

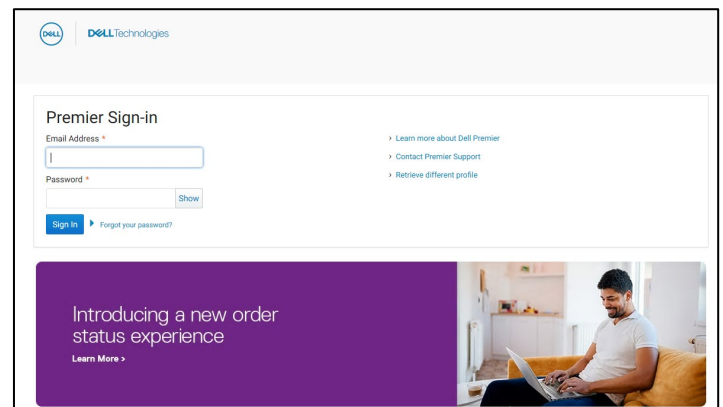
Dell Premier is your own, secure, personalised purchasing and support website enabling an easy, efficient and economical buying process. Review this guide to see how you can benefit from the Premier reporting capabilities, as an exclusive service for our Premier customers. Users with reporting access 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 “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.



## Managing your personal profile

To manage your personal password and personal profile:

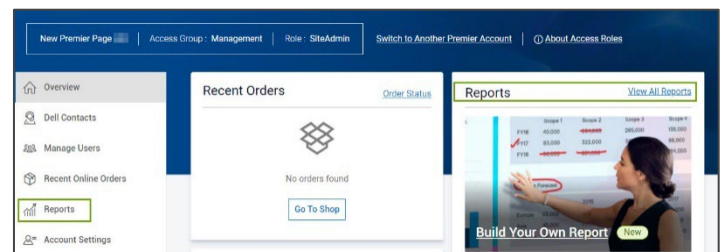
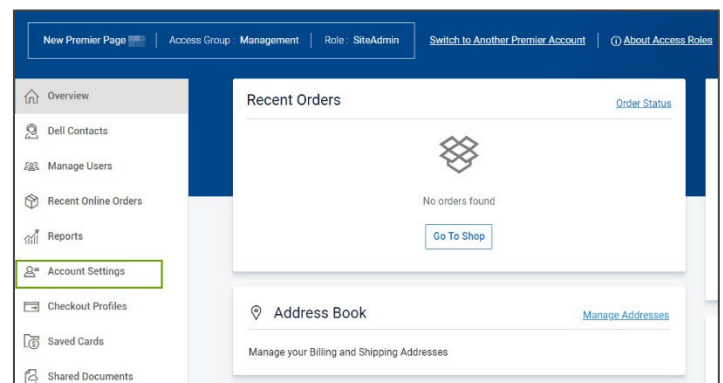
1. Click on the “**Account**” category located on top of your page.
2. Under your Account, select the “Account Settings” link to edit your name, e-mail address or password.

## 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 organisation.



Reports most frequently used by our customers:

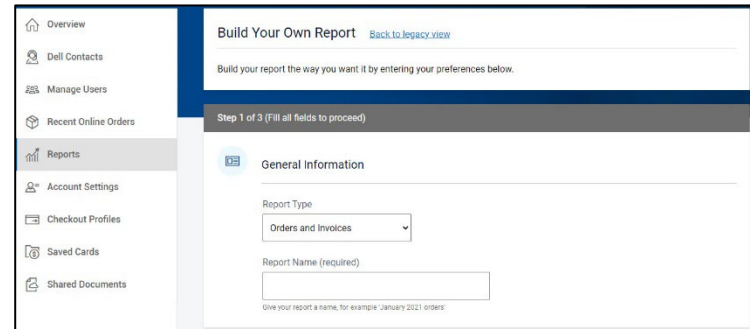
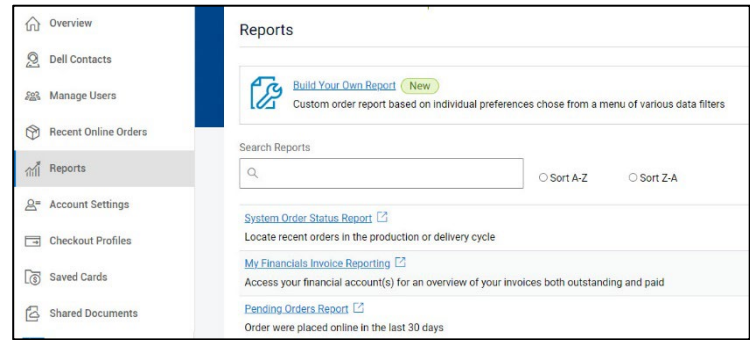
- **System Order Status Report**

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 organisation. (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

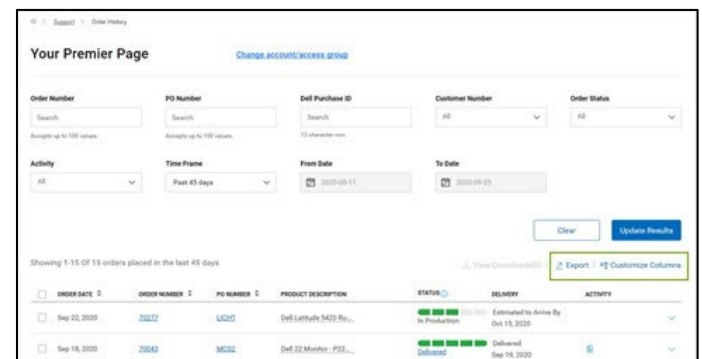
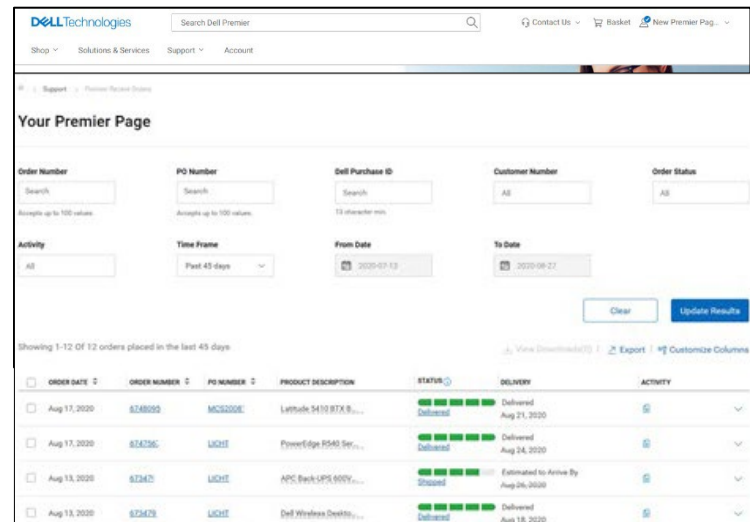
The Order Status page allows you to filter and search by:

1. Order Number, your own PO Number and/or Dell Purchase ID.
2. **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.
3. **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 part-shortage 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".



## 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

### Actions

-  [Subscribe To Notification](#)
-  [View Packing Slip](#)
-  [View Invoice](#)
-  [Cancel Order](#)
-  [Return Order](#)
-  [View Another Order](#)

Need additional help on this order? Please

[Contact Customer Support](#)

## 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](#)