

## Herambraj Sonawane

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**From:** Senthil Raj P <senthilraj.p@blrlounge.in>  
**Sent:** Tuesday, May 14, 2024 3:49 PM  
**To:** Herambraj Sonawane  
**Cc:** Bangalore IT; T2 BLR IT; Samrat Narvekar; Nikhil Bhushan; Sunil V  
**Subject:** Re: Travel foods services pvt ltd

**Importance:** High

Hi Herambraj,

We spoke this morning , please find below proposal to replace the Microsoft Surface Tablet .

**TF SPL-2425-00146**

Try to negotiate with the team's computer, if possible, further.

Best Regards,

**Senthil Raj P.**

Sr.Manager - IT | BLR Lounge Services Pvt Ltd.

☎ +91 - 9789079708 | 🌐 [www.travelfoodservices.com](http://www.travelfoodservices.com)

\*Minimal IT Support to be provided without incidents raised\*

**T1 - Help Desk** : 📧 [bangalore.it@blrlounge.in](mailto:bangalore.it@blrlounge.in) | ☎ +91 865 754 1674

**T2 - Help Desk** : 📧 [sunil.v@travelfoodservices.com](mailto:sunil.v@travelfoodservices.com) | ☎ +91 973 822 2927

**For IT-related Support:** Please raise an incident/ticket using the links provided below.

**Self Service** : [Asset Infinity](#)

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**From:** Chaitali Brahme <chaitali.brahme@teamcomputers.com>

**Sent:** Tuesday, May 14, 2024 3:51 PM

**To:** Sunil V <sunil.v@travelfoodservices.com>

**Cc:** Senthil Raj P <senthilraj.p@blrlounge.in>; Abhinash Kumar <abhinash.kumar@teamcomputers.com>; Customercare Team <customercare@teamcomputers.com>; Pallavi S <blrhelppdesk2@teamcomputers.com>; Remote Support <remotesupport@teamcomputers.com>; Shahrukh Ansari <shahrukh.ansari@teamcomputers.com>; Bangalore IT <bangalore.it@blrlounge.in>; T2 BLR IT <t2blr.it@travelfoodservices.com>; Samrat Narvekar <samrat.narvekar@travelfoodservices.com>; Nikhil Bhushan <nikhil.bhushan@travelfoodservices.com>; Pankaj Gupta <pankaj.gupta@teamcomputers.com>  
**Subject:** Re: Travel foods services pvt ltd

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sunil and Team,

Please find below prices for replacement device.

<b>Model</b>	<b>Microsoft Surface Go 3</b>
Cost of replacement new device from microsoft surface go 3	29,726.00
Team Computers Service Charges	2100.00
Total Charges including charges	31826.00

Do get back to us for any queries

**Thanks and Regards,**

On Tue, May 14, 2024 at 9:14 AM Pankaj Gupta <[pankaj.gupta@teamcomputers.com](mailto:pankaj.gupta@teamcomputers.com)> wrote:

Dear Abhinash

Please help to shae formal TCPL proposal to the customer

*Regards*

**Pankaj Gupta**

**Manager - Partner ( WS)**

**Team Computers (P) Limited**

Contact : 7604053002

1, Mohmmadpur , Near Bhikaji Cama Place , New Delhi - 110066

[www.teamcomputers.com](http://www.teamcomputers.com)

On Mon, May 13, 2024 at 9:46 PM Senthil Raj P <[senthilraj.p@blrlounge.in](mailto:senthilraj.p@blrlounge.in)> wrote:

Caution! This message was sent from outside your organization.

Hi Pankaj,

Kindly share the PI / formal proposal to proceed further.

Best Regards,

**Senthil Raj P.**

Sr.Manager - IT | BLR Lounge Services Pvt Ltd.

