

Committed to Quality. Driven by Innovation.

Coverage

- 8,000 technicians
- 1,100 branded engineers
- 99.9% U.S. service coverage

Quality

- Extremely low rate of repair
- Techs use OEM genuine parts
- Techs are background checked, factory trained and repair certified

Dealer Service Solutions: www.samsungdss.com

Dealer Support

Dial: 866-797-8727

E-mail: partner.care@sea.samsung.com

Mon-Fri: 8am-8pm EST, Sat: 9am-5:30pm EST

Builder Support

Dial: 844-726-4253

E-mail: samsungbuilderb2b@sea.samsung.com

Warranty Registration Forms:

builderwarranty@sea.samsung.com

Samsung Dealer Service Solutions Portal: Overview

Samsung's Dealer Service Solutions Portal allows employees of Authorized Samsung Dealers & Builders to place and monitor service warranty requests (i.e. repair, return authorization, cosmetic parts) on behalf of Consumers, Dealers (i.e. stock and display units), and Builders for both Samsung and Dacor branded product.

Portal Functions

The purpose of the Portal is to allow Users at Dealer's Stores, Builders and Builder Distributors to easily request and monitor warranty requests. This Portal serves to act as an alternate channel to Samsung's **Dealer Support**, **Builder Support** and Dacor's **Concierge** Teams.

1. Creating **Store Locations**
2. Creating **Store-level Users**
3. Request **Repairs**
4. **Ticket Management**
5. Request **Service Return Authorizations**
6. Escalate **Requests** to Case Managers



Getting Started

- Logging In
- Authentication
- Resetting Passwords

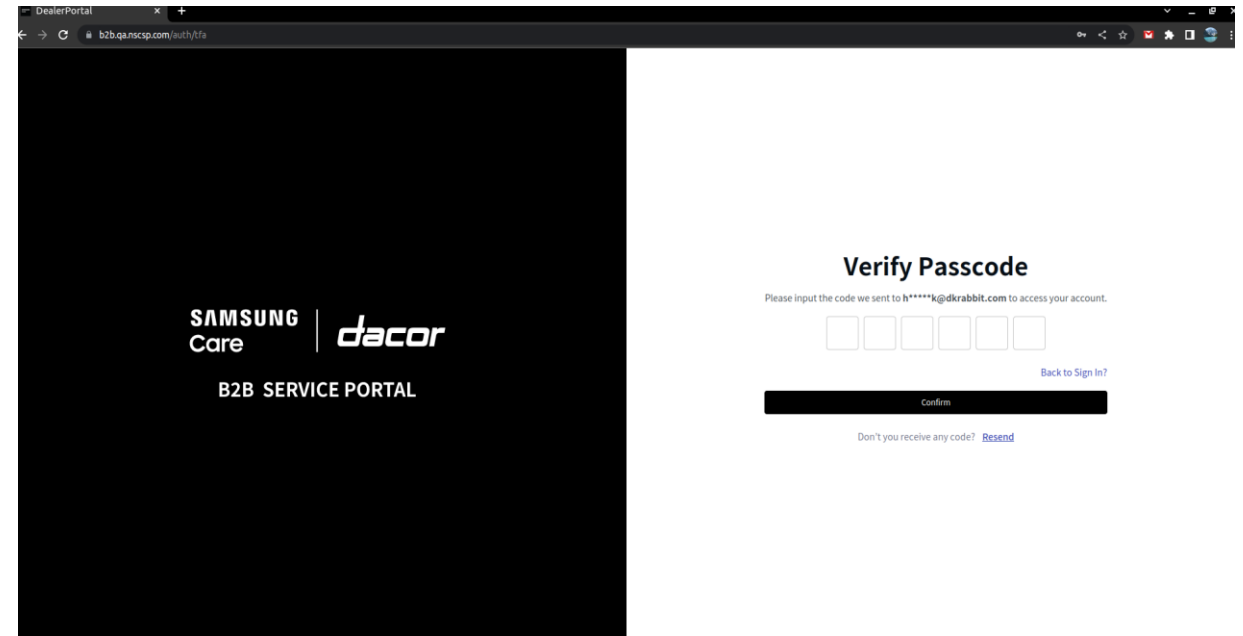
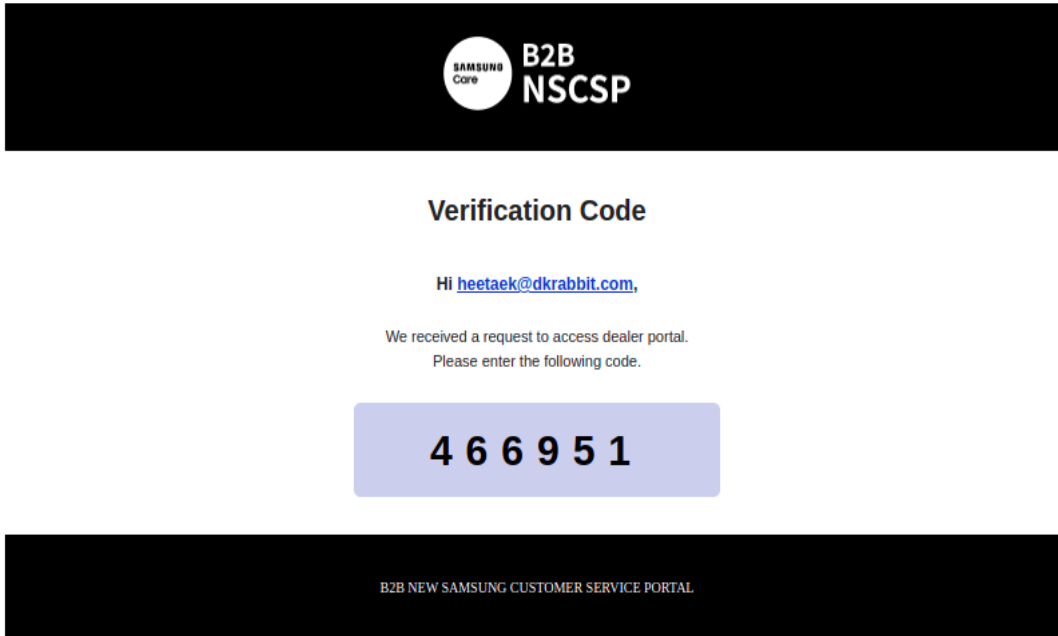
Service Portal: Getting Started – Logging In

