

Unisys “Just Go” Policy

Number to dial: 800-737-8626

Just Go

If you have tried to reach the End User and have been unsuccessful, Dell would like our technicians to “Just Go” to the client’s location, even if contact can’t be made.

If the tech can’t get access to the unit needing to be repaired, the tech can call the **Dell Service Provider Queue** at: 800-737-8626 and get a labor only ticket created. The original call should be left open until the client verbally confirms another service date with the tech.

The labor only ticket needs to be completed the same day it was opened by the field tech that had the labor only ticket created.

We should try to “Just Go” **whenever it won’t jeopardize calls with verbally arranged commitments.**

Note:

- Technicians are not entitled to a “Just Go” labor only ticket if they have only called the client. They **MUST** be onsite when calling Dell for a labor only ticket.
- You must confirm in the Unisys Portal that the Company Number is not “29”
 - On the Main Tab, Choose “LONG” in “Detail View”
 - Open the call
 - Scroll down to the “Problem Information” header and you will find the “Company number” under Manufacturer. If it is “29” the tech can’t ask Dell for a labor only ticket, unless he or she had a verbally confirmed appointment the day of service.

Labor Only Policy

- We arrive at the client’s location and the client can’t be located after 20 minutes or someone confirms the client isn’t there and won’t be there within 20 minutes.
- We are on the phone working with tech support more than 60 minutes.
- We are **NOT** allowed to get a labor only ticket because the call took longer than expected
- We are **NOT** allowed to get a labor only ticket if the call was created due to a prior missed appointment. If the client misses an appointment twice the tech needs to call Dell and let Dell know we are closing the ticket due to the appt being missed twice.