

# Dell Premier

## Reporting Guide – APJC

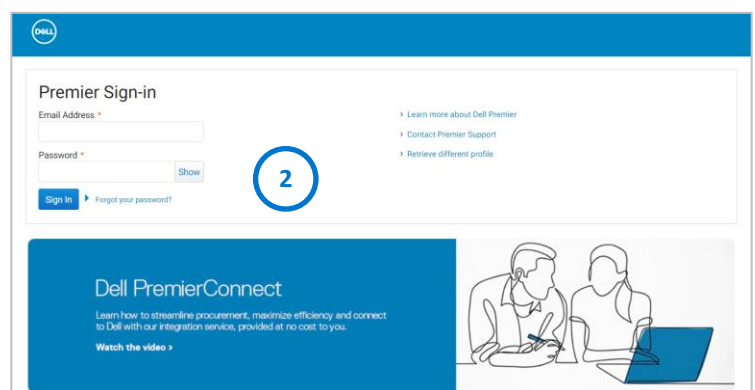


Dell Premier is your own, secure, personalised purchasing and support website enabling an easy, efficient and economical buying process. Review this guide to see how you can benefit from the Premier reporting capabilities, as an exclusive service for our Premier customers. Users with reporting access can view a variety of options relating to current and past Dell purchases (placed online and/or via your Dell Account team).

### Logging into your Premier Page

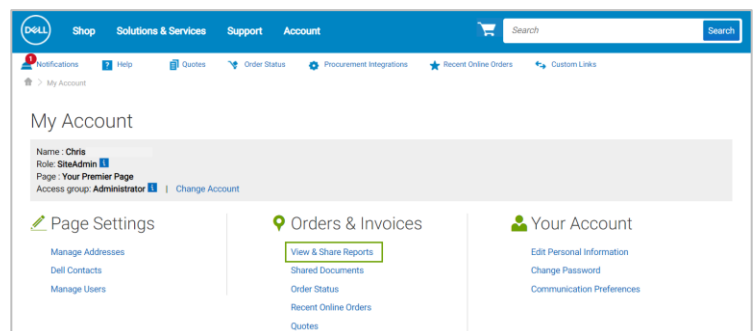
When you were initially invited to access Premier, you were provided with a temporary personal password. This password gives you access to your customised Premier store.

1. Go to <http://www.dell.com/account>
2. Enter your e-mail address and your personal password.
3. If you do not remember your personal password, click on the “Forgot Password” link, enter your e-mail address, and click “Continue.” We will e-mail you a link to a page where you can easily create a new password.



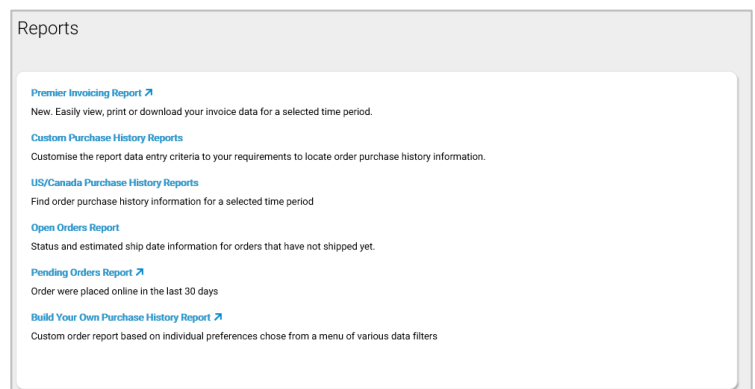
### Accessing your Premier Reports

To access the list of available reports, click on “**Account**” located on the top-left and click on “**View and share reports**”. A list of available reports will appear (this will be setup by your Dell Account Team). Click on the report option you are interested in viewing.



### Report Offerings

The Premier Page Customer 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 are available on Premier and users with reporting access can view a variety of options relating to current and past Dell purchases. Please contact your Dell account team to discuss report availability per country and which offering is best for your organisation.



## 1. Pending Order History Report

The Pending Order History report provides you with order information such as IRN number, quantity, amount and order date for orders placed online in the last 30 days.

## 2. Purchase History Report

This report allows you to find order purchase history information for a selected time period. You can search for individual reports using reporting criteria or select a standard report type, invoice status, and order date range. When you have selected your criteria, just click **'Submit'** to view your detailed report. Results can be sorted by columns or filtered by attributes.

## 3. Prestige Warranty Report

Premier Warranty report with 15-month rolling bar graph showing the number of expired warranties for each of the last 14 months (including the current month total to previous week).

## 4. Build Your Own Purchase History Report

Build your favorite report from all available "order", "customer", and "tracking and delivery" details.

