

Memo: Encompass to Serve as Samsung Parts Supplier supporting Branded Engineers and ASCs in Southeast Region

To: Southeast Samsung Branded Engineers & ASCs

Samsung has transferred the support of Branded Engineers and Authorized Service Centers located in the Southeast Region to Encompass. This transition is to help maintain and enhance the delivery and supply of Samsung parts in the region, which comprises Georgia, Florida, Tennessee, South Carolina, North Carolina, Alabama and Mississippi. Contact your local RSM for more information.

To help enhance support to your business, Samsung is pleased to announce we have selected [Encompass](#) to serve as the source of Samsung repair parts for Home Appliance and TV Parts. Samsung Branded Engineers and Authorized Service Centers should begin obtaining parts from Encompass directly beginning **December 15, 2022**. You can view Encompass' Samsung parts catalog online and easily place orders at encompass.com.

Please continue to file warranty claims as usual; processing and reimbursement procedures remain the same. Please use Encompass invoice number followed by an "E" when filling your warranty claims (Detailed instructions to follow in the coming weeks. Also, Encompass will adhere to the same service levels and freight policies you had with Samsung.) Orders placed to GPCA will be fulfilled for the next 60 days; however, they may take longer to deliver due to transit time from another warehouse within the GPCA network.

Encompass already stocks one of the largest inventories of Samsung parts in the country and is working to further increase availability to meet your demand. Here are some other great benefits Encompass offers:

- **FREE** parts delivery – same as Samsung
- In-stock parts delivered next day/2nd day to much of U.S. when orders placed by **5 p.m. Eastern** (parcel) or **3 p.m. Eastern** (LTL)
- Toll-free hotline exclusively for Samsung servicers: **855.678.6111**
- Research requests, order confirmations, returns and more will all be handled electronically or by the Encompass Samsung Hotline
- Dedicated Account Management team for personal assistance: samsung@encompass.com
- Useful [online tools](#) and other features – [click here](#) for video overview
- Extensive account management tools plus custom integration and reporting

Next steps:

1. Please contact Encompass to make sure your account status and credit limit has been updated to anticipate higher volume.
2. Ask Encompass for any training your team may need on using Encompass website.
3. Reach out to your RSM or GPCA if you need additional support

An FAQ document is attached. Please note that we will soon release more details and instructions for you. However, you can always contact Encompass for assistance.

Encompass is ready to help simplify your parts experience. If you do not already have a wholesale account with Encompass, please [click here](#) to complete a business application for either a terms or credit card account. Also, please be sure to email a copy of your most recent sales tax certificate to the following email to avoid sales tax added to your Encompass invoices: salestax@encompass.com.

Samsung is grateful for the efforts of our service network and is confident that the transition to Encompass will be seamless. Again, for any questions or one-on-one parts assistance, please contact:

Samsung Account Manager with Encompass
Samsung@encompass.com or
Toll-Free Hotline: 855.678.6111
Local Sales Representative Reggie Williams /
404.921.7412 rewilliams@encompass.com

Contact at GPCA
Parts operations team/310.728.0292
Ronald Thomas / r.thomas2@sea.samsung.com

Return Process
[Complete details on parts and core returns](#)

Thank you,

Samsung Field Service and GPCA Teams

Q – Which states are considered the “Southeast region”?

A – For this notice, the Southeast region comprises Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina and Tennessee.

Q -As a Branded Engineer – am I able to use other Parts Distributors outside of Encompass?

A – No- Encompass Supply Chain Solutions is the only approved vendor for this program.

Q- What is the benefit to me to use Encompass instead of GPCA?

A- Encompass will ship orders to your Southeast location(s) for next day delivery. Encompass does not cap returns and may also be able to extend a higher credit line.

Q-Can I use both Samsung’s GPCA and Encompass?

A- Yes – for now, but you should be fully migrated within 60 days. **HOWEVER**, it is very important to be organized if you do so. You must ensure you make payments and return parts to the correct entity, or you will not receive credit.

Q - What parts can I purchase from Encompass?

A - Television and Home Appliance parts can be purchased for the purpose of In-Warranty and Out-of-Warranty repairs.

Q - Does this mean I can buy TV parts from other Distributors?

A - No, Encompass is the **only** parts distributor that is approved for **In-Warranty TV parts**.

Q - For TV Panels, is there a Core Parts Program?

A - Yes, the core parts program will function the same as it does with Samsung. Your panels should be returned to Encompass to avoid any core charges. Contact samsung@encompass.com for LTL Pickups for cores and defectives. For more information, please [click here](#).

Q - Do I pay Encompass for the parts or will Samsung pay Encompass on my behalf?

A - **Your company** must pay Encompass for all parts, and Samsung will reimburse you on your approved warranty claim. Encompass is sending an electronic validation file nightly with your purchase history.

Q - How can I see that I was reimbursed for parts that I used from Encompass?

A - You will be able to see parts payments on your Monthly Statement in GSPN. More information on viewing your reimbursed parts will be provided in the coming weeks.