



# 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](http://www.samsungdss.com)

Dealer Support

Dial: 866-797-8727

E-mail: [partner.care@sea.samsung.com](mailto: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](mailto:samsungbuilderb2b@sea.samsung.com)

Warranty Registration Forms:

[builderwarranty@sea.samsung.com](mailto: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

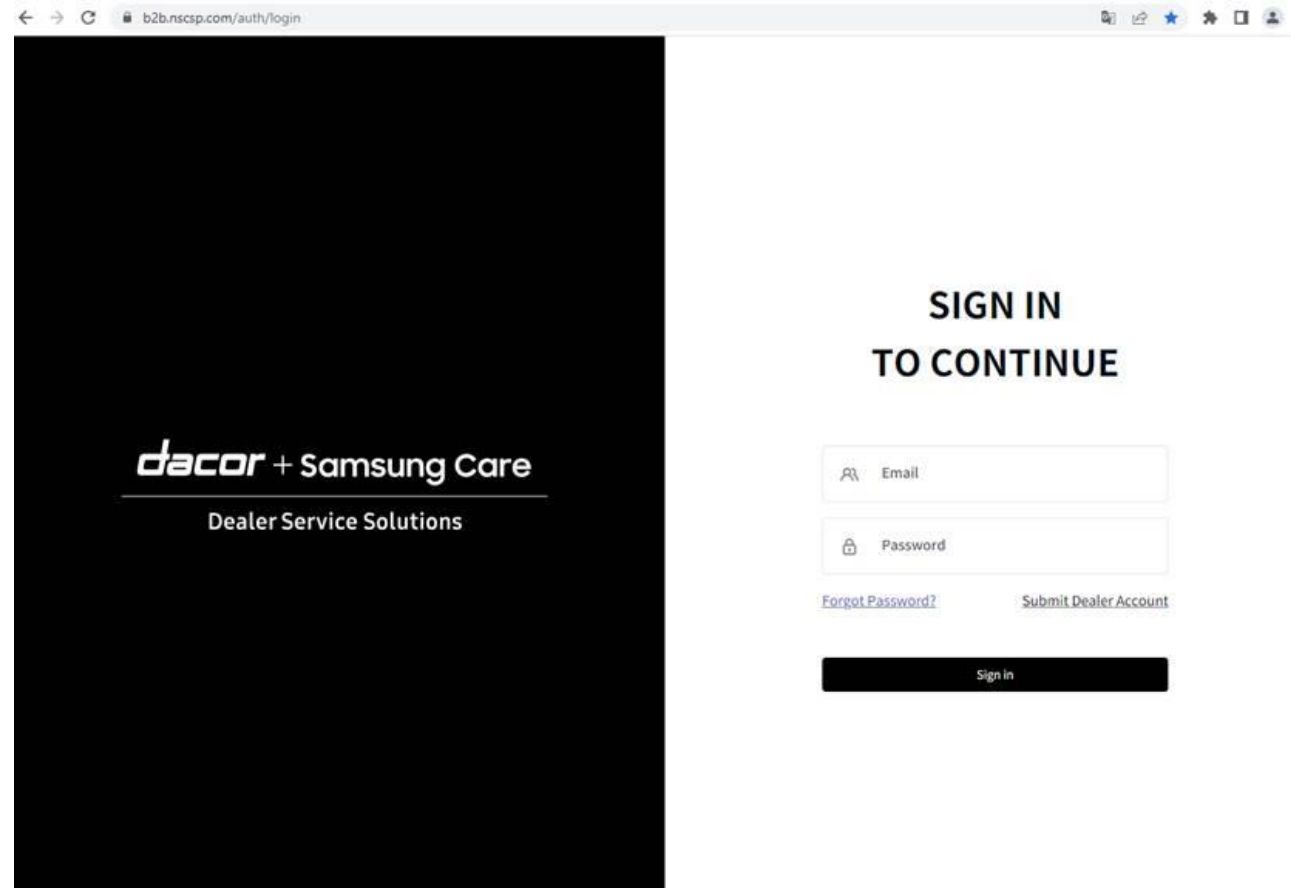


# Getting Started

- 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 is split into two main sections. On the left, a large black rectangle contains the "dacor + Samsung Care" logo in white, with "Dealer Service Solutions" written below it. On the right, the text "SIGN IN TO CONTINUE" is centered. Below this text are two input fields: "Email" with a magnifying glass 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 right section is a black button with the text "Sign in" in white.

