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

Туре	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



Create B2B Account Account Email ® Phone Number Distribution Distribution B2B Service Solutions B2B Creation Request We've received your request successfully. You can sign in after reset password. Image: Company Phone # Company Phone # Company Phone # Company Phone # Company Phone # Subcxd@yopmal.com Subcxd@yopmal.com							
Account Email * Phone Number* Debox/depopmali.com 231 957-8000 Exc Name* Cod Spany Address* Cuallenger Road Cuallenger Road			Create B2B Account				
AMSUNG CCIPE B2B Creation Request B2B Service Solutions B2B Creation Request We've received your request successfully. You can sign in after reset password. any Address* OK Company Phone #* Company Phone #* Company Email* Size: Size:			Account Email * 🕥	Phone Number*			
AMSUNG Core B2B Service Solutions We've received your request successfully. You can sign in after reset password. OK Company Phone #* Company Phone #* Company Phone #* Company Phone #* Strein			b2bcx4@yopmail.com	(234) 567-8900 Ext.			
AMSUNG CORE B2B Service Solutions We've received your request successfully. You can sign in after reset password. OK Company Phone #* Company Email* (240 557:800 to 250:edit) Sign in			t Name*	Last Name*			
AMSUNG CORE B2B Service Solutions We've received your request successfully. You can sign in after reset password. OK Company Phone #* Company Enail* [224) 557:800 [225:cr#@jopmail.com			В	CX4			
AMSUNG CORE B2B Service Solutions We've received your request successfully. You can sign in after reset password. OK Company Phone #* Company Email* [224) 557:800 [224) 557:800		\checkmark	ipany Name *				
B2B Service Solutions We've received your request successfully. You can sign in after reset password. OK Service Solutions Company Phone #* Company Email* L2N6 567-8900 Sign in	SAMSIING Care		arbucks				
B2B Service Solutions We've received your request successfully. You can sign in after reset password. OK ageleid Park NU 27660 Company Phone #* Company Email* 1234 567-8900 Size Size in		B2B Creation Request	npany Address " Challenger Road Reset				
sign in after reset password.	B2B Service Solutions	We've received your request successfully. You can					
OK sgefield Park NJ 07550 Company Phone # * Company Email * [234) 557-8900 b2bcx4@yopmail.com Size		sign in after reset password.	idress2				
Company Phone # * Company Email * b32cx4@yopmail.com Size Size in		ок	dgefield Park	NJ 07660			
1234) 507-8900 b2bcx4@yopmail.com		~	Company Phone # *	Company Email*			
Save Sizes in			(234) 567-8900	b2bcx4@yopmail.com			
Size in							
Sign in				Save			
				Sign in			

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

Also, the customer will receive acknowledgement email as well.

Acknowledgement of Request	
Hi B2B User5, We're very happy to receive your request.	
Customer Name: B28 Company 5 Email: b2buse5@yopmail.com Phone: (90) 8000000 Address: 85 Challenger Road Ridgefield Park NJ , 07660	
You will be received the result after admin reviewed.	
Dealer Service Solutions	

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.

B2B NSCSP
Result of B2B Customer Registration
Hi B2B User5,
We are very happy to notify the result. Your request was approved.
Also, we sent user registration result to your Email. Please check the email and request 'forgot password' to set your initial password.
• Name: B28 User5 • Email: b2buser5⊕yopmail.com
Set Password
Dealer Service Solutions

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.

B2B NSCSP	
Verification Code	
Hi dkb2badmin@yopmail.com,	
We received a request to access dealer portal. Please enter the following code.	
082097	
Dealer Service Solutions	

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.

B2B NSCSP	
Password Reset	
Hi dkb2badmin@yopmail.com,	
We received a request to reset your Dealer Portal password. Please enter following reset code.	
180405	
Didn't request this change? If you didn't request a new password, ignore this email.	
Dealer Service Solutions	

Verify Passcode

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



Change Password



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 seond 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.