www.samsungdss.com

The screenshot shows a web browser window with the address bar displaying "b2b.nscsp.com/auth/login". The page layout consists of a dark sidebar on the left and a white main content area on the right. The sidebar features the "dacor + Samsung Care" logo and the text "Dealer Service Solutions". The main content area has the heading "SIGN IN TO CONTINUE". Below the heading are two input fields: "Email" with an eye icon and "Password" with a lock icon. Under the "Email" field is a link "Forgot Password?". Under the "Password" field is a link "Submit Dealer Account". At the bottom of the main content area is a black button labeled "Sign in".

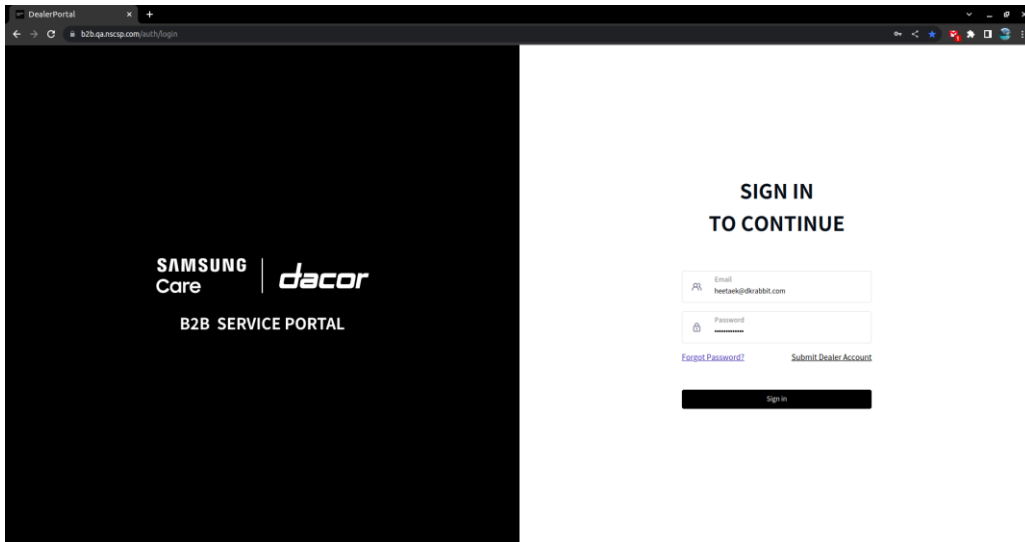
Service Portal: Getting Started – Authentication

Receive and Verify Two-Factor Authentication:



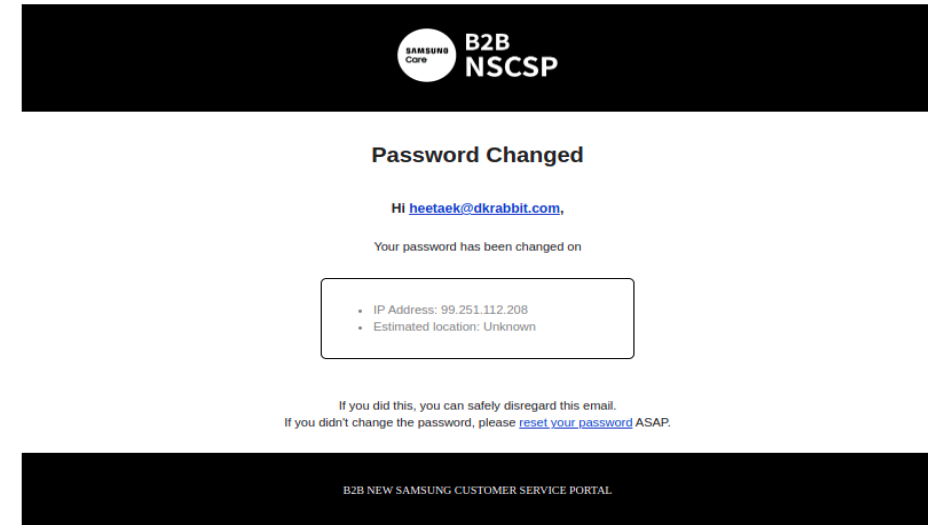
This step is required every time you sign in

