

Dell Technologies Global Portal User Guide

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DELL Technologies

Dell Premier Global Portal User Guide



What is Dell Premier Global Portal?

Global Portal is Dell's one-stop worldwide procurement center. It delivers a consistent purchasing experience worldwide by enabling the creation and management of global orders through a single platform.

What can you do with Global Portal?

Using your Dell global portal, you can

- Access a single, consistent global catalog, servicing all countries worldwide
- Access the complete Dell catalog of products available in select countries
- Shop, quote and buy global standards for hardware, software and accessories
- Prepare and save system configurations for purchase at a later date
- Quickly and easily customize user access
- Purchase peripheral items for your existing hardware
- Track your orders through robust reporting capabilities

Getting Started

This user guide will help you get started on the path to streamline your worldwide procurement with Dell.

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1 Sign into Global Portal



1.1 First time Portal User

When you are set up as a user on Dell's global portal you will receive an automated welcome email which provides your organization's unique Premier page name, profile email address and temporary password.

Sign in to your Global Portal at

www.dell.com/account

- Enter your profile email address and temporary password provided. Click [Sign In](#) (Fig 1.1)
- Choose the account/access group from the selector (if applicable). Click [Access Premier](#)

Note: You may only have one access group and therefore you will be directed straight to your page.

Fig 1.1

A screenshot of the Dell Premier Sign In page. The page features the Dell Technologies logo at the top left. The main heading is "Premier Sign In". Below the heading are two input fields: "Email Address" and "Password". A link "Don't remember your password? Create or Reset password" is positioned below the password field. A prominent blue "Sign In" button is centered below the input fields. At the bottom of the page, there is a section titled "Streamline IT Procurement with Dell Premier" with two links: "Learn more about Dell Premier" and "Contact Premier Support".

1.2 Returning Portal User

Sign in to you global portal page at

www.dell.com/account

- Enter your current email address and password. Click [Sign In](#).
If you have forgotten your password, click on [Create or Reset Password](#) (Fig 1.2)
- Choose the account/access group from the selector (if applicable). Click [Access Premier](#).

Fig 1.2

A screenshot showing a close-up of the password recovery section on the Dell Premier Sign In page. It features the text "Don't remember your password? Create or Reset password" and a prominent blue "Sign In" button below it.

1.3 Forgot Password

Enter your profile email address and click [Reset Password](#) (Fig 1.3). You will receive an email shortly.

Fig 1.3

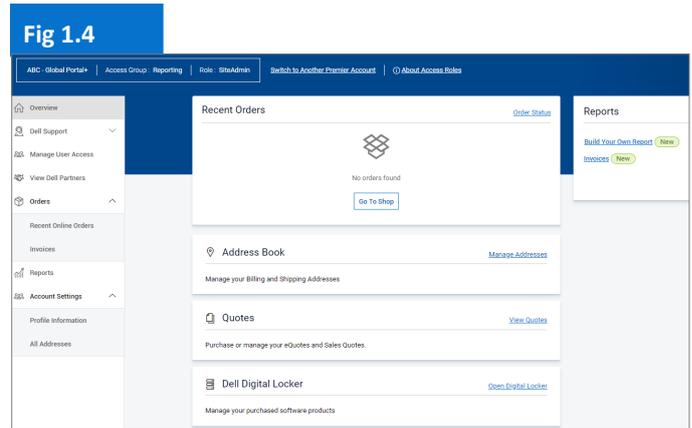
A screenshot of the Dell Premier Reset Password page. The page contains the instruction: "Enter the email address associated with your account and click **Reset Password**. We'll email you a link to reset your password." Below this is an input field labeled "Email Address" with a red asterisk indicating a required field. A blue "Reset Password" button is positioned below the input field.

1.4 Manage your Account Information

Once on the global portal page, users can easily manage the page and get access to useful information.

- On the top navigation bar click on [Account](#) (Fig 1.4)
- [Overview](#) allows you to view your Dell account team, manage user access, view reports and the list of Dell authorized partners (administrators only).
- The [Orders](#) section offers access to recent online orders and order status.
- You can customize your profile through the [Account Settings](#) section. Select **Profile Information** to change your personal details. Select **All Addresses** to access and manage your billing, shipping and mailing addresses in your address book.

Note: only the user can change their personal information or change / reset their password.



2 Landing Page



Once you've signed in, you will land on the Dell Premier global portal homepage, where you can manage all of your important tasks from a single location. Experience a quick and streamlined access to your most commonly used features.

The landing page is structured by sections that enable you to access the various page features directly:

2.1 The Country Selector

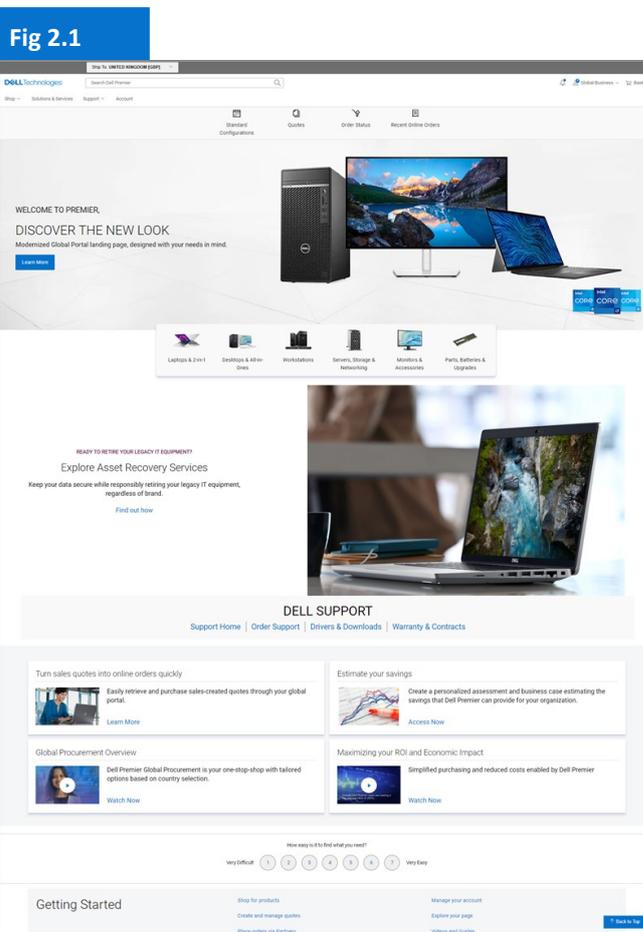
The "ship to country" selector, which is located at the top of your page, specifies the currency available within the selected country and provides dynamic selection of localized option defaults during system checkout.