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**T2 - Help Desk** : ✉ [sunil.v@travelfoodservices.com](mailto:sunil.v@travelfoodservices.com) | ☎ +91 973 822 2927

**For IT-related Support:** Please raise an incident/ticket using the links provided below.

**Self Service :** [Asset Infinity](#)

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**From:** Pankaj Gupta <[pankaj.gupta@teamcomputers.com](mailto:pankaj.gupta@teamcomputers.com)>

**Sent:** Monday, May 13, 2024 8:50 PM

**To:** Sunil V <[sunil.v@travelfoodservices.com](mailto:sunil.v@travelfoodservices.com)>

**Cc:** Abhinash Kumar <[abhinash.kumar@teamcomputers.com](mailto:abhinash.kumar@teamcomputers.com)>; Customercare Team <[customercare@teamcomputers.com](mailto:customercare@teamcomputers.com)>; Chaitali Brahme <[chaitali.brahme@teamcomputers.com](mailto:chaitali.brahme@teamcomputers.com)>; Pallavi S <[blrhelpdesk2@teamcomputers.com](mailto:blrhelpdesk2@teamcomputers.com)>; Remote Support <[remotesupport@teamcomputers.com](mailto:remotesupport@teamcomputers.com)>; Shahrukh Ansari <[shahrukh.ansari@teamcomputers.com](mailto:shahrukh.ansari@teamcomputers.com)>; Senthil Raj P <[senthilraj.p@blrlounge.in](mailto:senthilraj.p@blrlounge.in)>; Bangalore IT <[bangalore.it@blrlounge.in](mailto:bangalore.it@blrlounge.in)>; T2 BLR IT <[t2blr.it@travelfoodservices.com](mailto:t2blr.it@travelfoodservices.com)>

**Subject:** Re: Travel foods services pvt ltd

You don't often get email from [pankaj.gupta@teamcomputers.com](mailto:pankaj.gupta@teamcomputers.com). [Learn why this is important](#)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sunil

There is no other option available except replacement

*Regards*

***Pankaj Gupta***

***Manager - Partner ( WS)***

***Team Computers (P) Limited***

Contact : 7604053002

1, Mohmmadpur , Near Bhikaji Cama Place , New Delhi - 110066

[www.teamcomputers.com](http://www.teamcomputers.com)

On Mon, May 13, 2024 at 3:36 PM Sunil V <[sunil.v@travelfoodservices.com](mailto:sunil.v@travelfoodservices.com)> wrote:

Caution! This message was sent from outside your organization.

Dear Pankaj,

I've received communication from MS indicating that only full device replacement is offered in India. They are proposing a replacement Surface Go 3 via Standard Exchange for a minimum amount of 29,726.00, inclusive of tax.

However, before proceeding with this option, could you please check if there are any alternative solutions available aside from replacement? Additionally, we would prefer to go through Team Computers for invoicing, services, and payment processing.

Kindly confirm if this arrangement is acceptable for further proceedings.

Thanks & Regards,

Sunil V

9738222927

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**From:** Pankaj Gupta <[pankaj.gupta@teamcomputers.com](mailto:pankaj.gupta@teamcomputers.com)>

**Sent:** Wednesday, May 8, 2024 10:57 AM

**To:** Sunil V <[sunil.v@travelfoodservices.com](mailto:sunil.v@travelfoodservices.com)>; Abhinash Kumar <[abhinash.kumar@teamcomputers.com](mailto:abhinash.kumar@teamcomputers.com)>

**Cc:** Customercare Team <[customercare@teamcomputers.com](mailto:customercare@teamcomputers.com)>; Chaitali Brahme <[chaitali.brahme@teamcomputers.com](mailto:chaitali.brahme@teamcomputers.com)>; Pallavi S <[blrhelpdesk2@teamcomputers.com](mailto:blrhelpdesk2@teamcomputers.com)>; Remote Support <[remotesupport@teamcomputers.com](mailto:remotesupport@teamcomputers.com)>; Shahrukh Ansari <[shahrukh.ansari@teamcomputers.com](mailto:shahrukh.ansari@teamcomputers.com)>; Senthil Raj P <[senthilraj.p@blrlounge.in](mailto:senthilraj.p@blrlounge.in)>; Bangalore IT <[bangalore.it@blrlounge.in](mailto:bangalore.it@blrlounge.in)>; T2 BLR IT <[t2blr.it@travelfoodservices.com](mailto:t2blr.it@travelfoodservices.com)>

