

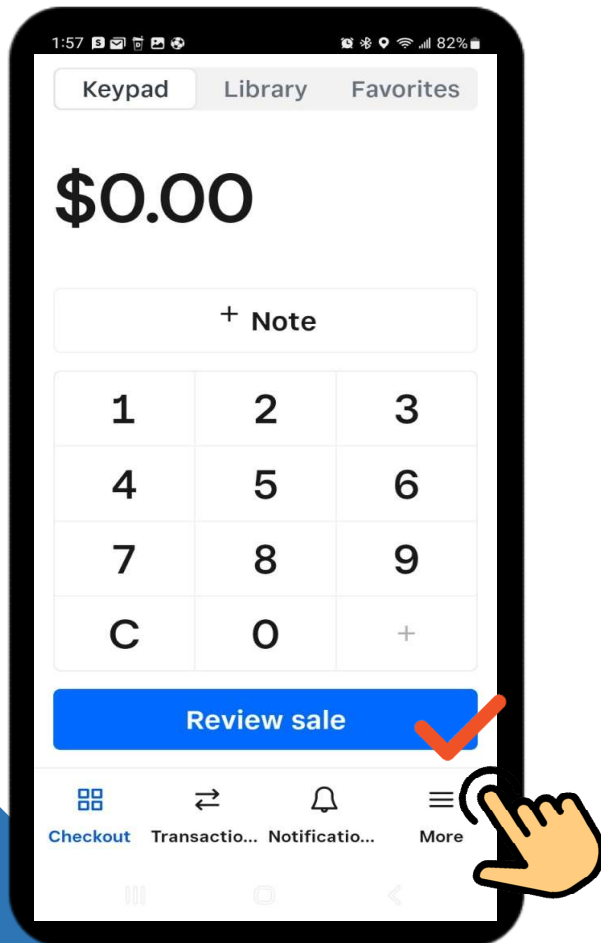


# Square Application Usage Guide

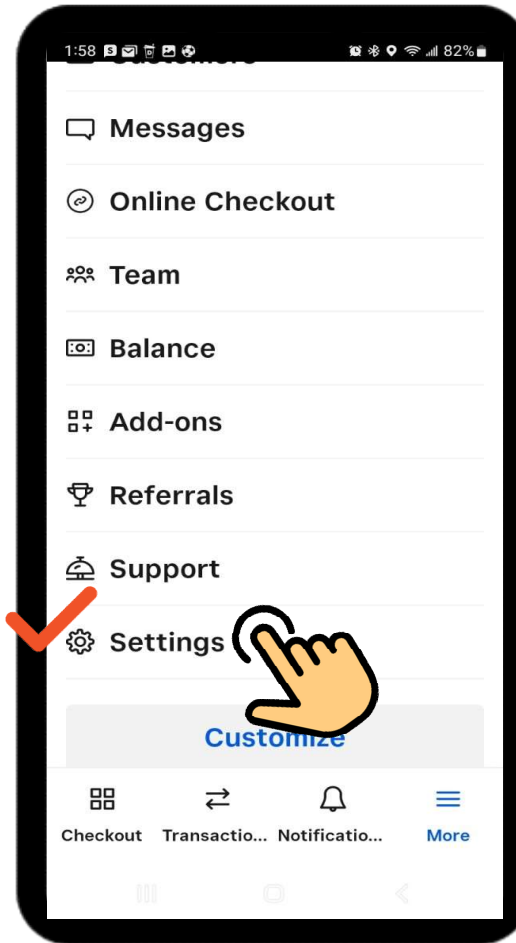
