

New B2B Portal

Customer User Manual

1.1

2024-06-10

Revision History

Version	Date	Description
1.0	2024-05-17	Initial Document
1.1	2024-06-08	Update Document

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Overview

Brief Description

This document describes overall instructions on how to use the B2B Portal for Samsung Electronics. Customers can request a case including replace tickets.

Access URL

Type	URL
Production	https://www.samsungb2bsvc.com

User Type & Roles

User Type	Description	Available Privileges
CUSTOMER	BP or Store Customers	

Menu

Privileges	Menu	Description
CUSTOMER	Case	CUSTOMER can manage own cases

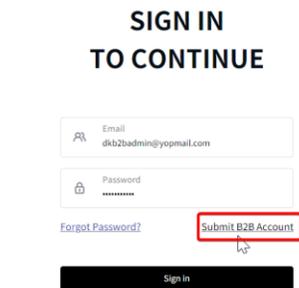
B2B Account Creation

Customer must request B2B account creation before using the system.

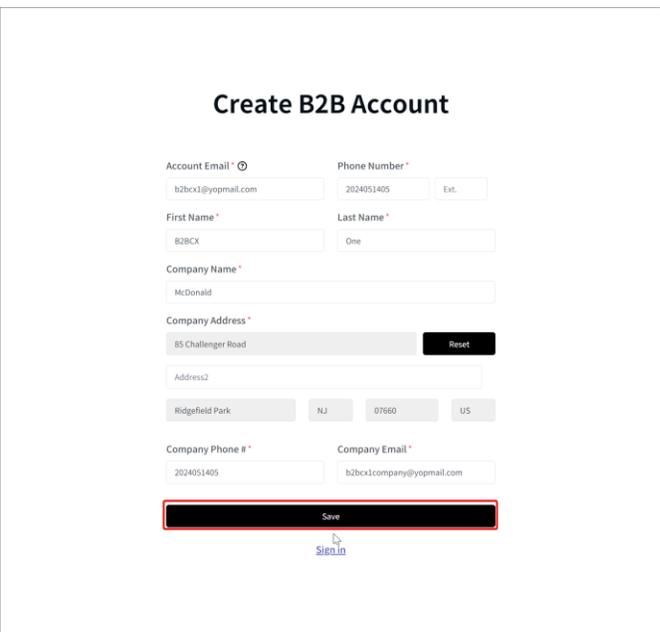
Submit B2B Account Request

Customer can make an account to request on the Sign-In UI.

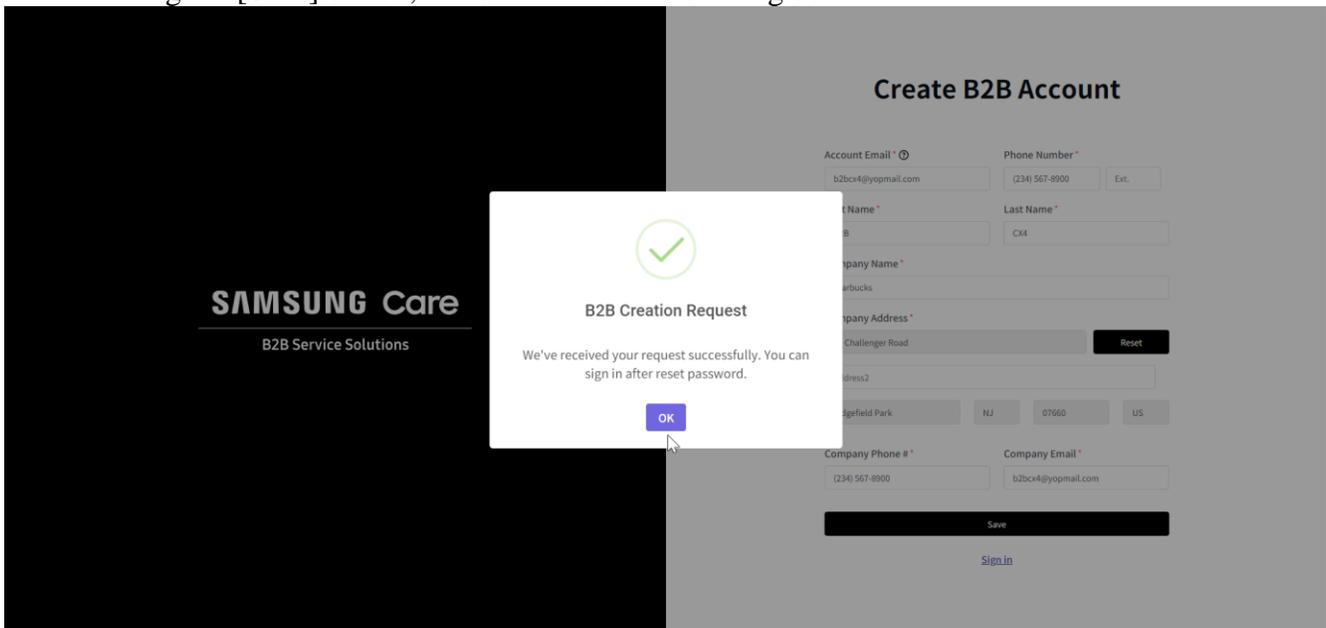
Click [Submit B2B Account]



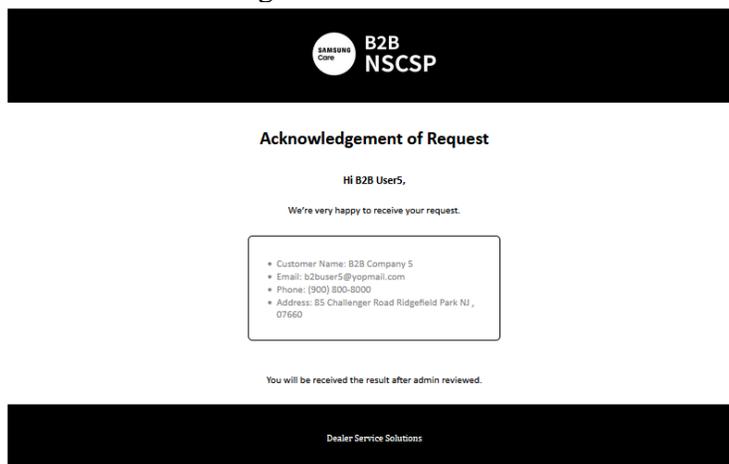
Input Customer information and click [Save] button



After clicking the [Save] button, customer can see this dialog box.

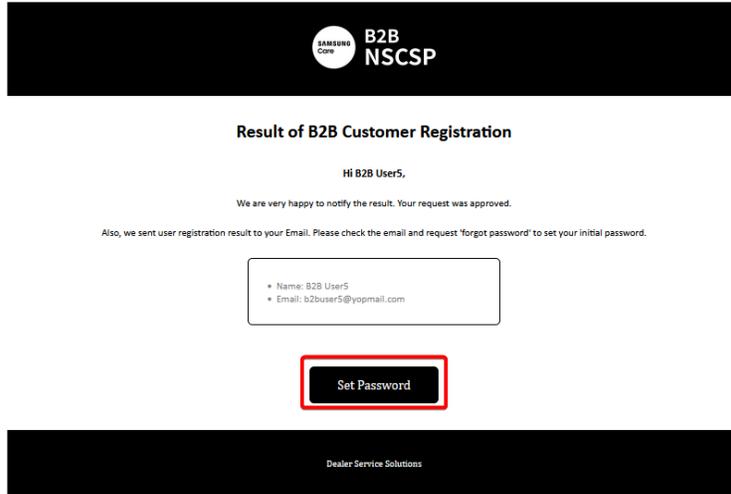


Also, the customer will receive acknowledgement email as well.



Receive Registration Result

The customer will receive registration result after submit request immediately. In this email, the customer can set initial password using [Set Password] button.

