

# DELLTechnologies

## Dell Premier Shopping and Ordering guide

|   |   |
|---|---|
|    | <b>Explore products</b><br>Obtain detailed information on products and solutions so you can explore your options and decide what is best for your organisation.       |
|  | <b>Customise purchasing</b><br>Shop a customisable site that enforces your organisation's preferred products and services while maintaining purchasing consistency.   |
|  | <b>Streamline ordering</b><br>Simplify the purchase process to reduce errors often associated with manual orders while improving delivery time and controlling costs. |
|  | <b>Track and manage</b><br>Manage users with ease, control, and track orders, all with robust reporting.  |



# Designed for business. Customised for you.

Dell Premier provides you with a customised, secure online toolset for purchasing, reporting, researching product and support. This guide shows you how to make the most of this customised procurement tool. For additional assistance while using your Dell Premier Page, click on the Help links located at the bottom of the page.

Customers are hereby requested to keep their Premier login and password safe and protected at all times. Any unauthorized use of login and password may result in fraudulent purchases. In this respect, orders placed via a customer designated Premier login and password are considered by Dell to be legitimate, authorized purchases.

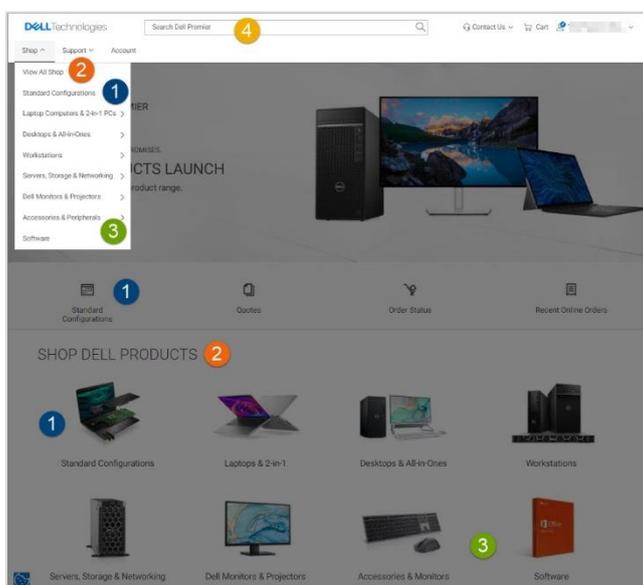
## Skip to the section of interest:

- [Shopping & searching products \(Std Configs, Systems, SnP\)](#)
- [Add to Cart, Compare or Configure](#)
- [Configuring a System](#)
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**?** For assistance while using Premier, use the Help section located at the bottom of your Premier homepage.

## Shopping and searching products

### 1. Standard Configurations



For volume purchasing, should your organisation require a selection of systems with limited configuration choices (memory, hard drive, graphics, etc.), contact your Dell sales representative. Once your representative has established your specific configurations on your Premier page, access Standard Configurations by clicking “**Shop**” in the Premier menu and then select “**Standard Configurations**” in the secondary navigation. Another alternative is to select “**Standard Configurations**” available from the quick access strip or from the “Shop Dell Products” section.

Use the **real-time filtering search box** to quickly find a standard configuration. When you are ready, you can add to basket or customise. Note that you can easily select and add multiple standard configurations to your basket and to an existing eQuote.

### 2. Systems Catalog

Your Systems Catalog provides access to the complete line of Dell branded products. This catalog can also be customised to display only the products relevant to your organisation.

To access your Systems Catalog, click on “**Shop**” located in the Premier menu and then select your line of business in the secondary navigation. A third-level navigation bar will appear enabling you to select a system’s category. Another alternative is to select your products directly from the Premier home page.

### 3. Software & Peripherals Catalog

An extensive selection of software and peripheral products from both Dell and other manufacturers are available on your Premier Page.

To access your Software & Peripherals Catalog, click on “**Shop**” located in the Premier menu and then select “**Accessories and Peripherals**” in the secondary navigation. If “**Accessories and Peripherals**” are selected, a third-level navigation bar allows you to narrow your selection. Another alternative is to select your products directly from the Premier home page.

### 4. Search by keyword or part #

To locate products from any of the three catalogs, you can also use the Search box located in the upper right-hand corner.

