D∕∕LL Technologies

Asset Recovery Services
Frequently Asked Questions for Customers

Use the following links to skip to a section in this document:
- General Asset Recovery Services FAQs
- Lease Return FAQs
- Environmental Impact Report Feature FAQs
- Apply to Open Invoice Feature FAQs (U.S. Only)
- Channel Partner Specific FAQs

General Asset Recovery Services FAQs

1. **Where and for whom is Asset Recovery Services available?** Asset Recovery Services is available in the 35 countries listed below for all standard commercial customers and Channel Solution providers, excluding FED.

Americas:
- Canada
- United States

Asia Pacific and China:
- Australia
- China
- Hong Kong
- Indonesia
- Malaysia
- New Zealand*
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand

Europe, Middle East and Africa:
- Austria
- Belgium
- Czech Republic

- Denmark
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Luxembourg
- Netherlands
- Norway
- Portugal
- Romania
- South Africa
- Slovakia
- Spain
- Sweden
- Switzerland
- United Kingdom

2. **Can I return both client and infrastructure equipment through Asset Recovery Services?** Asset Recovery Services is primarily for client devices; however, we also accept server equipment. For information about *enterprise* data security and recovery services, including storage, click here. For requests that fall outside of our 'standard offer' scope, please reach out to your Dell Sales Representative to initiate a custom engagement.

3. **What are Asset Recovery Services service credits and how do they work?** Service credits must be purchased to initiate Asset Recovery Services. There are four types of service credits that can be purchased:

   - **Resale/recycle service credit**: This is ideal for customers who own their equipment and are looking for a retirement solution. We handle every detail, from pick-up to final reporting, including offsite data sanitization in alignment with NIST SP 800-88 r1 standard. We prioritize reuse to maximize value back to you. If there's no value, we recycle all devices in compliance with local regulatory guidelines. Start by finding out what your equipment is worth using our online Asset Appraisal Tool.

   - **Lease return service credit**: This is ideal for customers who are looking for assistance with returning leased equipment. Don't get caught in a bind when you reach the end of your equipment lease or APEX PCaaS subscription. We can help you transport your used assets, regardless of brand, back to the company from which they were leased. We can also perform data sanitization as an add-on service.

   - **Onsite data sanitization service credit** and **Onsite hard-drive shred service credit***: This is ideal for those who require an extra level of protection and request that these data security services are performed onsite before devices leave your facility. Devices are sanitized in alignment with NIST SP 800-88 r1 standard.

4. **How do I know which Asset Recovery Services and/or credits I need?** Asset Recovery Services offers a robust suite of services, including:
   - **Resale/Recycle**: This is ideal for customers who own their equipment and are looking for a retirement solution. We handle every detail, from pick-up to final reporting, including offsite data sanitization in alignment with NIST SP 800-88 r1 standard. We prioritize reuse to maximize value back to you. If there's no value, we recycle all devices in compliance with local regulatory guidelines. Start by finding out what your equipment is worth using our online Asset Appraisal Tool.
   - **Lease Return**: This is ideal for customers who are looking for assistance with returning leased equipment. Don't get caught in a bind when you reach the end of your equipment lease or APEX PCaaS subscription. We can help you transport your used assets, regardless of brand, back to the company from

which they were leased. We can also perform data sanitization as an add-on service.

- **Data Security Add-Ons**: For those that require an extra level of protection, we offer flexible sanitization options to fit your needs, including onsite data sanitization, as well as onsite hard-drive shred. Devices are sanitized in alignment with NIST SP 800-88 r1 standard.

Your Dell Sales Representative will be able to help guide you in the right direction after assessing your next action goals and the type of equipment you have in your environment today.

5. **How many service credits do I need to purchase in order to retire my current equipment using Asset Recovery Services?** Service credits hold a one-for-one value. To request a service order, you must have the same value in service credits. For example: If you have 50 units that require a resale/recycle service order, you will need a quantity of 50 resale/recycle service credits.

