

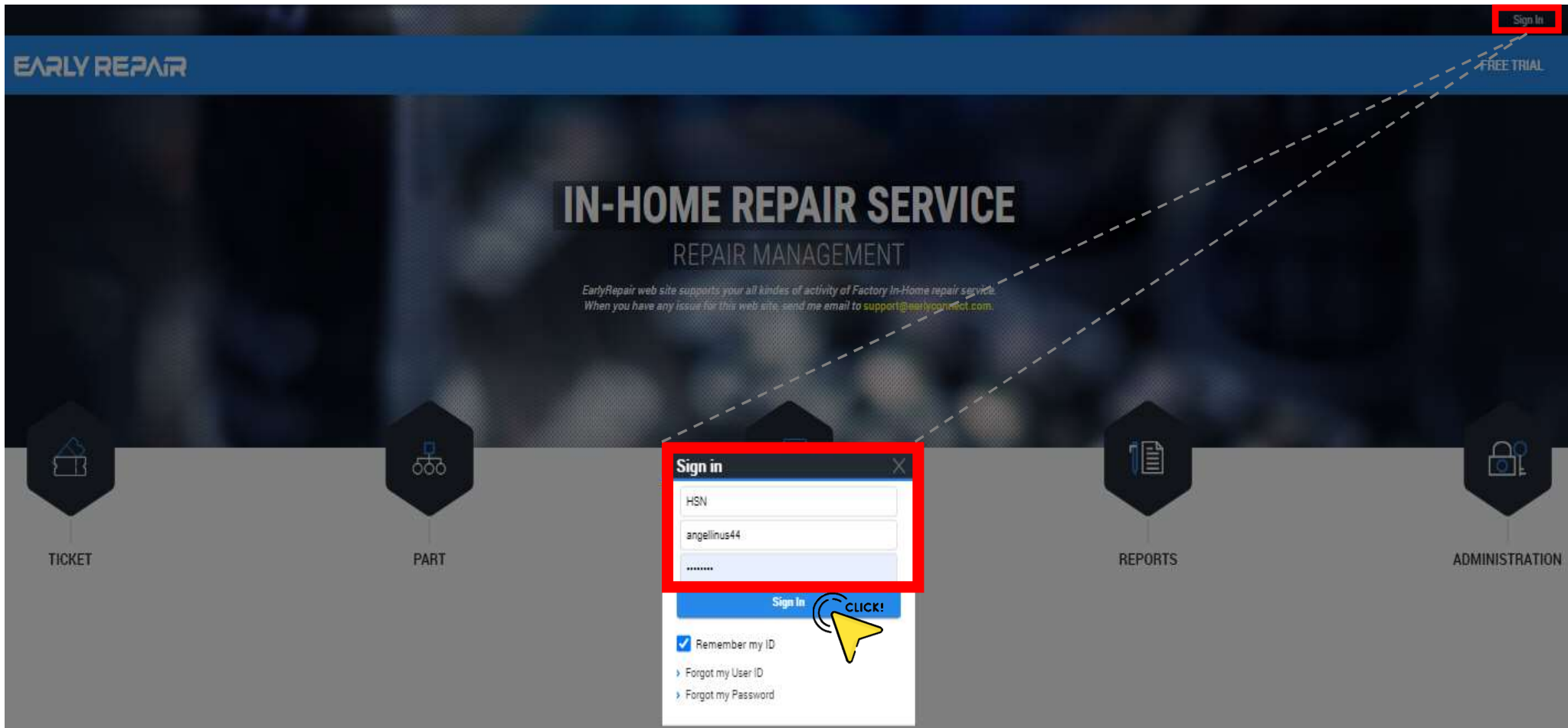


Early Repair Usage Guide

Desktop version

Triage Team

1. Initial ID Setup



Input "HSN", user ID and password

2. Ticket

HSN

Welcome Minji Hong Notification SMS System Change Sign Out

DASHBOARD **TICKET** PART SAMSUNG CLAIM REPORTS ADMIN

CLICK!

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 contact connect.com.

