DELLTechnologies

At-a-Glance for Partners

Activate and Manage Asset Recovery Services in TechDirect

Dell Technologies Asset Recovery Services helps to securely and responsibly retire legacy IT equipment – either reselling, recycling or returning to lease any brand of IT equipment. And now our customers and partners can manage the entire process online via our centralized portal – via TechDirect – making it easy to stay in control of assets from anywhere.

- Request an appraisal
- Schedule services
- Track assets
- Monitor progress
- Manage payments

Below we will walk you through the TechDirect experience for Asset Recovery Services on behalf of a client.

Please view the Getting Started Guide and User Guide for additional details.

To Begin Using Asset Recovery Services

YOUR CLIENT MUST FIRST PLACE THEIR ASSET RECOVERY SERVICES ORDER WITH THEIR SALES REPRESENTATIVE OR PARTNER.

Once the Asset Recovery Services order is placed, Dell Technologies creates a TechDirect account (or adds the service to an existing account) using the email address that was provided while placing the order. Dell Technologies sends an email to complete registration and accept terms. Once the registration is complete, you will be able to login to TechDirect and begin managing your Asset Recovery Services.

Activate and Manage in TechDirect

To start managing your clients' PC fleet, you must first connect to TechDirect and activate Asset Recovery Services.

STEP 1 Create a new or connect to an existing account in TechDirect

Go to TechDirect.Dell.com and acknowledge that you are conducting business on behalf of client.

STEP 2 Activate Asset Recovery Services

A new client account is auto-generated for your clients approval. Once approved, it will allow you to manage on their behalf.

STEP 3 Adding Customers

You must add your customer(s) to your TechDirect account to manage Asset Recovery Services on their behalf.

- Within Asset Recovery Services, select "Manage".
- Select "Add Customer"
- Enter primary contact details and company information.
- Select the permission level to assign your customer.

STEP 4 Assigning Orders

Once Asset Recovery Service is activated, you can place orders for your customer and assign those orders from your dashboard. Your client will receive an email with login instructions to view or manage their order, once processed, based on their permission level.

Flexible Options for Managing Your Customers

	YOU MANAGE	CO-MANAGE		THEY MANAGE
End-User Permission Level	**No Access**	**Basic Access**	**Partial Access**	**Full Access**
Generates Asset Appraisal	✓ (Partner)	BOTH	BOTH	✓ (End-User)
Schedules Services	✓ (Partner)	BOTH	BOTH	✓ (End-User)
Has Access to Reports	✓ (Partner)	BOTH	BOTH	✓ (End-User)
Has Access to View Financials	✓ (Partner)	✓ (Partner)	BOTH	✓ (End-User)
Requests Electronic Fund Transfer of Resell Value	✓ (Partner)	✓ (Partner)	✓ (Partner)	✓ (End-User)

LEGEND ✓ Partner Action / Access ✓ End-User Action / Access

For more information, please visit our Knowledge Center, Partner Portal and Asset Recovery Services web page.