Dell Premier

Shopping and Ordering Guide

DELLTechnologies

Designed for business. Customized for you.

Premier provides you with a customized, secure online toolset for purchasing, reporting, researching product and support. This guide shows you how to make the most of this customized procurement tool.

Skip to section:

? For assistance while using your Premier Page, click on the "Help" link located at the top or bottom of your page.

Shopping and searching products

1. Standard Configurations

For volume purchasing, should your organization 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 the standard configurations by clicking "**Shop**" in the Premier menu and then select "**Standard Configurations**" in the secondary navigation. Another alternative is to select
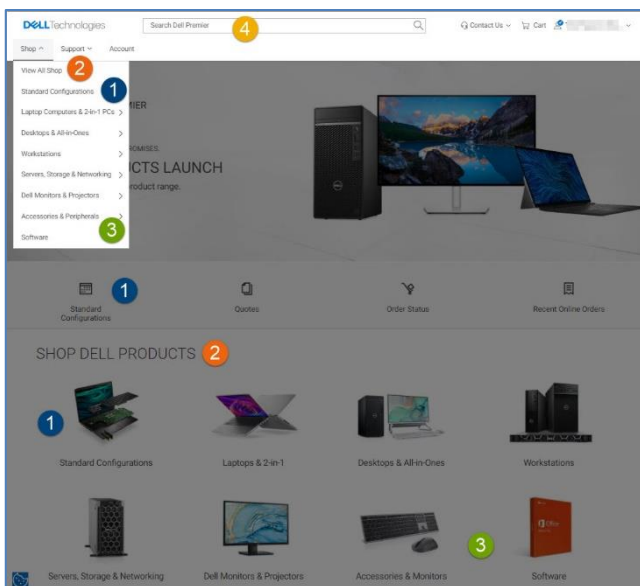
"**Standard Configurations**" from the quick access strip or from the "**Shop Dell Products**" section.

2. Systems catalog

Your Systems catalog provides access to the complete line of Dell branded products. This catalog can be customized to display only the products relevant to your organization. You may configure the available options for any product according to your needs.

To access your Systems catalog, go to the "**Shop Dell Products**" section available on your Premier home page. Alternatively, click on "**Shop**" in the masthead and then select your line of business (Laptops, Desktops, Workstations, Servers...) in the secondary navigation. A third-level navigation bar will appear enabling you to select a system category.

3. Software & Peripherals catalog

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

For quick access to your Software & Peripherals Catalog, go to the "**Shop Dell Products**" section available on your Premier home page. Alternatively, click on "**Shop**" in the masthead and then select "**Software**" or "**Accessories & Peripherals**" in the secondary navigation. A third-level navigation bar allows you to narrow your selection.

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

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 customizing
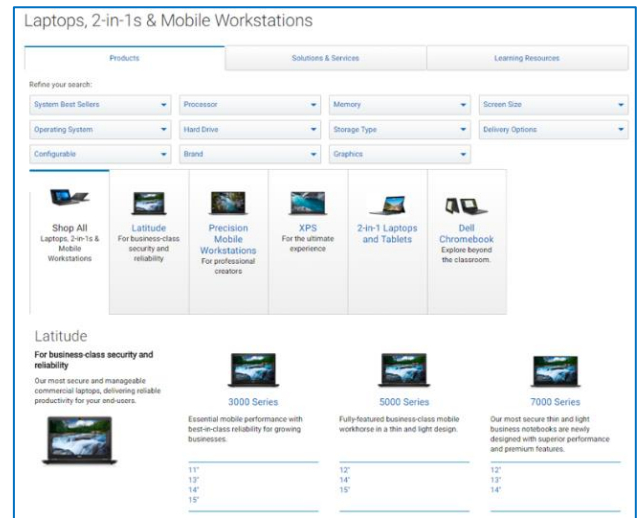

Configuring a System

Configuration page options

1. When configuring a product, the configuration page displays a system with any user-selectable options that are available to your organization. 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 or "**Add to Cart**".

i Single page navigation with a clean and simple layout.

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.

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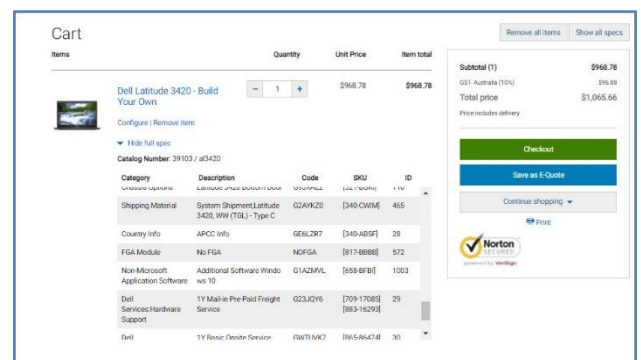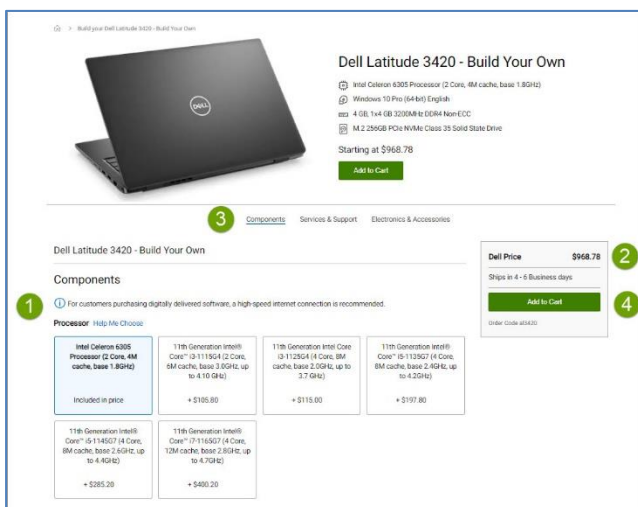
Retrieving recent online orders and buying again

