

Mastercreation TFS

From: Parag Pandey
Sent: 16 April 2024 13:52
To: Samrat Narvekar; Herambraj Sonawane; Mastercreation TFS
Cc: Amit Upadhyay
Subject: RE: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0:]
Attachments: IN_QUOTE_3700007605437.1.pdf

Hi Samrat & Heramb,

Please arrange for copy of GST Certificate and cancelled cheque from Dell to validate bank account and GST number updated in our vendor master.

@ Omkar- Please unblock code once you get above documents.

@ Heramb- Please raise the PO against attached quotation today and send for an advance payment. We will do it today. Further to that, share copies of below manual PO's to Samrat to follow up on open advances lying in vendor account. You are also requested to check from your side.

Posting Date	Document Type	Document No.	External Document No.	Amount	Remaining Amount
03-Nov-18	Payment	VENOP-001079	PO NO 33834	57,115	2,838
22-Nov-18	Payment	VENOP-001071	PO NO 36818	90,152	90,152
15-Jan-19	Payment	ADVWW/1819/00002	PO NO. 39439	45,076	45,076
06-Feb-19	Payment	ADVT1/1819/00040	PO NO. 43688	1,14,231	1,11,399
		Total		3,06,574	2,49,465

Regards,
Parag Pandey

From: Samrat Narvekar <samrat.narvekar@travelfoodservices.com>
Sent: 16 April 2024 10:10
To: Parag Pandey <parag.pandey@travelfoodservices.com>
Subject: FW: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0:]

From: Swapnil Waradkar <swapnil.waradkar@travelfoodservices.com>
Sent: 12 April 2024 12:35
To: Parag Pandey <parag.pandey@travelfoodservices.com>
Cc: Samrat Narvekar <samrat.narvekar@travelfoodservices.com>
Subject: FW: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0::]

FYI,

Regards,
Swapnil Waradkar
Information Technology

From: Swapnil Waradkar
Sent: 20 March 2024 11:55
To: Nikhil Bhushan <nikhil.bhushan@travelfoodservices.com>
Cc: Samrat Narvekar <samrat.narvekar@travelfoodservices.com>; HO IT Support <ho.itsupport@travelfoodservices.com>
Subject: FW: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0::]

Dear Sir,
Accidental damage warranty expired for Trishala Surve's laptop due to which we received quotation from dell service.
Requesting you to please approve, also find the attachment of quotation.

Regards,
Swapnil Waradkar
Information Technology

From: Dell Tech Support <technical_support@help.dell.com>
Sent: 18 March 2024 18:09
To: HO IT Support <ho.itsupport@travelfoodservices.com>
Cc: neha_prabhu19@dell.com
Subject: Dell Service Tag: 52687V3 [Case Number : 187112268] [thread::DaLrUcddL0eAR_p5f_qFZz0::]

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 Shubham .. Kamble,

Service Tag: 52687V3

Greetings from Dell!

For faster response and resolution, reply to the same email without changing the subject line.

Kindly find an attachment of the requested quotation for spares/engineer visit from Dell.

We acknowledge your interest in placing an order, and we want to ensure that we provide you with the best service tailored to your needs.

The quote which is attached with this email is a Service Order.

Service Order: With this option, the part provided will be refurbished and you will need to return the old/faulty part. The service can be fulfilled either at the End User or Office address. For this order type, part replacement is a part of the service & Invoice shared via email is the final one, covering both parts and engineer visit charges. Applicable only for NON-SEZ billing and shipping address only.

In case if you wish to retain the faulty part, then we have the below option:

Spares Order: The price would be comparatively higher than Service Order (Min. 2X Higher). There is no need to return the old/faulty part and it will be delivered to the office address only. The engineer's visit for parts installation can be scheduled at the office, however, if you want the service at the End User's address, then parts need to be moved internally, post which service can be scheduled/booked.

Please note: There would be two invoices generated — one for the parts delivery and another for the engineer's visit. And the Quote is valid for 30 days only. Please do not release the Purchase orders on expired quotes.

Please take note that the warranty for both Spares and Service Orders is 90 days, and the fulfilment of your order will be subject to the availability of the parts.

Should you have any further questions or require clarification, please feel free to reach out to us by responding to this email without altering the subject line. We look forward to serving you with the best possible solution as per your requirements.

Note:

- The delivery lead time will be 1 to 2 weeks depending upon the stock availability in the India hub at the time of order download. In case of non-availability, we will source the spares from the Singapore hub and the lead time for the same will be 3 to 4 weeks.
- Warranty for spares will be 90 days from the date of invoice.

Kindly note that the below details need to be mentioned mandatorily in the purchase order. Missing information would lead to a delay in sharing the order details.

Below mentioned documents are required only for formal purchase orders:-

1. Entity name and address: Dell International Services India Pvt. Ltd.

No. 12/1, 12/2A, 13/1A,
VARTHUR HOBLI,
CHALLAGHATTA VILLAGE,
Inner Ring Road, Bangalore – 560071

- Current date
- Complete Bill to address with Postal code
- Complete Ship to address with Postal code
- Line items, their price & all applicable taxes should be clearly mentioned in the purchase order in accordance with the quotation you have received
- Your company Seal & Signature. If in case PO is system generated, it should be clearly mentioned in the PO that “It is System generated PO”
- In case of prepaid payment, please confirm the PO & then share the screenshot of the payment done where the UTR number, beneficiary name and date are clearly mentioned.
- Engineer visit details required as below for engineer service arrangement along with the parts:-
 - Contact name:
 - Contact number:
 - Service tag#
 - Mail id:
 - Address where parts need to be installed:

Purchase Order for SEZ locations - Parts will be shipped (without engineer) and post confirmation of delivery, the engineer will be arranged for installation (If requested), ETA for engineer visit will be 2 -3 business days post confirmation of spare delivery.

Thanks & Regards,

Somya Sarit Singh

Dell | Technical Support, ITS PON –Commercial Spares

For any Tech Support related queries, please contact:

Customer Care: 1-800-425-2067

Technical Support: 1-800-425-8045

Our SLA for any email replies will be 24 hours. Mon – Fri 9 a.m. to 6 p.m.

----- Original Message -----

From: Dell Tech Support [technical_support@help.dell.com]

Sent: 18/03/2024, 12:25 pm

To: ho.itsupport@travelfoodservices.com

Subject: Dell Service Tag: 52687V3 [Case Number : 187112268/Service Request: 1168119307] [thread::DaLrUcddL0eAR_p5f_qFZz0::]



Your Case Number

187112268

[Contact Us](#) | [Support Library](#) | [Download Center](#) | [Support Assist](#) | [Community Forums](#) | [How To Videos](#)

Dear Shubham .. Kamble,

This mail is related to your recent interaction with Dell Tech Support. We have generated a Case Number 187112268 for you.

Kindly retain the subject line while replying to this e-mail. We would like to take full responsibility of this case to ensure proper resolution to your satisfaction.

Thank you so much for being a valued Dell Customer and Have a great day.

Thank you for choosing Dell.

Vineet Pandey

Dell | Technical Support

Having other issue? Watch these short, easy videos to help you solve your issue.

[Office 2016 Activation](#)

[Improve PC Performance](#)

[How to Reset Windows 10 to Factory Settings](#)

More videos available [here](#)

Technical Support Working Hours: 9.00 AM - 6.00 PM (Monday - Friday)

thread::DaLrUcddL0eAR_p5f_qFZz0::