# Add to Cart, Compare or Configure

## 5. Add to Cart

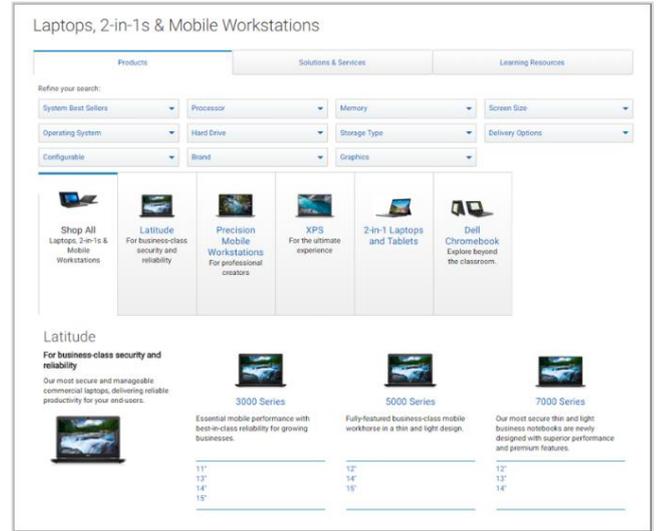
Use our powerful assisted navigation to find the right products for your business needs. As you shop for Standard Configurations, Systems, or Software & Peripheral items, simply click on **“Add to Cart”** for each item you would like to purchase or save as an eQuote.

## 6. Compare

Easily select multiple products, compare the proposed configurations and view detailed specifications. Simply check the box corresponding to the products of interest and select **“Add to compare”** to enable the compare fly-out toolbar. Click **“Compare Products”** to view side-by-side comparison of product specifications.

## 7. Configure

If an item is configurable, click on **“Configure”** to start customising.



# Configuring a System

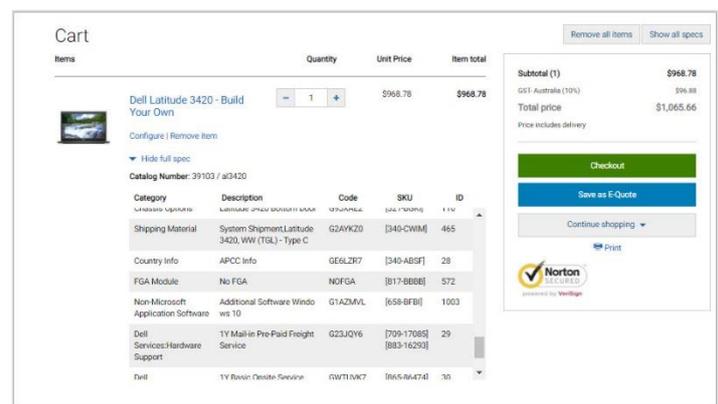
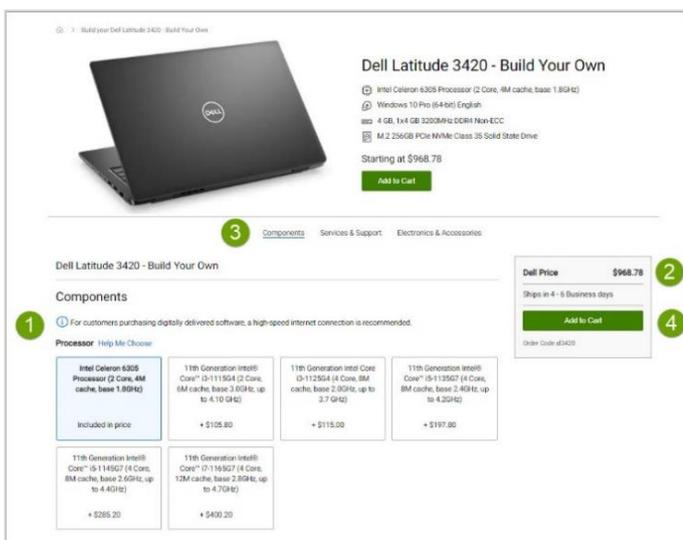
## Configuration page options

1. When configuring a product, the configuration page displays a system with any user-selectable options that are available to your organisation. To expand or collapse the view of the upgrades or downgrades, click on the arrow located top left of each configuration options box.
2. The price for a configuration will automatically update each time you change an option, so the total system price displayed always includes your current selections.
3. Tabs along the top let you quickly add accessories or support to your system.
4. When you are finished configuring a system select **“Add to Cart”**.