6. **How does the pricing and payment structure work for Asset Recovery Services?** Services are charged on a per piece of equipment basis. Equipment items include:
   - Desktops
   - Laptop/notebooks
   - Tablets and thin clients
   - Monitors
   - Printers
   - Servers
   - Mobile phones
   - Workstations

   Miscellaneous items will be aggregated, weighed and billed at the rate of one piece of equipment for every 40 lbs. or 18 kg of weight. Miscellaneous items include:
   - A/C adapters
   - Loose batteries
   - Dock/port replicators
   - Loose hard drives
   - Networking (switches, routers, ups)
   - Other: copiers, fax machines, projectors, scanners, telecom equipment, components, toner, external computer components, parts (cables, mice, keyboards, speakers, headphones, etc.)

7. **How are my service credits linked to my TechDirect account?** TechDirect accounts are setup based on the e-mail address used on the order. Once setup, that email address will serve as the profile owner for the TechDirect account, and all orders will be tied to that account, so it is critical that the email address on the order is point of contact that will fulfill the service. The profile owner may add additional users at any time. If multiple accounts exist, Dell can merge accounts as needed to

avoid any technical errors. To request the merging of accounts, please contact us [here](#).

8. **What types of reports are available to me within the online customer portal?** There are specific reports available with each service provided as part of Asset Recovery Services. They are as follows:
   - Resale and Recycling will include a:
     - **equipment disposition reports**, which includes information for each of the devices for which the service was provided, including asset type, serial and asset tags, resell value of each piece of hardware resold and any materials recycled.
     - **confirmation of disposal reports** that verify sanitization was successful (or the drive was destroyed) and that all recycling met or exceeded local regulatory guidelines.
   - Lease Return Transportation will only include a **lease return report** which will list all assets picked up and returned to the leasing agency, this also includes asset type and serial and asset tags.
   - Onsite Data Sanitization will include **onsite data sanitization reports** and **confirmation of disposals**.
   - Onsite Hard-Drive Shred will include **onsite data sanitization reports** and **confirmation of disposals**.

   You may customize, view and download dynamic reports via the online customer portal. You can search by any data field that is captured in the portal – date range, product type, location, service tag, etc. – to get a full view of your Asset Recovery Services. This includes order views, service credit usage, value payments, and pick-up status.

   Additionally, you will have on-demand access to customize and download an **Environmental Impact Report**. This report provides valuable data about your emissions, energy and landfill avoidances as a result of responsibly retiring your equipment through Asset Recovery Services – helping you track your efforts against your sustainability goals.

9. **Will I receive my disposition reports automatically at the end of service?** Upon completion of services, you will receive an email notification regarding the availability of reports, except for the Environmental Impact Report, which will need to be initiated by you as criteria selection is required. You can download and view the reports via the online customer portal anytime.

10. **How will I receive my resale dollars?** Value return for resold equipment will be available and visible in your TechDirect account once material has been evaluated and processed, typically within 35 days. You may choose to electronically transfer your funds at any time. You will need to provide your account information in the secure TechDirect environment. Or if you are in the U.S., you may choose to apply value to an existing invoice open at Dell on products and services.

11. **Is there a minimum or maximum on the number of assets I can return (or retire) at once for resale/recycle?** Asset Recovery Services has no unit minimum nor maximum, so our services are applicable for standard commercial customers of all sizes. However, for less than 20 assets, we offer parcel service instead of freight service to pick up the equipment. Through TechDirect, you will be provided a shipping label to print out and you provide your own box (or you may reuse the box your new equipment came in, if applicable). Currently, our standard offer does not include a solution to provide packaging to those with less than 20 assets. You may also choose to consolidate your assets until it qualifies for freight service.

12. **If I'm using parcel service for my returns, how does data sanitization work?** Not to worry, we perform data sanitization at our offsite facility for all resale/recycling services. If you are returning your leased equipment and using parcel service, we advise you to ensure data is sanitized prior to shipping or you may choose to purchase an add-on service for onsite data sanitization with an asset minimum of 20.

13. **Can I choose to have my equipment physically destructed rather than resale/recycle it?** It is our policy to prioritize reuse through our standard offer whenever possible. However, if you require an added level of security and want to dispose of data-bearing devices through physical destruction in an environmentally friendly way, we offer onsite hard-drive shred services*, which requires a unit minimum of 200. If you require whole device destruction, please consult with your Dell Sales Representative for options available.