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. This page displays 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.

> **i** Access your recent online orders and add them to your Cart again with a single click.

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 an authorized buyer.

1. Once all desired products are added to your cart, view the cart and click on "**Save as eQuote.**"
2. Finalize the eQuote by completing all the required fields. If you need to send this eQuote to your purchasing agent and/or any other recipient via email, select an **Authorized Buyer** from the list. The selected Authorized Buyer can approve/purchase eQuotes off the Premier Page.
3. Then click "**Save eQuote**". You will receive an e-mail confirmation with your saved eQuote information for future reference.

Retrieving an eQuote or Sales Quote

4. Click on the "**Quotes**" link located in the quick access strip on your Premier home page.
5. Quote lists can be sorted and displayed by multiple fields. The fastest way to find your quotes is to use the dynamic filtering search box.
6. 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** You may have access to 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

7. From within the eQuote list, click on the eQuote number.

8. 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.

9. To make changes to the product, click on "**Configure**" to open the configuration page, select your new options, and click "**Return to eQuotes**".

10. 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.
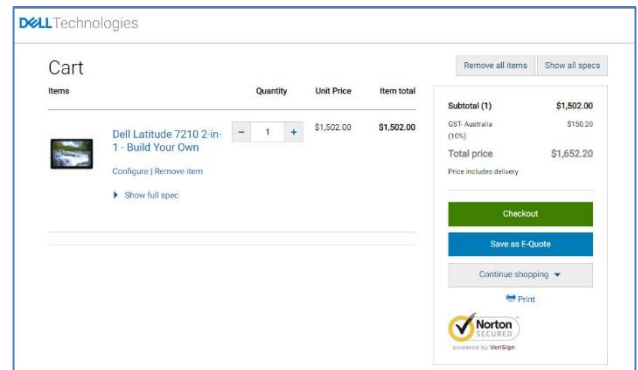
Requoting an expired eQuote

11. 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

Add one or multiple items to your cart, verify the quantity and adjust if necessary, easily calculate the estimated tax and shipping, view a complete description of your products by clicking '**Show full spec**" or print an easy-to-read hard copy using the "**Print**" functionality. Once done, click on "**Checkout**" and complete the steps.

A single page checkout experience allows you to complete your order quickly.

1. Within the "**Order Contact**" section, input the required information.

2. Complete the required **Billing and Shipping information**. Select an already pre-populated billing address or add a new address. The **Search** field allows for easy and intuitive address search.
(Please note: Channel partners with end users or Value-Added Resellers may be asked to make an additional selection)

3. Select your delivery method.

4. Select your **payment method** using the drop-down menu. Fill out the necessary information.

5. Select **Continue Securely**.

6. Within the **Review** screen, check the order information and make any necessary changes by clicking on the **Change** link.

7. Click the green "**Order and Confirm Payment"** button to send the order to Dell.

An Order Confirmation screen will appear and reference your Dell Purchase ID Number (DPID) for tracking purposes.
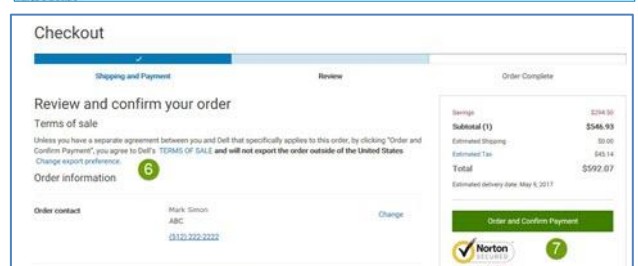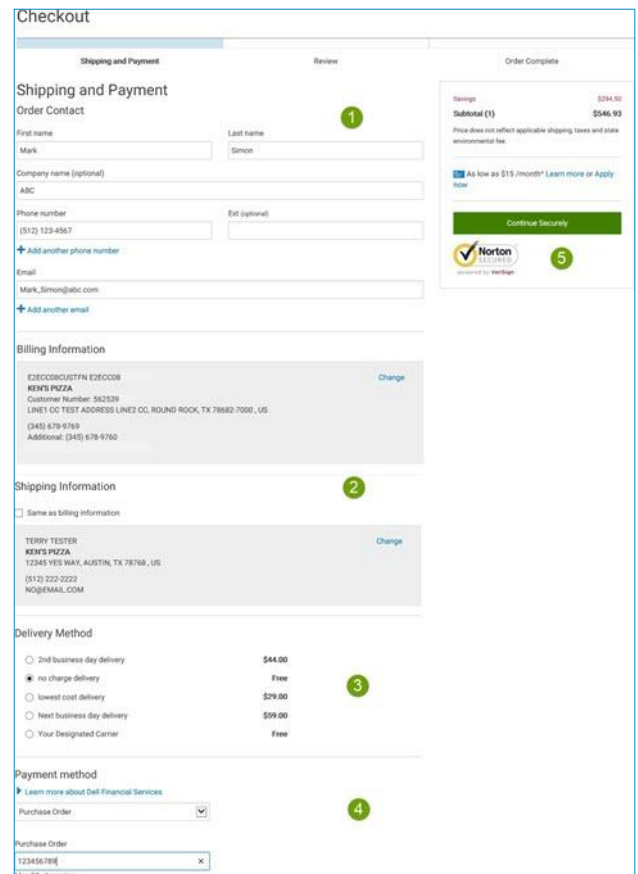
Accelerating Premier Checkout