TICKET

- > TO-DO LIST
- > TICKET LIST
- > FOLLOW-UP DASHBOARD
- > BlacklistTM
- > CSR Calendar
- > Favorite TextTM
- > New Ticket
- > No-Coverage Tickets
- > SMS List
- > Ticket Activity HistoryTM
- > 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
- > Stock In/Out History

SAMSUNG

- > Branch Stock Overview
- > Claim List
- > Create P/O
- > Create Repair Ticket
- > Invoice Sync
- > Part In/Out History
- > Part Return
- > Part Return Status
- > P/O Statistics
- > Split Order

CLAIM

- > NEED CLAIM LIST
- > CLAIM LIST
- > Claim Calendar (Monthly)
- > Claim Calendar (Weekly)
- > Claim Planner
- > Credit Card ReportTM
- > Encompass Claim Audit ReportTM
- > Payment Report
- > (R) Repair Status Report
- > (A) Closing Report
- > (A) Service Order BookendTM

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
- > Technician WFT

ADMINISTRATION

- > Accounts
- > BranchesTM
- > Claim Companies
- > Claim Statuses
- > Company Settings
- > Email Accounts
- > Email Notification
- > Event Handler
- > Locations
- > No-Reply / Blocked Texts
- > Stock Parameters

TICKET

Ticket required to assign new cases or review daily or monthly basis, or search the assigned ticket based on their ticket number.

TICKET

- > TO-DO LIST
- > TICKET LIST
- > FOLLOW-UP DASHBOARD
- > BlacklistTM
- > CSR Calendar
- > Favorite Text
- > New Ticket
- > No-Coverage Tickets
- > SMS List
- > Ticket Activity HistoryTM
- > 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

“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>4170160302 09:00</div> <div>4170160512 09:00</div> <div>4170160645 09:00</div> <div>4170166522 09:00</div> <div>4170695553 09:00</div> <div>417069575 09:00</div> <div>4170695254 12:00</div>	<div>4170288111 09:00</div> <div>4170257091 09:00</div> <div>4170288444 09:00</div> <div>4170248395 09:00</div> <div>4170169253 09:00</div> <div>4170163090 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>4170286395 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>4170336055 09:00</div> <div>4170338853 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>4170359564 12:00</div> <div>4170348102 12:00</div> <div>4170327291 12:00</div> <div>4170375125 12:00</div> <div>4170348832 12:00</div>	<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>4170359564 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>4170364318 10:00</div> <div>4170367108 11:00</div> <div>4170304072 12:00</div> <div>4170384903 12:00</div> <div>4170389425 12:00</div>	<div>4170405566 10:00</div> <div>4170405546 10:00</div> <div>4170256567 10:00</div> <div>4170367108 10:00</div> <div>4170395688 10:00</div> <div>4170404378 12:00</div> <div>4170409325 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>4170256567 10:00</div> <div>4170367108 10:00</div> <div>4170425409 11:00</div> <div>4170436540 12:00</div> <div>4170459173 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>4170452194 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>4170479749 10:00</div> <div>4170463342 12:00</div> <div>4170491702 12:00</div> <div>4170481184 12:00</div> <div>4170481055 12:00</div>	<div>4170448930 10:00</div> <div>4170482821 10:00</div> <div>4170479749 10:00</div> <div>4170463342 12:00</div> <div>4170491702 12:00</div> <div>4170481184 12:00</div> <div>4170481055 12:00</div>	<div>4170474364 10:00</div> <div>4170479749 10:00</div> <div>4170463342 12:00</div> <div>4170491702 12:00</div> <div>4170481184 12:00</div> <div>4170481055 12:00</div>	<div>4170534496 10:00</div> <div>4170534496 10:00</div> <div>4170479749 10:00</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>4170512134 12:00</div> <div>4170528816 12:00</div> <div>4170577558 12:00</div> <div>4170543726 12:00</div> <div>4170545673 12:00</div>	<div>4170539153 09:00</div> <div>4170544035 10:00</div>	<div>4170538039 09:00</div> <div>4170538792 12:00</div>

Select name !