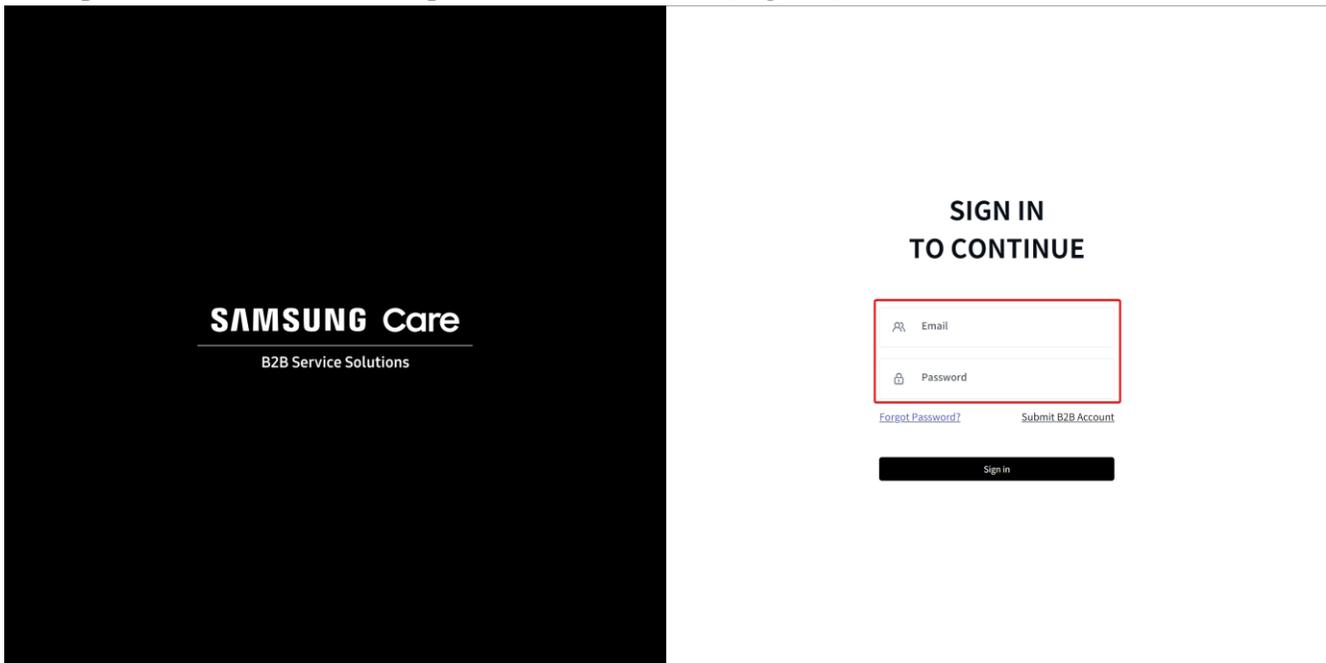


Authentication

Sign in

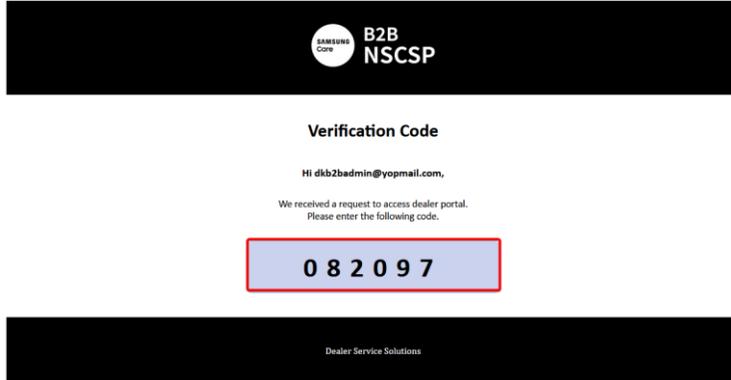
Sign in with Email and Password

Input email as username and password and click the [Sign In] button to access the Dealer Portal



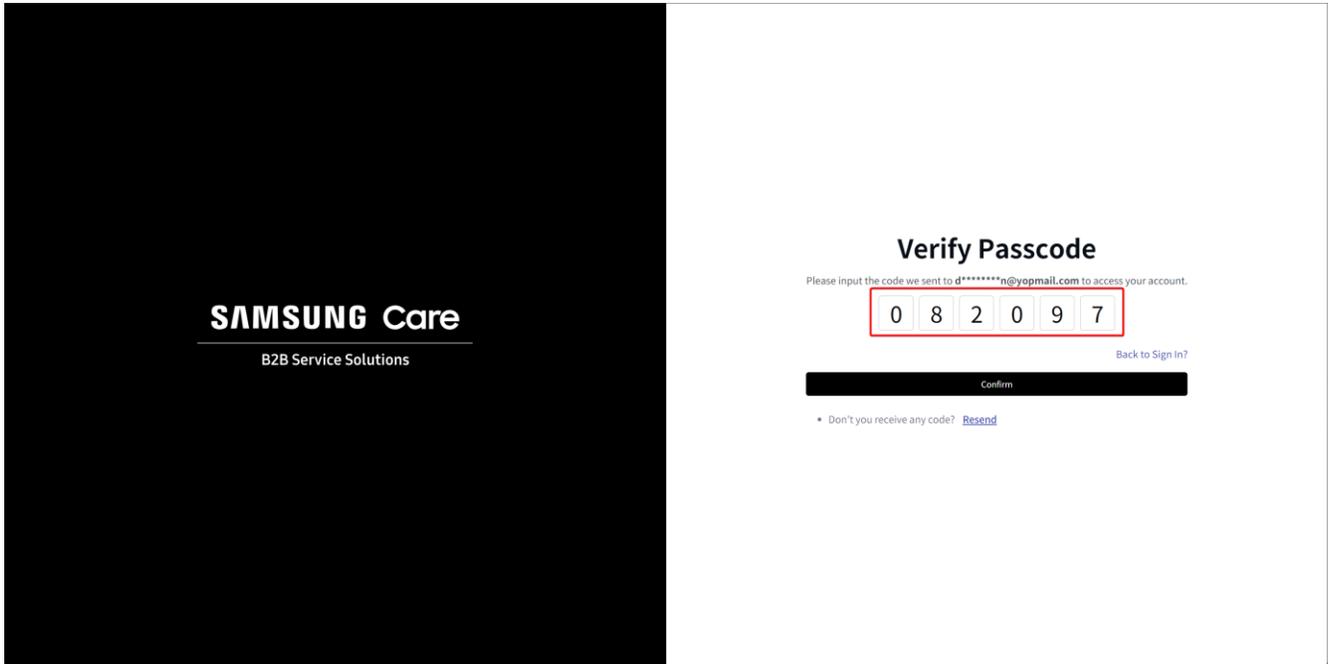
Receive Passcode

This system requires 2FA, so all users will receive the passcode.