Service Portal: Getting Started – Resetting Passwords

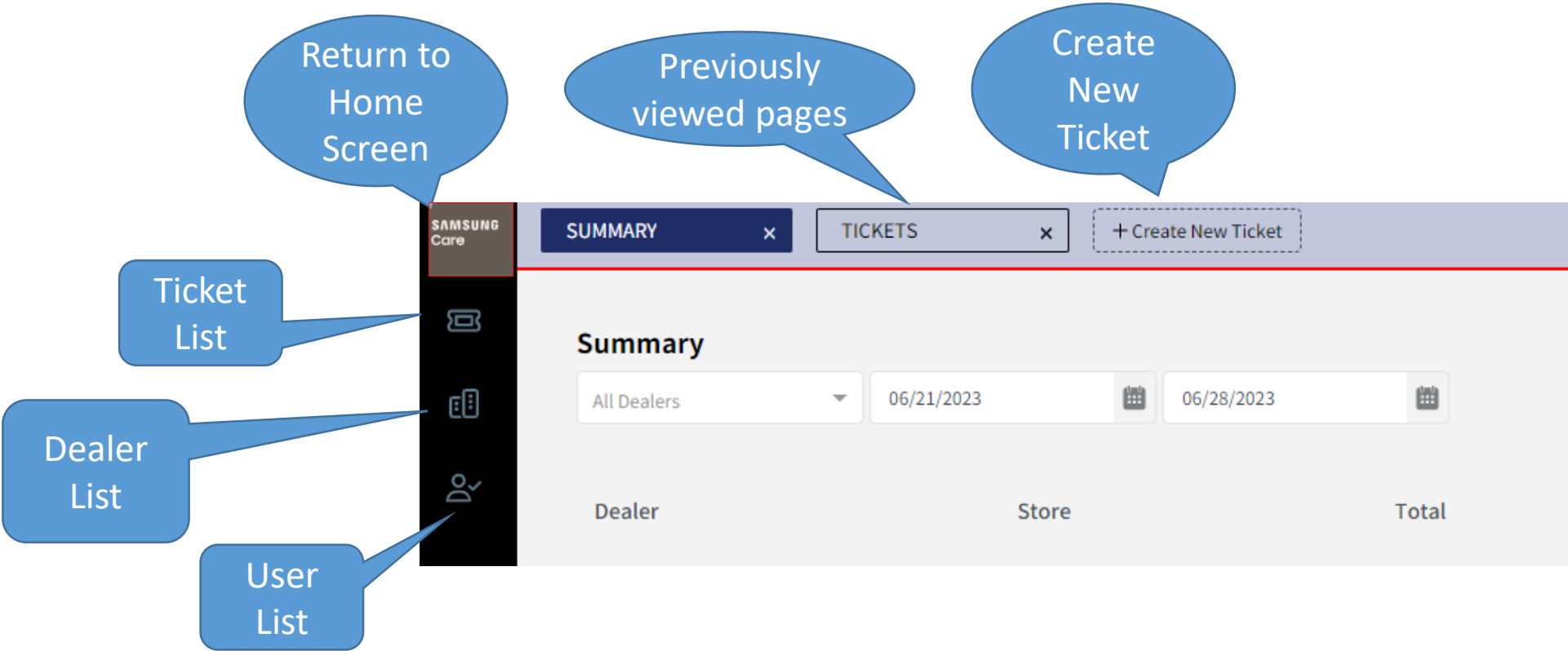


If a user lost or forgot their password, the user can request a new password using “Forgot Password”.

1. Enter User Email
2. “Send Reset Link”
3. Receive and Verify Passcode
4. Choose a new Password

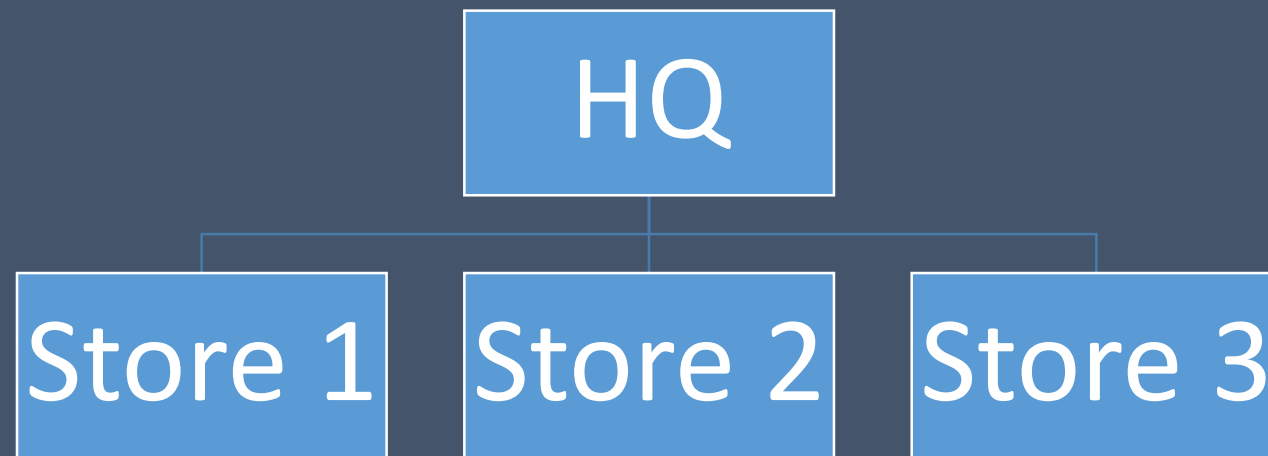


A notification of the password change will be sent to the user





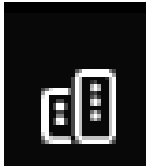
Creating Stores & Contacts



Service Portal: Creating Stores

HQ users can create Stores

1. Click the buildings icon for the Dealer list



2. Click New on the right

3. Input details:

- Store Name
- Main Contact
- Main email
- Address

After creation, the new store information will be show in detail UI.