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.
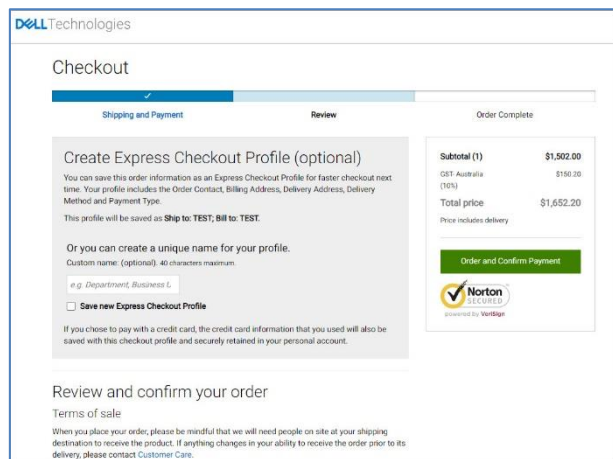

Order status

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, DPID number, and projected ship date.
- **Ship Notification** email contains detailed shipping information and confirms order has shipped.

Checking the status of an order

The "**Order Status**" link located in the horizontal quick access strip or at the top of your Premier homepage allows you to quickly check the status of one or more orders.
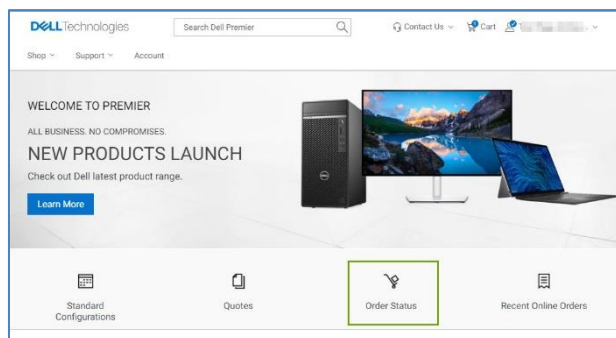
User Access Management

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		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								✓

Access Group 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 homepage 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:

1. **Add a new user**. Input the user email address and select Add. In the following fly-in module, enter the new user's name. You have the option to choose Nominated Buyer, Order Notifications (Copy), and Send Email to User. Select the Access Group and the User Role within the chosen Access Group. Save your entries.
2. **Delete an existing user**.
3. **Copy users** to different access groups and roles
4. **Upload or Download Users**.
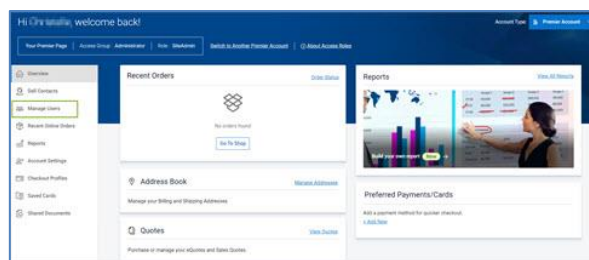
Personalizing your Premier Homepage

If your Dell Premier landing page has been set up for user personalization, you can customize your page by setting eQuotes or Standard Configurations as your landing page. If you would like to select one of the other landing page views, open the desired category page ("Quotes" or "Standard Configurations") and select the "Make this my Homepage" link, which is located at the top right-hand corner of your page. If you want to revert to the default Homepage view, simply click the "X" in the top right corner.

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 Website Support Teams

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

Premier Helpdesk

The Premier Helpdesk is the support team for all technical queries relating to Premier, B2B/PremierConnect and Global Portal pages. This team aids with issues surrounding site performance, stability, and site login.

Premier Account Managers

The Premier Account Managers (PAM's) provide administrative and maintenance support for ALL Premier Pages.

Engage the Premier Website Support Teams | EMEA | APJC