2.2 Quick access strip

This horizontal strip provides quick access to your most used features. You can easily retrieve and manage your quotes, get access to your Standard Configurations (if any) and check the status of your open orders. The features available on this strip can be somewhat customized by your Premier Account Manager.

2.3 Shop Dell Products

The "Shop Dell Products" section allows you to explore the Systems catalog (if enabled for your page) for the selected ship-to country. It displays the complete line of Dell branded systems. You can also find Dell monitors, printers and projectors and shop for items in the "Accessories and Peripherals" catalog. Simply click any of the links highlighted in blue to get directed to the respective product.



2.4 Dell Support

The convenient “Support” section helps you to check shipping and delivery status for your Dell products, find answers to common questions, identify your product to get the latest available updates, warranty status and coverage options.

2.5 In the Spotlight (if enabled for your page)

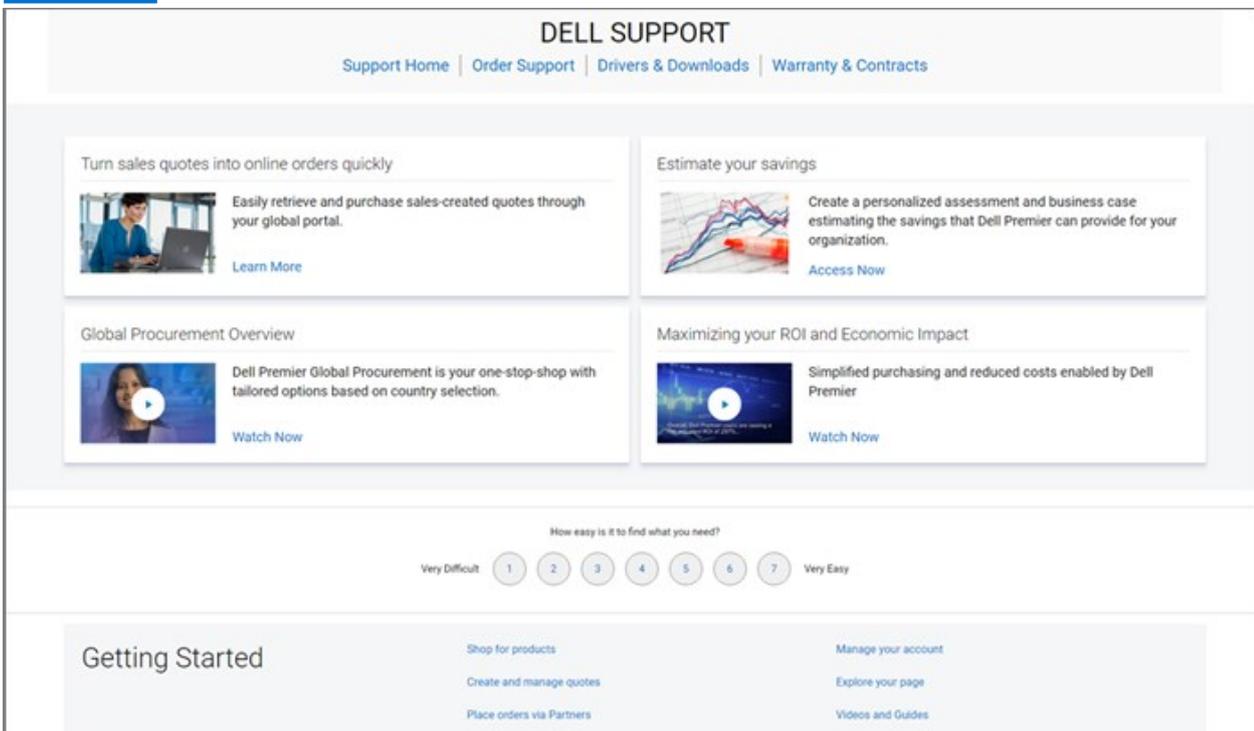
The “In the Spotlight” section provides useful updates and news about products, page features and other items. In most cases, you will be able to obtain more information by clicking the respective links.

Watch short and pragmatic videos about Dell Premier solutions, new features, inspiring customer stories to stay one move ahead.

2.6 Getting Started

The “Getting started” section provides access to the Global Portal Help Center where you can find detailed explanations of most Premier features.

Fig 2.2



3 Product Catalogs



Before you start your shopping, select the desired “[ship to country](#)” from the selector available at the top of your Dell Premier global portal page. This “ship to country” selector, which is located at the top of your page, specifies the currency available within the selected country and provides dynamic selection of localized option defaults during system checkout.

3.1 Global Standard Configurations

The grey strip provides easy access to your global [Standard Configurations](#). Standard Configurations are Dell systems specifically customized for your organization with selectable options (upgrades/downgrades) created by your Dell Account Team.

Standard Configurations have your organization's negotiated pricing included.

3.2 Full Systems Catalog

If your company has approved catalog ordering in addition to your standards, the Dell's Full Systems catalog will display as a separate tab within the “Shop Dell Products” section of your landing page.

- Choose the product group you wish to order, narrow your selection using the assisted navigation and Add to Cart.
- Follow the global checkout process (see 5.3).

3.3 Software and Peripherals (S&P) Catalog

Based on your selected Ship To Country, you will be able to see Software and Peripherals (where available) in the “Shop Dell Products” section of your landing page. This catalog will contain S&P items that are not part of your global standards.

- Choose the product group you wish to order, narrow your selection and Add to Cart.
- Follow the global standards checkout process.