Verify Passcode

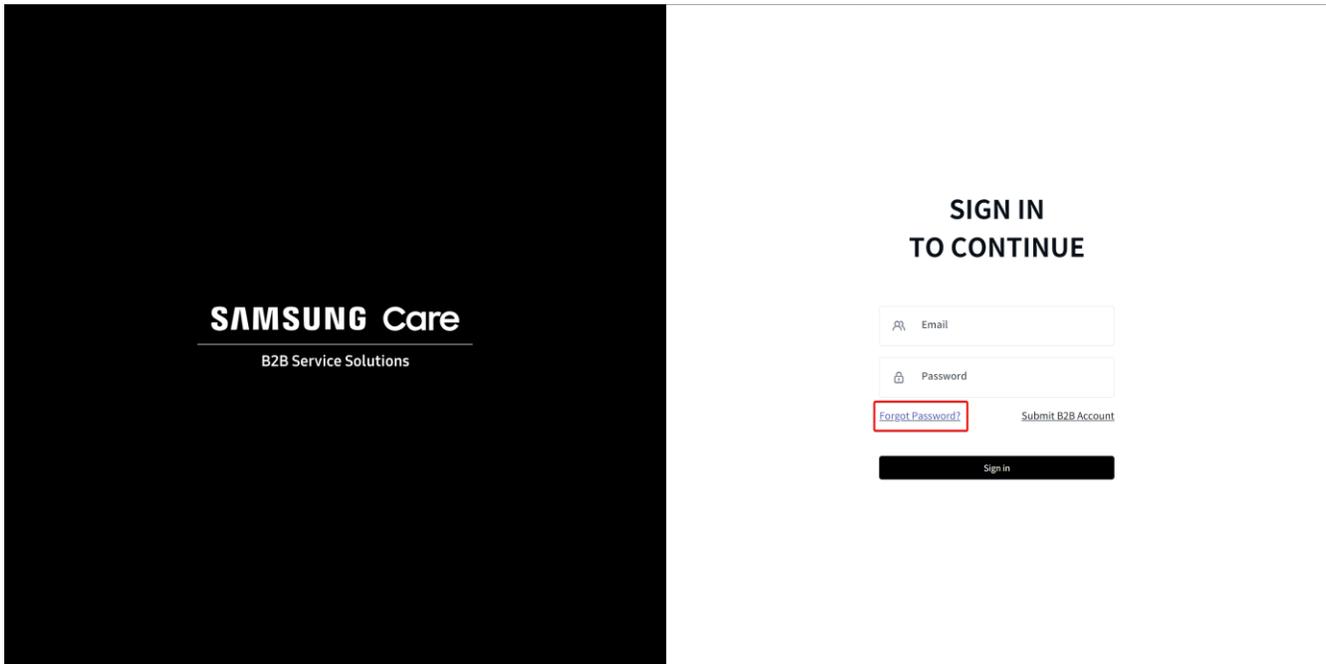
The user must input the passcode sent by the system.



Reset Password

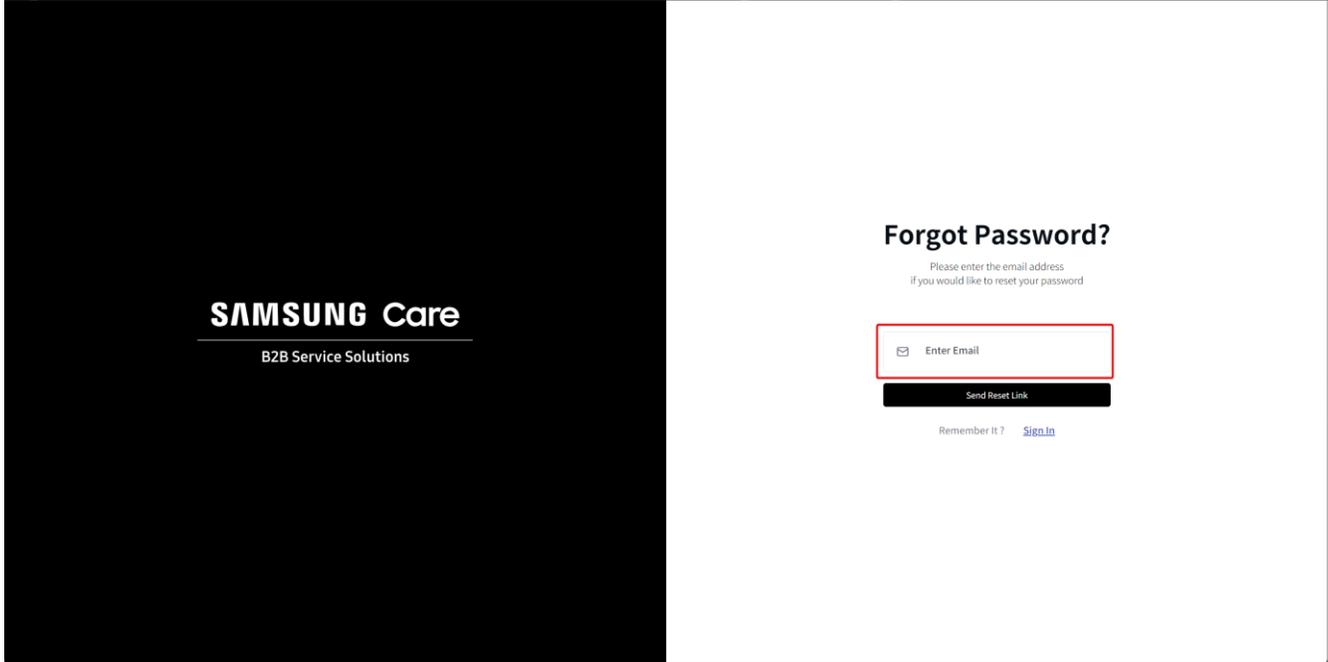
Forgot Password

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



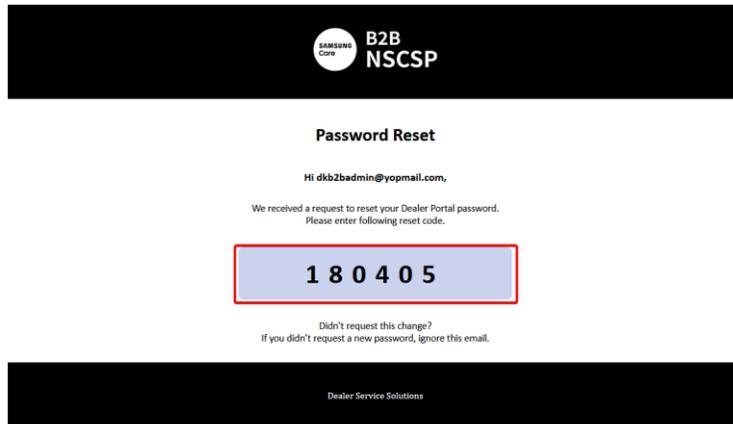
Send Link

Input username (Email) and click 'Send Reset Link' to request a new passcode



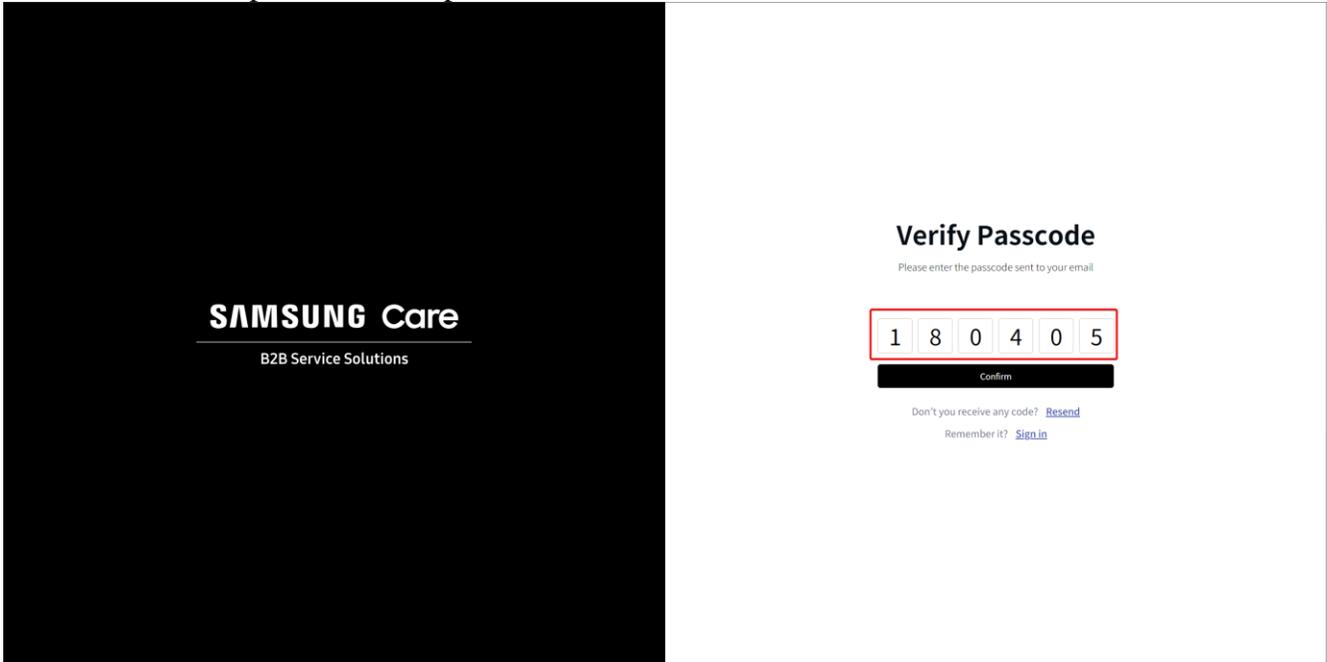
Receive Passcode

Enter the passcode to reset password.



