

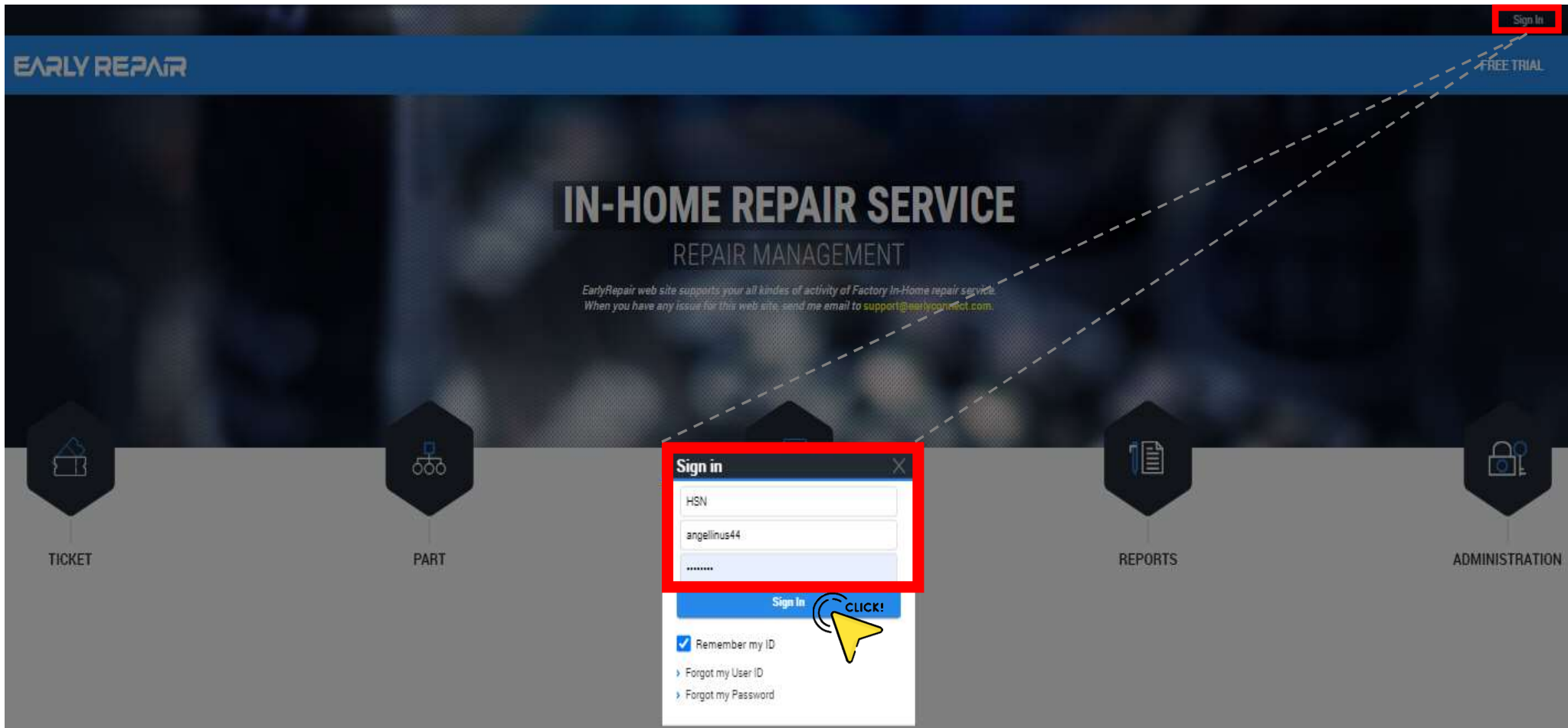


Early Repair Usage Guide

Desktop version

Triage Team

1. Initial ID Setup



Input "HSN", user ID and password

2. Ticket

The screenshot displays the HSN Home Service Network Repair Management dashboard. The top navigation bar includes links for DASHBOARD, TICKET, PART, SAMSUNG, CLAIM, REPORTS, and ADMIN. The 'TICKET' link is highlighted with a red box and a yellow arrow pointing to it with the text 'CLICK!'. Below the navigation bar, the main header reads 'HOME SERVICE NETWORK, IN REPAIR MANAGEMENT'. The dashboard features six main sections: TICKET, PART, SAMSUNG, CLAIM, REPORTS, and ADMINISTRATION. Each section has a list of sub-links. The 'TICKET' section is highlighted with a red box and contains a list of sub-links including TO-DO LIST, TICKET LIST, FOLLOW-UP DASHBOARD, Blacklist, CSR Calendar, Favorite Text, New Ticket, No-Coverage Tickets, SMS List, Ticket Activity History, Tickets to be Completed, and Vehicle Tracking. A yellow arrow points to the 'TICKET LIST' link.

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

TICKET LIST

Ticket No. [View](#)

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

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
- > (R) Prepared Text
- > (A) Ticket Alert Rule
- > (A) Ticket Custom Data Management

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

2. Ticket Work calendar (Monthly)

Work Calendar (Monthly)

Engineer: Seonhwang Lee

CLICK!

Refresh

Calendar View List View

April 2023

Show: ☒ Ticket No ☐ Name/City/Zip

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM	<div>4170160392 09:00</div> <div>4170160512 09:00</div> <div>4170160642 09:00</div> <div>4170160772 09:00</div> <div>4170160902 09:00</div> <div>4170161032 09:00</div>	<div>4170288111 09:00</div> <div>4170257091 09:00</div> <div>4170288444 09:00</div> <div>4170248395 09:00</div> <div>4170169263 09:00</div> <div>4170169390 09:00</div> <div>4170275213 12:00</div> <div>4170166522 12:00</div> <div>4170231000 12:00</div>	<div>4170281067 09:00</div> <div>4170193747 09:00</div> <div>4170315624 09:00</div> <div>4170328598 12:00</div> <div>4170288055 12:00</div>	<div>4170331278 09:00</div> <div>4170300800 09:00</div> <div>4170301973 10:00</div> <div>4170306426 12:00</div> <div>4170318215 12:00</div> <div>4170319744 12:00</div> <div>4170286995 12:00</div>	<div>4170324208 09:00</div> <div>4170329981 10:00</div> <div>4170322169 10:00</div> <div>4170340458 12:00</div> <div>4170218239 12:00</div> <div>4170312307 12:00</div> <div>4170325447 12:00</div>	<div>4170330691 09:00</div> <div>4170335919 09:00</div> <div>4170343458 09:00</div> <div>4170344538 09:00</div> <div>4170327291 12:00</div> <div>4170323535 12:00</div> <div>4170329588 12:00</div> <div>4170335747 12:00</div>	<div>4170366055 09:00</div> <div>4170358853 09:00</div> <div>4170366813 09:00</div> <div>4170171454 09:00</div> <div>4170366219 10:00</div> <div>4170172566 12:00</div> <div>4170364768 12:00</div> <div>4170331338 12:00</div>