Fig 3.1

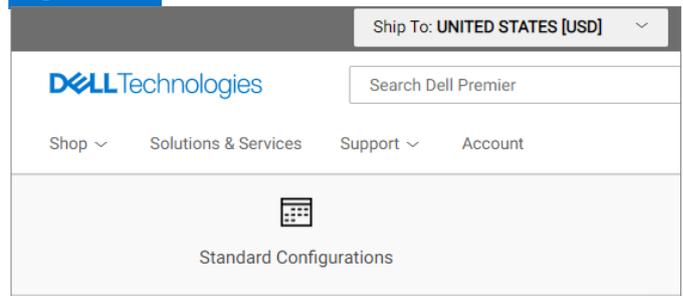


Fig 3.2



Product / Software offerings may vary per country. Please contact your Dell Account Team for further information.



For easier product transitions, you can now see notifications when a standard configuration is about to be retired or has retired.

4 Quotes



eQuotes give users the ability to prepare an order and save it for future purchase.

Before you start, select the desired “ship to country” from the selector available at the top of your Dell Premier global portal page. This “ship to country” selector, which is located at the top of your page, specifies the currency available within the selected country and provides dynamic selection of localized option defaults during system checkout.

4.1 Creating and saving an eQuote

- Select product from global Standard Configurations, S&P or Systems catalogs as required.
- When ready, Add to Cart (see 5.2) and click on [Save as eQuote](#). (Fig 4.1)

Finalize the eQuote by completing all required fields (Fig 4.2)

- Specify the name of your eQuote.
- If you need to send this eQuote to your purchasing agent and/or any other recipient via email, complete the appropriate fields. The selected Authorized Buyer has the ability to approve/purchase eQuotes off the Page.
- Enter notes and description if needed (optional)
- Enter the Order Contact information
- By entering your Shipping / Billing address (optional), you enable us to calculate shipping costs and any other applicable fees, and you save time when placing your order.
- You can even select your delivery and payment methods.
- Then click [Save eQuote](#). You will receive an e-mail confirmation with your saved eQuote information for future reference.

Fig 4.1

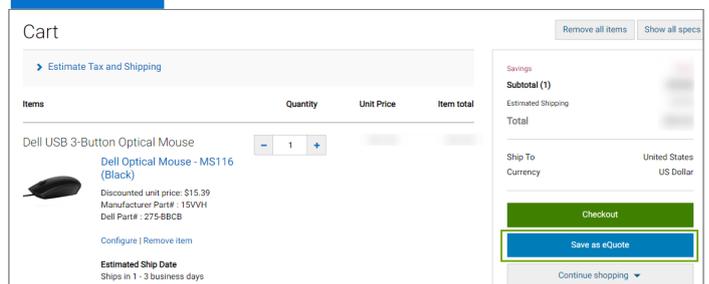
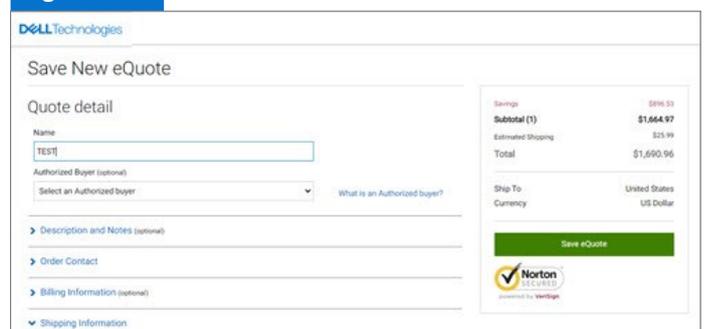


Fig 4.2



If Authorized Buyers have been set up for your organization, a selection of Authorized Buyer names will be available when saving an eQuote.

4.2 Retrieving an eQuote

You can view and retrieve your Quotes from the Quick links strip available on the Global Portal home page.

- The fastest way to find your quotes is to use the dynamic filtering search box. You can search by eQuote name, number, creator or buyer in order to locate your quotes.
- From within the eQuote list, click on the eQuote number. If you need to purchase multiple quotes, you can easily select them and click « [Purchase Selected](#) ».
- To make changes to the quantity, open the eQuote by clicking the eQuote number, adjust the quantity and click "[Save 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 is deleted.
- When ready to purchase, just proceed to checkout.

Fig 4.3

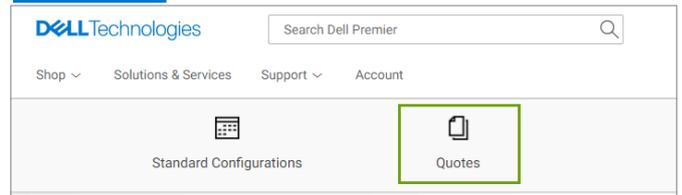
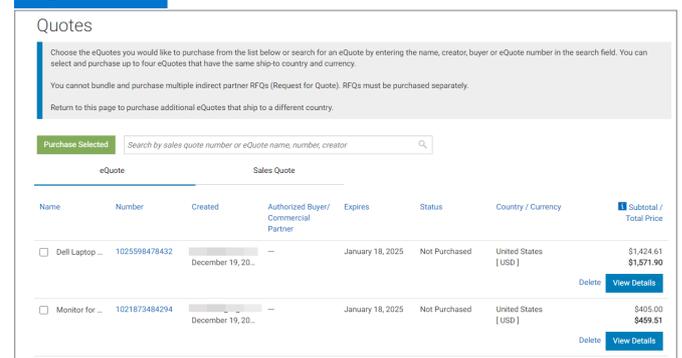


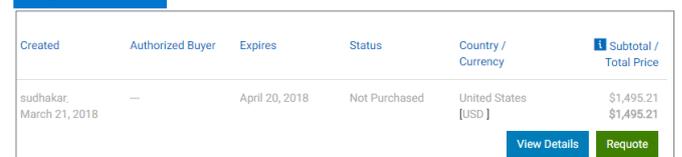
Fig 4.4



4.3 Requote an expired eQuote

If your eQuote has expired within the last 30 days, you can still access it. Clicking "[Requote](#)" (Fig 4.5) will move the eQuote to cart immediately and generate a new eQuote number. The new eQuote may reflect changes based on item availability and current pricing.