## Service Portal: Getting Started – Authentication

Receive and Verify Two-Factor Authentication:




### Verification Code

Hi [heetaek@dkrabbitt.com](mailto:heetaek@dkrabbitt.com),

We received a request to access dealer portal.  
Please enter the following code.

4 6 6 9 5 1

B2B NEW SAMSUNG CUSTOMER SERVICE PORTAL

  
B2B SERVICE PORTAL

### Verify Passcode

Please input the code we sent to h\*\*\*\*\*k@dkrabbitt.com to access your account.

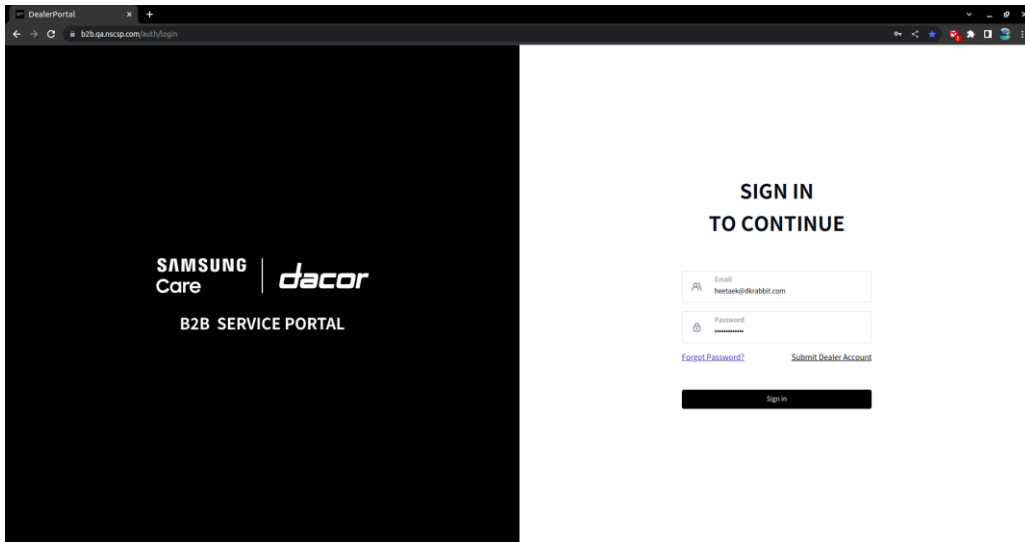
[Back to Sign In?](#)

Confirm

Don't you receive any code? [Resend](#)

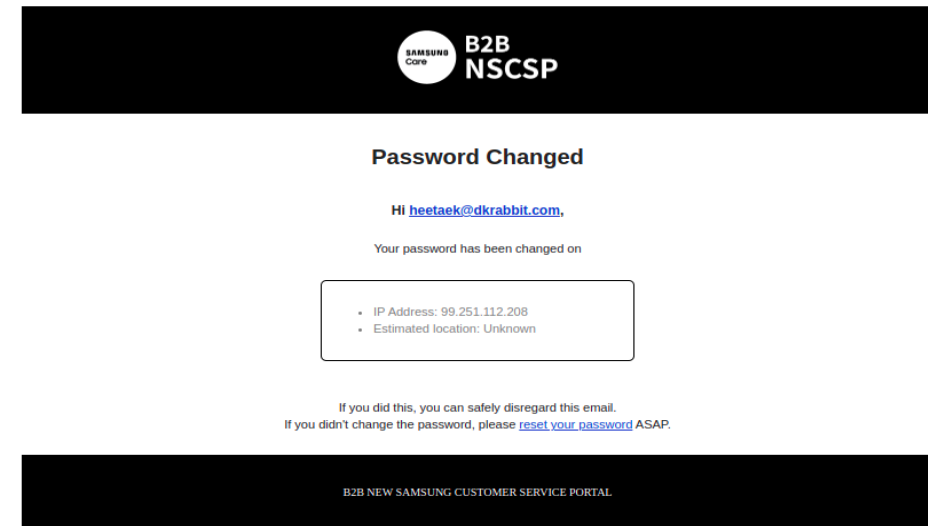
This step is required every time you sign in