Verify Passcode

User can set a new password after passcode has been verified.



Change Password

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CHOOSE A NEW PASSWORD
Please enter new password.

New Password
.....

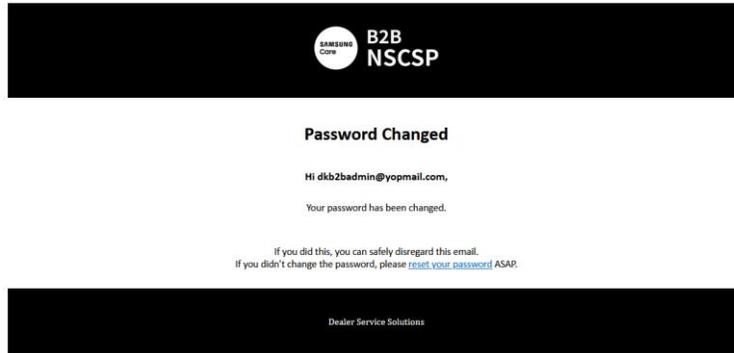
Confirm Password
.....

Change Password

Remember It? [Sign In](#)

Notification of Change Password

User will receive a notification informing them that the password has been changed.



Case Management

Customers can make cases in the case management menu.

Case Creation

Customer should follow two steps to create a new case.

The first step is create a new case with BP and store information.

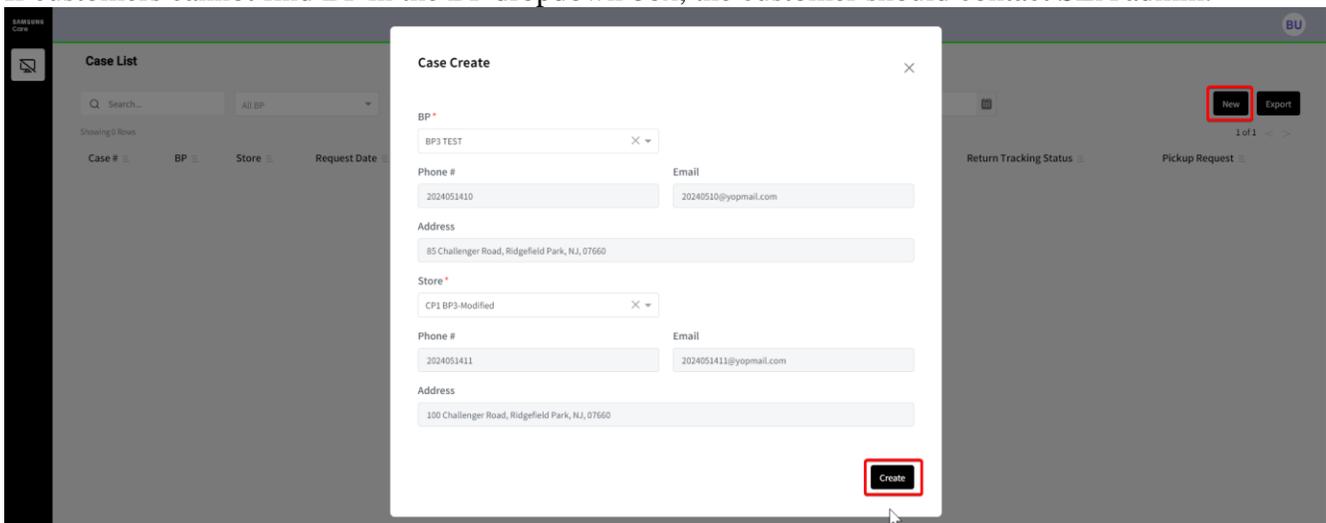
The second step is to add products to request replace.

Case Basic

In the case creation UI, customers can select BP and Store.

BP has already assigned by Admin when approval process. So, customers can see assigned BP.

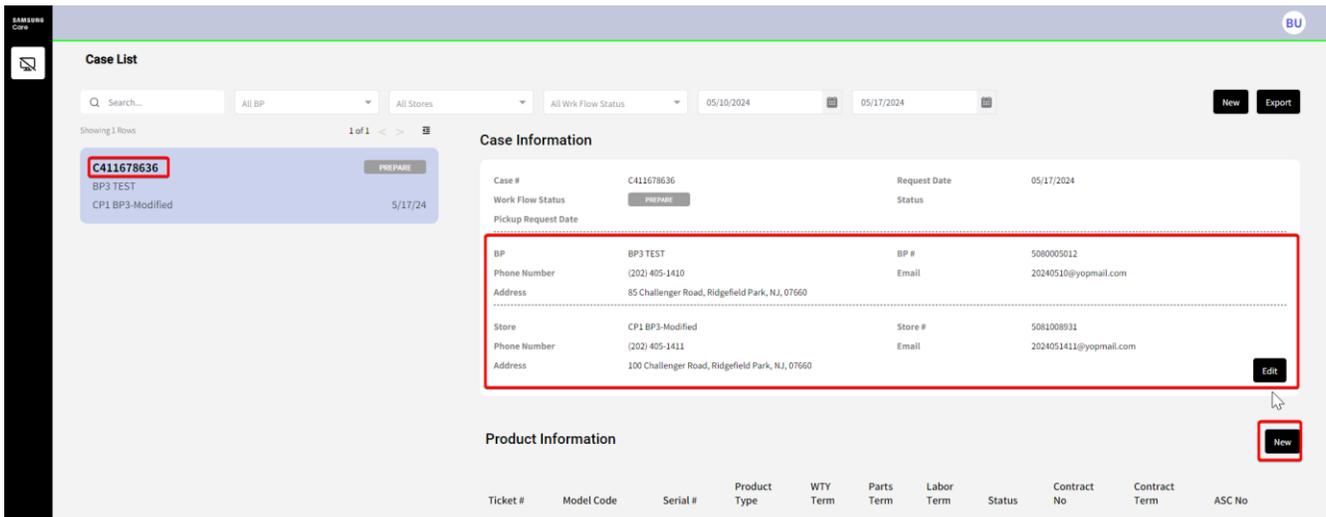
If customers cannot find BP in the BP dropdown box, the customer should contact SEA admin.



When customers click the [Create] button, a new case will appear on the detail UI.