Fig 4.5



4.4 Retrieve and purchase your sales created quotes 24/7

Along with being able to manage your eQuotes in your global portal, you can retrieve the quotes provided by your Dell Account Team and purchase online*.

Go to the [Quotes](#) section, look for the quotes shared by your sales representative in the "[Sales Quote](#)" tab and proceed to checkout. You will get automated order tracking notifications in your mailbox.

* May not apply to all products.

Excluding Latin America ship-to countries (*new Quote experience available in Mexico only*)



eQuotes are valid for 30 days, provided there are no changes to the configuration or the price of the configuration.

5 Shopping and Ordering



Before you start your shopping, select the desired “ship to country” from the selector available at the top of your Dell Premier global portal page. This “ship to country” selector, which is located at the top of your page, specifies the currency available within the selected country and provides dynamic selection of localized option defaults during system checkout.

5.1.1 Shopping and ordering a Global Standard Configuration

Open the “Standard Configurations” page.

Use the real time filtering search box to quickly find your standard configuration.

Clicking on the name of the configuration or the product image opens the configuration and makes it easy to review the exact list of included components and services.

Click on [Customise & Buy](#) link next to the product you wish to order (Fig 5.1)

Choose the options you are interested in. [Keyboard layout](#), [system software language](#) and [power cord](#) are automatically pre-selected based on the language and regional specifications of your shipping destination.

Under ‘More Actions’ (Fig 5.2) , you can review the summary of your configurations, email it and/or print it or save as pdf. When you are ready to purchase, just [Add to Cart](#).

5.1.2 Shopping and ordering from your catalogs

Choose the product group you wish to order, narrow your selection using the assisted navigation and customize the selected configuration. Choose the options you are interested in. When you are ready to purchase, just [Add to Cart](#).

Fig 5.1

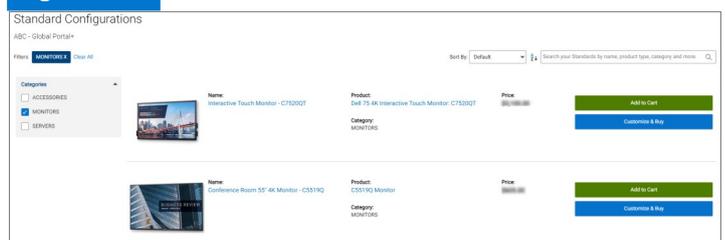


Fig 5.2

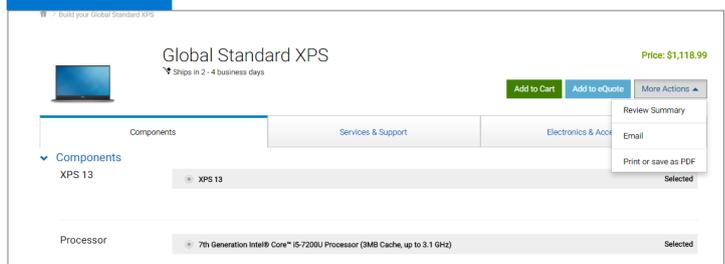
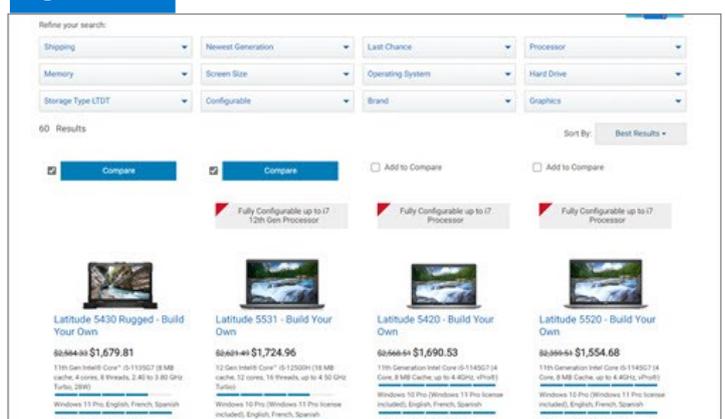


Fig 5.3

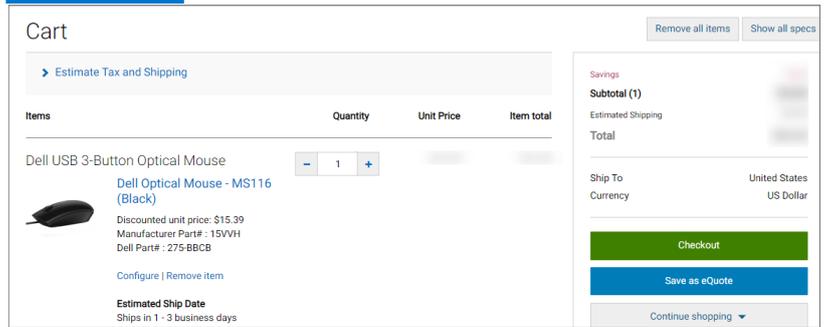


Keyboard layout, system software language and power cord are automatically pre-selected based on the language and regional specifications of your shipping destination.