**Subject:** Re: Travel foods services pvt ltd

You don't often get email from [pankaj.gupta@teamcomputers.com](mailto:pankaj.gupta@teamcomputers.com). [Learn why this is important](#)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sunil

You would have received a communication from from MS for the paid replacement option ( MS case ID - 2405070030004524 )

Dear Abhinash

Looped you and Ms Chaitali on the mail. Please proceed accordingly

*Regards*

***Pankaj Gupta***

***Manager - Partner ( WS)***

***Team Computers (P) Limited***

Contact : 7604053002

1, Mohmmadpur , Near Bhikaji Cama Place , New Delhi - 110066

[www.teamcomputers.com](http://www.teamcomputers.com)

On Wed, May 8, 2024 at 10:10 AM Sunil V <[sunil.v@travelfoodservices.com](mailto:sunil.v@travelfoodservices.com)> wrote:

Caution! This message was sent from outside your organization.

Dear Team,

I was trying to reach over the phone, through the landline number given . Can you please connect today on the ticket number W2430360.

Need your quick support on Microsoft Screen broken.

Thanks & Regards,

Sunil V

9738222927

**From:** Customercare Team <[customercare@teamcomputers.com](mailto:customercare@teamcomputers.com)>

**Sent:** Tuesday, May 7, 2024 1:39 PM

**To:** Sunil V <[sunil.v@travelfoodservices.com](mailto:sunil.v@travelfoodservices.com)>

**Cc:** Pankaj Gupta <[pankaj.gupta@teamcomputers.com](mailto:pankaj.gupta@teamcomputers.com)>; Chaitali Brahme <[chaitali.brahme@teamcomputers.com](mailto:chaitali.brahme@teamcomputers.com)>; Abhinash Kumar <[abhinash.kumar@teamcomputers.com](mailto:abhinash.kumar@teamcomputers.com)>; Pallavi S <[blrhelpdesk2@teamcomputers.com](mailto:blrhelpdesk2@teamcomputers.com)>; Remote Support <[remotesupport@teamcomputers.com](mailto:remotesupport@teamcomputers.com)>; Shahrukh Ansari <[shahrukh.ansari@teamcomputers.com](mailto:shahrukh.ansari@teamcomputers.com)>

**Subject:** Re: Travel foods services pvt ltd

You don't often get email from [customercare@teamcomputers.com](mailto:customercare@teamcomputers.com). [Learn why this is important](#)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Customer,

Greetings from Team Computers Pvt. Ltd.

Thanks for reaching out!

Your complaint has been registered with us, please find the Ticket number

**W2430360**

Our support engineer assigned to your complaint will call you shortly.

If you have any queries please feel free to write to us, we would be more than happy to help you.

We promise you our best services always.

**Thanks & Regards,**

**M egha | Customer Care**

**Landline:- 1800114200, 18001024200.**

**[www.teamcomputers.com](http://www.teamcomputers.com)**

**No.1, Mohammadpur, Bhikaji Cama Place, New Delhi - 110066**

On Mon, May 6, 2024 at 2:59 PM Chaitali Brahme <[chaitali.brahme@teamcomputers.com](mailto:chaitali.brahme@teamcomputers.com)> wrote:

Dear Customer Care,

Kindly log the below case.

Image attached for your reference.

It's a physical damage

1. Customer Name	Travel Foods Services Pvt Ltd
2. Address1	Travel Foods Services Pvt Ltd Banglore
3. Address 2	
4. Contact Person	Ashish Jha
5. Phone/Mobile No.	9738222927
6. Email Address	<a href="mailto:Sunil.v@travelfoodservices.com">Sunil.v@travelfoodservices.com</a>
7. Serial No. with asset Description	OB36T68222433F
8. Problem Description	Tab scree broken

Thanks and Regards,

**Chaitali Brahme | Regional Product Manager-Microsoft Surface Workspace**

Team Computers Pvt. Ltd. [www.teamcomputers.com](http://www.teamcomputers.com)

**M** +91 8591314256/9819149736