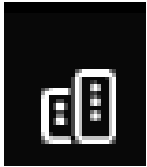
Store information can be modified by clicking the [Edit] button

The screenshot displays the Samsung Service Portal interface. At the top, there are tabs for SUMMARY, TICKETS, 4172882916, USERS, DEALERS, and a button to Create New Ticket. The DEALERS tab is active, showing a Dealer List table with columns for Name, Location, and Status. A blue arrow points to the 'New' button in the top right corner. Below the table, the Dealer Information form is visible, containing fields for Name, Status, BP#, Dealer Code, Address, City, State, Postal Code, Phone #, and Email. The Contact Information section below it lists contact details for Brian Wegel. A modal form titled 'Dealer' is overlaid on the screen, showing fields for Dealer Name, HQ, Status, Phone #, Address, Contact Person (First Name, Last Name, Phone #, Email), and Escalation Email. A red box highlights the 'Create' button at the bottom right of the modal.

Service Portal: Creating Contacts

HQ users can create Contacts

- ❑ Click the **buildings icon** for the Dealer list



- ❑ Select Store

- ❑ Contact Information – Select **ADD**

- ❑ Input all fields

Contact Information

Username(Email) *

Email

First Name *

First name

Last Name *

Last name

Phone # *

Phone number

Ext.

Create

SUMMARY

TICKETS

4172882916

USERS

DEALERS

+ Create New Ticket

Buildings icon

Dealer List

All Dealers

Q test

Export

Showing 7 Rows

1 of 1

Samsung HQ Test 6 29

Brooklyn / NY

5082160799

(205) 914-2765

HQ

ACTIVE

Store Creation Test 6 29

Queens / NY

5082160800

(654) 212-3879

HQ

ACTIVE

Admin Store Creation Test 6 29

Brooklyn / NY

5082160821

(756) 874-6985

STORE

ACTIVE

Christine TEST 0718

Monroe / NY

5082160873

(201) 306-0651

HQ

ACTIVE

Dealer Information

Name

Samsung TEST STORE

Status

ACTIVE

BP#

5082161677

HQ

No

HQ BP#

5082160799

Dealer Code

Address

100 Test Road

Address2

City

York

State

PA

Postal Code

17404

Phone #

(800) 721-2590

Email

test@test.com

Edit

Contact Information

No.

First Name

Last Name

Phone #

Email

Delete

Edit

1

Sammy

Samsung

+1 (800) 726-1264

test@test1.com

Delete

Edit

SUMMARY

TICKETS

4172882916

USERS

DEALERS

+ Create New Ticket

Buildings icon

Dealer List

All Dealers

Q test

Export

Showing 7 Rows

1 of 1

Samsung HQ Test 6 29

Brooklyn / NY

5082160799

(205) 914-2765

HQ

ACTIVE

Store Creation Test 6 29

Queens / NY

5082160800

(654) 212-3879

HQ

ACTIVE

Admin Store Creation Test 6 29

Brooklyn / NY

5082160821

(756) 874-6985

STORE

ACTIVE

Christine TEST 0718

Monroe / NY

5082160873

(201) 306-0651

HQ

ACTIVE

Store Not Populating Test

Bayonne / NJ

5082160808

(745) 685-3123

STORE

ACTIVE

Walts TV Test

Chandler / AZ

5082160832

(201) 414-8179

HQ

ACTIVE

Samsung TEST STORE

York / PA

5082161677

(800) 721-2590

STORE

ACTIVE

Dealer Information

Name

Samsung TEST STORE

Status

ACTIVE

BP#

5082161677

HQ

No

HQ BP#

5082160799

Dealer Code

Address

100 Test Road

Address2

City

York

State

PA

Postal Code

17404

Phone #

(800) 721-2590

Email

test@test.com

Edit

Contact Information

No.

First Name

Last Name

Phone #

Email

Delete

Edit

1

Sammy

Samsung

+1 (800) 726-1264

test@test1.com

Delete

Edit

2

Jane

Samsung

+1 (800) 726-1264

jane@test.com

Delete

Edit



Ticket Management

- Requesting Repairs
- Requesting Return Authorizations
- Ticket List Review
- Search
- Ticket Logs
- Escalations

Service Portal: Ticket Management – Requesting Repairs

1. Click [Create New Ticket] on the header bar to create a new ticket.



2. Enter Ticket Information

A screenshot of the DealerPortal 'New Ticket' form. The form is divided into three main sections: 'Ticket information', 'Service Information', and 'Progress'. The 'Ticket information' section is highlighted with a red border. Three blue callout boxes with orange text provide additional information about each section.

Ticket Information:
Displays all ticket detail information such as Model Code, Serial #, and Symptoms.

Service Information:
Service Center Assignment, Appointment details and Ticket Change Logs

Progress:
Current status and Ticket Communication Logs

Read only

Read only

Read only

Service Portal: Ticket Management – Requesting Repairs

2. (continued) Ticket Information - **BASIC**

- Select **Customer Type**
 - Where is the unit located?
 - ☐ Customer
 - ☐ Store
- Select Service Type
 CUSTOMER
 - ☐ Functional Repair
 - ☐ Cosmetic Repair
 - Dents and dings happen and we are here to help!
 - We will replace cosmetic parts reported in the first 30 days.
 - * Limit one Cosmetic request per serial number
 - ☐ Depot Repair
 - Mail In Service (not In Home)

STORE

- ☐ Stock Unit Repair
- ☐ Display Unit Repair

Customer

The screenshot shows the 'Customer' ticket creation interface. At the top, there are tabs for 'SUMMARY', 'DEALERS', and 'New Ticket' (selected). A '+ Create New Ticket' button is also present. Below the tabs, the 'Ticket information' section is visible. Under the 'Basic' tab, the 'Service Type' dropdown is open, displaying three options: 'Functional Repair', 'Depot Repair', and 'Cosmetic Repair'. The 'Customer Type' dropdown is set to 'Customer'. Other fields like 'Ticket#', 'Status', 'Reason', 'Posting Date', 'Complete Date', and 'Last Update' are visible but not filled out.