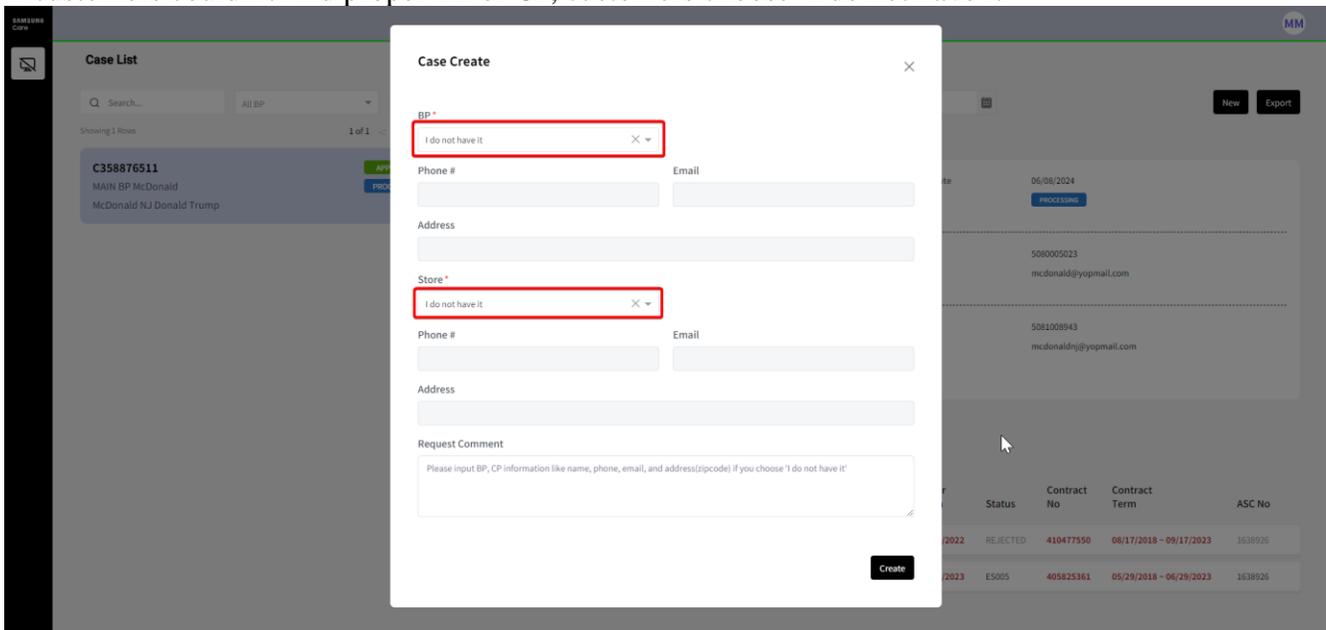
Customers can add products using [Add] button below case information.

Status is [PREPARE] that customers input the information for request.

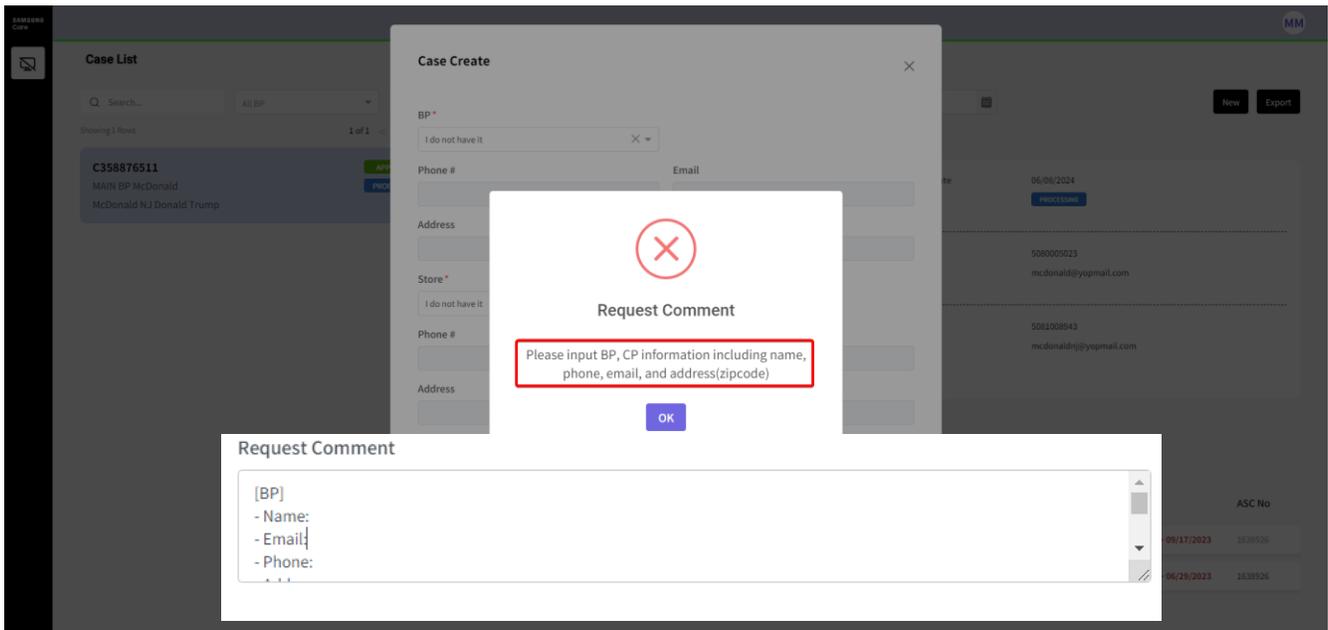


Case Creation without BP or CP

If customers couldn't find proper BP or CP, customers choose 'I do not have it'



Then the customer should input BP or CP information to Request Comment.

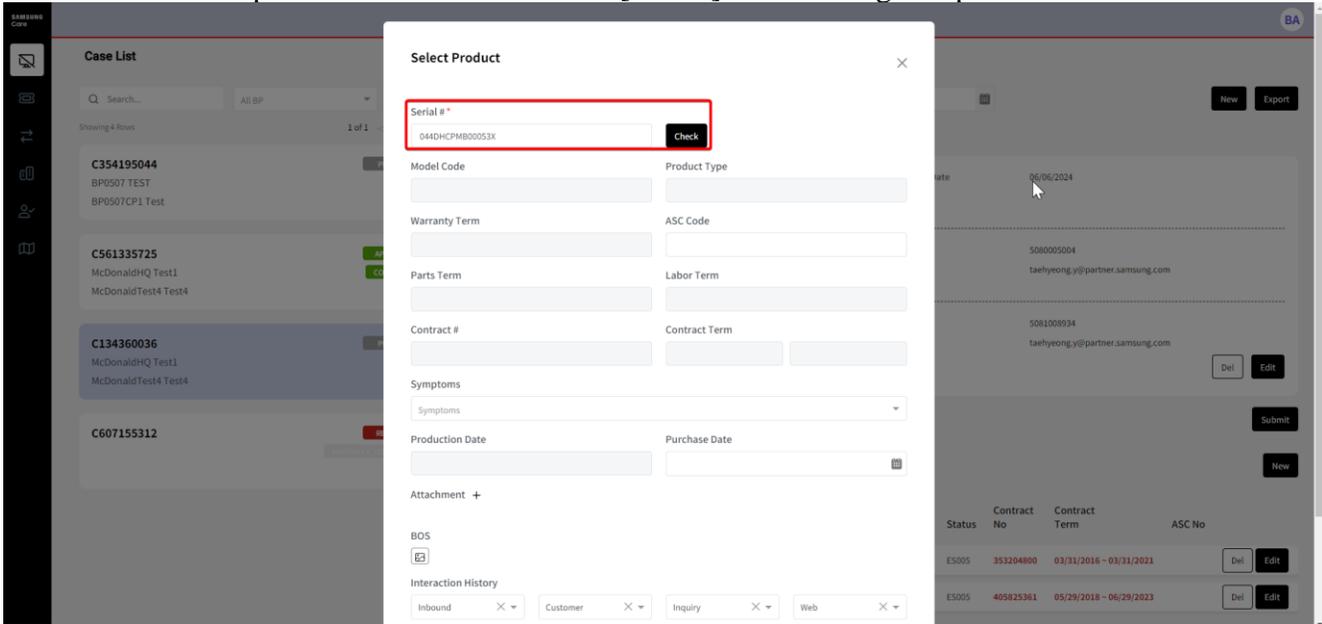


In approving process, Service Provider or Admin will create BP or CP, and assign the case to created BP or CP.