PM							
AM	<div>4170291872 09:00</div> <div>4170211393 09:00</div> <div>4170368097 10:00</div> <div>4170364318 10:00</div> <div>4170348985 10:00</div> <div>4170359654 12:00</div> <div>4170348102 12:00</div> <div>4170327291 12:00</div> <div>4170375125 12:00</div> <div>4170348832 12:00</div>	<div>4170372762 10:00</div> <div>4170392203 10:00</div> <div>4170370950 10:00</div> <div>4170364251 10:00</div> <div>4170367108 11:00</div> <div>4170304725 12:00</div> <div>4170384903 12:00</div> <div>4170389425 12:00</div>	<div>4170372762 10:00</div> <div>4170392203 10:00</div> <div>4170370950 10:00</div> <div>4170364251 10:00</div> <div>4170367108 11:00</div> <div>4170304725 12:00</div> <div>4170384903 12:00</div> <div>4170389425 12:00</div>	<div>4170405546 10:00</div> <div>4170405546 10:00</div> <div>4170367108 10:00</div> <div>4170395688 10:00</div> <div>4170404378 12:00</div> <div>417040325 12:00</div> <div>4170404002 12:00</div> <div>4170384596 12:00</div> <div>4170325447 12:00</div>	<div>4170407187 10:00</div> <div>4170416880 10:00</div> <div>4170256657 10:00</div> <div>4170367108 10:00</div> <div>4170395688 10:00</div> <div>4170404378 12:00</div> <div>417040325 12:00</div> <div>4170441030 12:00</div> <div>4170331338 12:00</div> <div>4170413241 12:00</div>	<div>4170434492 10:00</div> <div>4170414573 10:00</div> <div>4170440514 10:00</div> <div>4170424054 10:00</div> <div>4170452149 10:00</div> <div>4170474364 12:00</div> <div>4170390351 12:00</div> <div>4170373847 12:00</div> <div>4170449169 12:00</div> <div>4170440854 12:00</div>	<div>4170470414 09:00</div> <div>4170499635 10:00</div> <div>4170440514 10:00</div> <div>4170451800 10:00</div> <div>4170489069 10:00</div> <div>4170472227 10:00</div> <div>4170477991 12:00</div> <div>4170421957 12:00</div> <div>4170475112 12:00</div>
PM							
AM	<div>4170448930 10:00</div> <div>4170482821 10:00</div> <div>4170469342 12:00</div> <div>4170491702 12:00</div> <div>4170481184 12:00</div> <div>4170481055 12:00</div>	<div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div> <div>4170474364 10:00</div>	<div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170534496 10:00</div>	<div>4170542059 09:00</div> <div>4170545874 09:00</div> <div>4170470414 09:00</div> <div>4170538093 09:00</div> <div>4170528433 09:00</div> <div>4170521023 09:00</div> <div>4170471919 09:00</div> <div>4170496141 09:00</div> <div>4170483071 12:00</div> <div>4170480760 12:00</div> <div>4170331338 12:00</div>	<div>4170542059 09:00</div> <div>4170545874 09:00</div> <div>4170470414 09:00</div> <div>4170538093 09:00</div> <div>4170528433 09:00</div> <div>4170521023 09:00</div> <div>4170471919 09:00</div> <div>4170496141 09:00</div> <div>4170483071 12:00</div> <div>4170480760 12:00</div> <div>4170331338 12:00</div>	<div>4170539153 09:00</div> <div>4170544035 10:00</div>	<div>4170539039 09:00</div> <div>4170535792 12:00</div>