Triage Team

# 1. Insert Device Name

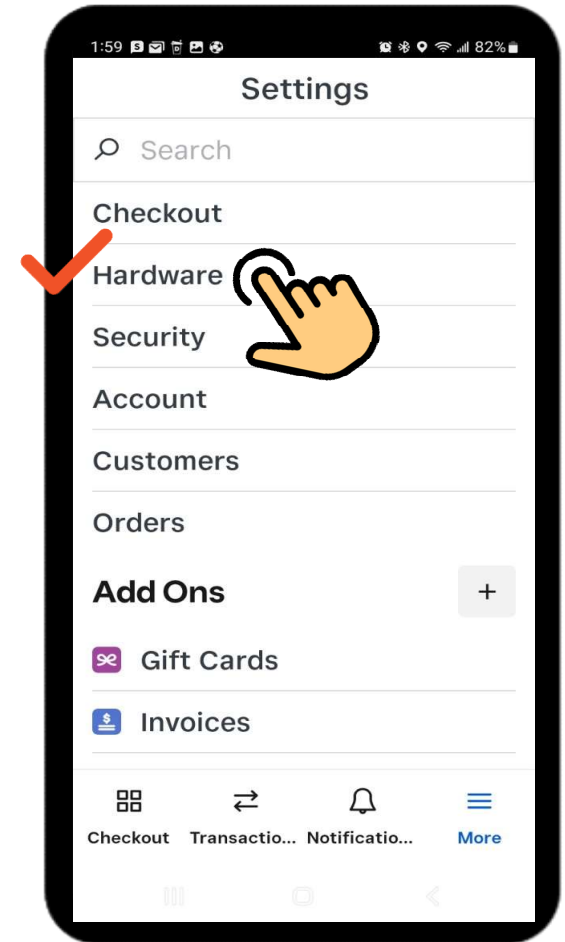
1. Touch "More"



