1:00 PM Availability EST. TAT: 4 day(s)

Cx Preferred Date: 04/14/2023 080000 PM

2nd Cx Call Attempt: mm/dd/yyyy 00:00:00

1st Visit: mm/dd/yyyy

Last Visit: mm/dd/yyyy 000000

CC 1st App: mm/dd/yyyy 000000

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

Engineer Assigned: mm/dd/yyyy 000000

Outbound Shipping Date: mm/dd/yyyy 000000

Repair Completed: mm/dd/yyyy 000000

Inquiry

10 records found

#	Created	Category	From	Type	Channel	By
10	2023-04-11 08:17	Inbound	ASC	Inquiry		BFSC498
9	2023-04-11 07:16	Inbound	ASC	Inquiry	Telephone	RFC_STG_D3
8	2023-04-07 11:42	Inbound	ASC	Inquiry		BFSC090
7	2023-04-07 11:31	Inbound	ASC	Inquiry		BFSC090

Tech went out cx house. Cx complete. Used part DC97-14486A 7160044709000010. The unit is working fine. Completed - S.L. HSN

[STG] SMS SENT TO (703) 338-0234 FROM SERVICE

P/O #: 4170507470-498, Ship To: BFSC498, #10, P/O: 20230407, ETA: 20230410, Service Date: 20230411 HSN

P/O Part S/O Part

DC97-14486A DC97-14486A

[PART REQUESTED] Part #: DC97-14486A, Desc: ASS

1. Service type ***
2. Scheduled info (date, status)
3. Inquiry (All the info tech need to be aware)

3. Ticket Detail "Repair Parts" section

HSN

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

Ticket No: 4170507470 Refresh BFSC496 IW Dryer 4d Confirmed

Work Order Estimate Invoice Receipt Copy New Save

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

Repair Parts Information

1 record found

#	Status	Part No	Description	PO Status	Tracking #	ETA	Unique ID	Qty	Price Total	P/O No	P/O Date	G/R Date	Used	Hold	Cx Paid	PGI	Actions
✓	Pending	DC97-14486A	ASSY DUCT HEATER-MODULE	Delivered(Tracking)	PL700189947	04/10	7180044709 / 10	1	\$167.75	4170507470-498	04/07/2023	04/10/2023	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	> G/I Posting	✕

> Part No Part # or Description Request Part > Invoice + Item No Invoice + Item # Reserve Part

Repair Information Update

Redo Ticket # Show

Repair Type

Parts Not Needed ☐ Parts Not Needed

Pre-Claim Status Need Claim

Triage Note (special note for triage)

Compensation

Prize/Penalty Item	Beneficiary	Amount	Rate	Payment Date	Comment	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	mm/dd/yyyy <input type="checkbox"/>	<input type="text"/>	> Add

Triage Recommendation Keyword: Operation / Not Working / Not Heating Refresh Add to Repair Part

Click "Refresh" to see triage recommended parts

1. Part name
2. Part No.
3. Part PO Status
4. Part ETA

Leave the used parts !
Delete not used parts !

3. Ticket Detail "SAW" section

Check extra warranty for the ticket !

HSN

DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

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

*** 1 related ticket(s) found ***

Ticket No: 4170390998 Refresh 8FSC512 IW Gas Combi P Claimed View Claim Print Work Order Estimate Invoice Receipt Copy New Save

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

SAW List

0 record(s) found New SAW

1 record found

SAW No	Category	Status	Requestd	Requester	Request Amount	Confirm Date	Confirm User	Confirmed Amount	Actions
4170390998_0001	Physical Damage In Warranty Processing	Approved	04/03/2023	a.perkins60103	\$0.00			\$0.00	Cancel

SAW Information

Request Information

SAW No: 4170390998_0001

Request Date:

SAW Status: SS010

Request Category: Physical Damage In Warranty Processing

Request Mileage:

Request Amount: 0.00

Request Comment:

Confirm Information

Confirmer:

Confirm Date: 000000

Confirm Mileage:

Confirm Amount: 0.00

Confirm Comment:

Attachments: Add Attachment

File Name	File Type	Size	Actions
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- Physical damage
- One-time exception
- Cover top rust ... etc

If any complication, contact Triage team !

3. Ticket Detail

“Other Information” section

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

REPORTS

ADMIN

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

*** MODEL ALERT ***OPEN CELL BN96-51821A
*** ALERT FROM MANAGER *** [2023-01-25 Minji Hong] PICK UP SERVICE, TV WILL BE PICKED UP, DO NOT R/S BECAUSE OF BACK ORDER PARTS. NEED TO PICK UP ASAP AND MUST CONTACT T/S ON SITE !!!!!!!!!!!!!!!
*** 1 related ticket(s) found ***



Ticket No 4169438887 Refresh BFSC098 TW LED TV 3d Claimed View Claim Print Work Order Estimate Invoice Receipt Copy New Save

General Information Service Tracking Repair Parts SAW Other Information Change Log