Select name !

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

Confirm: ready to service

Pending: waiting for complete

Complete: waiting for the claim

Claimed: Ticket completely done

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

Hour Ticket information

[N/A]

08:00 AM

09:00 AM

10:00 AM

11:00 AM

12:00 PM

01:00 PM

02:00 PM

03:00 PM

4170448930	Customer: Mohammad Owji Address: 21880 Schenley terrace Ashburn VA 20148 Phone: 7039813388/7039813388 Model: QN65Q808DFXZA Phone: In warranty detail
4170479745	Customer: Christine Tsanganelias Address: 7927 St Dennis Dr Springfield VA 22153 Phone: 7038985360/7038985360 Model: RF28A73615G/AA Phone: In warranty detail
4170482821	Customer: My info Dwivedi Address: 12901 ROSE GROVE DRIVE Herndon VA 20171 Phone: 7036087180/7036087180 Model: QN85QN908AFXZA Phone: In warranty detail
4170481184	Customer: Mark Gondek Address: 24848 BLACK BIRCH CT Aldie VA 20105 Phone: 7038012857/7038012857 Model: QN65Q800TAFXZA Phone: Out-of-warranty detail
4170481055	Customer: Erik Woloszczuk Address: 10421 Lake Jackson Dr Manassas VA 20111 Phone: 5717621345/5717621345 Model: NE69J7660WS/AA Phone: Ext Wty detail
4170483342	Customer: Joseph Li Address: 20930 Sonoma Way Sterling VA 20166 Phone: 7037313901/7037313901 Model: DVE45T6000V/A3 Phone: In warranty detail
4170491702	Customer: Suhel Lakhani Address: 9531 Center St Manassas VA 20110 Phone: 7032259107/7032259107 Model: NV51T5511DS/AA Phone: In warranty detail
4170483583	Customer: Julia Whatley Address: 813 S FILBERT CT Sterling VA 20164 Phone: 7032681460/7032681460 Model: RF27T5201SR/AA Phone: In warranty detail
4170262847	Customer: Bishlu Neupane Address: 13334 Appar Pl Herndon VA 20170 Phone: 7038354511/7038354511 Model: UN65TU700DFXZA Phone: In warranty detail