2. Touch "Settings"

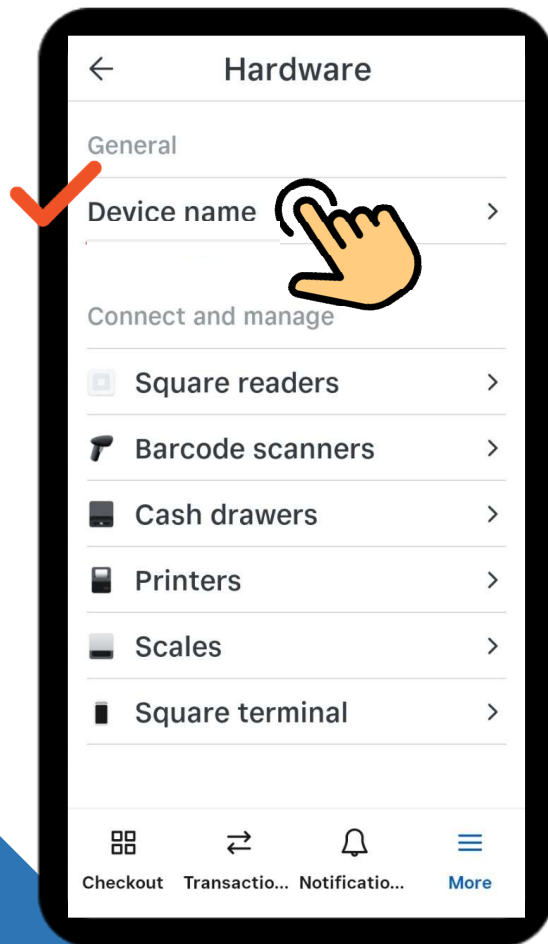


3. Touch "Hardware"

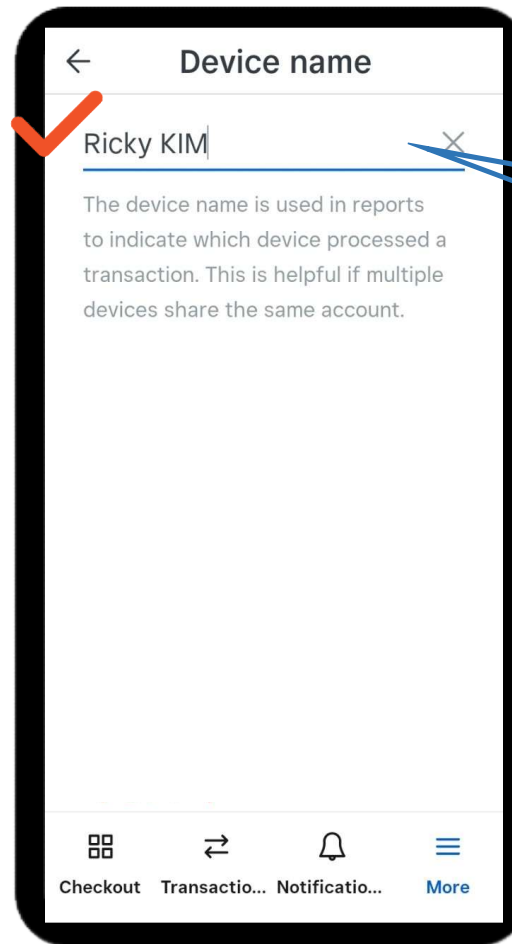


# 1. Insert Device Name

4. Touch "Device name"



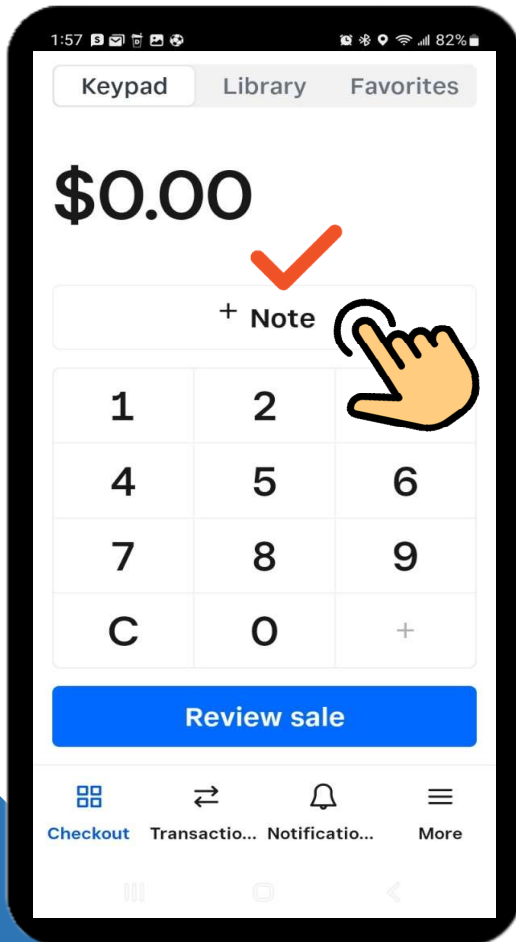
5. Insert full name



Need to insert  
"Your full name"

