

# ***Mobile version guideline***

*Home Service Network*

HSN

Technician

Choose your name



HSN

Tickets

Cheon Ho

04/19/2023

Open

Completed

Search

Route



|   |  |   |   |
|---|--|---|---|
| 1 | <div><div>NJ</div><div>7 days</div><div>IW</div></div>   | <div>4170447167</div> <div>Confirmed</div> <div>Ken Crowley</div> <div>8:00 AM – 12:00 AM@ Ramsey</div> <div>NX60A6511SS/AA (Gas Comb Range)</div>            | > |
| 2 | <div><div>NJ</div><div>8 days</div><div>EPP-A</div><div>XW (IW)</div><div>Hass Cable</div></div> | <div>4170453795</div> <div>Confirmed</div> <div>Michele Ladines</div> <div>8:00 AM – 12:00 AM@ New Milford</div> <div>WA50M7480AW/A4 (Washing Machine)</div>  | > |
| 3 | <div><div>NJ</div><div>5 days</div><div>OW</div></div>   | <div>4170469610</div> <div>Confirmed</div> <div>Carolyn Stephenson</div> <div>8:00 AM – 12:00 AM@ Leonia</div> <div>DW80N3030US/AA (Cdn Washer)</div>         | > |
| 4 | <div><div>NJ</div><div>5 days</div><div>IW</div><div>2 Man Job</div></div>                       | <div>4170484456</div> <div>Confirmed</div> <div>Bianca Marosi</div> <div>8:00 AM – 12:00 AM@ Waldwick</div> <div>QN86QN86BAFXZA (LED TV)</div>                | > |
| 5 | <div><div>NJ</div><div>4 days</div><div>EPP-A</div><div>XW (IW)</div><div>Hass Cable</div></div> | <div>4170491847</div> <div>Confirmed</div> <div>Joromar Madriaga</div> <div>8:00 AM – 12:00 AM@ Bergenfield</div> <div>WF45R8100AC/US (Washing Machine)</div> | > |
| 6 | <div><div>NJ</div><div>4 days</div><div>IW</div></div>   | <div>4170491004</div> <div>Confirmed</div> <div>Melissa Gorga</div> <div>9:00 AM – 1:00 PM@ Franklin Lakes</div> <div>WA51A5506AW/US (Washing Machine)</div>  | > |
| 7 | <div><div>NJ</div><div>4 days</div><div>IW</div></div>   | <div>4170490075</div> <div>Confirmed</div> <div>Nikolas Mintzas</div> <div>12:00 PM – 4:00 PM@ Englewood</div> <div>RT16A8165SR/AA (Refrigerator)</div>       | > |