SAMSUNG Care									BU
Ø	Case List			Case Create			×		
	Q Search		٣	BP*				8	New Export
				BP3 TEST	Κ.Ψ.				1 of 1 < >
	Case # E BP E	Store ≘	Request Date 📃	Phone #		Email		Return Tracking Status 📃	Pickup Request 📃
				2024051410		20240510@yopmail.com			
				Address					
				85 Challenger Road, Ridgefield Park, NJ, 07660					
				Store *					
				CP1 BP3-Modified	Κ -				
				Phone #		Email			
				2024051411		2024051411@yopmail.com			
				Address					
				100 Challenger Road, Ridgefield Park, NJ, 07660					
						Cre	ate		
							v		

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.

SAMSUNG Care											BU
Case List											
Q Search	All BP	▼ All Wrk Flow State	IS 💌	05/10/2024		05/17/2024	Ê				New Export
Showing 1 Rows	1 of 1 < > 3	Case Information									
C411678636 BP3 TEST CP1 BP3-Modified	PREPARE 5/17/24	Case # Work Flow Status Pickup Request Date	C411678636 PREPARE			Reque	est Date		05/17/2024		
		BP Phone Number Address	BP3 TEST (202) 405-1410 85 Challenger Ro	ad, Ridgefield Park, NJ,	07660	BP # Email			5080005012 20240510@yopmail.	com	
		Store Phone Number Address	CP1 BP3-Modifie (202) 405-1411 100 Challenger R	d xoad, Ridgefield Park, NJ	,07660	Store Email			5081008931 2024051411@yopmi	ail.com	Edit
		Product Information	Serial	Product # Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC No

Case Creation without BP or CP

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

Care										MM
R	Case List		Case Create		\times					
	Q Search	All BP 👻	np *				8			New Export
		lof1 <	I do not have it	\times -						
	C358876511 MAIN BP McDonald McDonald NJ Donald Trump	APP PRO	Phone #	Email		te	a	16/08/2024 PROCESSING		
			Address Store*				5 n	i080005023 ncdonald@yopm	nail.com	
			I do not have it Phone #	Email			5 n	i081008943 ncdonaldnj@yop	mail.com	
			Address							
			Request Comment				Þ			
			Prease input oP, CP information like name, phone	, email, and adoress(zipcode) if you choose 1 do not have it	h	r	Status	Contract No	Contract Term	ASC No
						/2022		410477550	08/17/2018 ~ 09/17/2023	
					Create	/2023	ES005	405825361	05/29/2018 ~ 06/29/2023	1638926

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.

SAMSUNG Core												В	5 i
R	Case List		Select Product				×						
	Q Search	All BP 👻						6	3			New Export	
₽		1 of 1 <	044DHCPMB00053X		Check								
c:	C354195044 BP0507 TEST	P	Model Code		Product Type			ate	06/0	6/2024			
õ	BP0507CP1 Test		Warranty Term		ASC Code								
	C561335725 McDonaldHQ Test1	л. со	Parts Term		Labor Term				5080 taeh	X005004 yeong.y⊚partner.samsung.c	om		l
	MCDonald Test4 Test4		Contract #		Contract Term				5081	008934			
	C134360036 McDonaldHQ Test1 McDonaldTest4 Test4	*	Sumptome						taeh	yeong.y@partner.samsung.c	om	Del	
			Symptoms				*					_	
	C607155312	RE PARTINE V.CC	Production Date		Purchase Date		440					Submit	
			Attachment +						Contract	Contract		New	
			BOS					Status	No	Term	ASC No		
								ES005	353204800	03/31/2016 ~ 03/31/2021		Del Edit	
			Interaction History	ustomer X 👻	Inquiry X +	Web ×	•	ES005	405825361	05/29/2018 ~ 06/29/2023		Dei Edit	

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.