## Service Portal: Getting Started – Resetting Passwords

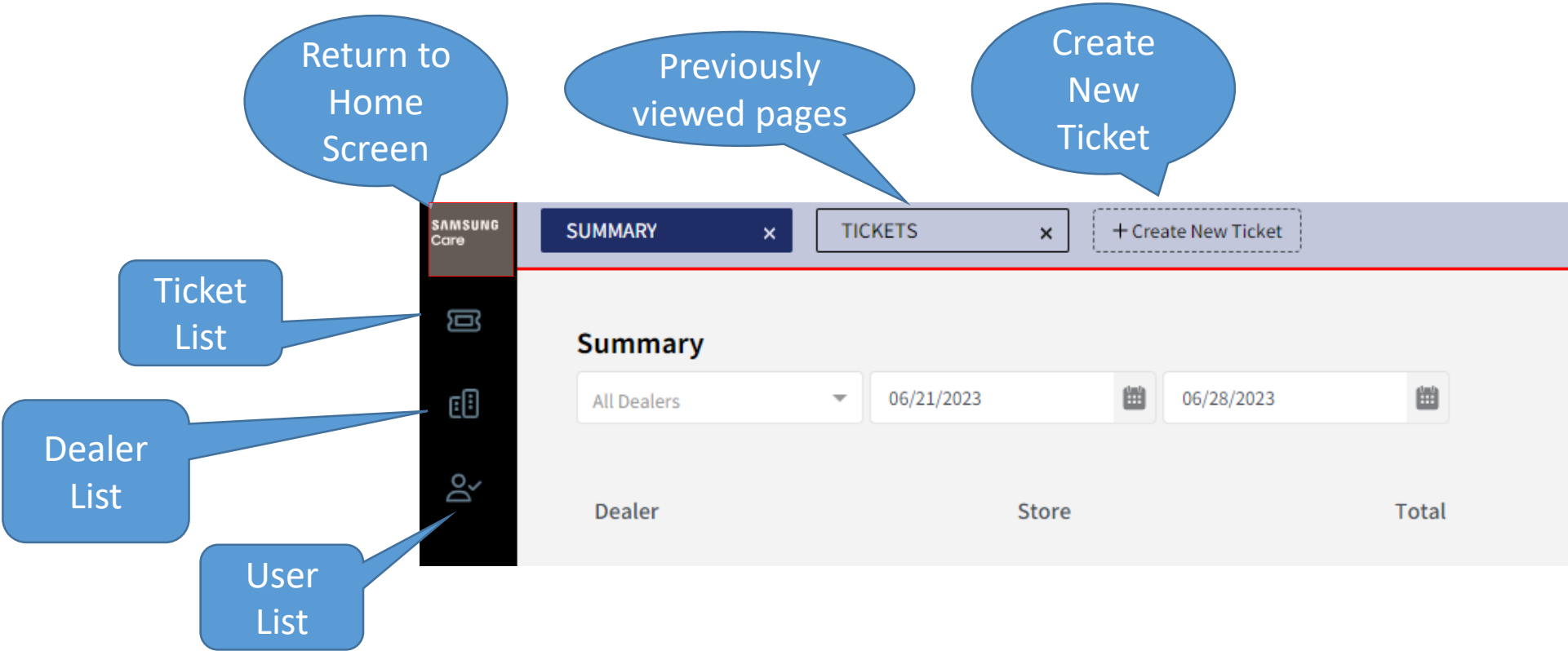


If a user lost or forgot their password, the user can request a new password using “Forgot Password”.