Choose  
the date



HSN

Tickets

Cheon Ho

04/10/2023

Route

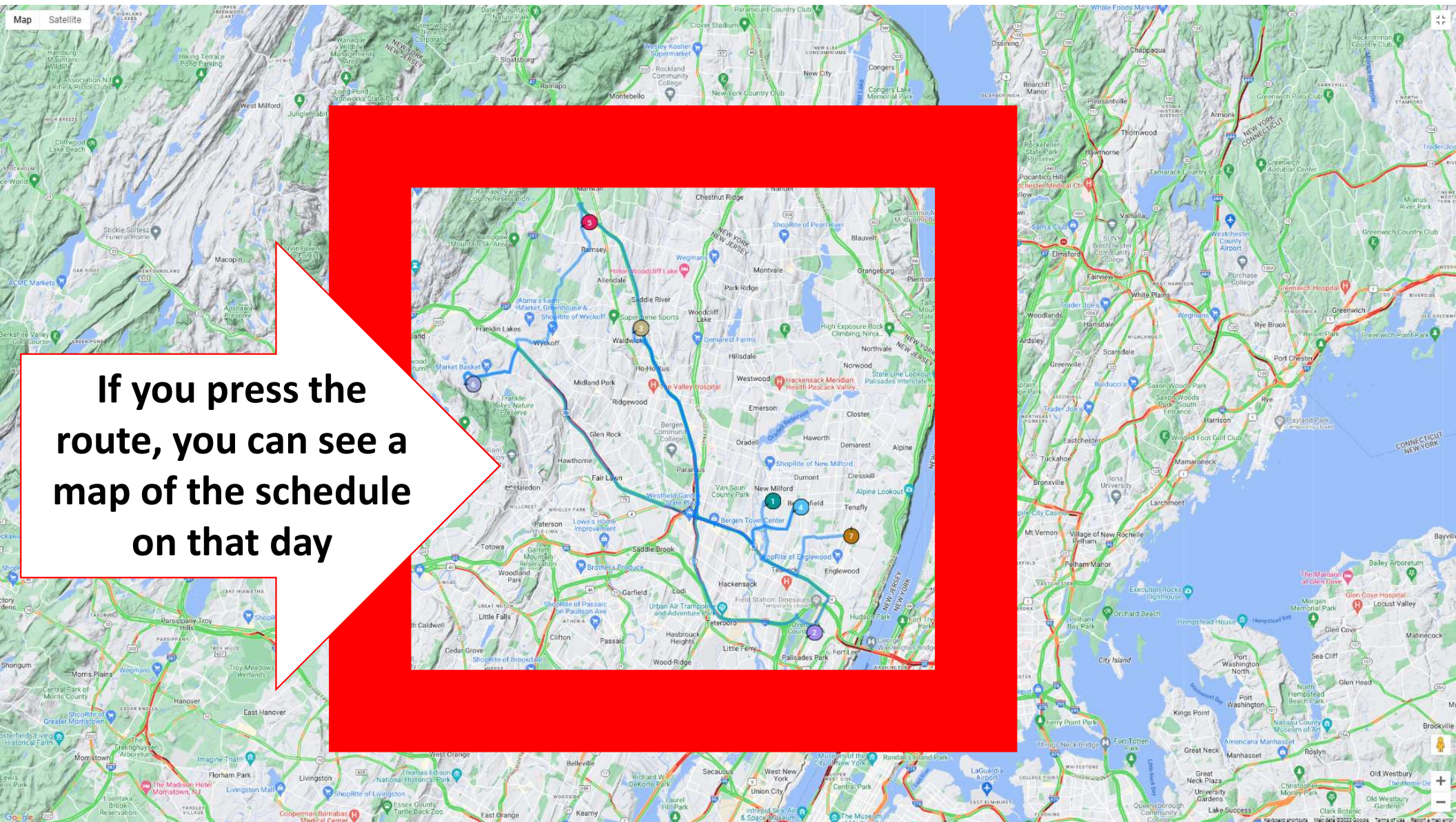
| Sun | Mon   | Tue | Wed | Thu | Fri |
|-----|-------|-----|-----|-----|-----|
|     |       |     |     |     |     |
| 2   | 4   2 | 3   | 4   | 5   | 6   |
| 9   | 8   1 | 10  | 11  | 12  | 13  |
| 16  |       | 17  | 18  | 19  |     |
| 23  |       | 24  | 25  | 26  |     |
| 30  |       |     |     |     |     |

Select Route

Open Completed Search

|   |   |  |   |
|---|---|--|---|
| 1 | NJ<br>7 days<br>IW                            | 4170447167<br>Confirmed<br>Ken Crowley<br>8:00 AM – 12:00 AM@ Ramsey<br>NX80A8511SS/AA (Gas Comb Range)            | > |
| 2 | NJ<br>8 days<br>EPPA<br>XIV (W)<br>Hess Cable | 4170453795<br>Confirmed<br>Michelle Ladines<br>8:00 AM – 12:00 AM@ New Milford<br>WA50M7480AW/A4 (Washing Machine) | > |
| 3 | NJ<br>5 days<br>OW                            | 4170469610<br>Confirmed<br>Carolyn Stephenson<br>8:00 AM – 12:00 AM@ Leonia<br>DW80N3030US/AA (Dish Washer)        | > |
| 4 | NJ<br>5 days<br>IW<br>2 Man Job               | 4170484456<br>Confirmed<br>Bianca Marosi<br>8:00 AM – 12:00 AM@ Waldwick<br>QIN85QIN68BAFXZA (LED TV)              | > |
| 5 | NJ<br>4 days<br>EPPA<br>XIV (W)<br>Hess Cable | 4170491847<br>Confirmed<br>Joromar Madiaga<br>8:00 AM – 12:00 AM@ Bergenfield<br>WF45R6100ACI/US (Washing Machine) | > |
| 6 | NJ<br>4 days<br>IW                            | 4170491004<br>Confirmed<br>Melissa Gorga<br>9:00 AM – 1:00 PM@ Franklin Lakes<br>WA51A5508AWI/US (Washing Machine) | > |
| 7 | NJ<br>4 days<br>IW                            | 4170490075<br>Confirmed<br>Nikolas Mintzas<br>12:00 PM – 4:00 PM@ Englewood<br>RT16A81955R/AA (Washing Machine)    | > |