14. **Your Asset Appraisal Tool does not support appraisals for servers. How can I find out the value of my server equipment?** Our Asset Appraisal Tool supports the majority of our product types. However, it does not encompass all product types (ex. servers). For devices that you're unable to obtain an online value appraisal quote, contact your Dell Sales Representative to initiate a custom quote.

15. **Where can I find your security and environmental policies?** Dell's policies can be found [here](#).

16. **Where can I find the Service Description for Asset Recovery Services?** The Asset Recovery Services 'service description' can be found [here](#).

Lease Return FAQs
Back to top

17. **What types of hardware leases does this the Lease Return service support?** We support any type or brand of leased hardware; this includes hardware leased by Dell and Dell Financial Services (DFSs) as well as hardware leased by any other company.

18. **When should the Lease Return service be purchased, at the start or end of a lease?** You may choose to purchase return-to-lease upfront during the leasing process or at point-of-need at the end of your lease term. This provides you the flexibility to manage your leased equipment the way you need.

19. **Is there a minimum or maximum on the number of assets I can lease-return at once?** Asset Recovery Services has no unit minimum nor maximum, so our services are applicable for standard commercial customers of all sizes. For returning less than 20 assets, we offer parcel service; for returning 20 or more assets, we offer freight service.

20. **Is data sanitization included for lease returned assets?** Our lease return service currently offers transportation only. As an add-on service, you can purchase onsite data sanitization with an asset minimum of 20.

Environmental Impact Report Feature FAQs
Back to top

21. **How do I access my personalized Environmental Impact Report (report)?**
    - Login to your TechDirect account and navigate to 'Retire Your Assets'
    - Select 'Asset Recovery Services' tile
    - Select 'Manage Services'
    - Navigate to the 'Environmental impact' tab in the left navigation
    - Select your data fields (date range and locations) and request to 'view summary' of report. Depending on the amount of data that is requested, this action may take up to 5 minutes.
    - Once the on-screen summary is displayed, you will have the option to download the full report. See an example of the report here.

22. **How far back and how recent can I pull data for the Environmental Impact Report?** Those in the United States will be able to pull historical data from March 30, 2021 up through the previous day, not to exceed a range of two years of data at one time. For those throughout the rest-of-world, historical data will be available from March 16, 2022 up through the previous day, as well not to exceed a range of two years of data at one time.

23. **I recently migrated into the TechDirect experience. Will I be able to pull an Environmental Impact Report and see calculated savings immediately?** For those who have newly migrated into the TechDirect experience, Environmental Impact Report data will not be available for 24 hours, as our systems require 24 hours for data to refresh.

24. **In what languages is the Environmental Impact Report available?** The report is accessible in the following languages: English, Simple Chinese, French (EMEA), German, Italian, Japanese, Korean, Portuguese (Brazilian), Russian, Spanish (LATAM), Spanish (Iberian) and Traditional Chinese.

25. **How many locations can I choose to see data?** You will be able to pull data for all relevant locations where you have had services rendered. However, please note that our systems require 24 hours for data to refresh, so if you had a pick-up same day, that data will not be reflected in your report.

26. **Once I have requested a report, is it archived?** Yes, once you have requested a summary and accessed the on-screen view, the full report will remain archived and accessible for up to 10 years. All Asset Recovery Services TechDirect users enabled for your company's profile will have visibility and access to view all archived reports.

27. **Can my Dell Sales Representative pull the 'report' on my behalf?** Unfortunately, Dell Sales Representatives do not have access to pull a report on your behalf as they do not have access to your TechDirect profile. However, if you encounter any issues pulling a report, contact us directly here.

28. **Who has access to the Environmental Impact Report?** The Environmental Impact Report is available to all Asset Recovery Services standard offer commercial and Channel Solution Provider customers located in the 35 countries listed below. Channel Solution Providers will be able to request and download a report either on behalf of their own organization or on behalf of an end-customer, but not a consolidated view across customers.

