## **Reporting Guide**

# **D**&LLTechnologies

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).

## Signing in to Dell Premier

When you were initially invited to access Dell Premier, you were provided with a temporary personal password which you may replace with a permanent one. This password gives you access to your customised Dell Premier portal.

#### Go to http://www.dell.com/account

- 1. Enter your e-mail address and personal password.
- 2. Click "Sign In" to gain access.
- 3. If you do not remember your personal password, click on the "Create or Reset 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.

## Managing your personal profile

To manage your personal password and personal profile:

- 1. Click on the "**Account**" category located on top of your page.
- 2. Under your Account, select the "Account Settings" link to edit your name, e-mail address or password.

## Accessing your Dell Premier Reports

To access the list of available reports, click on "**Account**" located on the top-left and click on "**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 Dell Premier Customer Reporting tool has been developed as an exclusive service for our customers. Whether you place your order online or via your Dell Account team, a list of different reports are available on Dell Premier, and users with reporting access can choose from a variety of options relating to current and past Dell purchases. Please contact your Dell Account Team to discuss which reporting offering is best for your organization.







Reports most frequently used by our customers:

#### System Order Status Report

Use Premier's most comprehensive "Order Status" report to quickly check the status of one or more open orders. You will be able to see packing list and further options at the order detail level – simply click on the order number.

Build Your Own Purchase History Report

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

 Other reports, like Premier Invoicing reports, My financials (related to invoices) and ImageWatch (related to product transitions) can be made available on your Premier Page. Please contact your Dell Account Team to discuss which offering is best for your organization. (Not all reports mentioned are represented by an image).

## System Order Status Report

From within your Premier page, access the "Order Status" section on the landing page. The "Order Status" link provides quick access to all of your orders within the past 2 years that have a status of Received, Confirmed, In Production, Build complete, Shipped, Delivered or Cancelled.

### **Filter and Search**

The Order Status page allows you to filter and search by:

- 1. Order Number, your own PO Number and/or Dell Purchase ID.
- Customer Number displays the customer number(s) associated to your company's Premier page. If you are missing a customer number from this list, please contact your Dell Sales Team to have it enabled for you.
- Order Status provides a filter for various items Received by Dell, Confirmed, In Production, Build Complete, Shipped, Delivered or Cancelled
- 4. **Order activity** helps to filter by activity such as partshortage hold, revised delivery date, and invoiced order.
- 5. **Timeframe** allows you to narrow your search (Last 7, 14, 45, 90 days, last 6 months, past 1 year, past 2 years)
- 6. **From Date to Date** enables you to select your start and end dates and get a custom report.

#### Customizable views and export capability

Using "**Customize Columns**", you can customize your view by selecting 7 fields (reordering them if necessary) from a list of 30+ options and save it to your profile.

**Export** - All the fields can be exported into an Excel report by clicking the "Export" button. The first 2,000 records will be downloaded instantly; for anything beyond that amount of records, the report will be available in a new link "View Downloads".