4170536710

Search

ON

4170536710

Deborah Ryan

10:00 AM @ Valley Stream

RS22HDPNSR/AA (Ref:generator)

&gt; NY

**You can see the  
ticket.**

**To view ticket  
information, press  
the ticket number**

earlyrepair.com says

\*\*\* SYMPTOM ALERT \*\*\*NO COOL

Need Picture of Serial number tag

Need Icemaker 6 pictures (Ice room, Auger drain, Ice route, Air duct, Y-clip, New PCB Label)

OK

## General Information

Status Acknowledge

Sub Status

## Customer Information

Customer

Home Phone

Cell Phone 1 Loading...

Cell Phone 2 Loading...

Work Phone

Address

Cx Email 1

Cx Email 2

## Product Information

Model Code

Hoss Cable Hoss WiFi

Version

Serial No

Purchase Date

Warranty Term Warranty Detail

Warranty Remark

RB Check

## Symptom &amp; Repair Guide

Service Type

Symptom

Remark

Repair

(repair description)

Defect

(defect description)

Report Installation

Problem Repair

## Inquiry &amp; Resolution

Comment

Repair History

Ticket #

Branch

Completed

Defect

Repair

Save

Processing... 1

You can't ignore  
the banner when  
it pops up !!!!!



HSN

Service Report

512

4170536710

Confirmed

Deborah Ryan

10:00 AM ~ 11:00 AM @ Valley Stream

RS22HDPNSR/AA (SAMSUNG)

Details

Parts

Tools

STATION

Need Picture of

Need Icemaker 6

General Information

Status

Engineer Assigned

Sub Status

Appointment Date

Customer Information

Customer

Deborah Ryan

Home Phone

516-612-4715

Cell Phone 1

917-257-7885 1 msg received

Cell Phone 2

516-612-4715

Work Phone

Address

134 Ethel St Valley Stream NY 11580

On my way

Check In

Check Out

Cx Email 1

deborahryan1000@yahoo.com

Cx Email 2

Product Information

Model Code

RS22HDPNSR/AA

Hazw WPS

Version

0000

Serial No

087143A4A00241N

Purchase Date

Out-of-warranty

Warranty Detail

Labor (2017-12-31), Parts (2017-12-31)

Warranty Remark

Records indicate this unit is Out of War

RS Check

Symptom & Repair Guide

Service Type

In Home

Symptom

Cooling/Temp

03 - No cooling

01 - All room

Remark

Repair

(repair description)

Defect

(defect description)

Report Installation

Problem Repair

Inquiry & Resolution

Comment

Repair History

Ticket #

Branch

Completed

Defect

Repair

No repair history found

You can view cx, unit  
and inquiry information  
by clicking on the detail

Be sure to check the  
service type !!!

HSN Service Report 047

4170558985  
Confirmed  
Melinda Arcara  
12:00 PM ~ 01:00 PM @ Chester Springs  
RF29A9871SR/AA (SAMSUNG)

Details Parts Tracking

Used Part

| Cx Paid                  | Description      | Unique ID        | PO Status           | Retail Price |   |
|--------------------------|------------------|------------------|---------------------|--------------|---|
| <input type="checkbox"/> | ASSY CASE FILTER | 7180715759000010 | Delivered(Tracking) | \$206.57     | 1 |
| <input type="checkbox"/> | ASSY CASE ICE    | 7180715729000010 |                     |              | 1 |
| <input type="checkbox"/> | ASSY CASE ICE    | 7180715729000020 |                     |              | 1 |

(unique id) Add Part Save

SAW  
Part List (BOM) Refresh

**You can check the part information by pressing the part button**

**Unique ID = Invoice number  
If there is a Unique ID, the part has arrived**

**Before you do the completed,  
you have to erase the unused parts  
and leave the used parts**

HSN

Service Report

512

NY  
0 day  
0w

4170536710

Confirmed

Deborah Ryan

10:00 AM ~ 11:00 AM @ Valley Stream

RS22HDHPNSR/AA (SAMSUNG)

Details

Part

Tracking

Chat

Billing

BOS

Name

Length

Upload BOS

Attachments (Samsung)