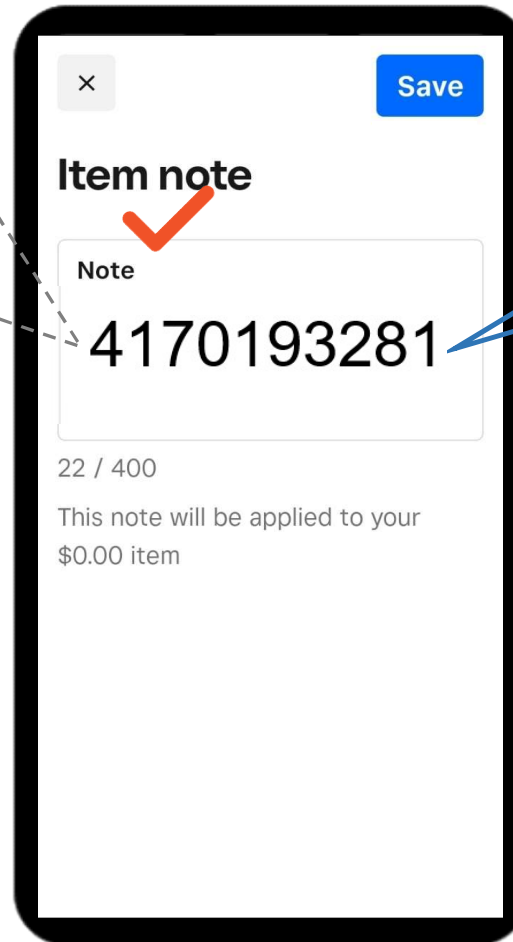
## 2. Insert Ticket #

1. Touch "Note"



2. Insert Ticket #

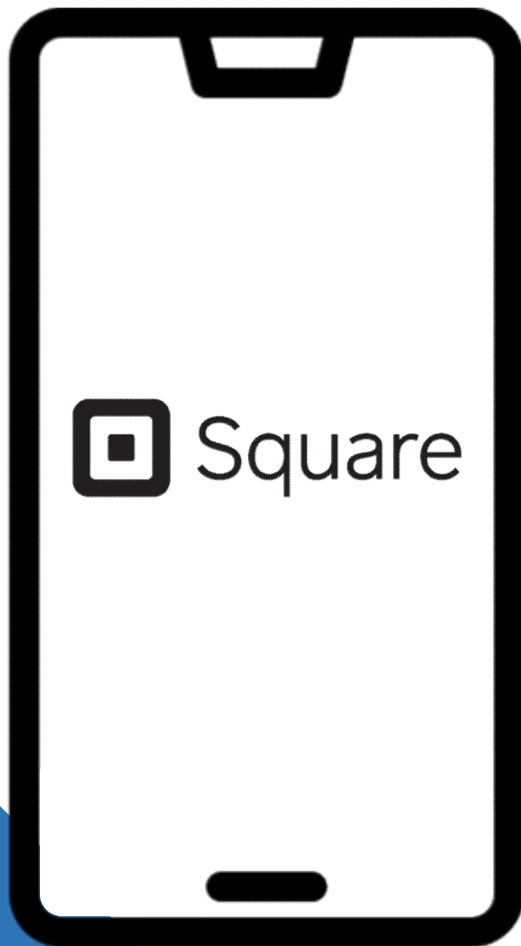
**\*SAMPLE\***



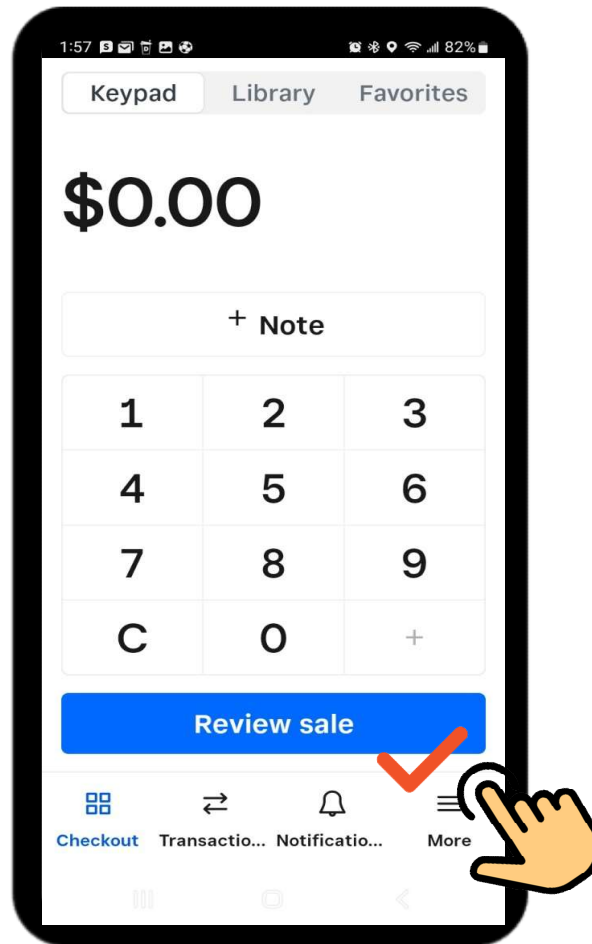
Need to insert  
"Ticket Number"

