

## **Dell/DHL Warranty Procedure**

Dell warranty is a 3-year/On-site warranty on all their computing equipment.

Generally this does not involve accepting a Service Request, as it is a parts-swap only (Jump to step 4).

However if the shipment is for a replacement Monitor or CPU, then you will need to access the associated Service Request (Start at step 1). On the **Vendor Repair-SANS-Dell** referral, enter your initials, today's date. This will be for your comments/time pertaining to the IDT Hardware Inventory updates you will be making to track the replacement Monitor or CPU.

1. Find and accept the Service Request by putting your initials under the 2<sup>nd</sup> Referral Assign for **Vendor Repair-SANS-Dell**.

If Steve Voelker already has his initials listed for this referral, get the Service Request number from him and just add yours below his (in the FileMaker version) and put your comments about updating IDT Hardware Inventory along side his about the vendor repair.

2. The SANS technician will bring the box to be shipped. Ask him/her for the barcode and serial number of the item being shipped and whether or not the item is expected back or will be replaced.
3. Note that information, so you can adjust the matching records in the IDT Hardware Inventory application.
4. Call DHL at 1-800-CallDHL (800-225-5345) and
  - Press **1** for Shipping within the United States.
  - To schedule a pickup, press **1**.
  - Enter phone number (enter Sandy's #): **619-594-1172**.
  - The phone number will be repeated. If it is correct, Press **1**
  - Enter room number: **109** followed by # sign
  - If your pick up is ready now, press **1**
  - Enter the number of pieces followed by # sign.

- Is the shipment under 10 lbs? Press **1**
  - Verify that our close time is 4:30 pm. Press **1**.
  - You will be given a Confirmation number. (It will always be the same day pick up, unless you call late in the day. Then the pick up will be the next day.)
  - To end call, press **9**
5. Write DHL Confirmation # on a sticky note and put it on the box. Take box immediately down to Mail Room and place next to the outgoing bins. **Note: DHL is sometimes already on campus when they get our call for pickup, so it is important to take box down immediately after the call.**

When Dell boxes are received, do the following:

- If it is a part, give the box directly to Steve Voelker and you are done, as no Service Request is involved for you.
- OR
- If it is a Monitor or CPU, record the normal information needed for checking in hardware.
1. Confirm with Steve Voelker, the Monitor or CPU is a replacement, what it replaced, and Barcode the item.
  2. Enter the new information for the Monitor or CPU into the IDT Hardware Inventory Application and reference the barcode of the item being replaced in the record.
  3. Move the Monitor or CPU to Hardware Inventory Storage in LL-408.

Complete your comments on the open Service Request, provide a Completion Date, and close the request.