#

Name

Type

Create

No attached file found

Attachments (Local)

Triage Recom. Cooling/Temperature/co

Q

Click "Search" icon to see triage recommended parts

Visit Log

Part Transaction ☐ Part Not Needed

Claim Transaction

New Samsung Picture

New Picture

Update

Update

Update

You can see the picture by pressing the tracking button

Use SS picture button for uploading picture.  
Used to communicate with TS

Photos Only for HSN

4170536710

Confirmed

Deborah Ryan

10:00 AM ~ 11:00 AM @ Valley Stream

SOLUTIONSR/AA (SAMSUNG)

Details Parts Tracking **Chat** Scheduling

Press the chat button to view  
the conversation between the  
CX and the scheduler

pair. It would be \$120 for the trip and diagnostic (NON-REFUNDABLE), \$95 for the labor, plus the cost of parts needed to repair and applicable taxes (for any basic repairs). Please be advised we do not offer dismounting services, if the unit is sent. If you would like to proceed please reply to this message with a "yes" and a live agent will contact you to schedule an appointment; you may also give us a call @ 201-672-9501 otherwise please reply "no" to cancel the service the due day of service.\*\*\*\*\* - Home Service Network, Inc. (Factory Authorized Service Center) - Home Service Network, Inc. (Factory Authorized Service Center)

Yes

2023-04-10 10:43:44

Send

04/07/2023

Route

April 2023

| Sun | Mon   | Tue | Wed | Thu | Fri | Sat   |
|-----|-------|-----|-----|-----|-----|-------|
|     |       |     |     |     |     | 1   1 |
| 2   | 4   2 | 3   | 4   | 5   | 6   | 7     |
| 9   | 6   1 | 10  | 11  | 12  | 13  | 14    |
| 16  |       | 17  | 18  | 19  | 20  | 21    |
| 23  |       | 24  | 25  | 26  | 27  | 28    |
| 30  |       |     |     |     |     |       |

Open Completed Search

|   |  |   |
|---|--|---|
| 1 | NJ<br>18 days<br>REDO<br>IW<br>Panel Job | 4170262503<br>Completed<br>Pete Schmidt<br>8:00 AM - 12:00 AM@ Glen Rock<br>UN85TU700DFXZA (LED TV)     |
| 2 | NJ<br>7 days<br>XMP (P)                  | 4170368114<br>Cancelled<br>Anthony Novello<br>8:00 AM - 12:00 AM@ Paramus<br>UN85AU8000FXZA (LED TV)    |
| 4 | NJ<br>4 days<br>XMP (P)                  | 4170406967<br>Claimed<br>Sylmon Barikie<br>8:00 AM - 12:00 AM@ Clifton<br>UN55AU8000FXZA (LED TV)       |
| 5 | NJ<br>18 days<br>IW<br>Panel Job         | 4170444797<br>Completed<br>Darlene Spohn<br>8:00 AM - 12:00 AM@ Paterson<br>DW80R2031US/AA (Don Warner) |
| 6 | NJ<br>7 days<br>IW                       | 4170233841<br>Claimed<br>Mark Gatto<br>12:00 PM - 4:00 PM@ Maywood<br>UN58TU700DFXZA (LED TV)           |
| 7 | NJ<br>3 days<br>IW                       | 4170402766<br>Claimed<br>Maddalena Nicolosi<br>12:00 PM - 4:00 PM@ Clifton<br>QN43LS03BAFXZA (LED TV)   |
| 8 | NJ<br>3 days<br>IW                       | 4170457856<br>Claimed<br>Damaris Brito<br>12:00 PM - 4:00 PM@ New Milford<br>DW80B7076A/AA (Don Warner) |
| 9 | NJ<br>3 days<br>IW                       | 4170460595<br>Claimed<br>Frank Dass<br>12:00 PM - 4:00 PM@ Montclair<br>DW80R5060US/AA (Don Warner)     |
|   | NJ<br>3 days<br>IW                       | 4170452291<br>Claimed<br>Taehun Kim<br>1:00 PM - 5:00 PM@ Closter<br>DVG53BB6700TA3 (Imyer)             |

You can see the completed tickets by pressing the Completed button

**You can find the  
ticket you want by  
pressing the  
search button and  
searching for the  
ticket !!!!**



**If you have any question,  
Please do not hesitate to  
contact the Triage team**

*Home Service Network*