# Saving your configuration

5. In Cart, click the **“Show full spec”** link to review the configuration options currently selected. This displays a summary of the specified configuration with associated SKUs and descriptions.
6. Selecting **“Add to Cart”** allows you to continue shopping, save the configuration as an eQuote, or update the quantity as needed and proceed to checkout. Selecting **“Add to eQuote”** allows you to save this exact configuration as an eQuote.
7. Use the **“Print”** option to print a copy of the Order Details.

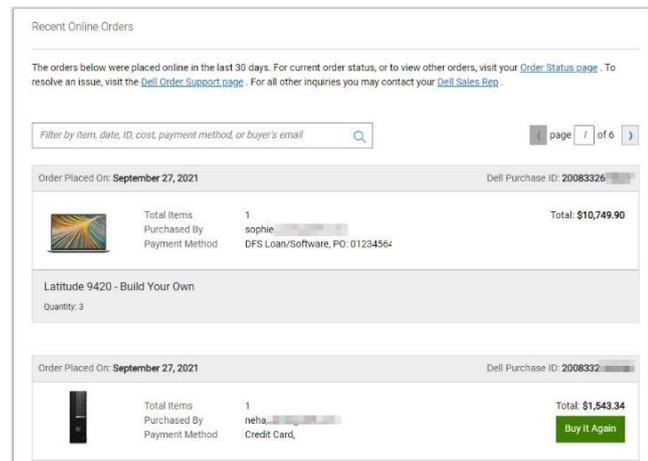
**i** Single page navigation with a clean and simple layout.



# Retrieving recent online orders and buy again

You can access your latest online purchases directly from the Premier home page as well as from your Premier Account tab. The **“Recent Online Orders”** link leads you directly to your orders placed online within the last 30 days, so you can add to cart with a single click.

The Premier recent online orders page allows you to view your recent online orders and the Search box helps you to quickly find your order by item, date, ID, price, payment method or buyer’s email.

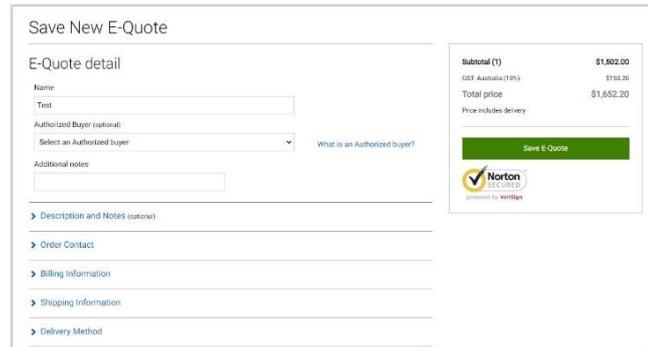


# Working with eQuotes

## Saving an eQuote

eQuotes let users prepare an order and save it for purchase later or send it to be reviewed by a nominated buyer.

1. Once all desired products are added, view the cart and click on **“Save as eQuote.”**
2. Finalise the eQuote by completing all the required fields.
3. To send the eQuote to your purchasing agent and/or any other recipient via email, complete the appropriate fields.



## Retrieving a Quote

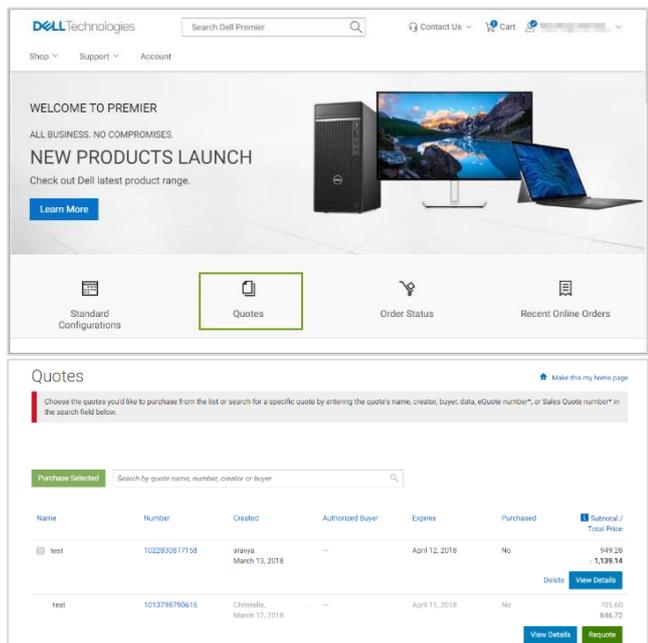
An eQuote can be retrieved by the individual user who saved it or by a nominated eQuote shopper or buyer.