5.2 Add items to Cart

- Select [Add to Cart](#) (Fig 5.4)
- Change the quantity if needed
- Check that the Ship to Country and currency are correct
- For placing your order, click on the green **"Checkout"** button. This will take you to the secure checkout screen.(Fig 5.5)

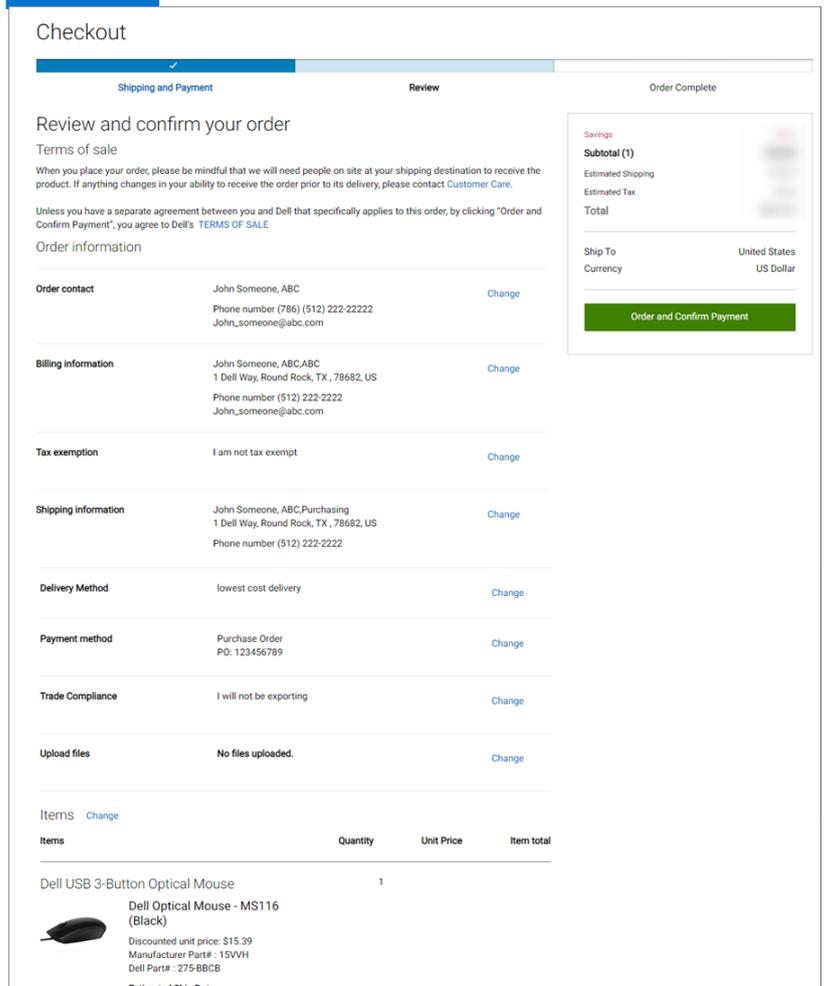
Fig 5.4



5.3 Proceed to Checkout

- Verify Contact Information
- Complete the required billing and shipping information. The Search field allows for easy and intuitive address search. Select an already pre-populated billing address (If not available contact your local Dell Sales Representative). Choose a shipping address from your Address Book or add a new shipping address if needed.
- Select your delivery method
- Select your payment method using the drop down menu.
- Complete the Trade Compliance questions (mandatory)
- Attach supporting documentation (optional)
- Within the "Review" screen (Fig 5.5), check the order information and make any necessary changes by clicking on the [Change](#) link.
- Click the green **"Order and Confirm Payment"** button to send the order to Dell.

Fig 5.5



Note: You will receive an automated Dell acknowledgement.



Save time! The "Recent Online Orders" link leads you directly to all of your orders placed online in the last 30 days. Click "Add to Cart" to proceed to checkout where your contact details as well as billing and shipping information are already pre-populated.

6 Address Book

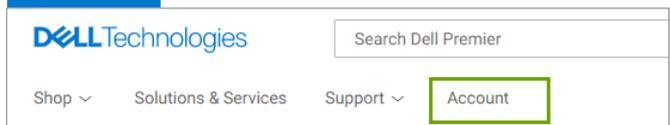


The Address Book gives you the ability to manage your global addresses without the need to engage Dell.

6.1 Accessing your Address Book

- Go to [Account](#) located on top of your Global Portal Page.
- Select [Account Settings](#) and then [All Addresses](#) link.

Fig 6.1

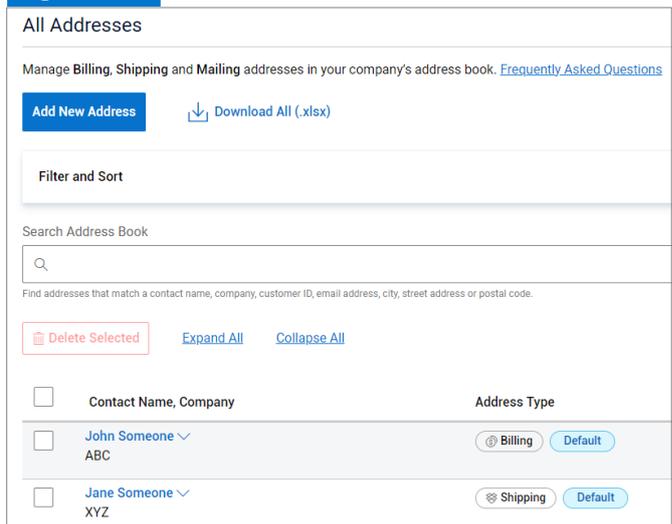


6.2 Creating a new Shipping Address

If there are no previously saved addresses or if you need to ship to a different address than what is displayed, you can click [Add New Address](#).

- Select the checkbox to indicate the type of address (shipping) - (Fig 6.2)
- Complete the required fields and save.

Fig 6.2



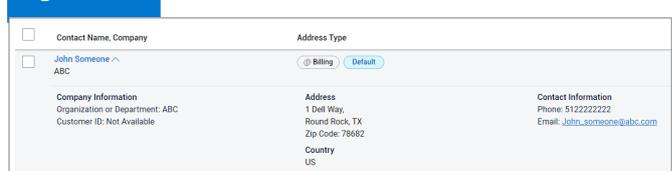
6.3 Managing your Addresses

The Address Book (Fig 6.3) allows you to access the list of saved addresses, the priority applied to each address, if it's a shipping or billing address and the date when it was last modified.

Applying a priority gives you the ability to set a single address as a default. This default address prepopulates during checkout. At any time you can change the priority of an address which will only take effect in your user profile.

Use the available dynamic search box to find an address or easily sort the columns in ascending or descending order.

Fig 6.3



Billing addresses are locked. Please contact your Dell Account Team if you need to add/edit/delete a billing address.

