



## Dell Services

### Dell Online Self Dispatch

Dell Online Self Dispatch is a comprehensive part dispatch program designed to support efficient hardware resolution.

#### Easy Hardware Support The Way You Want It

With Dell Online Self Dispatch, your IT staff or appointed service provider is empowered to self-service hardware related issues through self-diagnosis, efficient online part ordering and installation. Dell Online Self Dispatch helps minimize time otherwise spent doing phone based troubleshooting, allowing your IT resource to focus on more strategic projects and business requirements.

#### Streamline the Self-Service Experience

Many hardware incidents require rapid, repeatable intervention: Dell Online Self Dispatch allows Internal IT staff to get parts for Dell products, while skipping the traditional phone script. For a streamlined support experience, it also includes the ability to request an Onsite Technician via the website.

As part of the Dell Online Self Dispatch program your IT staff, outsourced service desks or internal helpdesks receive Dell technical training and certification. This arms them with the knowledge and tools necessary to efficiently maintain your Dell Commercial Hardware.

The Dell Online Self Dispatch web portal is a rich and intuitive interface accessible from almost any location around the world. If your IT staff requires additional assistance, they can utilize the DOSD mailboxes for fast response or the fully translated 'how-to' section accessible via the DOSD portal.

- **Rich Part Dispatch Features:** Highlighted features include dispatch status, customer self-configurable dispatch reporting and self-customized portal viewing as well as an opt-in/opt-out e-mail notification of part shipment.
- **Intuitive Online Portal:** Customer web portal supports multiple languages and is accessible around the world. Also includes links to commonly used support applications and performance management reports.
- **International Part Dispatch:** Parts may be shipped and tracked to locations outside the local geographic area.
- **Same Day Part Service:** Systems purchased with 4hr, 8hr or Same Day ProSupport service contracts are eligible for same day service.
- **Dell IT Training and Certification:** Access to Dell knowledge through web training and support tools.
- **Labor Remittance:** Efficient online end-to-end labor remit process. Highest remits are paid on systems with Dell ProSupport. Customers who choose to enroll in labor remittance options receive efficient online end-to-end labor remit processing.

## Dell Online Self Dispatch (DOSD) – One Global Portal for Efficient Hardware Resolution

### DOSD Is A Comprehensive Self Dispatch Program Designed For:

- Customers whose IT staff, or designated service providers, are empowered for hardware repair
- Part dispatch service around the globe, including situations where employees are traveling or temporarily located in another country
- Easy online part ordering, plus support to request Onsite Technician service
- Convenient access to Dell IT Training and Certification
- Fully supported part dispatch service, which includes dispatch tracking and reporting, status reporting and opt-in/opt-out e-mail notification of shipment status

### 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 premier tags, dispatch reporting and tracking, and dispatch status support
- Tier 2. Same features as Tier 1 plus qualifying dispatches may receive a labor reimbursement on a per dispatch basis
- Labor remits are tiered to the product service warranty. Highest remits are paid on products with Dell ProSupport. For our Dell Channel Partners, DOSD is also available in Tier 3

For more information about solutions for your business or organization, contact your Dell account representative or visit [dell.com](http://dell.com).

**Simplify your IT Management at [dell.com](http://dell.com)**

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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