

Hello Dell Bulk Transfer Submission Customer,

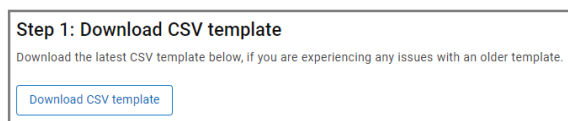
Please note that you must fill out the bulk transfer template file and upload your file to Dell's website. This mailbox (Bulk\_Transfer\_Support@dell.com) is for assisting with issues/errors received on the bulk transfer page.

For status updates or any other inquiries please contact Dell Customer Care. You may find the contact information at [Dell EMC Customer Care](#).

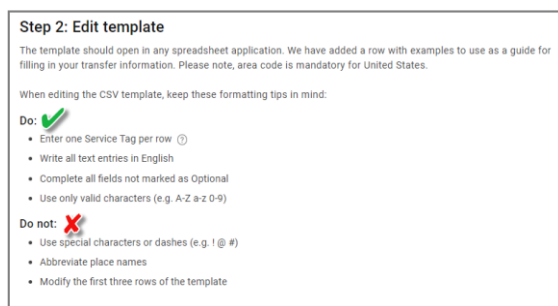
## Bulk Ownership Transfer Step-By-Step Breakdown (detailed instructions in next section)

For bulk transfers, please do the following:

1. Navigate to the online link <https://www.dell.com/support/assets-transfer>
2. Click Bulk transfers (more than five)
3. Click Bulk Transfer
4. Under **Step 1** section – Click **Download CSV template**



5. Under **Step 2** section – **Edit template** and follow all instructions for entering your data in each column – see breakdown below. Detailed instructions in next section.
  - Row 2 in each column will have details of what is needed in each column.
  - Row 3 will have examples of expected data. Some columns will list a URL for specific information required in that column.

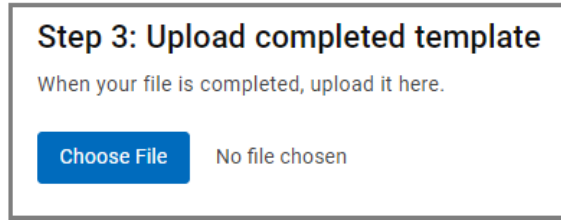


6. Once you have fully completed the file per all requirements, save it as a .csv file

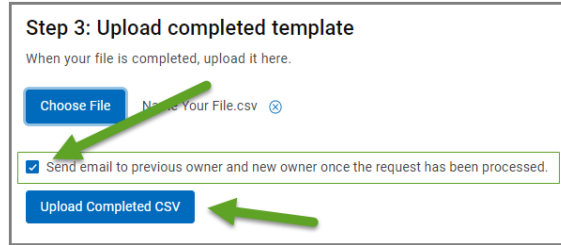


7. Under **Step 3 - Upload completed template** Click **Choose File** to begin the upload of your file.
  - Navigate to the location where you saved the file.

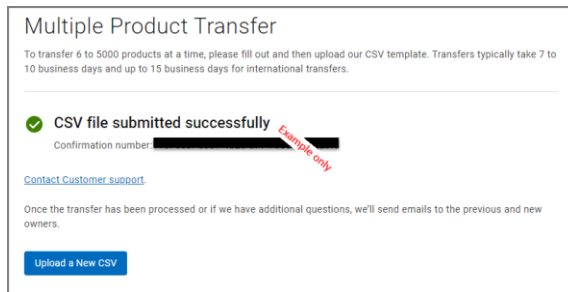
- Select the file you saved.



8. Click **Upload Completed CSV**



9. If your file is correctly filled and accepted, the site will say Uploaded Successfully and produce an alpha numeric Confirmation number for you.



If your file is not accepted, a list of errors will populate. Please correct these errors and try again.

\*Please note, you can only upload 30,000 service tags per IP address per day (including success and failures) OR 20 transactions (success only – 5000 per file) per IP address per day.

\*Please ensure your file does not contain any duplicated Service Tags.

## Detailed Instructions for Bulk Submission Entry Instructions Column by Column

Do not or modify the first three rows (Rows 1 through 3) of the template – Start your data in Row 4.  
Do not include blank rows in-between your data.

1. Column A: **Service Tag (Required)**
  - a. Please enter your 7-digit Dell Service Tag. Must ONLY be a Dell Service Tag.
  - b. No spaces
  - c. No special characters

