At-a-Glance for Partners
Activate and Manage
Asset Recovery Services in TechDirect

Dell Technologies Asset Recovery Services provides a seamless and secure way to responsibly retire legacy client equipment of any brand, while addressing your customers' sustainability goals. And our customers and partners can manage the entire process online via our centralized portal – TechDirect – making it easy to stay in control of assets from anywhere.

- Request an appraisal of existing assets
- Manage orders and service credits
- Schedule services
- Track and monitor progress
- View and download reports, including Environmental Impact Report
- Manage payments

Below we will walk you through the TechDirect experience for reselling Asset Recovery Services.

> **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 when 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 Set up your customer's profile in TechDirect

You must add your customer(s) to your TechDirect account either by creating a new TechDirect profile for them, or if they already have a TechDirect profile, you may connect to their existing account.

1. Within Asset Recovery Services, select "Access admin tools."
2. Select "Add a relationship."
3. Select "Asset Recovery Services" as the service selection.
4. Enter primary contact details and company information for your end customer and "validate."
5. If the contact already has a profile in TechDirect, you can tie to their existing profile. If they don't exist in TechDirect, finalize the information required and select "add."
6. Enter customer company information.
7. Select the permission level to assign your customer.
8. Accept "Terms of Use."

STEP 2 Assign orders

Once Asset Recovery Service is activated for your customer, you can place orders and assign those orders from your dashboard.

STEP 3 Kick-off scheduling services

Once you've assigned an order to your customer, they will receive an email with login instructions to view or manage their order, once processed, based on their permission level.

Launch this video
for a step-by-step demo of the Asset Recovery Services TechDirect experience for Channel Solution Providers, including how to set-up a customer, assign orders and establish permission levels.

Flexible Options for Managing Your Customers

End-User Permission Level	YOU MANAGE	CO-MANAGE		THEY MANAGE
	No Access	Basic Access	Partial Access	Full Access
Generates Asset Appraisal	✓	BOTH	BOTH	✓
Schedules Services	✓	BOTH	BOTH	✓
Has Access to Reports	✓	BOTH	BOTH	✓
Has Access to View Financials	✓	✓	BOTH	✓
Has access to 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	✓	✓	✓	✓

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

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