## 5. Reports by Email

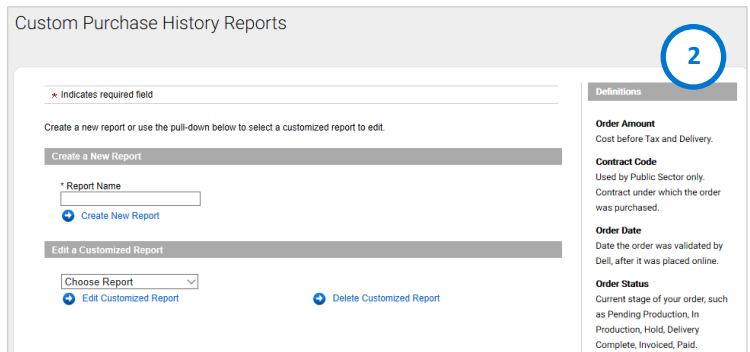
We also offer the ability to receive reports by email: in that case, please submit a request by clicking "Reports by Email" under the "Reports" tab. Just indicate your email address and the reports you would like to receive, the frequency (quarterly, monthly, weekly or daily). Finalize your request by clicking "Submit".

## 6. Order Status report

Use the **"Order Status"** report to quickly check the status of your orders.

Order Status information can be accessed from the navigation menu bar across the top of your page or from the "My Tools" section. You are able to access order status details within the past 2 years by customizing the filter drop down menu options.

You will be able to access useful links (request order cancellation, contact customer support, View packing slip, request an invoice....) at the order detail level – simply click on the order number.



Custom Purchase History Reports

2

\* Indicates required field

Create a new report or use the pull-down below to select a customized report to edit.

Create a New Report

\* Report Name

Create New Report

Edit a Customized Report

Choose Report

Edit Customized Report

Delete Customized Report

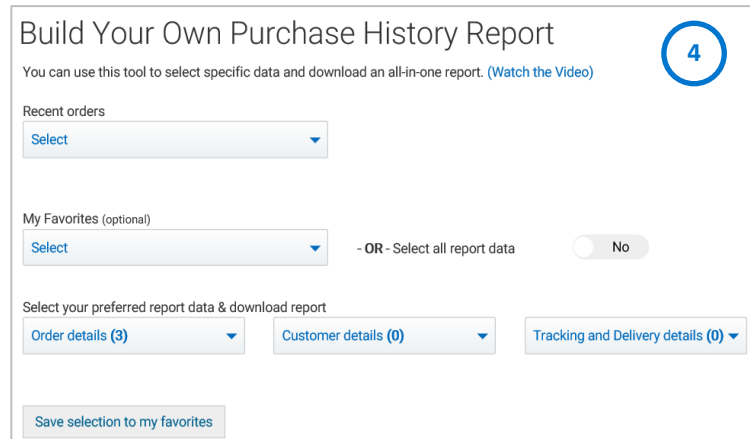
Definitions

**Order Amount**  
Cost before Tax and Delivery.

**Contract Code**  
Used by Public Sector only. Contract under which the order was purchased.

**Order Date**  
Date the order was validated by Dell, after it was placed online.

**Order Status**  
Current stage of your order, such as Pending Production, In Production, Hold, Delivery Complete, Invoiced, Paid.



Build Your Own Purchase History Report

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You can use this tool to select specific data and download an all-in-one report. (Watch the Video)

Recent orders

Select

My Favorites (optional)

Select

- OR - Select all report data

No

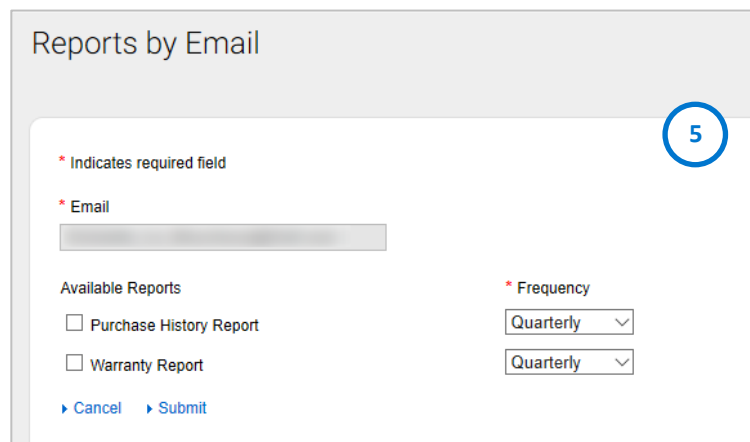
Select your preferred report data & download report

Order details (3)

Customer details (0)

Tracking and Delivery details (0)