Americas:
- Canada
- United States

Asia Pacific and China:
- Australia
- China
- Hong Kong
- Indonesia
- Malaysia
- New Zealand*
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand

Europe, Middle East and Africa:
- Austria
- Belgium
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Luxembourg
- Netherlands
- Norway
- Portugal
- Romania
- South Africa
- Slovakia
- Spain
- Sweden
- Switzerland
- United Kingdom

29. **What do the calculated savings within the Environmental Impact Report mean in layman's terms?** The calculated savings represent the avoided impacts that were achieved by responsibly retiring with Dell; as those legacy assets took on a second life – whether that be in whole unit form, through parts harvested, or recycled for raw commodities, it served another purpose – which meant we/they avoided creating emissions and energy for a net new device.

30. **Do the calculated savings provided in the 'report' represent all of the IT equipment I retired through Asset Recovery Services?** The calculated savings reflects the environmental impacts for the four major product types (desktops, laptops, servers and monitors) that were resold/refurbished, harvested for parts or recycled through Asset Recovery Services for the date range you selected. This equates to the activity for our resale/recycle services.

31. **Why am I not seeing calculated savings for the peripherals I retired (such as keyboards, mice, printers, docking stations, etc.)?** The four product types we chose to include in the report represent the majority of our recovery volume. Miscellaneous equipment comes in all shapes, sizes and conditions, making any calculated savings highly assumption based and potentially inaccurate.

32. **Can the report help me get carbon credits?** No, this is not a carbon credit program.

33. **I've purchased ProDeploy Client Suite, and since Asset Recovery Services is available through ProDeploy Client Suite, will I have access to the Environmental Impact Report?** ProDeploy Client Suite does leverage our standard Asset Recovery Services for resale/recycle, so yes, you, as a ProDeploy Client Suite customer will be able to access this 'report' feature as part of our standard offer features.

34. **I've purchased Lifecycle Hub, and since Asset Recovery Services is available through Lifecycle Hub, will I have access to the Environmental Impact Report?** Lifecycle Hub does not leverage our standard offer Asset Recovery Services (nor TechDirect), so therefore you will not have access to this 'report' feature.

35. **I've purchased APEX PC-as-a-Service (PCaaS), and since Asset Recovery Services is available through APEX PCaaS, will I have access to the Environmental Impact Report?** APEX PCaaS leverages standard Asset Recovery Services for return-to-leasing services, not resale/recycle, so unfortunately those who have APEX PCaaS will not have access to this 'report' feature at this time.

36. **What standard is the Environmental Impact Report aligned to?** The calculated savings provided in your personalized Environmental Impact Report were calculated based on the methodologies in the [Asset Recovery Services life cycle assessment (LCA) report](). This Asset Recovery Services LCA and its findings were conducted in accordance with ISO 14040/44 guidelines with the support of a third-party consulting

firm, Sphera. The Asset Recovery Services LCA leverages previously conducted LCA models of Dell products as a data source. All LCAs were modeled with Sphera's GaBi LCA modeling software using Sphera's proprietary datasets.

37. **Who is Sphera?** Sphera is the leading provider of Environmental, Social and Governance (ESG) performance and risk management software, data and consulting services focusing on Environment, Health, Safety & Sustainability (EHS&S), Operational Risk Management (ORM), Product Stewardship and Supply Chain Risk Management (SCRM). Dell has hired Sphera to conduct life cycle assessments across the company – from product to services – to ensure consistency.

38. **Can I integrate the information provided in my Environmental Impact Report within my corporate accounting for measuring our sustainability activity?** Results shared in the Environmental Impact Report are discreet to our approach and assumptions and can be used to measure the effectiveness of retiring legacy IT equipment using Dell's Asset Recovery Services. Deep understanding of the assumptions and limitations that go into the calculations of this report should be thoroughly evaluated prior to integrating into any corporate accounting. We will continue to strengthen our approach by re-examining methodologies and restructuring our data collection and management.

39. **Where can I find the full Asset Recovery Services lifecycle assessment?** The full Life Cycle Assessment (LCA) report conducted for Asset Recovery Services, which has been third-party validated and documented in alignment with ISO 14040/44 guidelines, can be accessed here.