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



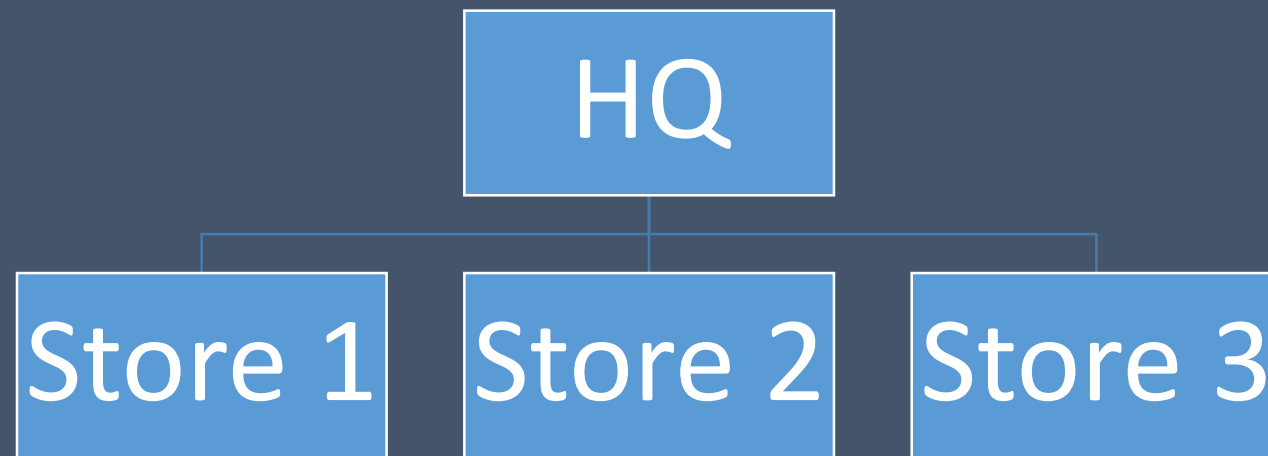
A notification of the password change will be sent to the user







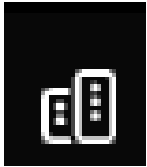
# Creating Stores & Contacts



## 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

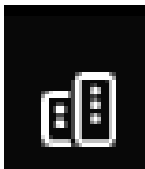
After creation, the new store information will be show in detail UI.

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, there is a 'Dealer Information' form with fields for Name, Status, BP#, HQ BP#, Address, City, State, Phone #, and Email. A 'Contact Information' table is also visible, listing contacts with their first and last names, phone numbers, and email addresses. A 'Dealer' form is overlaid on the screen, containing fields for Dealer Name, HQ, Status, Phone #, Address, and Contact Person details. A red box highlights the 'Create' button at the bottom right of the form.

# 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. The first section, 'Ticket information', is highlighted with a red border and contains fields for Basic information (Ticket#, Customer Type, Service Type, Status, Reason, Posting Date, Complete Date), Dealer information (Dealer Name, Store), and Customer/Contact Information (BP#, First Name, Phone Number, Address). The second section, 'Service Information', contains fields for Basic information (ASC, Assign Date, Ack Date, 1st App., Last App., ASC Job), Parts (N/A), and SAW (N/A). The third section, 'Progress', contains a 'Ticket Logs' section. A blue box with the text 'Ticket Information: Displays all ticket detail information such as Model Code, Serial #, and Symptoms.' is overlaid on the first section. Another blue box with the text 'Service Information: Only' is overlaid on the second section. A third blue box with the text 'Progress: Current status and Ticket Communication Logs' is overlaid on the third section. The word 'Read' is written in orange above the 'Service Information' and 'Progress' boxes.

## 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. The 'Basic' tab is active. The 'Service Type' dropdown is open, showing 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 'Detail Type' (set to 'DE1001 Repair') are also visible.

## 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. The 'Basic' tab is active. The 'Service Type' dropdown is open, showing 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 'Detail Type' (set to 'DE1001 Repair') are also visible.