Save selection to my favorites



Reports by Email

5

\* Indicates required field

\* Email

Available Reports

Purchase History Report

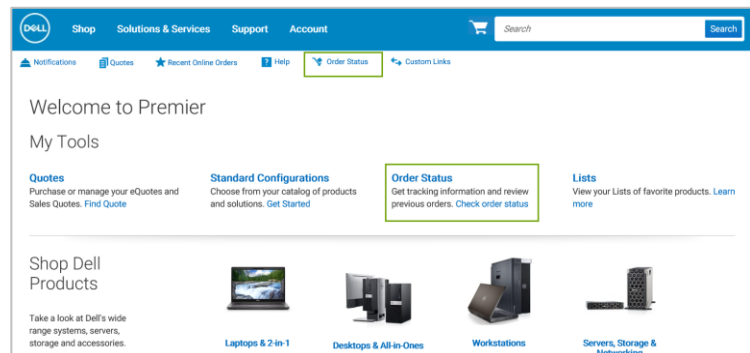
Warranty Report

\* Frequency

Quarterly

Quarterly

Cancel Submit



Dell Shop Solutions & Services Support Account

Notifications Quotes Recent Online Orders Help Order Status Custom Links

Welcome to Premier

My Tools

Quotes Purchase or manage your eQuotes and Sales Quotes. Find Quote

Standard Configurations Choose from your catalog of products and solutions. Get Started

Order Status Get tracking information and review previous orders. Check order status

Lists View your Lists of favorite products. Learn more

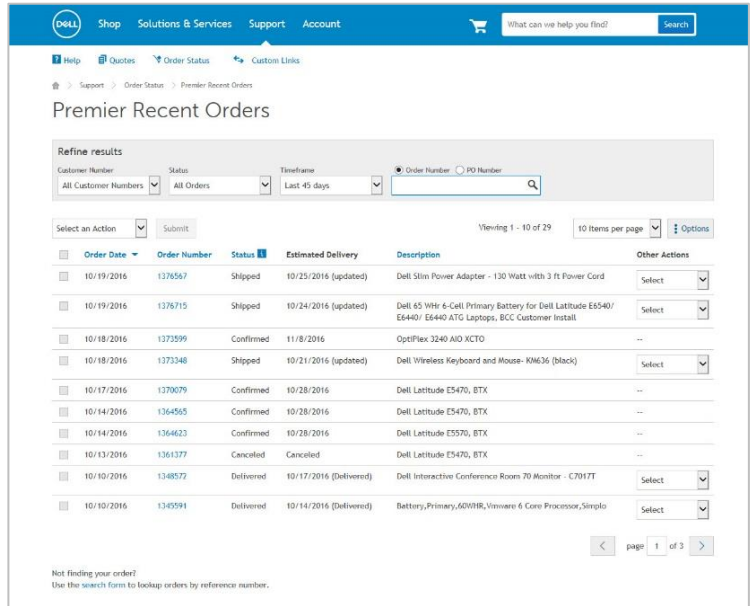
Shop Dell Products

Take a look at Dell's wide range systems, servers, storage and accessories.

Laptops & 2-in-1 Desktops & All-in-Ones Workstations Servers, Storage & Networking

Clicking on View Packing Slip provides you access to your Packing Slip for orders that are in a Shipped Status.

Other reports, like **ImageWatch** (related to product transitions) can be available on your Premier Pages. Please contact your Dell Account Team to learn more about Premier reports.



Order Date	Order Number	Status	Estimated Delivery	Description	Other Actions
10/19/2016	1376567	Shipped	10/25/2016 (updated)	Dell Slim Power Adapter - 130 Watt with 3 ft Power Cord	Select
10/19/2016	1376715	Shipped	10/24/2016 (updated)	Dell 65 Whr 6-Cell Primary Battery for Dell Latitude E5540/ E5440/ E5440 ATG Laptops, BCC Customer Install	Select
10/18/2016	1373299	Confirmed	11/8/2016	OptiFlex 3240 AIO XCTO	...
10/18/2016	1373348	Shipped	10/21/2016 (updated)	Dell Wireless Keyboard and Mouse- KM636 (black)	Select
10/17/2016	1370079	Confirmed	10/28/2016	Dell Latitude E5470, BTX	...
10/14/2016	1364565	Confirmed	10/28/2016	Dell Latitude E5470, BTX	...
10/14/2016	1364623	Confirmed	10/28/2016	Dell Latitude E5570, BTX	...
10/13/2016	1361377	Cancelled	Cancelled	Dell Latitude E5470, BTX	...
10/10/2016	1348572	Delivered	10/17/2016 (Delivered)	Dell Interactive Conference Room 70 Monitor - C7017T	Select
10/10/2016	1345991	Delivered	10/14/2016 (Delivered)	Battery,Primary,60Whr,Vinware 6 Core Processor,Simplo	Select

## Premier Website Support Teams

The two main teams available to assist with the majority of requests that may arise about Premier Pages are the Premier Helpdesk and the Premier Account Managers.

### Premier Helpdesk

The Premier Helpdesk provides assistance with issues surrounding site performance, stability, issues with logging in to the site, as well as working with the appropriate business partners to resolve Premier Page related technical issues.

### Premier Account Managers

The Premier Account Managers (PAM's) provide administrative and maintenance support for ALL Premier Pages. PAM's work closely with sales to ensure a Premier Page is optimized and meets customers' purchasing needs.

## Engage the Premier Website Support Teams

[Asia Pacific & Japan](#)