SAMSUNG Care								ВА
ß	Case List	Select Pr	roduct		×			
ğ	Q Search All BP	• Serial #*						New Export
$\stackrel{\rightarrow}{\downarrow}$		l of 1 < 044DHCPM	B00053X	×				
EÌ	C354195044	Model Code	2	Product Type		late	06/06/2024	
0.7	BP0507CP1 Test	LH32DMEP	LGA/GO	MON_LCD				
ă		Warranty T	erm	ASC Code				
臼	C561335725	AS OW					5080005004	
	McDonaldHQ Test1	CC Parts Term		Labor Term			taehyeong.y@partner.samsung.com	
	McDonaldTest4 Test4	01/31/2023	3	01/31/2023				
		Contract #		Contract Term			5081008934	
	C134360036 McDonaldHQ Test1	353204800	1	03/31/2016	03/31/2021		taenyeong,y@partner.samsung.com	
	McDonaldTest4 Test4	Symptoms						Det
		Symptoms			~			Submit
	C607155312	Production	Date	Purchase Date				
		11/01/2019		01/01/2020	•	2		New
		Attachmen	t* +					

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

SAMSUNG Cove			Symptoms									BA	
			Others				$\times \star$	_					ł
	Case List		Chosen Symptoms										
æ	Q Search	All BP	Others					6	8			New Export	
⇒		1 of 1 <	Others										
	C354195044		Others										
Ē	BP0507 TEST		Production Date		Purchase Date			late	06/1	06/2024			
e,	BP0507CP1 Test		11/01/2019		01/01/2020								
			Attachment* +										
æ	C561335725	AF	This file is Attached.pdf ×						508	0005004			
	McDonaldHQ Test1	C0	BOS						tael	hyeong.y@partner.samsung.c	om		
	MCDonaid rest4 rest4												
			Interaction History				43.		508	1008934			
	C134360036		Inhound X =	Customer	·	X -	× -		tael	hyeong.y@partner.samsung.c	om		
	McDonaldTest4 Test4			customer ×	inquiry	A - Meo	<u> </u>				L	Del	
			Problem Description										
	6667155212		Problem Description:									Submit	
	C607155312	PARTIALLY	Troubleshooting steps:										
												New	
			L										
_			Exchange					Status	Contract No	Contract Term	ASC No		
			B2B CONTRACT X 👻	FT/White Glove \times	▼ SWAP	× ▼ To Bel	Determined 🗙 👻						
								ES005	353204800	03/31/2016 ~ 03/31/2021		Del Edit	
							Create	ES005	405825361	05/29/2018 ~ 06/29/2023		Del Edit	

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

•															BA
R	Case List														
õ	Q Search	All BP 👻 All S	tores 👻	All Wrk Flow Status	s v C	16/01/2024	8	06/08/	/2024	6				New	Export
¥	Showing 4 Rows	lofl < >	≖ Case Inf	formation											
	C354195044 BP0507 TEST BP0507CP1 Test	PREPARE 6/7,	24 Case # Vork Flor Pickup R	w Status equest Date	C134360036 PREPARE				Request Date Status		06/06/20	024			
₽	C561335725 McDonaldHQ Test1 McDonaldTest4 Test4	APPROVED COMPLETE 6/5	BP Phone Nu 24 Address	imber	McDonaldHQ Test1 (551) 313-2873 55 Challenger Road, F	Ridgefield Park, M	IJ, 07660		BP # Email		5080005 taehyeo	5004 ong,y@partner.samsung.com	n		
	C134360036 McDonaldHQ Test1 McDonaldTest4 Test4	PREPARE 6/6	Store Phone Nu Address	mber	McDonaldTest4 Test4 (551) 313-2873 55 Challenger Road, F	i Ridgefield Park, N	IJ, 07660		Store # Email		5081008 taehyeo	8934 ong.y@partner.samsung.con	n	Del	Edit
	C607155312	REJECTED PARTIALLY COMPLETE 6/6	Produc	t Information											Submit
			Ticket #	Model Code	Serial #	Product Type	WTY Pa Term Te	arts erm	Labor Term S	Con tatus No	tract C	Contract Term	ASC No		
				LH550HFPVBC/GO	076LHCSN100001J	MON_LCD	OW 03	8/31/2023	03/31/2023 E	5005 405 8	325361 0	5/29/2018 ~ 06/29/2023	lm	Del	Edit
				LH32DMEPLGA/GO	044DHCPMB00053X	MON_LCD	OW 01	/31/2023	01/31/2023 E	5005 3532	204800 03	3/31/2016 ~ 03/31/2021	0	Del	Edit

Customers can add another product as same button.