Store

The screenshot shows the 'Store' ticket creation interface. At the top, there are tabs for 'SUMMARY', 'DEALERS', and 'New Ticket' (selected). A '+ Create New Ticket' button is also present. Below the tabs, the 'Ticket information' section is visible. Under the 'Basic' tab, the 'Service Type' dropdown is open, displaying two options: 'Stock Unit Repair' and 'Display Unit Repair'. The 'Customer Type' dropdown is set to 'Store'. Other fields like 'Ticket#', 'Status', 'Reason', 'Posting Date', 'Complete Date', and 'Last Update' are visible but not filled out.

Service Portal: Ticket Management – Requesting Repairs

2. (continued) Ticket Information - **DEALER**

- Select Dealer HQ
- Select Store

Dealer/Store

Dealer Samsung HQ Test 6 29

Store Samsung TEST STORE

Customer/Contact Info

BP#

First Name Samsung TEST STORE Last Name

Phone Number Email

Service Portal: Ticket Management – Requesting Repairs

2. (continued) Ticket Information - **CONTACT INFORMATION**

I. Search for Existing Contact or create a NEW contact

- Remember to choose a Dealer & Store before searching
- Input email or phone number and click search
 - No slashes or dashes in the phone number

Search

Customer/Contact Information  Search

BP#

First Name Last Name

Phone Number Email

Address

Search Results

Customer Search

heetaek@dkrabbt.com Search

BP No.	First Name	Last Name	Phone Number	Email	State
5400009982	Heetaek	Kim	7788659811	heetaek@dkrabbt.com	IL

New

Confirm

Customer Detail

First Name Heetaek Last Name Kim

Email heetaek@dkrabbt.com Phone Number 7788659811

Address 918 West School Street

Chicago IL 60657

Reset

Update Confirm

Contact added to ticket

Customer/Contact Information  Search

BP# 5400009982

First Name Heetaek Last Name Kim

Phone Number 7788659811 Email heetaek@dkrabbt.com

Address 918 West School Street, Chicago, IL, 60657



Creates a New Contact Record

Service Portal: Ticket Management – Requesting Repairs

SAMSUNG Core

SUMMARY x DEALERS x New Ticket x + Create New Ticket

Ticket information

Basic

Ticket# _____ Customer Type **Store**

Service Type **Stock Unit Repair** Detail Type **Repair**

* A one-time functional repair is available for units manufactured within the last 18 months

Status _____

Reason _____

Posting Date _____ Last Update _____

Complete Date _____

Dealer/Store

Dealer **Samsung HQ Test 6 29**

Store **Samsung TEST STORE**

Customer/Contact Information **Search**

BP# _____

First Name _____ Last Name _____

Phone Number _____ Email _____

Address _____

Inquiry

Cancel Create

2. (continued) Ticket Information - **STORE**

- Select **STORE** as **CUSTOMER TYPE**
- Select **DEALER & STORE** location
- **Search** for contact
 - All Stores must have contact information to create tickets
 - Choose a contact if there is an existing one or create a new contact
 - Confirm correct contact

Customer Search

BP No.	First Name	Last Name	Phone Number	Email	State
5082161677	Sammy	Samsung	8007261264	test@test1.com	PA
5082161677	Jane	Samsung	8007261264	jane@test.com	PA

New

Customer Create

First Name Last Name

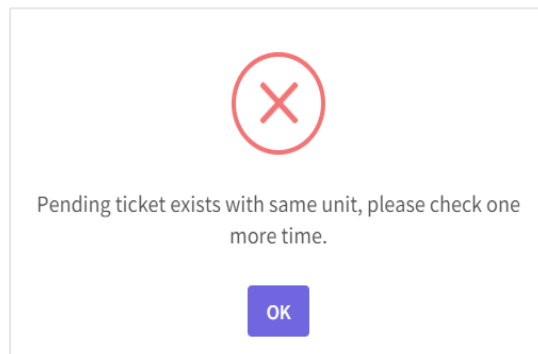
Email Phone Number

Create

Service Portal: Ticket Management – Requesting Repairs

3. Product Information

- Input **Serial #** and click **[Check]**
- Input **Model #** and click **[Check]**
- The product information will display the product name, image and warranty info
- Serial number must have all 15 digits including the last letter
- If another active ticket exists for the same serial #, you will receive an error message.
 - Call Samsung Support Teams to confirm open ticket



Product Information

Serial#

Model#

Product Type REF_REF Refrigerator

Product Detail



18 cu. ft. Top Freezer Refrigerator with FlexZone™ and Ice Maker in Stainless Steel

Warranty

Warranty Status		Warranty Type	LP In Warranty
Part Wty Term	11/30/2023	Labor Wty Term	11/30/2023
Manufacture Date	09/01/2022		

Service Portal: Ticket Management – Requesting Repairs

4. Warranty

- The **warranty status** will display once the serial number has been accepted

- Purchase date and receipt are needed if the product is out of warranty.



Product Information

Serial#

Model#

Product Type Refrigerator

Product Detail  22 cu. ft. 4-Door French Door, Counter Depth Refrigerator with 21.5" Touch Screen Family Hub™ in Stainless Steel

Warranty

Warranty Status

Part Wty Term 08/31/2021 Labor Wty Term 08/31/2021

Manufacture Date 06/01/2020

Based on our records, Customer product is out of warranty. If customer believes the product is in warranty, Please insert purchase date and upload the receipt.

