

DELL REPAIR FLOW SOP

Pre-Repair & Diagnostic

Check Warranty Status

- Ensure Warranty Status is "In Warranty"
- If physical damage is present, check that the customer has accidental damage coverage (green "Accidental Damage" bubble)
- Attach "Dell In Warranty" Company

Diagnose the device

- Move Workorder to Diagnostic in Progress
- Diagnose the device and document findings
- Determine if any parts need to be ordered and replaced
- Add parts to the Workorder, as needed
- Inform the customer that Bitlocker may be triggered if the Motherboard or HDD/SSD is being replaced
- If this is a software only repair, you will need to:
 1. Mark this Workorder as Declined
 2. Recreate the Workorder
 3. Attach the "Dell In Warranty Soft Labor Fix" company to proceed

Create a Dispatch in Dell TechDirect

- Navigate to <https://techdirect.dell.com/Portal/CreateDispatch.aspx>
- Enter Service Tag and click [Submit]
- Proceed by clicking [Next]
- Under Customer Reference, enter Workorder # (e.g. WO12930811)
- Ensure "Return unit for repair" is not selected
- Enter your diagnostic and notes on how you arrived at that diagnostic

Order Parts on Dell TechDirect

- If needed, navigate to <https://techdirect.dell.com/Portal/DispatchList.aspx>
- Select Shipping Contact Information
 - If no contacts are saved, enter all pertinent information and save new contact
- Select Shipping Address information
 - If no contacts are saved, enter all pertinent information and save new contact
- Click [Add Part] on needed parts to add them to the cart and hit [Next] to continue
- Click [Submit Request] to finalize parts order

Create PO in Portal

- Create a Purchase Order
- Under Vendor, select "Dell"
- Make sure all parts have a \$0 cost
- Select the following business day for the expected delivery time

Receive Parts in Portal

- Receive and label all corresponding Dell parts

Update Dell Partner Portal to confirm part received.

- Navigate to Dell Partner Portal: <https://servicespartnerportal.dell.com/>
- Use the search bar to search for the Dispatch #
- Click the Dispatch # to view details
- Under Reply Codes, select "P01 – Confirm Parts Received"

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Work in Progress

Begin Repair: Update Dell Partner Portal

- Navigate to Dell Partner Portal: <https://servicespartnerportal.dell.com/>
- Use the search bar to search for the Dispatch #
- Click the Dispatch # to view details
- Under Reply Code, select "V02 – Begin Repair"
- Perform the physical repair
- Navigate here for a list of common repair codes: <https://portal.ubif.net/kbase/article/11153>

Quality Check

Run iDiag and confirm device is repaired

- Once the physical repair is complete, run iDiag to confirm that the repair is successful. For more information go to: <https://portal.ubif.net/kbase/article/11077>
- Navigate to Dell Partner Portal: <https://servicespartnerportal.dell.com/>
- Use the search bar to search for the Dispatch #
- Click the Dispatch # to view details
- Click [Update] at the top of the details page.
- Under Reply Code, select "V13 – WIP/Final Test"
- Under Reply Code, select "E04 – System Fixed"
- Update the UBIF Portal Workorder to "Repaired – RFP"

Ready for Pickup

Ship Parts back to Dell

- Package old parts in the box in which new parts were shipped
- Apply the return shipping label that was included in the box
- Navigate to Dell Partner Portal: <https://servicespartnerportal.dell.com/>
- Use the search bar to search for the Dispatch #
- Click the Dispatch # to view details
- Click [Update] at the top of the details page.
- Under Reply Code, select "P10 – Parts Returned to Dell"

Update Dell Partner Portal for Customer Pickup

- Navigate to Dell Partner Portal: <https://servicespartnerportal.dell.com/>
- Use the search bar to search for the Dispatch #
- Click the Dispatch # to view details
- Click [Update] at the top of the details page.
- Under Reply Code, select "D19 – Customer collected system"

Complete Sale

- Complete the sale in UBIF Portal.