7 Dell Partner Country Ordering



If the country you have selected is not a Dell Direct country you will be prompted to select a Dell Authorized Partner. If a specific Partner is not available please contact your Site Administrator or contact PremierHelpdesk@dell.com for assistance.

7.1 Selecting a product and sending to Dell Authorized Partner

- Select your “ship to country” from the country selector at the top of the page
- Select the Dell Authorized Partner from the dropdown box. (Fig 7.1)
- Select and customize the configuration you are interested in. **Keyboard layout, software language and power cord are automatically pre-selected based on the language and regional specifications of your shipping destination.** These automatic selections can be changed in the configurator.
- Select Add to Cart
- Change the quantity (if needed) and click on **Create Quote.** (Fig 7.2)
- Complete the required information and click **Send to Partner.** (Fig 7.3)

Fig 7.1

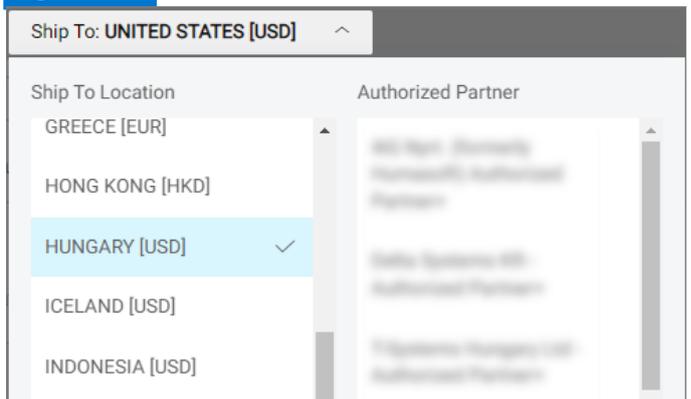
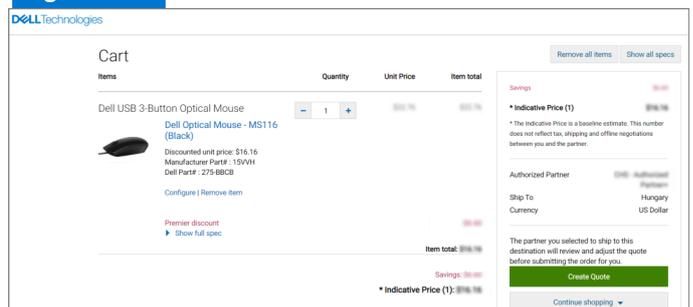


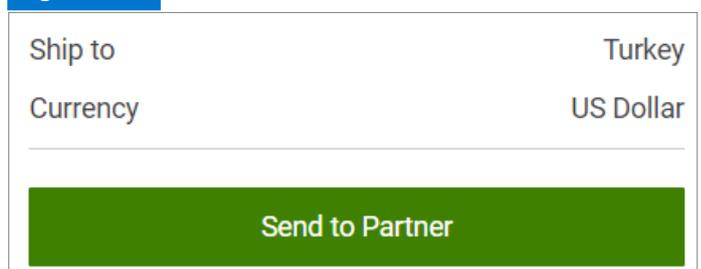
Fig 7.2



An email will be sent to the Dell Authorized Partner to advise that a request has been submitted. This request will remain visible until it expires.

Pricing provided for Dell Partner countries is indicative only. The final pricing will be provided by the partner in the form of a quote.

Fig 7.3



Save time. Manage your list of favorite Dell Authorized Partners through the “Account” tab at the top of the page. (More info page 5)

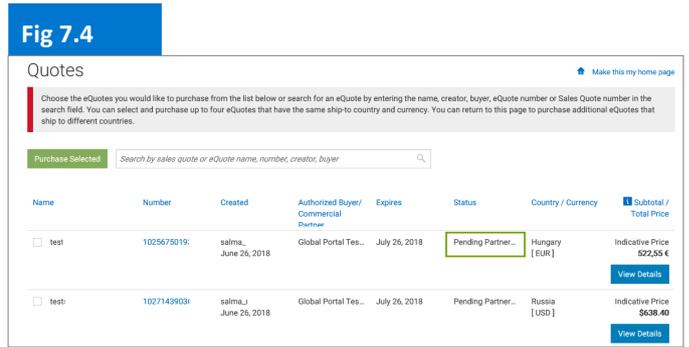
7.2 Request for Quote (RFQ)

You will receive an email providing your Request Number. Additionally, your request will be available in the [Quotes](#) page.

When the request is initially submitted the status will display at [Pending Partner Pricing](#). (Fig 7.4).

When the Partner has completed the Quote, the Partner will upload the Quote to the page and change the status to [Price Updated](#). This will prompt an email to you to advise you that the Partner has completed the action.

Access the [Quotes](#) page (under My Tools) and check that the status has changed to [Price Updated](#).

