

10:07 AM Connecting...

10:07 AM Connected. A support representative will be with you shortly.

10:12 AM Support session established with Anand Tiwari.

10:13 AM Anand Tiwari: Thank you for choosing HP Active Chat Support. My name is Anand. How are you doing today?

10:13 AM VENKAT VARUN: hello anand tiwari

10:13 AM VENKAT VARUN: im good..

10:14 AM VENKAT VARUN: i have already given previous case ID

10:14 AM Transferring session to another technician...

10:14 AM VENKAT VARUN: the issue was not fixed

10:14 AM Support session established with Mohamed Umraz.

10:15 AM Mohamed Umraz: Hello Varun, My name is Umraz, I shall assist you further.

10:15 AM VENKAT VARUN: thank you..

10:15 AM Mohamed Umraz: I believe I spoke to you day before yesterday.

10:15 AM VENKAT VARUN: i have spoken to you day before yesterday

10:15 AM VENKAT VARUN: or yesterday

10:15 AM Mohamed Umraz: Let me check on the case.

10:15 AM VENKAT VARUN: i got the purchase order

10:15 AM Mohamed Umraz: I remember Varun.

10:15 AM VENKAT VARUN: its 0000183313

10:16 AM Mohamed Umraz: Varun, Please E-mail me the invoice copy to mohamed.umraz@hp.com

10:16 AM VENKAT VARUN: its a university purchase

10:16 AM VENKAT VARUN: our dept don't maintain it

10:16 AM VENKAT VARUN: if you can wait for 2 mins

10:17 AM VENKAT VARUN: i need to go and check if it is there

10:17 AM Mohamed Umraz: Sure.

10:17 AM Mohamed Umraz: I am here, Please take your time.

10:17 AM VENKAT VARUN: we store our purchases at EIS system

10:17 AM VENKAT VARUN: one quick question

10:17 AM VENKAT VARUN: is PO not sufficient to retrieve the details

10:18 AM VENKAT VARUN: as this is very big university and it takes lot of time to bring all the stuff

10:18 AM Mohamed Umraz: Unfortunately With PO details I would not be able to check for the details.

10:18 AM VENKAT VARUN: okay lemme try

10:19 AM VENKAT VARUN: what if i dont get it??

10:19 AM VENKAT VARUN: last working day of the year

10:19 AM VENKAT VARUN: and most of them are on leave

10:20 AM Mohamed Umraz: Varun, May I know if the unit was purchased from HP?

10:22 AM VENKAT VARUN: i have the supplier ID

10:22 AM VENKAT VARUN: yes we bought 15 units so any purchase this UNT goes through company purchase

10:24 AM Mohamed Umraz: Well Varun, I would suggest you to check with the supplier and help them with the PO#. They may help you with invoice.

10:24 AM VENKAT VARUN: okay... thanks

10:24 AM VENKAT VARUN: have a nice day

10:24 AM Printing chat transcript