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

Claimed: Ticket completely done

Complete: waiting for the claim

Pending: waiting for complete

Confirm: ready to service

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	<div>4170448930 Customer: Mohammad Owji Address: 21880 Schenley terrace Ashburn VA 20148 Phone: 7039813388/7039813388 Model: QN65Q808DFXZA Phone: In warranty detail</div> <div>4170479745 Customer: Christine Tsanganelias Address: 7927 St Dennis Dr Springfield VA 22153 Phone: 7038985360/7038985360 Model: RF28A73615G/AA Phone: In warranty detail</div> <div>4170482821 Customer: My info Dwivedi Address: 12901 ROSE GROVE DRIVE Herndon VA 20171 Phone: 7036087180/7036087180 Model: QN85QN908AFXZA Phone: In warranty detail</div>
11:00 AM	
12:00 PM	<div>4170481184 Customer: Mark Gondek Address: 24848 BLACK BIRCH CT Aldie VA 20105 Phone: 7038012857/7038012857 Model: QN65Q800TAFXZA Phone: Out-of-warranty detail</div> <div>4170481055 Customer: Erik Woloszczuk Address: 10421 Lake Jackson Dr Manassas VA 20111 Phone: 5717621345/5717621345 Model: NE69J7660WS/AA Phone: Ext Wty detail</div> <div>4170483342 Customer: Joseph Li Address: 20930 Sonoma Way Sterling VA 20155 Phone: 7037313901/7037313901 Model: DVE45T6000V/A3 Phone: In warranty detail</div> <div>4170491702 Customer: Suhel Lakhani Address: 9531 Center St Manassas VA 20110 Phone: 7032259107/7032259107 Model: NV51T5511DS/AA Phone: In warranty detail</div>
01:00 PM	
02:00 PM	<div>4170483583 Customer: Julia Whatley Address: 813 S FILBERT CT Sterling VA 20164 Phone: 7032681460/7032681460 Model: RF27T5201SR/AA Phone: In warranty detail</div> <div>4170262847 Customer: Bishlu Neupane Address: 13334 Appar Pl Herndon VA 20170 Phone: 7038354511/7038354511 Model: UN65TU700DFXZA Phone: In warranty detail</div>
03:00 PM	

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

Claimed: Ticket completely done

Complete: waiting for the claim

Pending: waiting for complete

Confirm: ready to service

2. Ticket Work map

HSN

DASHBOARD TICKET PART SAMSUNG CLAIM REPORTS ADMIN

Work Map

Location* MD

04/11/2023

지도 위성

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 type="checkbox"/>	B.Park	4	0	1
<input type="checkbox"/>	C.Kim	8	0	0
<input type="checkbox"/>	D.Seo	9	0	0
<input type="checkbox"/>	G.Suh	8	1	0
<input type="checkbox"/>	I.Chung	1	0	1
<input type="checkbox"/>	J.Meang	8	0	0
<input type="checkbox"/>	K.Bigelow	5	0	0
<input type="checkbox"/>	Q.Borysovskyy	4	1	0
<input type="checkbox"/>	R.Won	6	0	0
<input checked="" type="checkbox"/>	S.Lee	6	1	1
<input type="checkbox"/>	S.Ryu	6	0	1
TOTAL		65	3	4

Unverified Address

#	Ticket No	Type	Tech
1	10000000000000000000
2	10000000000000000000
3	10000000000000000000
4	10000000000000000000
5	10000000000000000000
6	10000000000000000000
7	10000000000000000000
8	10000000000000000000
9	10000000000000000000
10	10000000000000000000
11	10000000000000000000
12	10000000000000000000
13	10000000000000000000
14	10000000000000000000
15	10000000000000000000
16	10000000000000000000
17	10000000000000000000
18	10000000000000000000
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86	10000000000000000000
87	10000000000000000000
88	10000000000000000000
89	10000000000000000000
90	10000000000000000000
91	10000000000000000000
92	10000000000000000000
93	10000000000000000000
94	10000000000000000000
95	10000000000000000000
96	10000000000000000000
97	10000000000000000000
98	10000000000000000000
99	10000000000000000000
100	10000000000000000000

Sort by name !

Check your route through the “work map” !

3. Ticket Detail

How to print ticket

HSN

DASHBOARDTICKETPARTSAMSUNGCLASSIFIEDSUPPORTSADMIN

Ticket Detail Information (SS)

Ticket No 4170507470 Refresh - BFSC498 IW Dryer 4d Confirmed

PrintWork OrderEstimateInvoiceReceiptCopy New Save

General Information

Service TrackingRepair PartsSAWOther InformationBilling

Click print!