Also, customer	s can g	et production	information	using S	Serial Number.

SAMSURS Care											В	U
N N	Case List		Select Product			×						
	Q Search	AllEP	Serial #*			_	1				New Export	
		1 of 1	0FU4HCXWA01363A	×								
	C411678636		Model Code	Product Type		Inte			7/2024			
	BP3 TEST CP1 BP3-Modified		LH50QMCEBGCXGO	MON_LCD								
			Warranty Term									
			LP					5080	005012			
			Parts Term	Labor Term				2024	0510@yopmail.com			
			12/31/2026	12/31/2026								
			Contract #	Contract Term				2024	008931 051411@vgpmail.com			
			BF804286509	05/03/2024	05/03/2029				>		Edit	
			Symptoms									
			Brown Tint		×	*					Submit	
			Chosen Symptoms									
			Others								New	
			Others					Contract	Contract			
			Others			S	atus	No	Term	ASC No		
			Production Date	Purchase Date		a	tive	8F803566513	05/06/2024 - 05/06/2029		Del Edit	
			10/01/2023	12/01/2023								
			BOS			_						
			BOS.png ×									-

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

SAMSUN6 Core	Symptoms				× -				BU
Case List	Chosen Sym	otoms			~ *				
Q Search All BP Showing 1 Rows	Others Others Others Others								New Export
C411678636 BP3 TEST	Production I 10/01/2023	ate	Purchase Date			ate	05/17/2024		
	BOS BOS.eng × Attachment	+					5080005012 20240510@yopmi	ill.com	
	Interaction I Inbound	istory X 👻 Customer	X 🕶 Inquiry	X 👻 Chat	× *		5081008931 2024051411@yop	mail.com	
	TEST								Edit Submit
	Exchange B2B CONTRA	TX +	e X 🕶 Delivery only	X 🕶 Same Model	× •	Co	ntract Contract		New
					Create	Status No	303566513 05/06/2024	ASC N 4 ~ 05/06/2029	Del Edit
				l	43				

1

Case List														
Q Search	All BP	▼ All Stores	*	All Wrk Flow Statu	s * 05	5/10/2024		05/	17/2024		8			New
Shawing I Rows		1of1 < > 3	Case Inf	ormation										
C411678636 BP3 TEST CP1 BP3-Modified		PREPARE 5/17/24	Case # Work Flow Pickup Re	w Status equest Date	C411678636				Request D Status)ate	05/1	17/2024		
			BP Phone Nu Address	mber	BP3 TEST (202) 405-1410 85 Challenger Road, Ri	dgefield Park, N	u, 07660		BP# Email		508I 2024	0005012 40510@yopmail.com		
			Store Phone Nu Address	mber	CP1 BP3-Modified (202) 405-1411 100 Challenger Road, F	Ridgefield Park,	NJ, 07660		Store # Email		508: 2024	1008931 4051411@yopmail.com		[
			Produc	t Information]
			Ticket #	Model Code	Serial #	Product Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC No	
				LH50QMCEBGCXG0	0FU4HCXWA01359M	MON_LCD	LP	12/31/2026	12/31/2026	active	BF803566513	05/06/2024 ~ 05/06/2029		Del
				LUTRONCE DOCKO	051101000000000000	-	12	12/21/2020		10				

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

Cont										
R	Case List		Select Product		×					
		ALIO 👻				1				New Export
		1 of 1	OFU4HCXW8017938	Check						
	C411678636 BP3 TEST CP1 BP3 Modified		Model Code	Product Type		late		5/17/2024		
			Warranty Term Parts Term	$\overline{\times}$						
			Contract ≢	Pending ticket exists with same unit, please check one more time(4100253969).				081008931 024051411@yopmai		Edit
			Symptoms	OK the						
			Production Date	Purchase Date						tiew
					8					
			BOS			stan.	Status	No	Term	ASC No
			Attachment +							
			Category	✓ Partner ✓ TextType ✓ Channel.	*					

