

---

# Dell Online Self Dispatch

Customer Introduction to the DOSD Portal



# Dell Online Self Dispatch (DOSD)

[www.DOSD.Dell.com](http://www.DOSD.Dell.com)

- One URL available across the globe
- Easy to navigate
- Remembers your region and language preference
- Annual Enrollment is automated through online enrollment process
- Requires ID and Pin Login

The screenshot displays the Dell Online Self Dispatch (DOSD) website interface. The top navigation bar includes the Dell logo, the text "Dell™ Online Self Dispatch", and a "Select A Language" dropdown menu. Below this, a secondary navigation bar contains links for "HOME", "HOW TO", "ENROLLMENT", and "CONTACT US". The main content area features a section titled "Enrollment Instructions" with a welcome message: "Welcome to the Dell Online Self Dispatch program. To begin participation in the program, the following requirements must be submitted before your enrollment into the program." This is followed by a bulleted list of requirements: "A company name", "Company name", "Company name", "The representative name", "Upon Dell a...", "Ente...", "Estab...", "Elect...", "Setti...", "Arran...", "Technician...", and "Completion of the...". A "Dell™ Online Self Dispatch (DOSD)" section follows, with a welcome message: "Welcome to the Dell™ Online Self Dispatch (DOSD) program that enables you to efficiently request parts via a global online portal for self-installation. Just as important, it grants you access to Dell IT professional training to support issue resolution as well as other helpful links to support a tailored solution for most IT needs." Below this, a bulleted list describes the program: "Dell Online Self Dispatch is designed for IT Professionals who perform troubleshooting for their end-users and have technical expertise in their environment.", "With fast access to service and parts, and 7x24 direct access to Dell Expert Centers, Dell Online Self Dispatch provides technicians with the knowledge, tools and support necessary to efficiently maintain commercial Dell products.", and "Tiered labor reimbursement based on service level on qualifying service events if you choose to replace parts yourself." On the right side, a language selection dropdown menu is open, showing options: "English", "Español", "Français", "Italiano", "Português", "Русский", "العربية", "中文 (简体)", "中文 (繁體)", "한국어", and "日本語".



# Dell Online Self Dispatch (DOSD)

[www.DOSD.Dell.com](http://www.DOSD.Dell.com)

- Request Parts systems with current warranty service, regardless of physical location
- Centralized global contact page
- Fully translated 'How to' section
- Viewable dispatch history can be customized for each user
- Links to Dell support pages

The screenshot shows the top navigation bar of the DOSD website. It includes the Dell logo, the text "Dell™ Online Self Dispatch", and a "Select A Language" dropdown menu. Below this is a secondary navigation bar with links for "HOME", "TIER 2", "DISPATCHES", "HOW TO", "MY ACCOUNT", and "CONTACT US", along with a "Logout" link.

## Dispatch List

Dispatch List

View: -- Default -- Go Search

Create Timestamp Local	Status Code	Service Tag
1/13/2010	APJ Queue	987654
1/13/2010	START	876544
1/13/2010	APJ Queue	sdgsdg
1/13/2010	Dispatch Successful	sgsgsdg
1/13/2010	START	#98765432
1/13/2010	ig_test	
1/13/2010	APJ Queue	lfgoodtag
1/12/2010	APJ Queue	LF98656
1/12/2010	Dispatch Successful	987654567

Displaying 1-9 of 9 dispatches

The screenshot shows the "My Account" page. It features a navigation bar with "HOME", "TIER 2", "DISPATCHES", "HOW TO", "MY ACCOUNT", and "CONTACT US". A dropdown menu is open under "MY ACCOUNT", showing options: "Certification Instructions", "Dispatching Instructions", "Remittance Instructions", and "Learn Dell".

User Information:

- \* User Id: dosd\_uat45@needthat.info
- \* First Name: Demo2
- \* Last Name: Tech
- Role: TECH
- Home Branch: Demo DOSD Branch #1

Account Settings:

- Preferred Language: en-US (English)
- Password: \*\*\*\*\*
- Security Question ID: What city were you born in?
- Security Question Answer: Honolulu

Buttons: Save, Cancel, Reset Password

\* = Required Information

Certifications Table:

Certification	Last Changed	Expiration Date
Displaying 0 of 0 user skills		

Update Certifications



# Dell Online Self Dispatch (DOSD)

[www.DOSD.Dell.com](http://www.DOSD.Dell.com)

- **Four fields must be completed on each part dispatch:**

1. Service Tag
2. Dell product name
3. Choose commodity to be dispatched
4. Enter trouble shooting steps/ failure codes

The screenshot shows the Dell Online Self Dispatch (DOSD) web application interface. The page features a blue header with the Dell logo and the text "Dell™ Online Self Dispatch". A language selection dropdown is visible in the top right corner. Below the header, there is a navigation bar with links for "HOME TIER 1", "DISPATCHES", "HOW TO", "MY ACCOUNT", and "CONTACT US". A "Logout" link is also present in the top right of the navigation bar.

The main content area is titled "Dispatches" and includes a "Dispatch List" and a "Create Dispatch" link, which is highlighted by a red arrow. Below this, there is a "Create Dispatch" button.

The "Submit Dispatch" form is the central focus, containing the following fields and controls:

- Entitlement:** A dropdown menu with "NBD" selected.
- \* Troubleshooting Performed:** A text area with a vertical scrollbar.
- \* Primary Contact Name:** A text input field.
- \* Primary Contact Phone #:** A text input field.
- Complete Care / Accidental Damage:** A checkbox.
- Request on-site technician:** A dropdown menu with "False" selected.
- Alt Contact Phone #:** A text input field.
- Alt. Contact Name:** A text input field.

At the bottom of the form, there are three buttons: "Submit Request", "Cancel", and "Print".