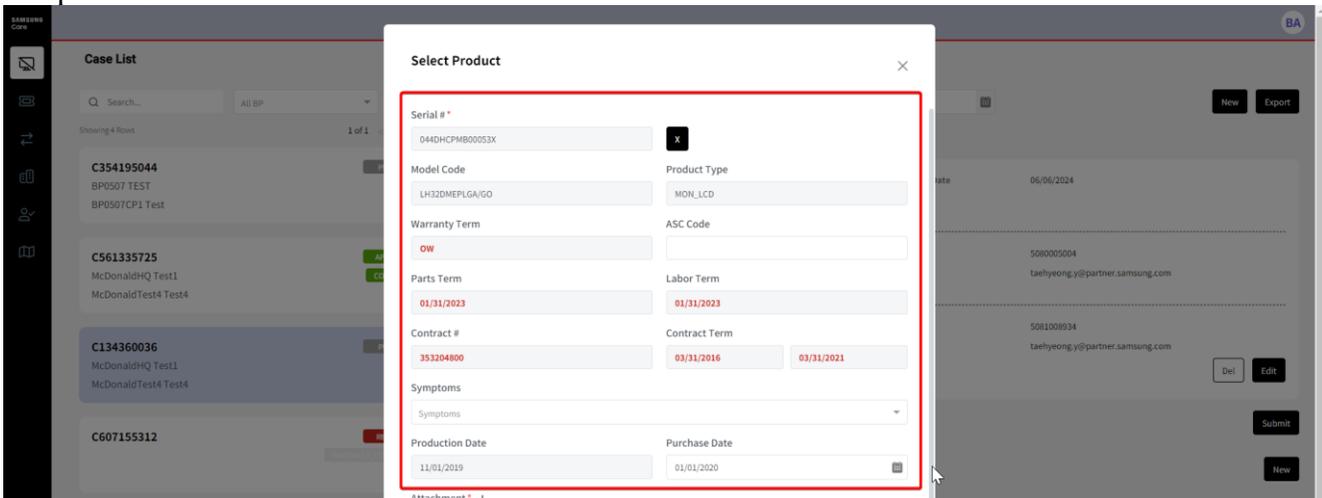
Select Product

Customer can open 'Select Product' UI using [Add] button below detail information.

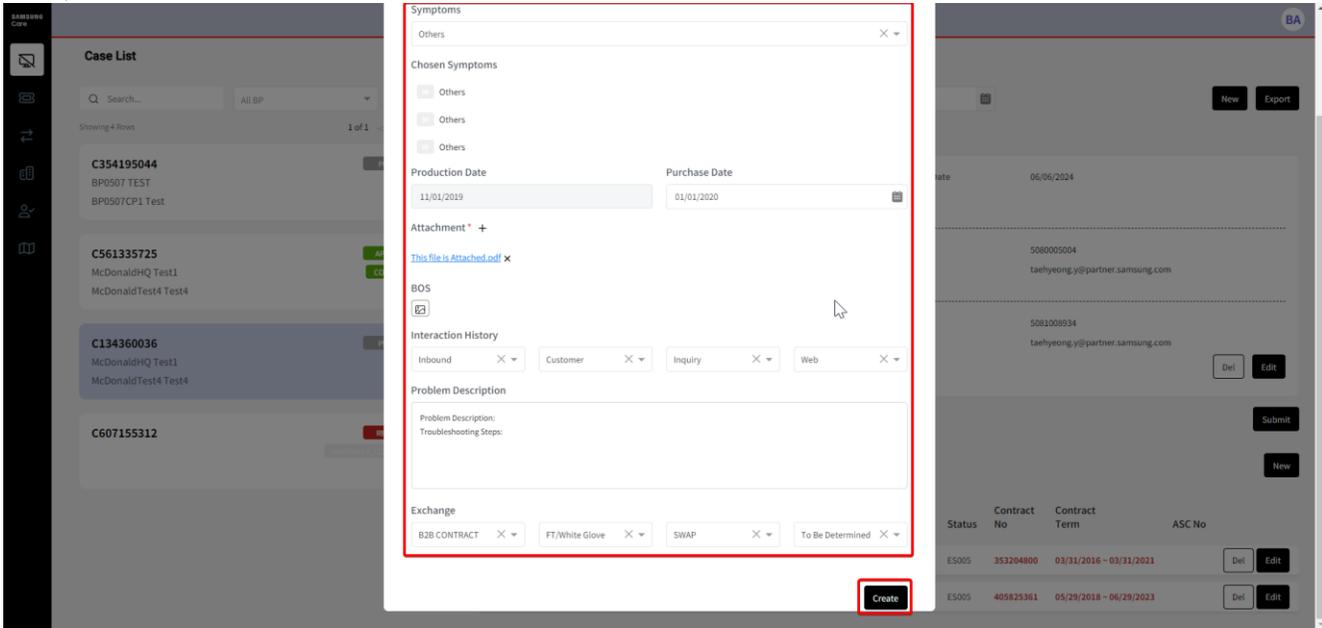
Customer should input Serial Number and click [Check] button to register product.



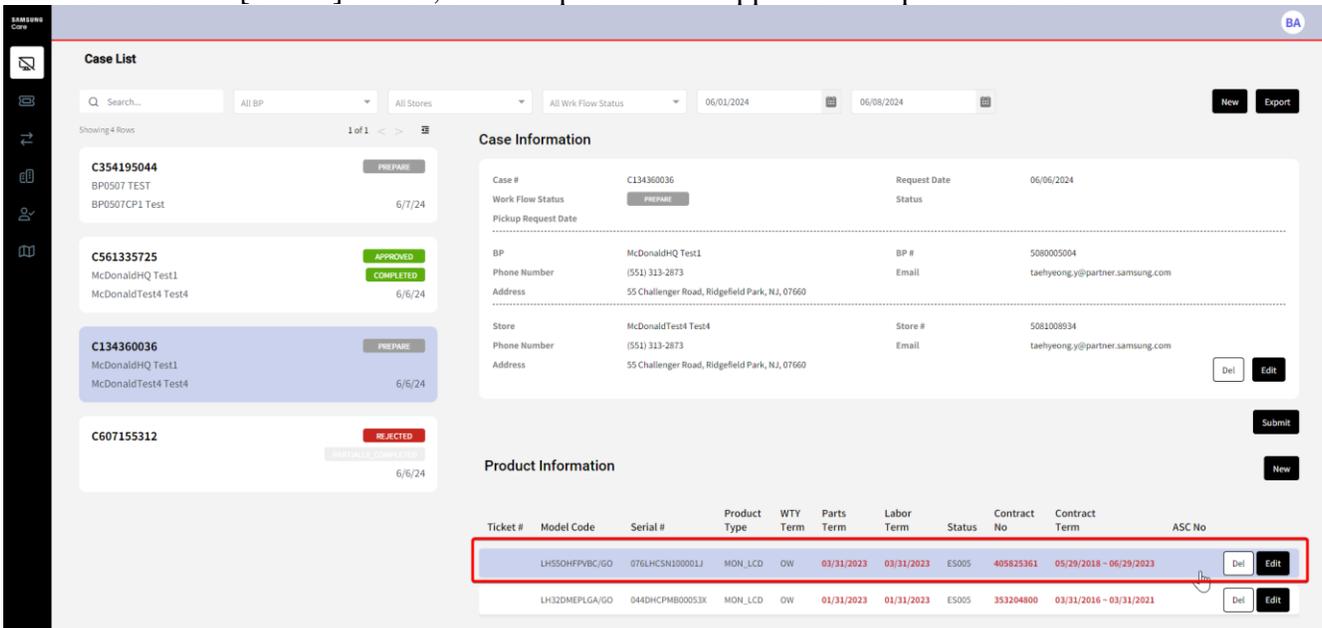
After checking Serial Number, system will return model code, warranty information, production date, and purchase date.



