
Dell Online Self Dispatch



Dell Online Self Dispatch (DOSD)

What is self-dispatch, aka self-maintain?

- Your IT staff or appointed service provider is EMPOWERED to service hardware issue resolution through self-diagnosis, easy part ordering and installation
 - Dell Online Self Dispatch is designed for Dell customers who:
 - PREFER to self manage issue resolution
 - Are STAFFED to manage issue resolution
 - Are willing to INVEST AND MAINTAIN KNOWLEDGE about their Dell products

DELL ONLINE SELF DISPATCH PROGRAM:

- One source for parts, labor remit & service
- Resolution ownership plus end-to-end visibility of dispatches
- Parts ordering without phone dialogue
- Reporting and online management
- Good option for security needs which may prohibit Onsite Tech service
- Channel partner enablement

Additional terms and conditions apply to the DOSD program, including the completion of an annual enrollment agreement and participation fees. Please see the DOSD Enrollment Agreement for more details.



Dell Online Self Dispatch (DOSD)

Enhance IT productivity & resolve everyday incidents with convenient, accelerated access to Dell parts

- **DOSD is a comprehensive self-dispatch program designed for:**
 - Convenient access to Dell IT Training and Certification
 - Easy online part ordering for efficient hardware resolution plus the ability to request Onsite Technician support
 - Fast part dispatch to your location(s)
 - Empowerment for your IT staff or appointed service providers
- **DOSD is conveniently available globally in two options:**
 - **Tier 1** – Full featured part dispatch service which includes international part dispatch support, Same Day service for ProSupport* tags, dispatch reporting and tracking, plus dispatch status support
 - **Tier 2** – Same features as Tier 1 plus labor reimbursement on a per dispatch basis.
 - Labor remits are tiered to the service level: Highest remits are paid on systems with ProSupport*.

*Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicesdescriptions.



Dell Online Self Dispatch (DOSD)

One Program, One Portal - www.DOSD.Dell.com

New Online Portal!	Empowering Tools!	Efficient Resolution!	Superior Experience!
<ul style="list-style-type: none">• Rich intuitive portal accessible around the world• Multi-language portal*• Customer self-configurable portal views for increased efficiency• Online tracking, dispatch reporting, remit tracking and dispatch status support	<ul style="list-style-type: none">• Access to Dell IT training and certification• Helpful links to Dell knowledge and support tools• Customizable reports• Convenient option to request a Dell onsite technician during the part ordering process	<ul style="list-style-type: none">• International part dispatch: Parts may be shipped to locations outside the local geographic area• Provides reliable online tracking of part dispatch status• Same Day part service available for systems purchased with 4hr, 8hr or Same Day ProSupport service contracts**	<ul style="list-style-type: none">• Easy to manage Dell part support process• Global support via DOSD_Admin@Dell.com and DOSD_Support@Dell.com• Assistance is also available through regional DOSD Alliance Managers• Opt in/Opt out e-mail notification available for part dispatch shipment

*English, French, Spanish, Portuguese, German, Italian, Japanese, Simplified Chinese, Traditional Chinese, Russian and Korean

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Entry Requirements

Ticket to Entry	<ul style="list-style-type: none"> • Minimum of 100 Dell systems which have ProSupport * or Basic Limited Hardware Warranty ** and Next Business Day Onsite Service after Remote Diagnosis*** • Customer commitment to staff 2 techs per customer site location • Signed DOSD contract • Receipt of fees, if applicable
Applicable Enrollment Fees	<ul style="list-style-type: none"> • Tier 1 – FREE, no enrollment fee • Tier 2 – Annual payment of \$1500 USD or equivalent in local currency • Tier 3 (Channel Partners) – Annual payment of \$1500* or equivalent in local currency
Supported Tags	<ul style="list-style-type: none"> • Designed to support Dell Commercial systems with a current ProSupport * service contract or a valid Basic Limited Hardware Warranty ** and Next Business Day Onsite Service after Remote Diagnosis*** or Platinum, Gold, or Silver service contracts • In Europe, Basic NBD tag support available if customer meets established exception criteria and is accepted through the review process.
Annual Tech Certification Fees	<ul style="list-style-type: none"> • Annual certification is free • Options are available for non-technical DOSD enrollment <p>NOTE: Tech fees can be waived based on upsell ownership on an annual basis: An 'upsell' tag is defined as any Dell system which currently has a ProSupport,* Gold, Silver or Platinum service contract on it.</p> <p>For the first 100 'upsell' systems, 2 technician certifications are waived annually, In addition, for every subsequent 100 'upsell' systems, Dell will waive 1 additional annual tech certification fee.</p>

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**For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see HYPERLINK

"<http://www.dell.com/warranty>"www.dell.com/warranty."

***Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.



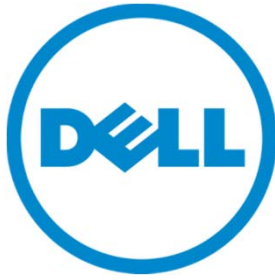
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How to Enroll

- **DOSD annual enrollment occurs online at www.DOSD.Dell.com**
 - **Standard contract is viewable and fully translated at the DOSD site.**
 - **Enrollment Process:**
 - Your authorized and designated representative completes the online DOSD Application for Enrollment and registers
 - Establishes company account : choose participation (Tier 1 or Tier 2)
 - If preference is Tier 2 or if you are a Service Provider, your representative will also view the Labor Remit addendum
 - Dell notifies your designated representative via e-mail with instructions to complete application process:
 - Includes customer and technician details, designated service provider information if applicable, electronic approval of DOSD Terms & Conditions, etc.
 - DOSD enrollment application generates a quote for applicable fees, which can be paid through credit card, purchase order or by sales order.
 - The DOSD contract is kept on file electronically so you can access it at any time. This is an annual contract that is renewed every year.
 - You will be notified via e-mail with Enrollment confirmation and Technician Certification instructions

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Dell Support Services

Dell Online Self Dispatch

Resolve everyday incidents and self-dispatch parts globally. Shift your IT momentum to strategic projects.

Improve productivity and optimize your business innovations

Rely on your most trusted staff to self-service hardware related issues through self-diagnosis, efficient online parts ordering, and self-installation of everyday incidents.

Many hardware incidents require rapid, repeatable intervention: Time spent during phone based trouble shooting means less time for IT resource to focus on more strategic projects and business requirements.

Dell Online Self Dispatch allows internal IT staff to obtain parts for Dell products, while removing time spent on traditional phone-based troubleshooting. For a streamlined support experience, your staff can also request an Onsite Technician¹.

One global portal for efficient hardware resolution

Enable your IT staff to troubleshoot Dell hardware and self-dispatch parts to almost any location around the world through the Dell Online Self Dispatch intuitive online portal.

- **Online portal:** Supports multiple languages, is accessible around the world, including parts dispatch status, self-configurable reporting, and customizable portal viewing
- **Dell IT Training and Certification:** No cost access to Dell knowledge through web training and support tools
- **Customizable views: International parts dispatch:** Parts may be shipped and tracked to locations outside your local geographic area, including situations where employees are traveling or temporarily located in another country
- **Same day part dispatch:** Systems purchased with Dell ProSupport² 4hr, 8hr, or Same Day service contracts are eligible for same day dispatch
- **Labor remittance option:** Efficient online end-to-end labor remittance process

To begin enrollment into the Dell Online Self Dispatch program, visit:
www.Dell.com/DOSD

¹ May be provided by third-party. Availability varies. See dell.com/servicecontracts for details. Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information or visit www.Dell.com/DOSD

² Availability may differ outside of the United States and is limited to commercially reasonable efforts.

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