PurchaseDate

Receipts

Service Portal Ticket Management – Requesting Repairs

5. Symptoms

- Select your symptoms

The system will return the symptom codes based on the selected symptoms

Symptoms

Please select a symptom that you've been experienced. If there is no symptom you find, please select 'Others' symptom

Ice bucket is frozen	Ice maker is making too much ice	Ice maker or Ice bucket is covered in frost
Ice maker is not making any ice	Both Fridge and Freezer are not cold	
Little to no ice is being dispensed	Freezer is cooling, fridge is not	Freezer is not cold
Fridge is cooling, freezer is not	Autofill Pitcher is leaking	Water is leaking inside the refrigerator
Autofill Pitcher is not filling automatically	Water is not dispensing	Fridge has no power

Symptoms

Simple Symptom

Freezer is not cold x

Chosen Symptoms

- 07 Cooling/Temperature/condensation issue
- 03 No cooling
- 02 Freezer room

Service Portal Ticket Management – Requesting Repairs

6. Schedule

- Available Service Centers will be shown
- **Pick the earliest date available**
- Preferred dates are not guaranteed
- The chosen Service Center will reach out to the customer to confirm the appointment

If there are no Service Centers available, select “PICK”

7. Inquiry -

Add any additional notes/unit number/previous history from the customer/dealer on the issue.

This is a required field

8. Create Ticket

Ticket information

Schedule

Service Center

Thu

Fri

Sat

Sun

Mon

Tue

Wed

09/14

09/15

09/16

09/17

09/18

09/19

09/20

BFSCC05 Preferred	AM					8	14
Service Quick CSP	CSP	PM				124	148
	EV						
BFSC542 Preferred	AM						17
TEKNITON	MSC	PM					22
	EV						8
4902220 Other	ASC	✓		✓	✓	✓	✓
LDA Enterprise							

* Other: Appointment displayed is requested date only and subject to change

Schedule

Pick

✓

Inquiry

Please check my device

Cancel

→

Create



Ticket List Review

Service Portal: Ticket Management – Ticket List Review

5. Reviewing Tickets

- Select the **TICKET ICON** on the left
- Filters
 - System Filters
 - My List
 - New Filter

SAMSUNG
Care



Ticket List

Active

Completed Today

Created Today

Created Yesterday

Long Term Pending

My List +

AFO

All South

Costco

Ferguson

Homecoming at the Resort

Pinnacle

SUMMARY x

TICKETS x

+ Create New Ticket

AG

Showing 85 Rows

Search...

Export

1 of 4 < >

No.	Name	Customer type	Store	TicketNo	Model	Type	Wty	City	State	PostDate	Status	Cancel
1		Customer		4172844803	DVG53BB8900TA3	In-Home Repair	LP	Hopkins	MN	09/12/2023	Pending	Cancel
2		Customer		4172837497	QN65Q80CDFXZA	In-Home Repair	LP	Jacksonville	FL	09/11/2023	Pending	Cancel
3		Customer		4172025295	RF18A5101SR/AA	Cosmetic Repair	LP	Ontario	CA	07/20/2023	Technician Assigned	Cancel
4		Customer		4171872270	RT21M6215SR/AA	Cosmetic Repair	LP	Inglewood	CA	07/10/2023	Technician Assigned	Cancel
5		Customer		4171873294	RT21M6215SR/AA	Cosmetic Repair	LP	Inglewood	CA	07/10/2023	Technician Assigned	Cancel
6		Customer		4171873128	RT21M6215SR/AA	Cosmetic Repair	LP	Inglewood	CA	07/10/2023	Technician Assigned	Cancel
7		Customer		4171873176	RT21M6215SR/AA	Cosmetic Repair	LP	Inglewood	CA	07/10/2023	Technician Assigned	Cancel
8		Customer		4171873345	RT21M6215SR/AA	Cosmetic Repair	LP	Inglewood	CA	07/10/2023	Technician Assigned	Cancel

Service Portal: Ticket Management – Ticket List Review

SAMSUNG Core

TICKETS

4173110928

4172959221

+ Create New Ticket

AG

Ticket information

Refresh Ticket Information (Synced an hour ago)

Basic

Ticket#

4172959221

Customer Type

Customer

Service Type

In-Home Repair

Detail Type

DETAIL Repair

Status

S1040 Goods Delivered / Warranty Claim

Reason

Posting Date

09/19/2023

Last Update

Complete Date

09/27/2023 6:01 pm

Dealer/Store

Dealer

Pinnacle

Store

Pinnacle

Created By

Customer/Contact Information

BP#

5132963676

First Name

Last Name

Phone Number

Address

Product Information

Serial#

0EG34DBR801206V

Model#

RT21M6215SR/AA

Service Information

Basic

Service Center

BFSCC01 Service Quick CSP (877) 412-1665

Assign Date

09/22/2023 11:34 am

Ack Date

09/22/2023 6:12 pm

1st App.

09/27/2023 12:00 pm

Last App.

09/27/2023 4:00 pm

Parts

Part Status

Used

Part #

DA91-04694B

Tracking #

PO #

PO Status

Description

ASSY DOOR FOAM-FRE;RT6500M_21cf,REAL STA

SAW

SAW #

4172959221_0001

Status

SS010:

Req Type

SRC50:

Requester

USBLDEGC1011

Confirm User

USBLDEGC1011

Request Date

09/21/2023 8:00 pm

Confirm Date

09/21/2023 8:00 pm

Mileage

0mi

Confirm Mileage

0

Progress

Goods Delivered

Ticket Logs

Thank you for giving us the opportunity to serve you!
Reply STOP to stop msgs.
Reply START to resume.