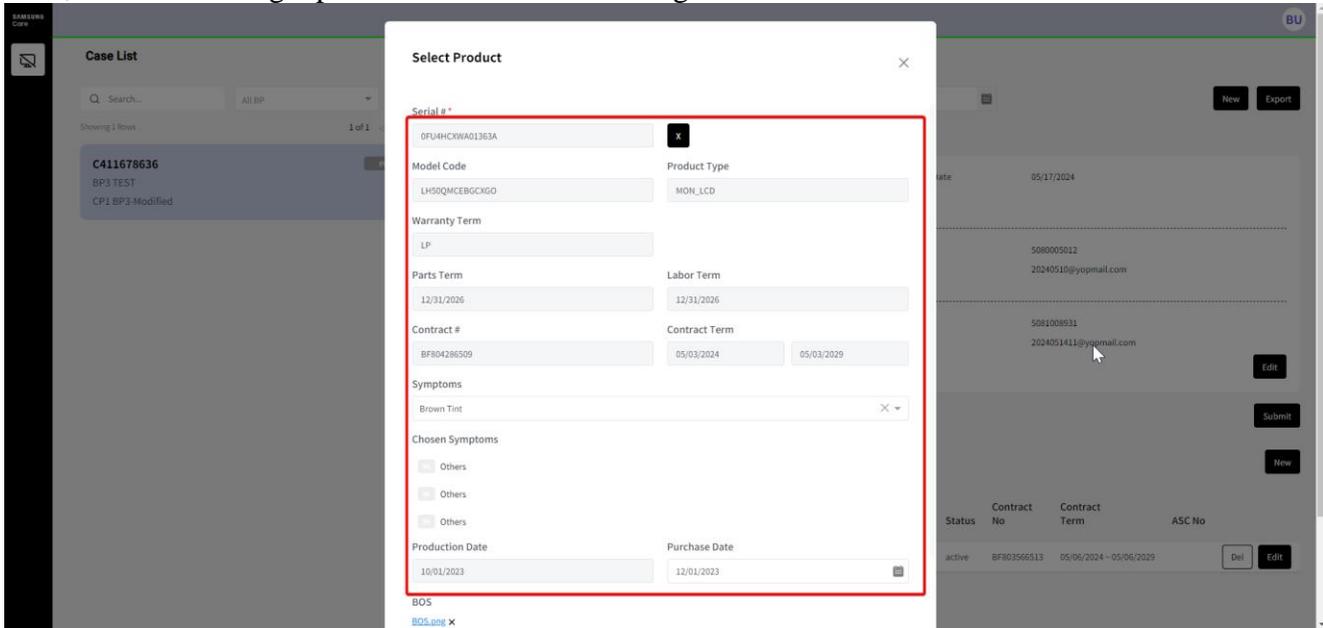
Customers should select Symptom, Interaction History, and Exchange options. Also, customers can attach BOS and files.



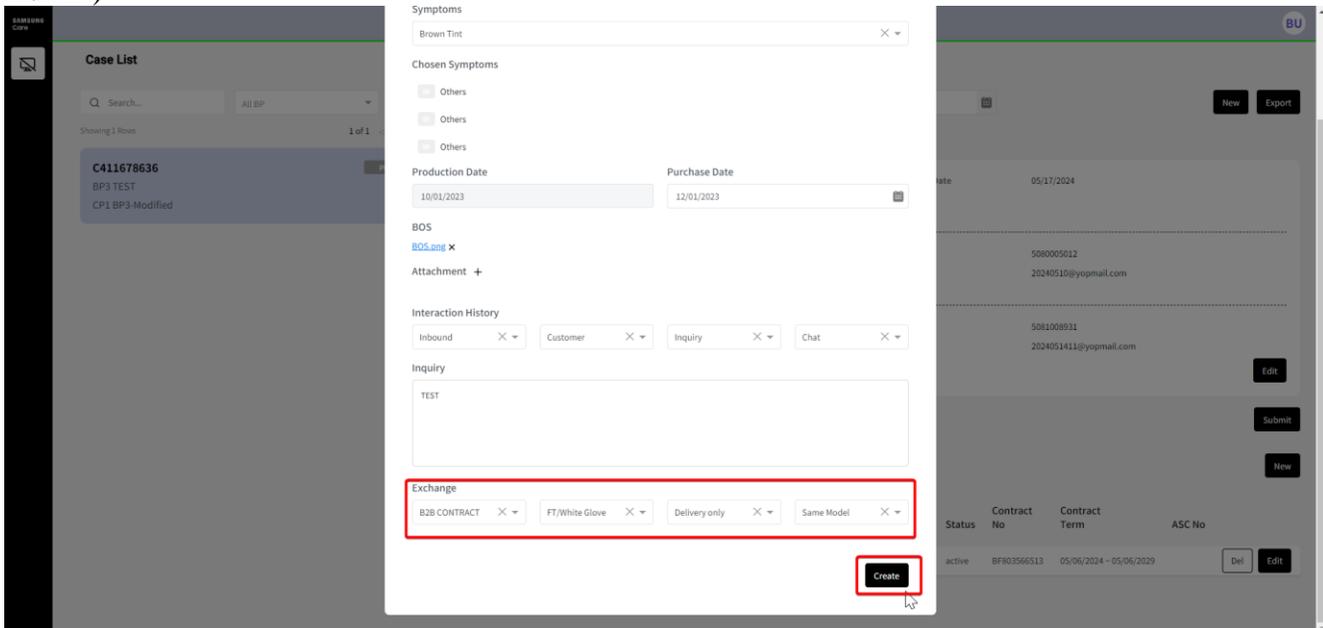
If customers click [Create] button, selected product will appear on the production list.



Customers can add another product as same button.
Also, customers can get production information using Serial Number.



From second Serial Number, the exchange options will be set automatically. (For SVC Provider and Admin)



The screenshot shows the Samsung Care B2B Portal interface. On the left, the 'Case List' section displays a single case: C411678636, BP3 TEST, CP1 BP3-Modified, with a 'PREPARE' button and a date of 5/17/24. The main area is divided into 'Case Information' and 'Product Information'.

Case Information:

- Case #: C411678636
- Work Flow Status: PREPARE
- Request Date: 05/17/2024
- Status: (empty)

BP Information:

- BP #: BP3 TEST
- Phone Number: (202) 405-1410
- Address: 85 Challenger Road, Ridgefield Park, NJ, 07660
- BP #: 508005012
- Email: 20240510@yopmail.com

Store Information:

- Store #: CP1 BP3-Modified
- Phone Number: (202) 405-1411
- Address: 100 Challenger Road, Ridgefield Park, NJ, 07660
- Store #: 5081008031
- Email: 2024051411@yopmail.com

Product Information Table:

Ticket #	Model Code	Serial #	Product Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC No	Del	Edit
LH50QMCBGCXG0	0FU4HCXW01359M	MON_LCD	LP	12/31/2026	12/31/2026	active	BF803566513	05/06/2024 - 05/06/2029			Del	Edit
LH50QMCBGCXG0	0FU4HCXW01363A	MON_LCD	LP	12/31/2026	12/31/2026	active	BF804286509	05/03/2024 - 05/03/2029			Del	Edit

If the Serial Number has already been used another ticket, error message will be shown.

The screenshot shows the 'Select Product' dialog box in the Samsung Care B2B Portal. The dialog is open over the Case List. The 'Serial #' field contains '0FU4HCXW801793B'. A red box highlights an error message:

Error Message:

Pending ticket exists with same unit, please check one more time(4100253969).

The dialog also shows fields for Model Code, Product Type, Warranty Term, Parts Term, Contract #, Symptoms, Production Date, and Purchase Date. An 'OK' button is visible at the bottom of the error message box.

Request Approval

After selecting all products, customers can request approval.

The screenshot shows the Samsung Care B2B Portal interface. On the left, there is a 'Case List' with one entry: Case # C411678636, BP3 TEST, CP1 BP3-Modified, with a 'PREPARE' button and a date of 5/17/24. The main area is titled 'Case Information' and displays details for Case # C411678636, including Request Date (05/17/2024), Work Flow Status (PREPARE), and various contact and address information for both the BP and Store. A 'Submit' button is highlighted with a red box. Below this is the 'Product Information' table.