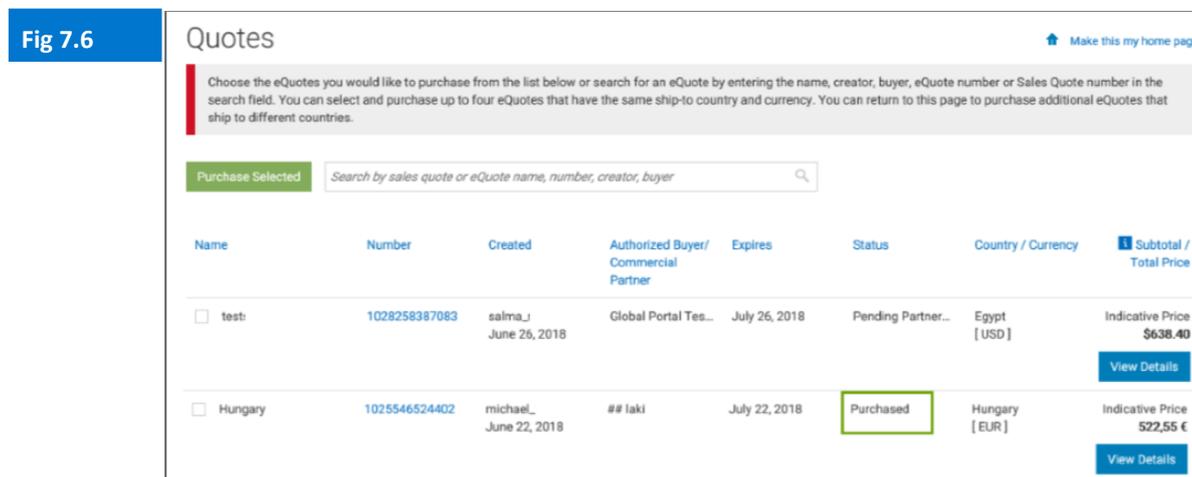
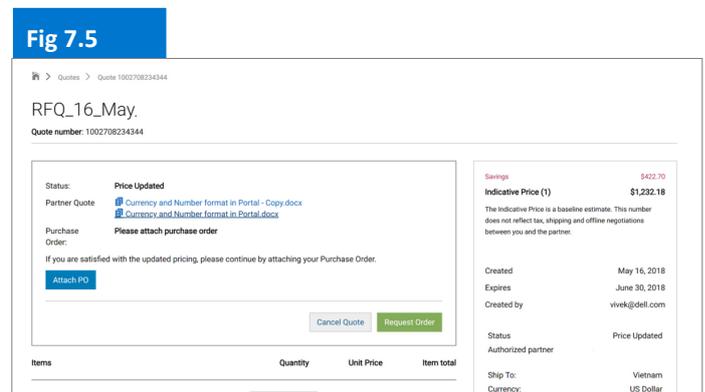


7.3 Request for Order (RFO)

Click the quote number to view further information. If you are satisfied with the final quote attached by the partner, upload your Purchase Order / agreement confirmation for the Partner to action and [Request Order](#). (Fig 7.5)

An email notification will be sent to the Partner to finalize the order with Dell.

The status of the request will be automatically updated when the Authorized Partner places the order. You will be informed that the quote has now been [purchased](#). (Fig 7.6)



8 Reporting



Reports are made available for a select list of users. Please contact your Site Administrator if access is required.

8.1 Global Order Status

Global Order Status enables you to monitor the most recent direct country orders placed globally, as well as display all orders placed on Global Portal, local Premier pages, telephone or via email through a Dell Sales Representative.

Searching and finding your orders

You can access Order Status by clicking on the [Order Status link](#) in the grey strip underneath the Global portal navigation (Fig 8.1)

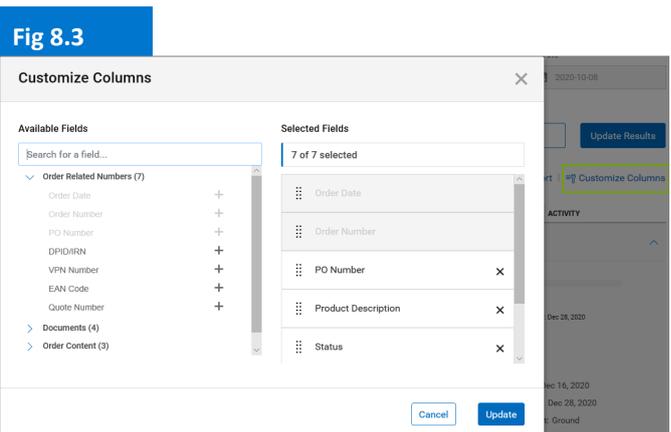
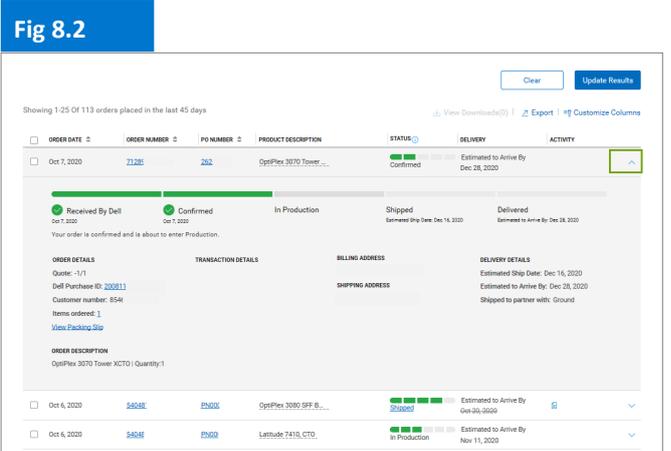
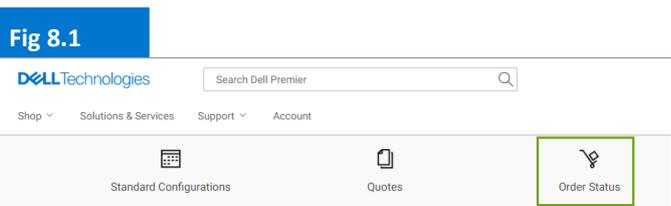
You should have access to all of your global orders within the last two (2) years that have a status of Received, Confirmed, In Production, Shipped, Delivered or Cancelled. (Fig 8.2)

The Recent Order application allows you to filter and search by:

- Order number/PO number
- Customer Number
- Status of the Order
- Location
- Timeframe (Last 7, 14, 45, 90 days, 6 months, past 1 year and last 2 years). From Date to Date gives you the ability to select your start and end dates and get a custom report.

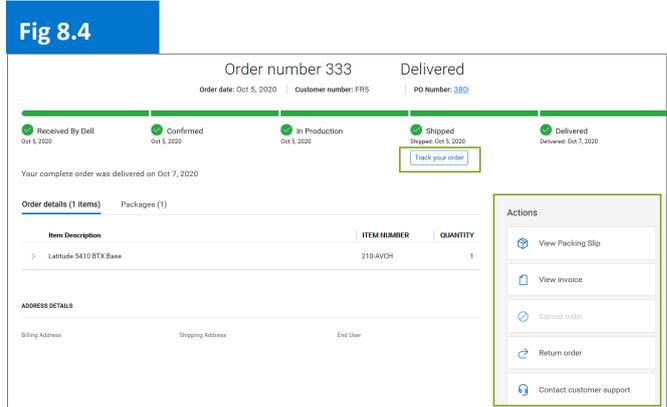
Expanded View (Fig 8.2) provides you with an easy way to view additional order status information at a glance such as Service tags, number of items/boxes, packing slips...