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

Confirm: ready to service

Pending: waiting for complete

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
B.Park	3	0	3
C.Kim	7	0	0
D.Seo	0	0	0
G.Suh	1	5	0
I.Chung	0	0	0
J.Meang	0	0	0
K.Bigelow	0	3	0
O.Borysovs	0	6	0
R.Won	0	0	0
S.Lee	0	2	0
S.Ryu	0	0	0
TOT	1	19	0

Sort by name !

Check your route through the “work map” !

Check ticket status properly !

3. Ticket Detail

How to print ticket

Ticket Detail Information (SS)

Ticket No. Refresh BFSC498 IW Dryer 4d Confirmed

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) / 0B5D5BATC06603X
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 Work Order Estimate Invoice Receipt Copy New Save

CLICK!

Print 2 sheets of paper

Destination NPI96741C (HP Never)

Pages Custom
1,3

Copies 1

Layout Portrait

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

SERVICE DATA AND COMPLETION ASSESSMENT FORM

HOME SERVICE NETWORK, INC. 49 Commerce Road Carlisle, NJ 07075 Tel: 301.67.29.650

Ticket Number	4170575920
Model	DWB0R950UG/AA
Serial Number	0G37GDAT500763N
Scheduled	04/17/2023 1200:00
Symptom	Others / Others / Others /

Customer Information

Cami Craig
7352 BRUNSON CIRCLE
Gainesville VA 20155
703-220-6395

Unit Position

☐ Stacked
☐ Un-Stacked
☐ Side-by-Side
☐ Mounted
☐ Dismounted
☐ Alone

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 3

Cell Phones Auto Test 703-338-0234

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 One-way: 54.7 miles Recalculate Distance Request Extra Mileage

Address Note (special note for direction)

1 Product Information 2 4 Display Unit Exploded View > Service Bulletin > Service Manual > Training Manual > User's Manual Parts Info

Warranty In-warranty Labor (2024-02-29), Parts (2024-02-29) Warranty Detail

3 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 ✓ DVE46T6000W/A3 Find Used Parts Verified by Serial Main Cable Ver. 0000

Serial Number ✓ 065D5BATC06603X Check Model by SN Check Checksum

Purchase Date mm/dd/yyyy @ Other

BOS

Production Date 2022-12-01 (WSM_DRY) Choose File No file chosen Upload Delete

App. Reason

EPP Contract No.

Inbound QR Code URL

Extra Information 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 IW Dryer 4d 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 (5088235593) 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)

Job Information

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

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

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

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

1st Visit: mm/dd/yyyy 00:00:00

Last Visit: mm/dd/yyyy 000000

CC 1st App: mm/dd/yyyy 000000

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 complaint: 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: AS

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

3. Ticket Detail "Repair Parts" section

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

HSN

Ticket Detail Information (SS) » Ticket » Ticket List » Ticket Detail Information (SS)

Ticket No: 4170507470 Refresh BFSC498 IW Dryer 4d Confirmed

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 X

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

Repair Information

Redo Ticket # Show

Repair Type

Parts Not Needed ☐ Parts Not Needed

Pre-Claim Status Need Claim

Triage Note

Compensation

(special note for triage)

Prize/Penalty Item	Beneficiary	Amount	Rate	Payment Date	Comment	Actions
				mm/dd/yyyy		Add

Triage Recommendation

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

Click "Refresh" to see triage recommended parts

Need to 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 BFSC512 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

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
-----------	-----------	------	---------

- Physical damage
- One-time exception
- Cover top rust ... etc

For complete, 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 BFC038 MW LED TV 54 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	USGCCKN01157	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	WS_D3	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 New File Refresh

#	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 !