







3:37:50 PM  donna Austin | Initial Question/Comment: 1_184


3:37:55 PM  System | You are now being connected to an agent. Thank you for using Dell Chat


3:37:55 PM  System | Connected with Raksha_Agnihotri


3:38:53 PM  Raksha_Agnihotri | Welcome to Dell US Small Business Chat. My name is Raksha and I will be your Small Business Tech Advisor. I can be reached at Raksha_agnihotri@dell.com and phone 1800-847-4096 ext : 4161594. How can I help you today?


3:39:03 PM  Raksha_Agnihotri | Hello Donna


3:39:11 PM  donna Austin | Within the hour I purchased 2 laptops and charged them to my Credit Card.....The Card Security is high and they temporarily placed a hold on the account.


3:39:47 PM  donna Austin | I know this is Small Business and the offices are closed until tomorrow.


3:40:16 PM  donna Austin | Wanted to let someone at Dell know the charges have been authorized.


3:40:20 PM  Raksha_Agnihotri | Glad you chatted in today, I'd be happy to help you with the Information.


3:40:55 PM  Raksha_Agnihotri | Did you receive any acknowledgement from dell?


3:43:05 PM  donna Austin | let me check....I do have an order number 2007108240220


3:43:24 PM  Raksha_Agnihotri | Thank you.


3:43:35 PM  Raksha_Agnihotri | Let me check this for you.


3:44:15 PM  donna Austin | Now when I type that in.....it is saying # has not been assigned. :-[


3:45:00 PM  donna Austin | And yet my card has been charged?????


3:45:00 PM  Raksha_Agnihotri | May I have the billing and shipping address on the account?


3:45:24 PM  donna Austin | Billing is 507 Dorcas Ln, Arlington, TX 76013


3:45:39 PM  Raksha_Agnihotri | I will have to verify the account and help you with the details on the charges.


3:45:44 PM  Raksha_Agnihotri | Thank you.


3:46:12 PM  donna Austin | Shipping Warren Austin
Austin Design Works
2600 Airport Fwy
Fort Worth , TX 76111-2330
(817) 313-8723


3:47:37 PM  donna Austin | Total was for \$3652 and some change


3:48:16 PM  Raksha_Agnihotri | I do see that there is a security hold on the order, I will request you to contact your bank and ask them to authorize the payment so that I can update the order here.


3:49:06 PM  donna Austin | I have already done that before I start the Chat!!!!!!.....Dell should be able to process it.....


3:50:23 PM  Raksha_Agnihotri | I see that the payment is still on hold, once the payment is authorized I will be able to update the order here immediately from my end.


3:50:25 PM  donna Austin | Your Billing office is charging apparently by items.....one was for \$107.17 around 3:17 central time


3:51:01 PM  donna Austin | I do not believe whoever is charging me a Dell tried again.


3:52:26 PM  donna Austin | I can be called at 817.371.2675.....I tried getting thru your phone lines since I received a text from Discover around 3:15 to no available.....do you have supervisor near by.....


3:54:36 PM  Raksha_Agnihotri | I will request you to call your bank once again while I am on chat, once we have the confirmation from them we will try and update the order here, the \$107 I do see have been charged for Microsoft office only the other order is on hold.


3:55:41 PM  donna Austin | Please send me a phone number that Discover and I can call to clear up this mess! Supervisor please!!!!


3:56:42 PM  Raksha_Agnihotri | Sure, please be connected. I will have a call back arranged for you from the supervisor.


4:01:42 PM  Raksha_Agnihotri | Pardon me asking are we still connected?


4:02:56 PM  donna Austin | yes


4:03:47 PM  Raksha_Agnihotri | My supervisor is calling you in 2 minutes on 817.371.2675


4:05:38 PM  donna Austin | Discover is requesting Dell resubmit.....not really happy that the order is being piece-mealed as individual orders. Been working on this for about an hour with Discover to ensure Dell receives their amount.

4:06:18 PM  Raksha_Agnihotri | Sorry for the inconvenience. I will try again.

4:11:34 PM  donna Austin | Still there?

4:13:24 PM  Raksha_Agnihotri | ON CALL

4:32:23 PM  System | System ending session because of no timely response.

4:32:23 PM  System | The session has ended!