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 /		

Print2 sheets of paper

DestinationNPI96741C (HP Never

PagesCustom1,3

Copies1

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

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 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

(special note for direction)

Product Information 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 ✓

Wty 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 Pres. 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) Upload Delete

App. Reason

EPP Contract No.

Inbound QR Code URL

Extra Information Edit Property Update

Value	Actions
	Add

- Cx information
- Name, Phone #, email, address
- Chat between Cx & Scheduler

- Product information
- Unit Model code & S/N
- Warranty Status
- 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 HW 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 Service Type: In Home

Engineer: Seonhwang Lee (5088235593) Change Local Tech: too Posting Date: 04/07/2023 (Assigned: 04/07/2023 08:55) Vendor TAT: 4 day(s)

Status / Reason: Confirmed (Ready for Service) Appointment Date is set Defect Type: Flat Rate

Defect Code: ★ HC1 (No heating) Defect Desc: No heating

Repair Code: ★ 59 (REPLACED MAJOR COMPONENT PART) Repair Desc: Part replacement

Installation Problem Target: REPORT INSTALLATION RELATED REPAIR Symptom Code by Cx: 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 1st Visit: mm/dd/yyyy 000000 Engineer Assigned: mm/dd/yyyy 000000

ASC Last App: 04/11/2023 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: 04/14/2023 080000 PM CC 1st App: 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	Tech went out cx house. Cx complained that the unit used part DC97-14486A 7160044709000010. The unit is working fine. Completed - S.L. HSN.
9	2023-04-11 07:16	Inbound	ASC	Inquiry	Telephone	RFC_STG_D3	[STG] SMS SENT TO (703) 338-0234 FROM SERVICE HSN.
8	2023-04-07 11:42	Inbound	ASC	Inquiry		BFSC090	P/O #: 4170507470-498 Ship To: BFSC498 #10 P/O: 20230407 ETA: 20230410 Service Date: 20230411 HSN.
7	2023-04-07 11:31	Inbound	ASC	Inquiry		BFSC090	[PART REQUESTED] Part #: DC97-14486A Desc: AS

- Service type
- Scheduled info (date, status)
- Inquiry (All the info tech need to be aware)

3. Ticket Detail "Repair Parts" section

- Part number
- Part insurance
- Part Status

HSN

TICKETPARTSAMSUNGCLAIMREPORTSADMIN

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

Ticket No Refresh **BFSC498** **W** **Dryer** **4d** **Confirmed**

PrintWork OrderEstimateInvoiceReceiptCopy New- Save

General InformationService Tracking**Repair Parts**Other InformationBilling

Repair Parts Information

Ver. 0000 > Copy Parts > **Part List** > Repair Knowledge Contents > Repair Assistance > Show Deleted Parts Submit P/O

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 Request Part > Invoice + Item No Reserve Part

Repair Information

Update

Redo Ticket # Show

Repair Type

Parts Not Needed ☐ Parts Not Needed

Pre-Claim Status

Triage Note

Compensation

(special note for triage)

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

Triage Recommendation

Keyword: 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

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 BFC008 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

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	01	CICBATCH	Engineer Assigned		Part Shipped
9	01/26/2023	10:37:13	01	RFC_WS_D3	Pending	Attempt to contact customer failed	
10	01/26/2023	12:48:45	01	RFC_WS_D3	Pending	Attempt to contact customer failed	
11	01/26/2023	13:05:30	01	RFC_WS_D3	Engineer Assigned		Appointment Date is set
12	01/27/2023	11:22:32	01	RFC_NPASS_D3	Engineer Assigned		
13	01/27/2023	11:26:20	01	RFC_NPASS_D3	Engineer Assigned		
14	01/27/2023	11:28:14	01	RFC_WS_D3	Pending	Re-scheduling by Customer	
15	01/30/2023	11:22:16	01	RFC_WS_D3	Pending	Waiting for warranty documents (POP/BOS)	
16	01/30/2023	11:24:12	01	BFC0090Jen	Repair Completed		Repair Completed
17	01/30/2023	14:43:09	01	RFC_WS_D3	Repair Completed		Repair Completed
18	01/30/2023	14:49:52	01	RFC_WS_D3	Repair Completed		Repair Completed
19	01/30/2023	14:49:55	01	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 !