

Customer Manual – Dell PC ownership Transfer-10005803

3Shape does not offer support for problems directly related to the Dell pc. All support questions concerning the Dell pc (including keyboard, mouse, windows installation etc.) must therefore be directed to Dell's support.

To receive local Dell support you need to transfer the ownership of the Dell pc to your company. ***It is very important that you follow the steps below in order to receive any support at all on problems related to your Dell PC.***

1. Go to Dell's homepage for International Tag Transfer: <http://www.dell.com/dhs/globaltagtransfer>
2. Scroll down the page to the section **"For multiple service tags, click the appropriate link below"**
Choose how many PC ownership transfers you are going to do (1, up to 10, up to 50)
3. In the section **"Original Customer Information"** please specify details on the company from which the ownership is being transferred. The following information should be used:
 - **Email Address:** pcownership@3Shape.com
 - **Original Owner:** 3Shape Poland Sp. z o.o.
 - **Service Tag:** You will find the Service Tag on the PC. Usually the Service Tag consists of a combination of both numbers and letters.

WWW.DELL.COM

Service Tag: 2488Z1J

Express Service Code: 04609284967
 - **System Type:** The type of PC - is typically written on the front of the PC (Dimension, OptiPlex etc.)
 - **Country of Original Purchase:** Poland
 - **Service Level:** Next Business Day (NBD) On-Site
 - **Order or Invoice Number:** This is the Dell Order or Invoice Number which you should have received from your 3Shape reseller. Should not be confused with the 3Shape Order Number.
4. In the section **"Transfer To Location Information"** please specify to which company you want to transfer the ownership. The following information should be specified:
 - **Email Address:** An email address for a contact person in the new pc-owner company. A confirmation mail is sent to this email address when the ownership has been transferred.
 - **First Name:** First name of the contact person in the new pc-owner company.
 - **Last Name:** Last name of the contact person in the new pc-owner company.
 - **Company:** Legal name of the company for which the ownership is being transferred to.
 - **Address:** Address of the company for which the ownership is being transferred to.
 - **City:** City in which the company is located.
 - **State or Province:** State in which the company is located (fx. MN for Minnesota). If the company is located outside USA just type "N/A".
 - **Zip or Postal code:** Zip (postal) code for the area in which the company is located.
 - **Destination Country:** Country in which the company is located.
 - **Phone Number:** Phone number for the company for which the ownership is transferred to.
5. Decide how the product will be used in the section **"Trade Compliance Profile and Submit"**. "How will these products be used" should just be set to "Commercial/Office"
6. Click **"Submit"**

When the ownership has been transferred an email will be send to the email-address specified above. Note that this may take six weeks.