### 3. Initialize Tax Settings

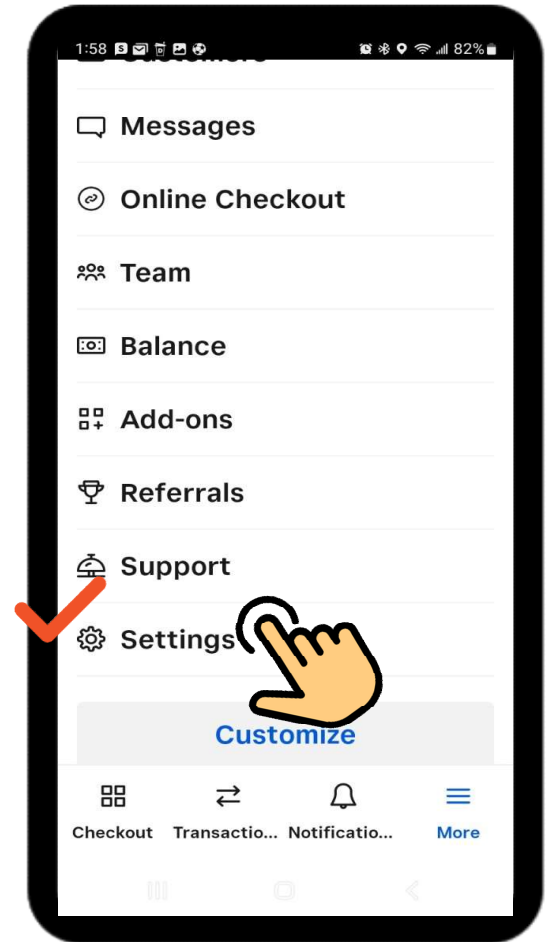
1. Go to Square App



2. Touch "More"

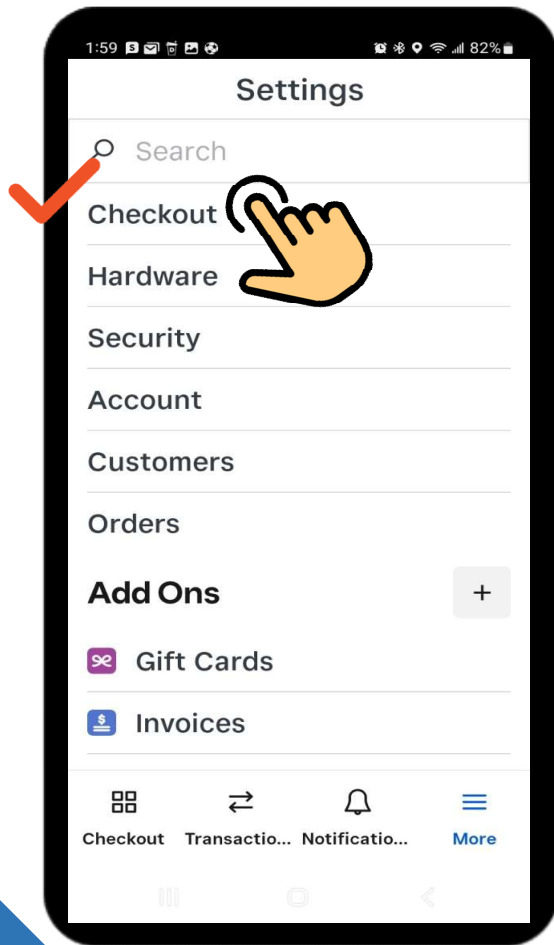


3. Scroll down and touch "Settings"

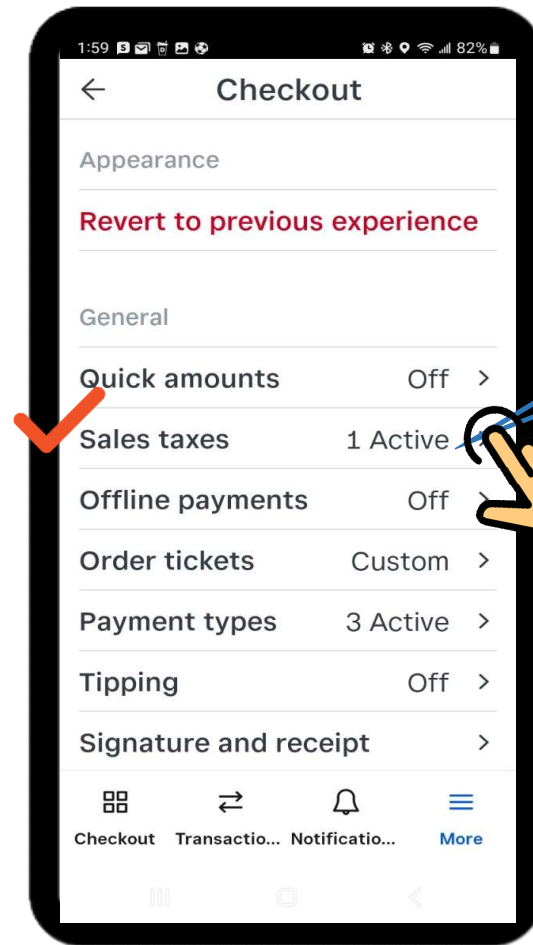