1. You can click on the **“Quotes”** link located in the quick access strip on your Premier home page.
2. Some user roles provide the ability to access another user’s eQuote information using the same **“Quotes”** link.
3. eQuote lists can be sorted and displayed by multiple fields. The fastest way to find your quotes is to use the dynamic filtering search box.
4. To purchase a quote, click on the quote number and proceed to checkout. If you need to purchase multiple quotes, you can easily select them and click **“Purchase Selected”**.

**i** Access both eQuotes and Sales Quotes via your Premier page. eQuotes can be modified online prior to purchase. Sales Quotes are generated by a Dell Sales Representative and can be retrieved and purchased through Premier. However, any modifications require Dell Sales Support.

## Editing an eQuote

5. From within the eQuote list, click on the eQuote number.
6. Verify the quantity of each item selected. Use the stepper (+/-) buttons or type in the desired number to change quantity. The price will be adjusted automatically.
7. To make changes to the product, click on **“Configure”** to open the configuration page, select your new options, and click **“Return to eQuote”**.
8. Click **“Save as new eQuote”** to save your changes. The updated configuration will be saved as a new eQuote referencing a new eQuote number. The original eQuote will not be changed and remains in your list until it expires or deleted.



## Requoting an expired eQuote

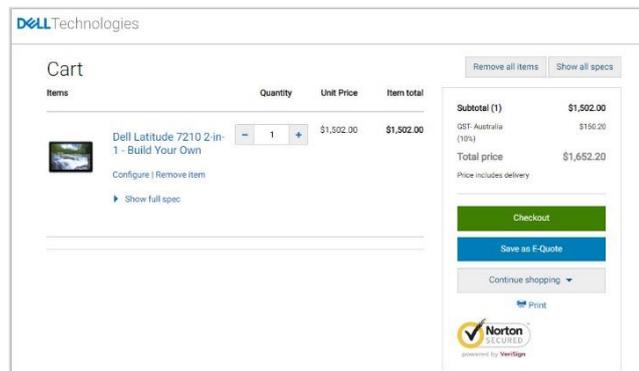
At the bottom of your Quote page, you can view and access eQuotes which have expired within the last 30 days. Clicking **'Requote'** moves the eQuote to cart immediately and generates a new eQuote number. The new eQuote may reflect changes based on item availability and current pricing



## Placing an order

Once you have added all products to a cart, or retrieved an eQuote, click on **"Checkout"** and complete the steps. A progress bar along the top of the page clearly displays where you are in the checkout path.

The new Single page checkout experience reduces number of clicks for a faster checkout experience



### Contact Information

- Enter Order Contact Information

### Delivery

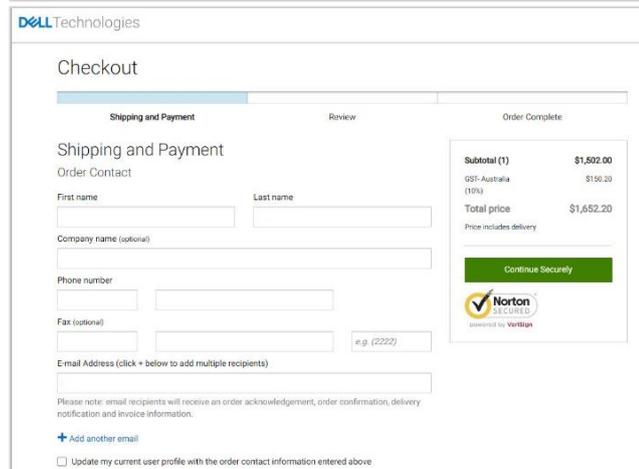
- Enter primary contact information
- Enter Bill to/Ship-To information
- Select the delivery method, Tax Exempt Status, and Trade Compliance.