Ticket #	Model Code	Serial #	Product Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC No
LH50QMCEBGCKGO	0FU4HCXW01359M	MON_LCD	LP	12/31/2026	12/31/2026	active	BF80356513	05/06/2024 - 05/06/2029		
LH50QMCEBGCKGO	0FU4HCXW01363A	MON_LCD	LP	12/31/2026	12/31/2026	active	BF804286509	05/03/2024 - 05/03/2029		

This screenshot shows the same interface as the previous one, but with a modal dialog box overlaid on the 'Case Information' section. The dialog box contains a green checkmark icon, the text 'Submit', and an 'OK' button. The background is dimmed, and the 'Submit' button in the background is no longer highlighted.

Approved Case

After approved, the 4K ticket number will be shown in the product list.

Also, customers can change Return Tracking Status selecting Pickup Request Date on the Case List UI.

The screenshot displays the 'Case List' interface. On the left, a card for case C411678636 shows it is 'APPROVED' and 'PROCESSING' with a pickup request date of 5/17/24. The main area is divided into 'Case Information' and 'Product Information'.

Case Information:

Case #	C411678636	Request Date	05/17/2024
Work Flow Status	APPROVED	Status	PROCESSING
Pickup Request Date	05/15/2024		
BP	BP3 TEST	BP #	508005012
Phone Number	(202) 405-1410	Email	20240510@yopmail.com
Address	85 Challenger Road, Ridgefield Park, NJ, 07660		
Store	CP1 BP3-Modified	Store #	5081008031
Phone Number	(202) 405-1411	Email	2024051411@yopmail.com
Address	100 Challenger Road, Ridgefield Park, NJ, 07660		

Product Information:

Ticket #	Model Code	Serial #	Product Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC No
4100253983	LHSQMCEBGCXGO	0FU4HCXWA01359M	MON_LCD	LP	11/30/2026	11/30/2026	active	BF803566513	05/06/2024 - 05/06/2029	BF5C781
4100253984	LHSQMCEBGCXGO	0FU4HCXWA01363A	MON_LCD	LP	12/01/2026	12/01/2026	active	BF804286509	05/03/2024 - 05/03/2029	BF5C781

Case List

Customers can see the status of cases and can create a new case using [New] button.

The screenshot shows the 'Case List' table with various filters and a 'New' button. The table contains one row for case C411678636.

Case #	BP	Store	Request Date	Status	Work Flow Status	# of Tickets	EXC Tracking Status	Return Tracking Status	Pickup Request
C411678636	BP3 TEST	CP1 BP3-Modified	05/17/2024	PROCESSING	APPROVED	2			

Pickup Request

Customers can set Return Tracking Status using Pickup Request Data

When customers select Pickup Request Data, customers can set Return Tracking Status as [Pickup Requested]

The screenshot shows the 'Case List' interface. At the top, there are search and filter options. Below, a table lists cases. The first row is highlighted with a red box. To the right of the table, a calendar for May 2024 is displayed, with the 15th selected. A red box highlights the calendar area.

Case #	BP	Store	Request Date	Status	Work Flow Status	# of Tickets	EXC Tracking Status	Return Tracking Status	Pickup Request
C411678636	BP3 TEST	CP1 BP3-Modified	05/17/2024	PROCESSING	APPROVED	2			

After setting Pickup Request Date, the Return Tracking Status changes to Pickup Requested

The screenshot shows the 'Case List' interface after the pickup request date has been set. The 'Return Tracking Status' column for the first row is now 'Pickup Requested', and the 'Pickup Request' column shows the date '05/15/2024'. A red box highlights these two columns.

Case #	BP	Store	Request Date	Status	Work Flow Status	# of Tickets	EXC Tracking Status	Return Tracking Status	Pickup Request
C411678636	BP3 TEST	CP1 BP3-Modified	05/17/2024	PROCESSING	APPROVED	2		Pickup Requested	05/15/2024

Check Return Tracking Status

Partner Agent can change Return Tracking Status to 'In-Transit(r)' or 'Received' in the Admin mode.

The screenshot shows the 'Ticket List' interface. A table lists tickets. Two rows are highlighted with a red box, showing the 'Return Tracking Status' as 'In-Transit(r)'. The columns include Case #, Ticket #, BP, Store, Model Code, Serial No, Status, Status Reason, Exchange Reason, Exchange Type, A/R Good Model Code, Posting Date, EXC Tracking Status, and Return Tracking Status.

Case #	Ticket #	BP	Store	Model Code	Serial No	Status	Status Reason	Exchange Reason	Exchange Type	A/R Good Model Code	Posting Date	EXC Tracking Status	Return Tracking Status
C411678636	4100253283	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCKGO	0FU4HCXWA01359M	Exchange Order Created		B2B CONTRACT	FT/White Glove		5/18/24		In-Transit(r)
C411678636	4100253284	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCKGO	0FU4HCXWA01363A	Exchange Order Created		B2B CONTRACT	FT/White Glove		5/18/24		In-Transit(r)

The screenshot shows the 'Ticket List' interface after the status has been updated. The 'Return Tracking Status' for the two highlighted tickets is now 'Received'. The columns are the same as in the previous screenshot.

Case #	Ticket #	BP	Store	Model Code	Serial No	Status	Status Reason	Exchange Reason	Exchange Type	A/R Good Model Code	Posting Date	EXC Tracking Status	Return Tracking Status
C411678636	4100253284	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCKGO	0FU4HCXWA01363A	Exchange Order Created		B2B CONTRACT	FT/White Glove		5/18/24		Received
C411678636	4100253283	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCKGO	0FU4HCXWA01359M	Exchange Order Created		B2B CONTRACT	FT/White Glove		5/18/24		Received

After admin changed the status, customers can see the Return Tracking Status updated.

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Case List

Search... All BP All Stores All Wk Flow Status 05/10/2024 05/17/2024 New Export

Showing 1 Rows 1 of 1

Case #	BP	Store	Request Date	Status	Work Flow Status	# of Tickets	EXC Tracking Status	Return Tracking Status	Pickup Request
CELL1678636	BP3 TEST	CP1 BP3-Modified	05/17/2024	PROCESSING	APPROVED	2		In-Transit(R)	05/15/2024

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Case List

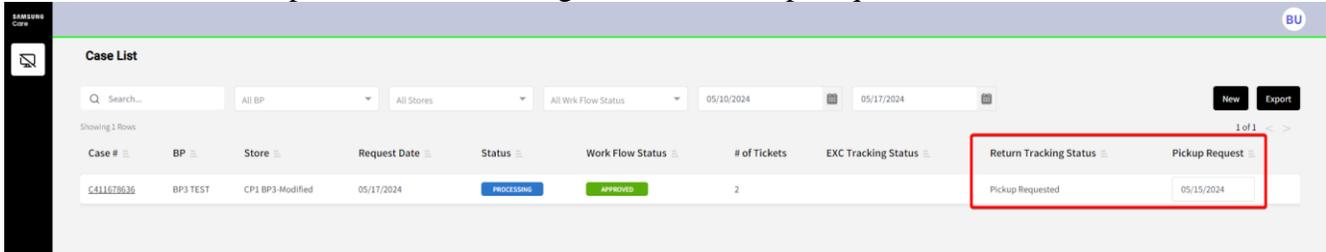
Search... All BP All Stores All Wk Flow Status 05/10/2024 05/17/2024 New Export

Showing 1 Rows 1 of 1

Case #	BP	Store	Request Date	Status	Work Flow Status	# of Tickets	EXC Tracking Status	Return Tracking Status	Pickup Request
CELL1678636	BP3 TEST	CP1 BP3-Modified	05/17/2024	PROCESSING	APPROVED	2		Completely Delivered	05/15/2024

Force Update using Pickup Request Date

Customers can force update Return Tracking Status as 'Pickup Requested'.



If Return Tracking Status is 'Partially Completed' or 'Completed', customers cannot change the status back to 'Pickup Requested'