### 3. Initialize Tax Settings

4. Touch “Checkout”



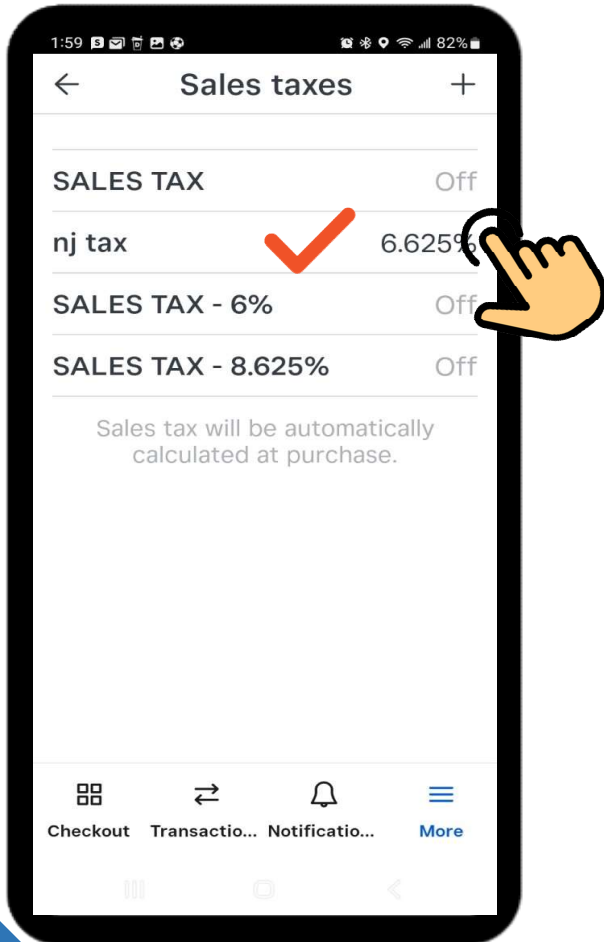
5. Check “Sales taxes” section



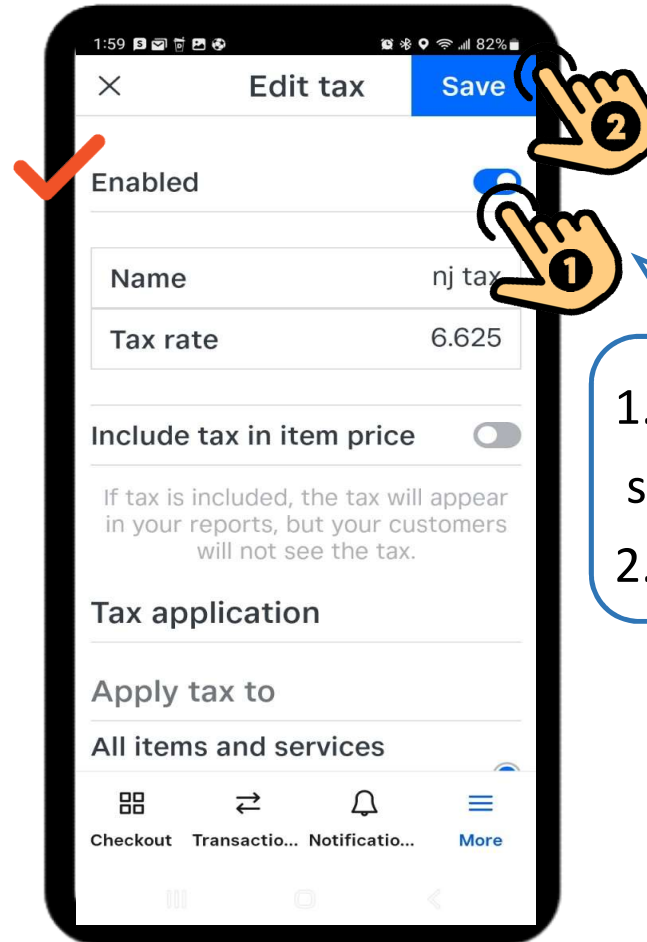
If any sales taxes section is “Active” will manually calculate or amount plus tax !