Request Approval

NSUNG																BU
	Case List															
	Q Search	All BP		All Stores	*	All Wrk Flow Status		05/10/2024		05/1	7/2024	6	8			New Export
	Showing I Rows		1 of 1 -	₽ <	Case Inf	ormation										
	C411678636 BP3 TEST CP1 BP3-Modified			5/17/24	Case # Work Flow Pickup Re	r Status quest Date	C411678636 PREMARE				Request Di Status	ate	05/1	7/2024		
					BP Phone Nu Address	mber	BP3 TEST (202) 405-1410 85 Challenger Road,	Ridgefield Park, 1	LJ, 07660		BP # Email		5080 2024	005012 0510⊜yopmail.com		
					Store Phone Nu Address	mber	CP1 BP3-Modified (202) 405-1411 100 Challenger Road	, Ridgefield Park,	NJ, 07660		Store # Email		5081 2024	008931 051411@yopmail.com		Edit
					Produc	t Information										Submit
					Ticket #	Model Code	Serial #	Product Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC No	
						LH50QMCEBGCXG0	0FU4HCXWA01359	M MON_LCD	LP	12/31/2026	12/31/2026	active	BF803566513	05/06/2024 ~ 05/06/2029		Del Edit
						LHSUQMCEBGCXGO	0F04HCXWA01363/	A MON_LCD	UP.	12/31/2026	12/31/2026	active	8≥804286509	05/03/2024 ~ 05/03/2029		Del

After selecting all products, customers can request approval.

Case List												
Q Search All BP	✓ All Stores	×	All Wrk Flow Status	▼ 05/10/2	024		05/17/2024		#			New
Showing 1 Rows	1 of 1 < >	Case Inf	ormation									
C411678636 BP3 TEST CP1 BP3-Modified	REQUESTED PENDING 5/17/24	Case # Work Flow	Status	411678636 REQUESTED			Rec Sta	quest Date tus		05/17/2024 PENDING		
				\checkmark			BP	# ail		5080005012 20240510@yopm	ail.com	
				Submit			Sto	re≢ ail		5081008931 2024051411@yop	mail.com	
				OK.								
		Product	Information									
		Ticket #	Model Code	Serial #	Product Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC N
			LH50QMCEBGCXGO	OFU4HCXWA01359M	MON_LCD	LP	12/31/2026	12/31/2026	active	BF803566513	05/06/2024 ~ 05/06/2029	
			LH50QMCEBGCXGO	0FU4HCXWA01363A	MON_LCD	LP	12/31/2026	12/31/2026	active	BF804286509	05/03/2024 ~ 05/03/2029	

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.

Case List													
Q Search	AB BP	▼ All Stores	✓ Al	Wrk Flow Status	▼ 05/10/202	4	8	05/17/2024		6			New
Showing I Rows		1of1 < > 3	Case Inform	ation									
C411678636 BP3 TEST CP1 BP3-Modified		APPROVED PROCESSING 5/17/24	Case # Work Flow Statu Pickup Request	C41 s SJate 05/J	1678636 VIII AND STATE			Requ	uest Date us		05/17/2024 PROCESSING		
			BP Phone Number Address	BP3 (202 85 C	TEST) 405-1410 hallenger Road, Ridgefield	Park, NJ, 07660		BP # Ema	R		5080005012 20240510@yopma	il.com	
			Store Phone Number Address	CP1 (202 100	BP3-Modified) 405-1411 Challenger Road, Ridgefiel	d Park, NJ, 07660	D	Stor Ema	e # Il		5081008931 2024051411@yopr	nail.com	
			Product Info	ormation									
			Ticket #	lodel Code	Serial #	Product Type	WTY Term	Parts Term	Labor Term	Status	Contract No	Contract Term	ASC N
			4100253983 L	H50QMCEBGCXGO	0FU4HCXWA01359M	MON_LCD	LP	11/30/2026	11/30/2026	active	BF803566513	05/06/2024 - 05/06/2029	BFSC78