40. **Where can I find the lifecycle assessment models for the Dell devices used in Asset Recovery Services lifecycle assessment?** The lifecycle assessments for the following electronic devices can be found here:
    1. Dell Optiplex 7090 – representing the 'Desktops' category
    2. Dell Latitude 5430 – representing the 'Laptops' category
    3. Dell U2720Q – representing the 'Monitors' category
    4. Dell PowerEdge R740 – representing the 'Servers' category

41. **Who can I contact for more information about the details of the calculations and/or methodologies?** You may contact us directly here.

Apply to Open Invoice Feature FAQs (U.S. Only)
In the U.S. only, customers may choose to apply their value return toward an open invoice on Dell products and services.
Back to top

42. **Where is the Apply to Open Invoice feature available?** The Apply to Open Invoice feature is only available to standard offer Asset Recovery Services customers in the United States.

43. **If I reside in the U.S. but want to apply my recoverable value to products and services to be distributed in a different country – can I do that?** No, due to VAT complexities, our Apply to Open Invoice feature is unavailable to be used on products and services distributed outside of the United States. We can, however, provide you with an Electronic Fund Transfer.

44. **Can I use my value funds as credit?** In the United States, recovered value can be used on all products, services and accessories bought directly at Dell by applying funds to any open invoice. You can do this within your TechDirect account under the "payment" tab.

45. **I am a channel partner. Can I use value funds as a credit to my account?** Yes, Channel Partners are able to apply value funds to an open invoice. Please note that the Channel partner has the flexibility to set permission within TechDirect regarding how they want to manage the engagement with their end customer. So, if you as the Channel partner have given your customer permissions for financial access, those end customers would be able to use that recoverable value back at Dell directly. Everything is based on the permissions set upon initial engagement. If you wish for all value to be available to only you as the Channel Partner, you would need to ensure your end customer is **not** set to "full access."

46. **If I've chosen to apply funds to an open invoice, how do those invoices get paid?** Our system intakes your requests and backend processes (through accounts receivable) will automatically apply those funds to the open invoice you've requested.

47. **Will I get a confirmation of invoice payment, or how will I know that the value was applied to the invoice requested?** Simply login to your TechDirect account, click on manage services, click on payments. The payments screen will show your transaction history. In the transaction history you will see a status of your payment request. If the payment says complete, your funds have been applied to your open invoice.

48. **How long does it take for my recovered value to show up in my TechDirect account?** It typically takes about 35 days for your recoverable value funds to become available in your TechDirect account.

49. **What if my net-30 term is coming due. Can I wait until my recovered value shows up in my TechDirect account to pay my invoice?** No, please prioritize your net-30 terms, paying your invoice within the required terms. Once your equipment has been processed through Asset Recovery Services and recoverable funds are available, the value can be applied to any new invoice you might have.

50. **What if I'm unsure on what my company may want to buy next or we're just not ready to spend our recoverable value?** Your recovered value should be used within the first 6 months of receipt. Feel free to electronically transfer to your business account or wait until your company is in need of new services and or products.

51. **Can I use the value in my equipment to offset my Asset Recovery Services instead of paying an upfront fee?** At this time, Asset Recovery Services requires an upfront fee for service. You may use your value to purchase new service credits of Asset Recovery Services for future retirement of devices.

Channel Partner Specific FAQs
Back to top

52. **Which channel partners are a good fit for reselling Asset Recovery Services?** Asset Recovery Services is specifically designed for Channel Solution Providers. Why? Our Asset Recovery Services standard offer requires the Channel Partner to know the end-user and take action in TechDirect in order to kick-off services. Within TechDirect, the parent/child relationship is designed for only a Channel Partner working directly with an end user. Access the 'Getting Started with Asset Recovery Services for Partners' guide for more information about the required steps in TechDirect for Channel Partners.