### Payment

- Enter the type of payment

### Review & submit order

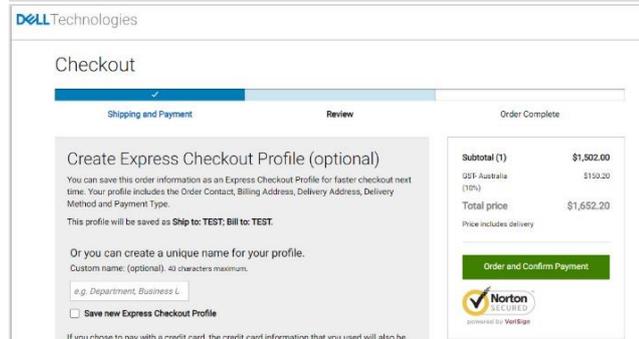
- Review your order details and edit if necessary.
- Click **"Submit Order"** to complete the process. An Order Confirmation screen will appear and reference your Dell Internet Reference Number (IRN) for tracking purposes.



## Accelerating Premier Checkout

When proceeding to checkout, you can create an **Express Checkout Profile** for faster checkout next time.

Once enabled, your **Express Checkout Profile(s)** are visible in Premier Cart. Select your profile and enter only your payment details directly in Premier Cart. Clicking **"Express Checkout"** takes you to the final checkout step and simplifies your purchasing experience.



**i** Speed up the checkout process by creating your Express Checkout Profile.

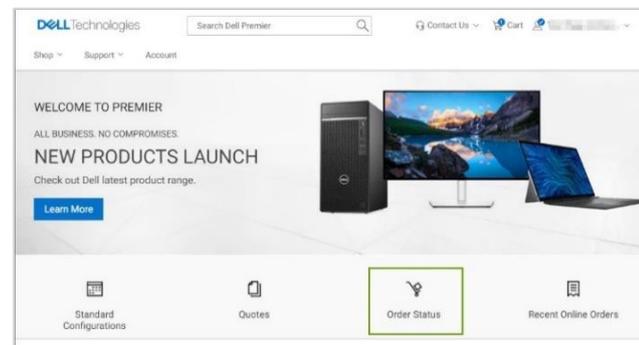
## Order status

### Confirmation emails

For every order placed online, you will receive three separate emails from Dell.

- **Order Acknowledgement** email notifying you the order has been received by Dell.
- **Order Confirmation** email which includes Dell order number, IRN number, and projected ship date.
- **Ship Notification** email contains detailed shipping information and confirms order has shipped.

The **"Order Status"** link located in the quick access strip of your Premier home page allows you to quickly check the status of one or more orders.



# User Access Management

You can allocate Access Groups and Roles within Premier. This enables you to manage what a user can see and do within the site, depending on job roles and responsibilities. Access Groups and Roles can be created by your Dell Account Manager.

## Capabilities

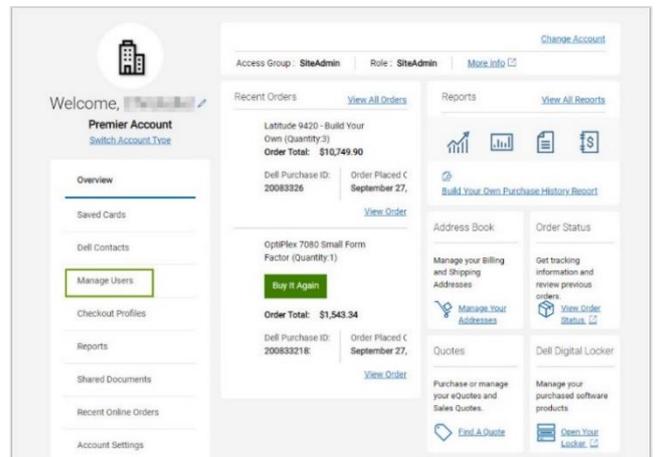
|  | Individual Level |         |       | Access Group Level |                    | Premier Site Level  |                   |                    |
|--|------------------|---------|-------|--------------------|--------------------|---------------------|-------------------|--------------------|
|  | Shopper No Price | Shopper | Buyer | eQuote Buyer       | User Administrator | Site eQuote Shopper | Site eQuote Buyer | Site Administrator |
| View own eQuotes                       | ✓                | ✓       | ✓     | ✓                  | ✓                  | ✓                   | ✓                 | ✓                  |
| View all eQuotes for Access Group      |                  |         |       | ✓                  | ✓                  | ✓                   | ✓                 | ✓                  |
| View all eQuotes for Premier Page      |                  |         |       |                    |                    | ✓                   | ✓                 | ✓                  |
| Purchase from Premier Page             |                  |         | ✓     | ✓                  | ✓                  |                     | ✓                 | ✓                  |
| Add/Edit/Remove Users in Access Group  |                  |         |       |                    | ✓                  |                     |                   | ✓                  |
| Add/Edit/Remove Users for Premier Page |                  |         |       |                    |                    |                     |                   | ✓                  |