Case List

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

SAMSUNG Care										BU
	Case List									
	Q Search		All BP	✓ All Stores	v	All Wrk Flow Status	05/10/2024	05/17/2024	(11)	New Export
	Showing 1 Rows									1of1 < >
	Case # 📃	BP 📃	Store 📃	Request Date 📃	Status 📃	Work Flow Status \equiv	# of Tickets	EXC Tracking Status	Return Tracking Status \equiv	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]

SAMSUNG Care										BU
Ø	Case List									
	Q Search		All BP	▼ All Stores	×	All Wrk Flow Status	05/10/2024	05/17/2024	6	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 📃
	C411678636	BP3 TEST	CP1 BP3-Modified	05/17/2024	PROCESSING	APPROVED	2			
										< May 2024 >
										Sun Mon Tue Wed Thu Fri Sat
										28 29 30 1 2 3 4 5 6 7 8 9 10 11
										12 13 14 15 16 17 18
										19 20 21 22 23 24 25
										26 27 28 29 30 31 1

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

New Export
1of1 $< >$
Request 🚊
5/2024
5/

Check Return Tracking Status

															нк
	Ticket Lis	t													
	Q Search		All B	Ρ	▼ All Stores	*	Select Case	*	05/11/2024	05/18/2	1024		Upload Tr	acking Status	Export
	Showing 11 Rows													1 of 1 $<$ $>$	31
	Case # 📃	Ticket # 📃	BP 📃	Store 📃	Model Code \equiv	Serial No 📃	Status =	Status Reason ≘	Exchange Reason =	Excha Type	nge A/R Good	Posting Date ≡	EXC Tracking Status 📃	Return Tracking Statu	IS
	C411678636	<u>4100253983</u>	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCXG0	0FU4HCXWA01359M	Exchange Order Created		B2B CONTRACT	FT/Whit	te Glove	5/18/24	•	In-Transit(R)	-
	C411678636	4100253984	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCXG0	0FU4HCXWA01363A	Exchange Order Created		B2B CONTRACT	FT/Whit	te Glove	5/18/24	-	In-Transit(R)	*
ĺ	C897634260	4100253949	BP21	CP1 BP1-1	LH55QMCEBGCXG0	0FU6HCXW801266L	Cancel	RM080	Parts delay (B/O, Long ETA, Cł	NA) FT/Whit	te Glove LH55QMCEBGCXGO	5/16/24	-	Pickup Request	ted 🔻
	C104146949	4100253969	BP21	CP1 BP1-1	LH50QMCEBGCXG0	0FU4HCXWB01793B	Exchange Order Created		B2B CONTRACT	FastTra	ck LH500MCEBGCXG0	5/17/24	•	In-Transit(R)	Ŧ
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ĺ	C411678636	<u>4100253984</u>	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCXG0	0FU4HCXWA01363A	Exchange Order Created		B2B CONTRACT	FT/Whit	te Glove	5/18/24	*	Received	
	C411678636	4100253983	BP3 TEST	CP1 BP3-Modified	LH50QMCEBGCXGO	0FU4HCXWA01359M	Exchange Order Created		B2B CONTRACT	FT/Whit	te Glove	5/18/24	~	Received	-
	C897634260	4100253949	BP2 1	CP1 8P1-1	LH55QMCEBGCXGO	OFUGHCXW801266L	Cancel	RM080	Parts delay (B/O, Long ETA, CI	NA) FT/Whit	e Glove LH55QMCEBGCXGO	5/16/24	*	Pickup Reques	ted 🛩

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

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

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	Case List									
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38										
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Force Update using Pickup Request Date

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

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

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	Case List										
	Q Search		All BP	▼ All Stores	▼ All W	rk Flow Status	05/10/2024	05/17/2024	8	New Export	
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