53. **As a Channel Partner reselling Asset Recovery Services, what are my options for managing my customer?** Our self-service portal provides you with several ways to manage your customer:
    - You can manage your customer directly
    - Your customer can self-manage
    - Or you can co-manage, choosing among permission levels to help you control how you co-manage with your customer

Permission levels include:

Permission Levels	Description
No Access	You manage all the services on behalf of your customer. Your customer cannot view or manage the orders that they placed through you in their TechDirect account.
Basic Access	Your customer can schedule services and view reports. The settlement reports do not include any financial information.

Partial Access	Your customer can schedule services and view reports. The settlement reports include financial information.
Full Access	Your customer can schedule services, view all reports including financial information, including request electronic fund transfer of resale value and/or if in the U.S., apply resale value toward an open invoice for products and services at Dell.

For more information, please see the [TechDirect and Asset Recovery Services User Guide](#).

54. **As a Channel Partner reselling Asset Recovery Services, what reports are available to me and my end-customer within the online customer portal?** Dell Technologies provides disposition reports that document the outcome of every system resold or recycled, confirmation of disposal verifying that sanitization was successful or that the drive was physically destroyed, and that all recycling activities met or exceeded local regulatory guidelines.

    The TechDirect portal gives Channel Partners full access to reports. Channel partners can control the amount of access a customer has to reports through establishing permissions when you set up the TechDirect account for your customer.

    Partners and your end customers can customize, view and download dynamic reports in TechDirect. You can search by any data field that is captured in the portal – date range, product type, location, service tag, etc. – to get a full view of their Asset Recovery Services. This includes order views, service credit usage, value payments, and pick-up status.

55. **As a Channel Partner reselling Asset Recovery Services, are Asset Recovery Services reports automatically sent to my end customer at the end of service?** An email notification will let you, the Channel Partner, know when reports are available. If you've given your customer the Basic Access, Partial Access or Full Access permission, they will also receive this email notification. If you have assigned the No Access permission to a customer, they ***will not*** receive this email notification and you choose how much report information to share with your customer and when you share it. After receiving the email notice, reports can be viewed and downloaded using the TechDirect portal.

56. **As a Channel Partner reselling Asset Recovery Services, what information can we provide customers who wish to measure the impact of their retired equipment?** Through TechDirect, channel customers and end customers can download a dynamic Environmental Impact Report that provides data on their emissions, energy and landfill avoidances as a result of retiring their equipment through Asset Recovery Services – making it easier for them to measure their efforts against their sustainability strategy. The 'report' is downloadable in PDF, includes the criteria chosen, making it shareable as needed.

57. **As a Channel Partner reselling Asset Recovery Services, how do I or my end customer receive the resale value?** When you set up your customer permissions in TechDirect, you'll need to decide how you want to handle the resale value. When funds are available, an email notification is sent to the primary contact for the partner account connected to the Asset Recovery Services order. An electronic fund transfer can be requested by the primary contact.

    If your end-customer is set up with the **No Access** or **Basic Access** permissions, you have full control. Your partner organization receives the resale value and is responsible for delivering any share of resale value or financial reporting to the end customer, based on the agreement in place.

    If your end-customer is set up with **Full Access** or **Partial Access** permissions, your end-customer's primary contact will also receive the email notification that funds are available for transfer.

    After receiving the email, you or your end customer (if provided with full or partial access) may request to transfer those funds electronically to a business account or, if in the U.S., choose to apply those funds toward an existing invoice at Dell for products and services. You'll find step-by-step instructions for both options in the [Asset Recovery Services and TechDirect User Guide](). If you face any issue or need further assistance, contact your Dell Services Sales Representative or Services Account Executive.

58. **As a Channel Partner reselling Asset Recovery Services, what if my end customer has less than 20 assets to return?** Asset Recovery Services has no unit minimum, so these services are applicable for standard commercial customers of all sizes. However, for less than 20 assets, we offer parcel service instead of freight service to pick up the equipment. Through TechDirect, your end-customers will be provided a shipping label to print out and will have to provide their own box (they may reuse the box their new equipment came in, if applicable). Currently, our standard offer does not include a solution to provide packaging to customers with less than 20 assets. Customers also have the option of consolidating their assets until they qualify for freight service.

No onsite hard-drive shred available in New Zealand.