19 records found search in result

No	Change Date	Change Time	Channel	Changed By	Status	Reason	Comment
1	01/24/2023	20:49:37	00	USGCCCKNC1157	Assigned to Service Center		
2	01/24/2023	20:50:15	01	RFC_WS_D3	Acknowledge (ASC)	Acknowledged (ASC)	
3	01/25/2023	09:17:06	01	RFC_WS_D3	Pending	Attempt to contact customer failed	
4	01/25/2023	12:25:19	01	RFC_WS_D3	Engineer Assigned	Appointment Date is set	
5	01/25/2023	13:19:28	01	RANDY.CHUNG	Engineer Assigned	Appointment Date is set	
6	01/25/2023	15:20:57	01	CICBATCH	Engineer Assigned	Parts ordered	
7	01/25/2023	17:22:22	01	RFC_WS_D3	Engineer Assigned	Appointment Date is set	
8	01/25/2023	19:27:40				Part Shipped	
9	01/26/2023	10:37:13				Attempt to contact customer failed	
10	01/26/2023	12:48:45				Attempt to contact customer failed	
11	01/26/2023	13:05:30				Appointment Date is set	
12	01/27/2023	11:22:32					
13	01/27/2023	11:26:20					
14	01/27/2023	11:28:14				Re-scheduling by Customer	
15	01/30/2023	11:22:16				Waiting for warranty documents (POP/BOS)	
16	01/30/2023	11:24:12	01		Repair Completed	Repair Completed	
17	01/30/2023	14:43:09	01		Repair Completed	Repair Completed	
18	01/30/2023	14:49:52		RFC_WS_D3	Repair Completed	Repair Completed	
19	01/30/2023	14:49:55		RFC_WS_D3	Goods Delivered / Warranty Claim	Goods Delivered/Warranty Claim	

Attachments 5 records found

#	File	Extension	File Type	Upload Date/Time	Actions
1		Image File	Others	01/27/2023 11:16:15	> Del
2		Image File	Others	01/27/2023 11:16:20	> Del

Check attached picture related to the ticket !

Click “New file” to Upload new picture !

4. Change to Mobile version

HSN

DASHBOARD

TICKET

PART

SAMSUNG

CLAIM

REPORTS

ADMIN

HOME SERVICE NETWORK, INC.

REPAIR MANAGEMENT

EarlyRepair's website supports all kinds of activities of In-Home repair service. If there is any issue or question with this website, please reach out to support@earlyconnect.com.

TICKET

> TO-DO LIST

> TICKET LIST

> FOLLOW-UP DASHBOARD

> Blacklist^(SS)

> CSR Calendar

> Favorite Text^(SS)

> New Ticket

> No-Coverage Tickets

> SMS List

> Ticket Activity History^(SS)

> Tickets to be Completed

> Vehicle Tracking

> Work Calendar (Daily)

> Work Calendar (Monthly)

> Work Map

> Work Planner

> (R) Call Index Report

> (R) Call Volume Trend

> (R) Tech Activity Report

> (R) Ticket Alert Report

> (R) Ticket Report

> (A) Prepared Text

> (A) Ticket Alert Rule

> (A) Ticket Custom Data Management

PART

> PART ORDER

> PART RECEIVE

> PART RETURN

> Encompass Invoice Sync

> Frequently Used Part

> Inventory Adjust History

> Lot Management

> Part Alert Report

> Part Daily Collection

> Part Daily Pickup

> Part Footprint

> Part In/Out History

> Part Inventory

> Part Inventory Detail

> Part Lot Scan

> Part PO & Management

> Part Research

> Part Return Status

> Part Return Summary^(SS)

> Reserved Part List

> Return Pickup^(SS)

> Tech Part In/Out Report

> (A) Part Alert Management

> (A) Parts-by-Model Management

> (A) Physical Part Inventory

> (A) Triage Management

SAMSUNG

> Branch Stock Overview

> Claim List

> Create P/O

> Create Repair Ticket

> Engineer Stock Overview

> Invoice Sync

> Part G/R

> Part In/Out History

> Part Return

> Part Return Status

> P/O Statistics

> P/O Status

> Shipping Information

> Stock Transfer

> Stock Transfer History

> Warranty Claim Report

> (R) Symptoms

> (A) Model Code Manage

> (A) One-time Ship-to Ad

> (A) Part Aging & Credit R

CLAIM

> NEED CLAIM LIST

> CLAIM LIST

> Authorization Status^(SP)

> Claim Calendar (Monthly)

> Claim Calendar (Weekly)

> Claim Planner

> Credit Card Report

> Encompass Claim Audit Report^(SS)

REPORTS

> CSR Daily Report

> CSR Daily Work

> FTF Report

> Login Statistics

> Model Documents

> OOIW Ticket Report

> Open Ticket Summary

> Part Revenue Report

ADMINISTRATION

> Accounts

> Branches^(SS)

> Claim Companies

> Claim Statuses

> Claim Statuses Mapping

> Company Settings

> Email Accounts

> Email Notification

> Event Handler

> Locations

> No-Reply / Blocked Texts

> Part Companies

> Part Statuses

> Product Types

> Repair Statuses

> Repair Statuses Mapping

> Repair Types

> Service Area^(SS)

> ServicePower Sub-statuses^(SP)

> Technician Compensations

> Ticket Actions

> Ticket Sources

> Time Slots

> Unrepair Reasons

> User Authorization

> User Management

> Warranty Types Mapping

Click "Mobile Home" to
Switch ER view to the Mobile version !

Mobile Home

CLICK!