

Herambraj Sonawane

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

Minimal IT Support to be provided without incidents raised

T1 - Help Desk : 📧 bangalore.it@blrlounge.in | ☎ +91 865 754 1674

T2 - Help Desk : 📧 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](#)

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.

| Model | Microsoft Surface Go 3 |
|--|-------------------------------|
| 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> 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

On Mon, May 13, 2024 at 9:46 PM Senthil Raj P <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.

☎ +91 - 9789079708 | 🌐 www.travelfoodservices.com _

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T2 - Help Desk : ✉ 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](#)

From: Pankaj Gupta <pankaj.gupta@teamcomputers.com>

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

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

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

Subject: Re: Travel foods services pvt ltd

You don't often get email from 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

On Mon, May 13, 2024 at 3:36 PM Sunil V <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

From: Pankaj Gupta <pankaj.gupta@teamcomputers.com>

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

To: Sunil V <sunil.v@travelfoodservices.com>; Abhinash Kumar <abhinash.kumar@teamcomputers.com>

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

Subject: Re: Travel foods services pvt ltd

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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

On Wed, May 8, 2024 at 10:10 AM Sunil V <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>

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

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

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

Subject: Re: Travel foods services pvt ltd

You don't often get email from 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

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

On Mon, May 6, 2024 at 2:59 PM Chaitali Brahme <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 Bangalore |
| 3. Address 2 | |
| 4. Contact Person | Ashish Jha |
| 5. Phone/Mobile No. | 9738222927 |
| 6. Email Address | Sunil.v@travelfoodservices.com |
| 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

M +91 8591314256/9819149736