	rerview	Repor	s					
2 De	ell Contacts	-						
See Ma	anage Users	Build Your Own Report New Custom order report based on individual preferences chose from a menu of various data filters						
Rei	ecent Online Orders	Court D						
ាៅ Re	ports	Q	ports	○ Sort A-Z	O Sort Z-A			
A= Ac	count Settings							
I Ch	eckout Profiles	System Order Status Report 12 Locate recent orders in the production or delivery cycle						
💽 Sa	wed Cards	My Financials Invoice Reporting 12 Access your financial account(s) for an overview of your invoices both outstanding and paid						
Sh Sh	ared Documents	Pending Orders Report						
A 010	aniau							
☆ Ove	erview	Build Your	Own Report Back to legacy vie	ew				
Ove	erview I Contacts	Build Your Build your report	Own Report Back to legacy vie	ew preferences below.				
⑦ Ove ② Dell 윤왕 Mar	erview I Contacts nage Users	Build Your	Own Report Back to legacy vir	ew vreferences below.				
Image: Constraint of the second se	erview I Contacts nage Users cent Online Orders	Build Your Build your report	Own Report Back to legacy vir the way you want it by entering your p all fields to proceed)	ew vreferences below.	_			
<ul> <li>☆ Over</li> <li>② Dell</li> <li>※ Mar</li> <li>☆ Rec</li> <li>☆ Rep</li> </ul>	trivew I Contacts nage Users seen Online Orders ports	Build Your Build your report	Own Report Back to legacy sti the way you want it by entering your p all fields to proceed) eral Information	tw veferences below.				
<ul> <li>아 Ove</li> <li>오 Dell</li> <li>오 Dell</li> <li>오 Mar</li> <li>아 Rec</li> <li>예 Rep</li> <li>요= Acc</li> </ul>	trivew I Contacts nage Users sent Online Orders soorts count Settings	Build Your Build your report Step 1 of 3 (Fill	Own Report Back to legacy sti the way you want it by entering your p all fields to proceed) eral Information	ov vreferences below.				
Image: Constraint of the second se	rview I Contacts nage Users cent Online Orders soorts count Settings ackout Profiles	Build Your Build your report Step 1 of 3 (Fill Con Report On	Own Report Eack to legacy sit	zw vreferences below.				
<ul> <li>☆ Ove</li> <li>⊘ Dell</li> <li>&amp; Mar</li> <li>☆ Rec</li> <li>☆ Rec</li> <li>☆ Acc</li> <li>☆ Acc</li> <li>☆ Che</li> <li>ⓒ Sav</li> </ul>	rview I Contacts I Con	Build Your Build your report Step 1 of 3 (Fill CE Gen Ropp Or Dans	Own Report Eack to legacy sit	zv vreferences below.				
<ul> <li>m Ove</li> <li>m Ove</li> <li>m Ove</li> <li>m Ove</li> <li>m Mar</li> <li>m Rep</li> <li< td=""><td>rview I Contacts nage Users cent Online Orders oorts count Settings ackout Profiles red Cards ared Documents</td><td>Build Your Build your report Step 1 of 3 (Fill Repr Repr Repr</td><td>Own Report Eack to legacy sit</td><td>zv vreferences below.</td><td></td></li<></ul>	rview I Contacts nage Users cent Online Orders oorts count Settings ackout Profiles red Cards ared Documents	Build Your Build your report Step 1 of 3 (Fill Repr Repr Repr	Own Report Eack to legacy sit	zv vreferences below.				

<b>D</b> &LLTechnold	xgies se	earch Dell Premier		Q	G Contact Us ∨	🛱 Basket 🖉 New Premier Pag 🗸
Shop Y Solution	s & Services Suppo	irt Y Account				
our Premier	r Page					
rder Number	PO	Number	Dell Purchase ID		Customer Number	Order Status
Search	5	earth .	Search		Al	AS
domption up to 100 values.	Arr	right up to 100 values.	13 character min.			
clivity	Tim	e Frame	From Date		To Date	
AT:		heet. 45 days 🛛 🖂	C 2009-07-13		2070-00-27	
howing 1-12 Of 12 or	ders placed in the la	et 45 days Powwelle 0	PROXICT DESCRIPTION	514745-3	ji, Ven Doorfinida) DENOR	Clear Update Result
Aug 17, 2020	6748090	MCS200E	Lethole 5410 07X 0	Colorend	Delivered Aug 21, 2020	
Aug 17, 2020	674736	UCH	PowerEdge R540.5er.	Delbared	Delivered Aug 24, 2020	
- Aug 13, 2020	92342	LIDHE	APC Back SPE 607Y	Strated	Estimated to Arrive By Aug 26, 2020	
Aug 13, 2020	\$73479	LIGHT	Dell Wosleus Deskto		Delivered	



#### **Order Details page**

When you click on any Order Number link, or "Items Ordered" or even "Service Tags", the application will show you the details of the order including but not limited to:

Billing and Shipping details, Estimated Delivery Date, Item, Item Number, Order Details (Order date, Order number, Customer number and Dell Purchase ID), Order Status, Order Summary, Quantity and Tracking Information.

The "Actions" section at the right of the page provides you with useful links so that it is easier for you to manage your orders from start to finish.

- Subscribe to Notifications: Opt-in to receive notifications about an order's status, until delivered
- View Packing Slip: Retrieve your packing slips in a pdf format
- **View Invoice**: Retrieve an electronic copy of your invoice in a .pdf format
- Cancel Order (not available in all countries): Cancel order, only possible prior to the "In Production" order status
- **Return Order** (not available in all countries): Return order, only possible post the "Shipped" order status.
- Contact Customer Support: Contact our support
   experts

Actior	Actions				
Û	Subscribe To Notification				
٩	View Packing Slip				
۵	View Invoice				
$\oslash$	Cancel Order				
2	Return Order				
DE	View Another Order				
Need a	Need additional help on this order? Please				

## **Dell Premier Support Teams**

For most requests concerning Dell Premier, assistance is provided by 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 Dell Premier related technical issues.

#### **Premier Account Managers**

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

## **Engage the Dell Premier Support Teams**

Americas | Europe, Middle East & Africa | Asia Pacific & Japan

Copyright © 2023 Dell Inc. or its subsidiaries. All Rights Reserved