### 3. Initialize Tax Settings

6. Touch activated sales tax



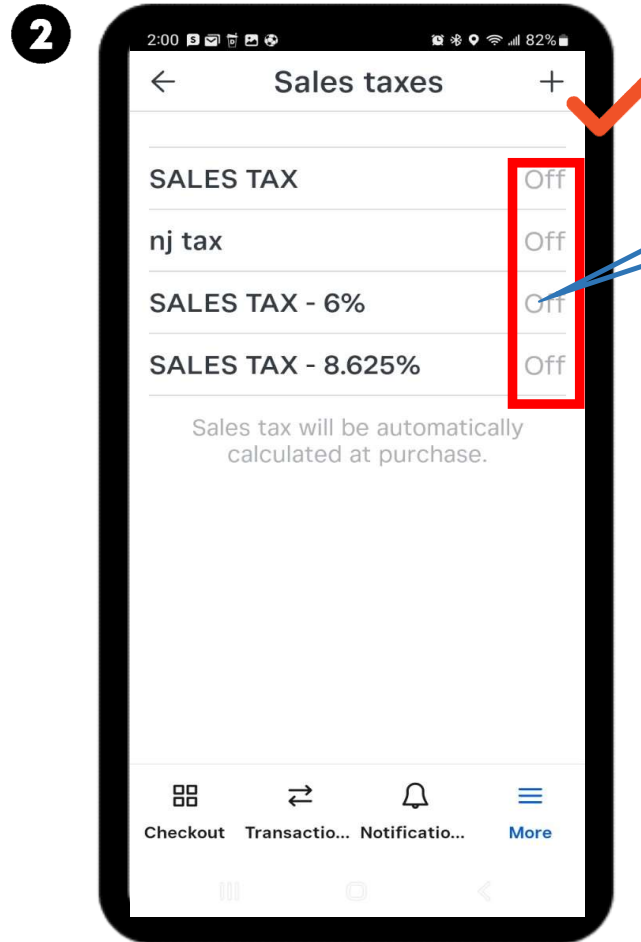
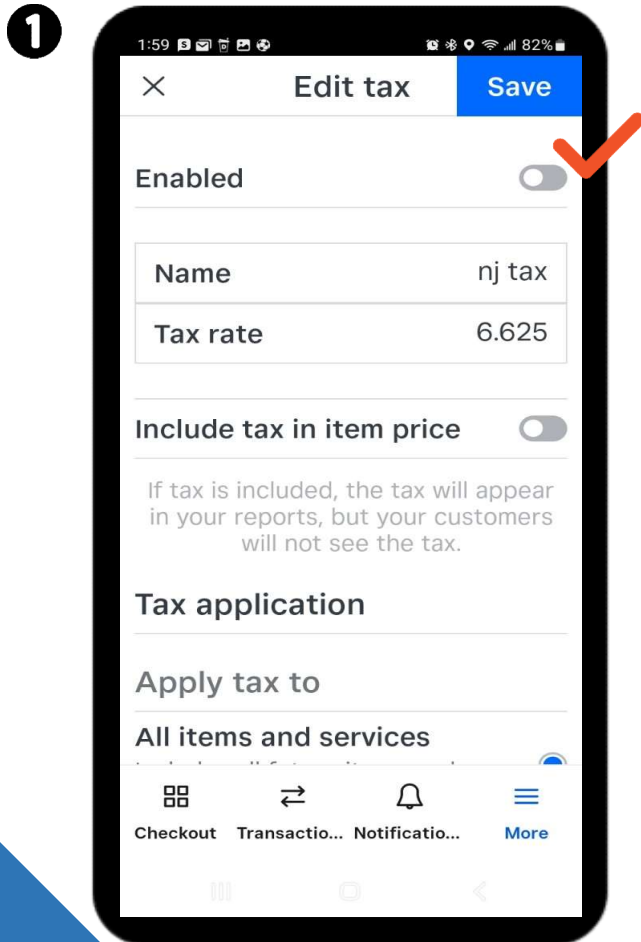
7. Turn off activated tax



1. Touch "Enabled" section bar and turn off.
2. Save it !

### 3. Initialize Tax Settings

8. Check whether the tax status is “off”



All Sales tax should be off !

Good to go now !





# Tax rate per region

Region	Rate	etc
MA	6.25%	Parts only
CT	6.35%	-
NJ	6.625%	-
PA	6.00%	-
VT/MD/VA	6.00%	Parts only
NYC	8.625%	-
Upstate NY	8.00%	-

Please use this chart to charge TAX properly by each region.  
Everything should be calculated refer to this chart.

# Television Service Fees & Home Appliance Rate

- Trip (\$120) + Labor + Parts + Tax

Size	Regular	Panel
Up to 49"	\$ 190.00 (120+70)	\$ 215.00 (120+95)
50-65" *	\$ 210.00 (120+90)	\$ 250.00 (120+130)
66-79" *	\$ 260.00 (120+140)	\$ 295.00 (120+175)
80" & up*	\$ 410.00 (120+290)	\$ 1,000.00 (120+880)

This is TV rate per size of TV.

We as HSN, charge TV and OOW differently.

Please be aware !!!