## 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 test is required 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

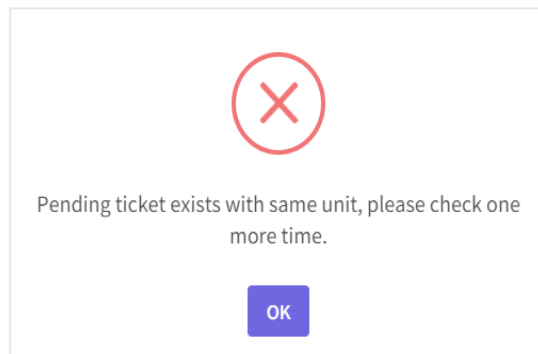
Email  Phone Number

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	<span>LP</span> 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  
09/14

Fri  
09/15

Sat  
09/16

Sun  
09/17

Mon  
09/18

Tue  
09/19

Wed  
09/20

BFSCC05 Preferred	AM					8	14
Service Quick CSP	PM					124	148
	EV						
BFSC542 Preferred	AM						17
TEKNITON	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

4172959221

Create New Ticket

Ticket information

Refresh Ticket Information (Synced an hour ago)

Basic

Ticket#

4172959221

Customer Type

Customer

Service Type

In-Home Repair

Detail Type

GETTER Repair

Status

ST040 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#

0EG34DBR80120GV

Model#

RT21M621SSR/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

Service Center & Service Dates

Parts used

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

#51Me  
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 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	RF27T5201SR/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	RF27T5241SR/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	LF27T350FHNXZA	PS / DET001	OW	Ridgefield Park	NJ	1656428	11/30/2022	heetaek@dkrabbitt.com	Acknowledged
11	307LSE Customer Walmart NY			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	UN55NU659FXZA	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 '+' icon next to 'My List'. A modal window titled 'Filter' is open, showing various filter categories like 'Store', 'Customer Type', 'Product Group', and 'Service Type'. A red arrow labeled '2' points to the 'Service Type' section, specifically to the 'Demo Repair' and 'In-Home Repair' options. Below the filter modal, a 'New List' dialog box is open with the text 'WM PS, DM' entered. A red arrow labeled '3' points to this text input field. At the bottom right, there are buttons for 'Save Filter', 'Apply Filter' (with an up arrow), and 'Clear Filter'.

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.

The screenshot displays the Samsung Service Portal interface for ticket management. At the top, there are tabs for 'SUMMARY' and 'TICKETS'. Below the tabs, a search bar is highlighted with a red box, containing the text 'Showing 1 item' and a search icon. To the left of the main content area is a sidebar with a 'My List' section, which includes links for 'Completed Today', 'Created Today', 'Created Yesterday', and 'Long Term Pending'. The main content area shows a table of tickets with columns: No., Name, CX type, Store, TicketNo, Model, Type, Why, City, State, Asc, PostDate, Create, and Status. A single ticket is listed with the following details: No. 1, Name (redacted), CX type (redacted), Store (redacted), TicketNo 4100240241, Model RF2287551SR/AA, Type IH / DET003, Why LP, City Chicago, State IL, Asc BPSC079, PostDate 12/07/2022, Create walmart@yopmail.com, and Status Assigned to Service Center.

No.	Name	CX type	Store	TicketNo	Model	Type	Why	City	State	Asc	PostDate	Create	Status
1				4100240241	RF2287551SR/AA	IH / DET003	LP	Chicago	IL	BPSC079	12/07/2022	walmart@yopmail.com	Assigned to Service Center



# Ticket Logs

## Service Portal: Ticket Management – Ticket Logs

### 1. Ticket Information - **Ticket Logs**

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

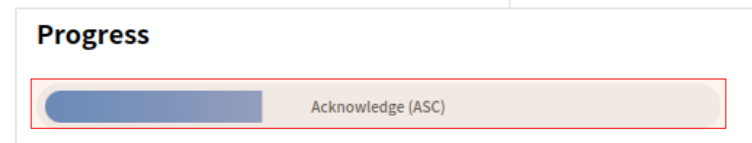
Change Logs			
06/29/2022 3:56 pm	BFSC613	ST025	FMONE01
Reason: Appointment Date is set			
06/29/2022 3:56 pm	BFSC613	ST025	FMONE01
Reason: Appointment Date is set			
06/28/2022 3:07 pm	BFSC613	ST030	FMONE01
Reason: Attempt to contact customer failed			
06/28/2022 3:01 pm	BFSC613	ST015	FMONE01

### 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