- d. We do not use vowels in service tags, any O should be a 0 (Zero)
  - e. Ensure your file does not contain duplicated Service Tags (more than 1 entry of the same Service Tag) or the site will not accept your file.
2. Column B: **Previous Owner / Company Name** or **First and Last Name** (if transferring to individual) **(Required)**
  - a. Company Name (or First and Last Name for individuals)
  - b. No excess spaces
  - c. No special characters (English Alphabet and Numbers only)
  - d. Cannot exceed 30 characters
3. Column C: **Previous Owner / First Name** **(Required)**
  - a. First Name (Or Full Company)
  - b. No excess spaces
  - c. No special characters (English Alphabet and Numbers only)
  - d. Cannot exceed 30 characters
4. Column D: **Previous Owner / Last Name** **(Required)**
  - a. Last Name (Or Full Company)
  - b. No excess spaces
  - c. No special characters (English Alphabet and Numbers only)
  - d. Cannot exceed 30 characters
5. Column E: **Previous Owner / Old Email Address** (Optional)
  - a. If you would like to be notified when a transfer is done, please provide your email here.
  - b. If you do not want to be notified and the new owner does not want to be notified, please un-check the box indicating send email to previous and new owner once the request has been processed or leave blank.
6. Column F: **Previous Owner / Country Transferring From** **(Required)**
  - a. Please use <http://downloads.dell.com/assets-transfer/SupportedCountries.xls> if you are unsure of the spelling, formal name, or acceptance of a country.
  - b. No special characters (English Alphabet and Numbers only)
  - c. No excess spaces.
7. Column G: **New Owner Company Name** **(Required)**
  - a. Company Name (or First and Last Name for individuals)
  - b. No excess spaces
  - c. No special characters (English Alphabet and Numbers only)
  - d. Cannot Exceed 30 characters
8. Column H: **New Owner First Name** **(Required)**
  - a. First Name (You may use "Accounts" instead of a person's name if you do not know or have a specific person's name in which to use)
  - b. No special characters (English Alphabet and Numbers only)
  - c. No excess spaces

- d. Cannot Exceed 30 characters
9. Column I: **New Owner Last Name (Required)**
- a. Last Name (You may use "Payable" instead of a person's name if you do not know or have a specific person's name in which to use)
  - b. No special characters (English Alphabet and Numbers only)
  - c. No excess spaces
  - d. Cannot Exceed 30 characters
10. Column J: **New Owner Email Address (Required)**
- a. If the end user would like to be notified when a transfer is done, please provide their email here.
  - b. If you do not know the end user's email, please use something like [no-email@Dell.com](mailto:no-email@Dell.com).
  - c. If both the previous owner and new owner emails do not wish to be notified when the request has been processed, please un-check the box indicating send email to previous and new owner once the request has been processed.
11. Column K: **New Owner Street Address 1 (Required)**
- a. No PO Boxes for tags going into the United States
  - b. Please enter a valid street name. A good best practice is to use the official mailing address of the location.
  - c. No special characters (English Alphabet and Numbers only)
  - d. No excess spaces
12. Column L: **New Owner Street Address 2 (Optional)**
- a. Please do not copy Street Address 1 here
  - b. You may provide PO Boxes here for tags going into the United States.
  - c. No special characters (English Alphabet and Numbers only)
  - d. No excess spaces
13. Column M: **New Owner New City (Required)**
- a. No special characters (English Alphabet and Numbers only)
  - b. No excess spaces
14. Column N: **New Owner New State (Required)**
- a. If the country does not have a state, please use the official ISO standard of the 2-digit Country Code instead.
  - b. No special characters (English Alphabet and Numbers only)
  - c. No excess spaces
15. Column O: **New Owner New Postal Code/Zip Code (Required)**
- a. If the country does not have a postal code or zip code, please use the City Name.
  - b. No special characters (English Alphabet and Numbers only)
  - c. No excess spaces
16. Column P: **New Owner New Country (Required)**

- a. Please use <http://downloads.dell.com/assets-transfer/SupportedCountries.xls> if you are unsure of the spelling, formal name, or acceptance of a country
  - b. No special characters (English Alphabet and Numbers only)
  - c. No excess spaces
  
17. Column Q: **New Owner Area Code** (Required for United States ONLY)
  - a. Only numbers and spaces are allowed
  - b. Maximum of 3 digits
  - c. If no phone number, please use 555.
  
18. Column R: **New Owner New Phone Number** (Required)
  - a. Only numbers and spaces are allowed
  - b. Maximum of 19 digits (including spaces)
  - c. If no phone number, please use 5555555
  
19. Column S: **New Owner Intended Use** (Required)
  - a. Please use <https://www.dell.com/support/assets-transfer/us/en/19/bulktransfer#/IntendedUseList> to verify your Intended Use for this product.
  - b. Tags going to individuals cannot be listed as Commercial/Office
  
20. Column T: **New Owner Federal Tax ID** (Required for **Brazil**) or GSTIN (Goods and Services Tax Identification Number) - (Required for **India**)
  - a. Please provide the full Federal Tax ID for **Brazil** or GSTIN for **India**
  - b. Only English Alphabet
  - c. Numbers, spaces, and hyphens are allowed
  
21. Column U: **New Owner GSTIN Type** (Mandatory for **India**)
  - a. Please use <http://downloads.dell.com/assets-transfer/GSTINIDTypes.xls> to verify GSTIN (Goods and Services Tax Identification Number) Type
  
22. Column V: **New Owner Previous Customer Number** (Optional)
  - a. This is for the current customer number only if known and is an optional field.
  
23. Column W: **New Owner New Customer Number** (Optional)
  - a. If you would like to provide the NEW Customer number, please do so here  
Example of accepted customer number: 123456789