HA		
<b>HOME APPLIANCE FLAT LABOR RATE:</b>		\$120 Initial Trip / Diagnostic + \$95 Labor => \$215
<b>MAJOR DRUM FLAT RATE:</b>	\$380 (120+160)	ONLY APPLICABLE FOR WASHERS [INCLUDES EXTRA MAN, > 2 HRS] / FLEX WASHER
<b>OTHER APPLICABLE EXTENSIVE LABOR RATE:</b>	\$320 (2 HRS LABOR MIN: \$120+200)	ICE BUILD-UP : TECHS PLEASE ADVISE CX TO MELT ICE PRIOR ARRIVAL
		DISHWASHER: SUMP REPLACEMENT
		GAS OVEN: GAS / SAFETY VALVE
		REFRIGERATOR: LEFT DOOR [ALONE IS 1 HR] + ADD 'L DOORS

This is Home appliance labor rate.  
Will get labor refer to the chart.

# Quick Reference

## Quick Reference

### Notes on Ticket

- Confirmed Date & Time
- Issue with unit/symptoms
- TV: Dismounted
- MW – Dismounted
- WM/Dryer – Unstacked

Special Instructions

- Specific number to call w/description ie: please call wife Mary@201-555-5555
- le: new construction, corner of Main/Park

Rescheduled Tix: Add ALL Notes + new date

### Need to confirm

- Warranty Status + Service Type
- Model and Serial Number
- Customer Name and Address
- Bill of Sale (and confirmation)
- SAW: LP/P(part)/L(labor)/Diagnostic

### SSR

- 5 Year Warranty, from manuf. Date or from purchase date if BOS provided.
- Over 5 Year old SSR, please Cancel Tix.

### Dryer

DVE, Electrical, advise cx to un-stack if possible.

DVG, Gas, send a tech first, w/o ask cx to un-stack them.

### 50% Deposits Requirements:

- OOW TV Panels
- Physical Damages

### Home Appliance Service Fees - Trip (\$120) + Labor (\$95) + Part(s) + Tax

Washer Drum Labor - \$380 (includes extra man, take over 2 hours)

**OTHER POSSIBLE EXTENSIVE REPAIRS @ \$320 Labor (2HRS):**

REFRIGERATORS - Add'l doors to LEFT DOOR or Ice Build-up

DISHWASHERS - Sump Repair

GAS OVEN - Gas/Safety Valve Repair

### Television Service Fees

Trip (\$120) + Labor + Parts + Tax

Size	Regular	Panel
Up to 49"	\$190	\$215
50-65"	\$210	\$250
66-79" *	\$260	\$295
80" & up*	\$410	\$1,000

\* Includes extra man, special truck

### IR KIT = \$280+Tax

Trip \$90 + Labor \$40 + Part Kit \$150

IR Kit + Unrelated issue  
\$280 + Labor (\$95) + add'l parts + tax

IR Kit + SAW Parts (P) = Labor (\$130) + tax

IR Kit + SAW Parts (P) + Unrelated issue  
Labor (\$225) + tax

**DACOR: Trip \$180, Labor \$290**

REDO W/IN 30 DAYS:				OOW
1ST TICKET	2ND TICKET	=		\$
MINOR	TRIP	MINOR	LABOR	LABOR DIFFERENCE
	LABOR		TRIP	\$0
MINOR	TRIP	MAJOR	PART	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)
	LABOR		PART	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)
MAJOR	PART	MINOR	TRIP/LABOR	\$0
	PART		PART-SAME	\$0
MAJOR	PART	MAJOR	PART-DIFF	\$PART + (LABOR DIFFERENCE BASED OFF LABOR RATES)
REDO >30 DAYS:				OOW
1ST TICKET	2ND TICKET	=		\$
MINOR	TRIP	MINOR	LABOR	STRIP & LABOR
	LABOR		TRIP	STRIP
MINOR	TRIP	MAJOR	PART	FULL - PARTS, TRIP & LABOR
	LABOR		PART	FULL - PARTS, TRIP & LABOR
MAJOR	PART	MINOR	TRIP/LABOR	STRIP AND/OR LABOR
	PART		PART-SAME	LABOR
MAJOR	PART	MAJOR	PART-DIFF	FULL - PARTS, TRIP & LABOR

MINOR = NO PART(S) USED // MAJOR = PART(S) USED

**DIFFERENT ISSUE: FULL LIABILITY OF TRIP/LABOR + PART(S); IF NEEDED CAN WAVE STRIP ONLY IF W/IN 30 DAYS**

\*IF YOU HAVE ANY QUESTIONS OR A SAW/COVERAGE IS ADDED INTO THE MIX PLEASE ASK\*