# User Management

If you have a Site Administrator user role, you will be able to manage the users of a Premier Page. Select **“Account”** from the navigation menu on top of your Premier Page. The Account home page provides you with a simple access to the main features like manage user’s profile, page settings, orders & invoices, and personal information.

When selecting the **“Manage Users”** link you can:

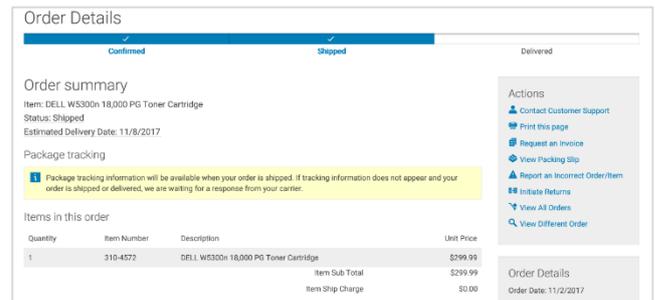
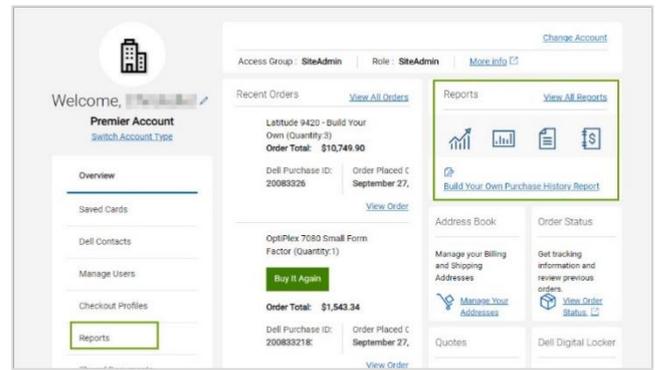
- Add a new user.** Input the user email address and select Add.
- Delete an existing user.** Select the user(s) you want to remove and choose “Delete user(s)” via the “Select an action” drop down menu.
- Copy Users** to different access groups and roles.
- Upload or Download Users.**



# Premier Reports

The Reporting tool has been developed as an exclusive service for our Premier customers. Whether you **place your order online or via your Dell Account team**, a list of different reports is available on Premier. Users with reporting access can view a variety of options relating to current and past Dell purchases. From within your Premier Page, access “Reports” via the “Account” tab located at the top of your Premier page header.

- 1. System Order Status Report:** Use the “Order Status” report to quickly check the status of one or more open orders. You will be able to see packing list and other options at the order detail level – simply click on the order number.
- 2. Build Your Own Purchase History Report:** this report gives you the ability to create an order report based on your individual preferences by choosing from a menu of various data filters.
- 3. Other reports, like MyFinancials (invoice report) and ImageWatch (related to product transitions) can be made available on your Premier pages. Please contact your Dell Account Team to discuss which offering is best for your organisation.**



# Dell Premier Video Library

Watch step by step demonstration videos that cover: Getting started with Premier, Quote creation & editing, Premier reports & Premier Access. Visit our [Dell Premier Video Library](#).

# Premier Helpdesk

Premier experts are available to assist for any technical inquiry related to Premier. Contact us via the [Engagement Form](#). Requests take only a few minutes to complete and a Dell expert will contact you promptly.