USBLDEGC1008

9/22/2023 10:08 am

Jenny Kim asked that I assign to the Dealer Portal

BFSCC01

9/22/2023 04:11 pm

Unit 300
Freezer door dented

USSTMNRC1109

9/29/2023 07:46 am

#STM#
As per ASC Rep Lizette Lozano request, service type was updated to IH.
NTG:2621

USSTMNRC1109

9/29/2023 07:46 am

No Fast Track Manual for the model code

Notes

Service Center & Service Dates

Status

Parts used

B2B Service Requestor

Customer Info

Service Portal: Ticket Management – Ticket List Review

5. Reviewing Tickets (con't)

- System Filters

There are 5 pre-defined filters:

1. Active: All active statuses including Pending Status
2. Complete Today: Tickets that are completed today
3. Created Today: Tickets that are created today.
4. Created Yesterday: Tickets that were created yesterday.
5. Long Term Pending: Tickets that are pending for more than 14 days.

No.	Name	CX type	Store	TicketNo	Model	Type	Wty	City	State	Asc	PostDate	Create	Status
1				4100240192	RF22R7351SG/AA	SR / DET001	LP	New Rochelle	NY	BFSCC33	12/06/2022	sangyeol.kho@partner.samsung.com	Acknowledged
2				4100240120	RF22R7201SR/AA	DM / DET001	LP	New Rochelle	NY	BFSCC33	12/03/2022	sangyeol.kho@partner.sea.samsung.com	Acknowledged
3				4100240121	RF2658EASR/AA	DM / DET001	LP	New Rochelle	NY	BFSCC33	12/03/2022	heetaek@dkrabbitt.com	Acknowledged
4				4100240013	RF2775201SR/AA	DM / DET001		New Rochelle	NY	BFSCC33	11/30/2022	sangyeol.kho@partner.sea.samsung.com	Acknowledged
5				4100240100	RF2608EASR/AA	IH / DET001	LP	Ridgefield Park	NJ	BFSCC32	12/01/2022	sol@dkrabbitt.com	Assigned to Ser
6				D543617223	LS32B6852NNXGO	PS / DET001	LP	Fort Lee	NJ	1656428	11/29/2022	sangyeol.kho@partner.sea.samsung.com	Assigned to Ser
7				4100240010	RF2775241SR/AA	SR / DET001		New Rochelle	NY	BFSCC33	11/30/2022	sangyeol.kho@partner.sea.samsung.com	Acknowledged
8				4100240008	RF2658EASR/AA	DM / DET001	LP	New Rochelle	NY	BFSCC33	11/30/2022	heetaek@dkrabbitt.com	Acknowledged
9				4100240007	RF22R7351SR/AA	SR / DET001	LP	New Rochelle	NY	BFSCC33	11/30/2022	heetaek@dkrabbitt.com	Acknowledged
10				4100240003	LF271350FHNKZA	PS / DET001	OW	Ridgefield Park	NJ	1656428	11/30/2022	heetaek@dkrabbitt.com	Acknowledged
11	307LSE	Customer	Walmart	4100239998	LC49HG900MNXZA	PS / DET001	LP	Ridgefield Park	NJ	1656428	11/29/2022	walmart-agent@yopmail.com	Acknowledged
12				4100239806	RF26K9380SR/AA	IH / DET001	LP	Ridgefield Park	NJ	BFSCC32	01/01/2020	dealer@dkrabbitt.com	Engineer As
13				4166012132	UN55NU659FPKZA	IH / DET001	LP	Odessa	NY	3420639			Engineer As

Service Portal: Ticket Management – Ticket List Review

5. Reviewing Tickets (con't)

My List FILTER

- Click the [+] button next to My List
- Select filters on the Filter UI
- Click UP arrow next to Apply Filter
- Click the [Save Filter] button
- Input new name for filter and click the [Save] button

The screenshot shows the 'Ticket List' interface with a sidebar on the left containing 'Active', 'Completed Today', 'Created Today', 'Created Yesterday', 'Long Term Pending', and 'My List'. A red circle and arrow labeled '1' point to the '+' button next to 'My List'. A modal window titled 'Filter' is open, showing various filter categories: Store, Customer Type, Product Group, Status, and Service Type. A red arrow labeled '2' points to the 'Service Type' section where several options are selected. A red arrow labeled '3' points to the 'New List' dialog box where the name 'WM PS, DM' is entered. Below the dialog, there are 'Cancel' and 'Save' buttons. At the bottom right of the filter modal, there are 'Save Filter' and 'Apply Filter' buttons, with an upward arrow button next to 'Apply Filter' highlighted by a red box.

Your new list can be found on the left navigation bar



This screenshot shows the same 'Ticket List' interface after the filter has been created. In the left sidebar, under the 'My List' section, a new entry 'WM PS, DM' is now visible and highlighted with a red box. The main ticket list area shows a single ticket with details: No. 1, Name [redacted], CK type 4100240003, Store LF27T350FH0XZA, Type PS / DET001, Wty OW, City Ridgely Park, State NJ, Asc 1656428, PostDate 11/30/2022, Create heetaek@dkrabbitt.com, and Status Acknowledge (ASC).



Search

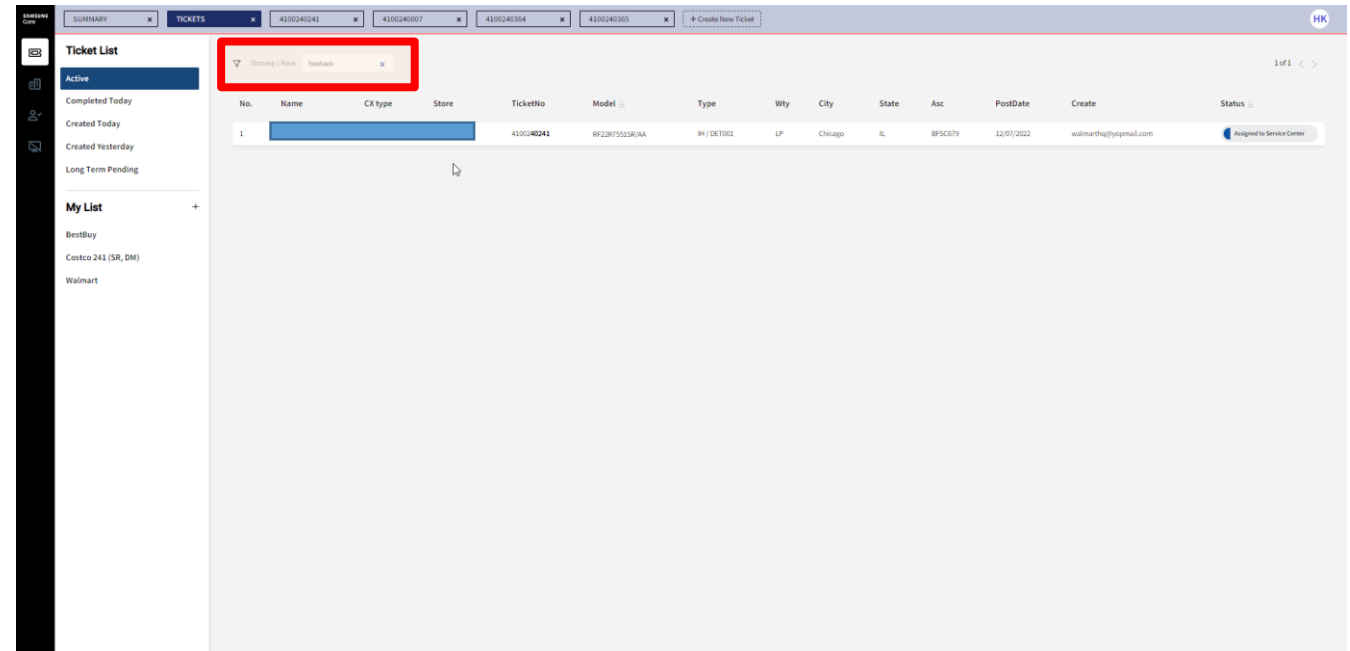
Service Portal: Ticket Management – Search by Keyword

You can search tickets once you input a keyword.

Search Fields

- Name
- Email
- Phone
- Model code
- Serial number
- Ticket number

The keyword condition will be applied concurrently with the selected filter.





Ticket Logs

Service Portal: Ticket Management – Ticket Logs

1. Ticket Information - Ticket Logs

This section provides communication history among customer, dealer, and agent.

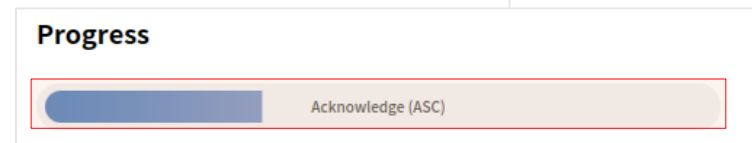
Change Logs			
06/29/2022 3:56 pm	BFSC613	ST025	FMONE01
Reason: Appointment Date is set			
06/29/2022 3:56 pm	BFSC613	ST025	FMONE01
Reason: Appointment Date is set			
06/28/2022 3:07 pm	BFSC613	ST030	FMONE01
Reason: Attempt to contact customer failed			
06/28/2022 3:01 pm	BFSC613	ST015	FMONE01

2. Ticket Information - Change Logs

There are status change logs in this section. You can see change history.

3. Ticket Information - Progress

- This is an indicator of the ticket status
- You can see the whole process if you click on the progress bar



Repair Status ×

You can check the current repair process.
The general repair status is as follows, and you can check the status of this repair ticket.

A vertical timeline with a blue bar on the left and a list of status steps on the right. The steps are: ST005 ASC not available, ST015 Acknowledge (ASC), ST025 Engineer Assigned, ST030 Pending, ST033 ASC Decline, ST035 Repair Completed, and ST040 Goods Delivered / Warranty. A blue dot is positioned next to the ST015 step.

Escalations and Requesting Return Authorizations

Service Portal Ticket Management – Requesting Return Authorizations

Ticket Logs

6/22/2023 03:02 am
RFC_NSCSP_D3
In-home Repair Ticket Confirmation e-mail was sent to customer

6/22/2023 03:02 am
RFC_NSCSP_D3
Error during sending e-mail

6/22/2023 03:02 am
RFC_NSCSP_D3
No Fast Track Manual for the model code

6/22/2023 03:02 am
RFC_NSCSP_D3
Does not start

Request Return Authorization

Samsung will issue service return authorizations (RA's) for the following circumstances for **in-warranty units** and on a case-by-case basis for those outside standard warranty.

For qualifying Repair requests, a Dealer can return to the **open Repair Ticket** and **request a Service RA**.

Note: RA Requests are subject to review by a Samsung Dealer Support Agent.

Ticket Logs

12/7/2022 08:41 am
Walmart HQ
Email to customer

12/7/2022 08:42 am
Reply to B2B.QA.NSCSP

12/7/2022 08:44 am
Walmart HQ
Escalation to Agent

Escalate Ticket

Request Return Authorization

Dealers can request escalation by sending an **Escalation request** on the **Ticket Log**

Our agents will respond on the ticket logs once they begin reviewing an escalation. Outcome of that review will also be displayed in the ticket logs.

The **Escalate Ticket** button will only appear if certain conditions regarding repair delays or other issues have been met



THANK
YOU!

Here to help