Note: Using “Customize Columns” (Fig 8.3), you can customize your view by selecting seven fields (reordering them if necessary) from a list of 30+ options and save it to your profile.



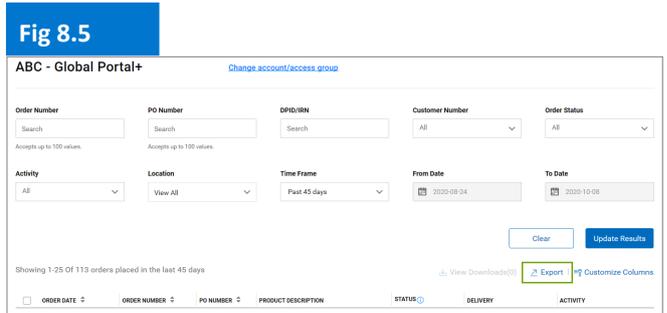
Viewing order details and real time order tracking

- Click on any order number link to view the details of the order (Fig 8.4) including but not limited to order details, package tracking information and actions (View packing slip, report an incorrect item...).
- When your order has shipped, click on the [tracking number](#) to take you to the courier's webpage so you can keep on tracking your order.



Export

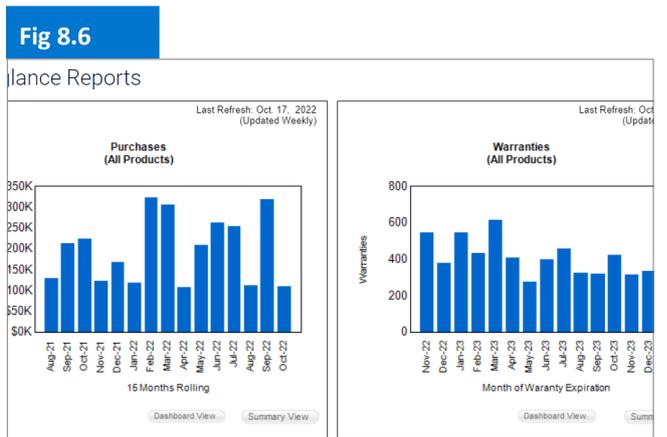
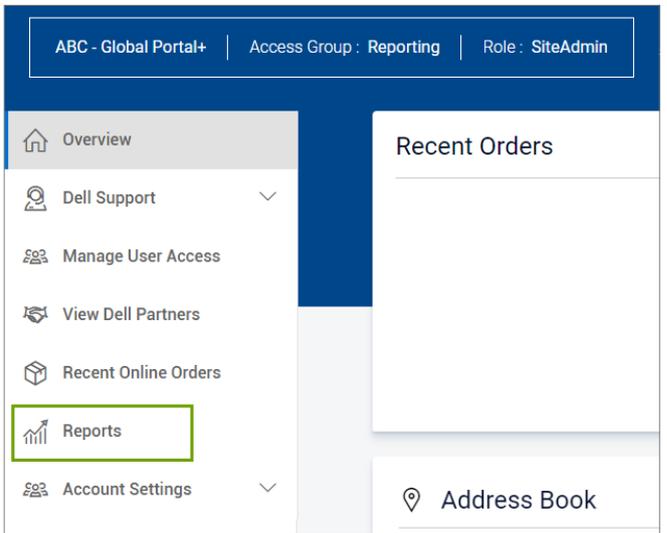
All the fields can be exported into an Excel report by clicking the “Export” button (Fig 8.5) . The first 2,000 records will be downloaded instantly; for anything beyond that amount of records, the report will be available in a new link “View Downloads”.



8.2 Purchase History and Warranty Reports

Purchase History offers trending data for a rolling 15 month period to provide insight into what has been purchased and spend by location globally. Service Contract (Warranty) Report provides a forward look for asset planning and a historic look to identify expired warranty assets.

- Go to your [Account](#) page and select [Reports](#).
- Choose the required report
- For the Prestige reports, complete the required fields (Account, Product, Region, Country and currency)
- Click [View Report](#) (top right) to access the report in graphical format (Fig 8.6)
- Select [Summary View](#) to access the report in detail and filter or export to Excel.



The reports display all orders placed via Global Portal, local Premier pages, or via telephone or email through a Dell Sales Representative.

8.3 Build Your Own Report

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

- Go to your [Account](#) page and select [Reports](#).
- Choose “[Build a New Report](#)”
- Complete the required fields and enter your preferences to build your own report (Fig 8.7)
- Review and download your report.

You can edit and save your report under ‘Saved Reports’, download it as a .csv file, or schedule it to be delivered via email.

8.4 Invoice Report*

The Premier Invoicing report has been developed as an exclusive service for our customers to return invoices for any customer number enabled for reporting. There is no limit on the number of invoices recorded.

- Go to your [Account](#) page and select [Reports](#).
- Under ‘Standard Reports’, Choose “[Premier Invoicing Report](#)”
- Easily view, print or download your invoice data for a selected time period.

* might not be available in all countries

Fig 8.7

Build Your Own Report

Build your report the way you want it by entering your preferences below.

Step 1 of 3 (Fill all fields to proceed)

General Information

Report Type
Orders and Invoices

Report Name (required)

Give your report a name, for example 'January 2021 orders'

Time Period

Fig 8.8

<input type="checkbox"/>	INVOICE DATE	INVOICE NUMBER	ORDER NUMBER	STATUS	INVOICE DUE
<input type="checkbox"/>	Mar 11, 2024	10736146	842696	✔ Paid	\$0.00
<input type="checkbox"/>	Mar 11, 2024	10736218	842735	✘ Unpaid	\$3,420.30
<input type="checkbox"/>	Mar 11, 2024	60138368	842912	✔ Paid	\$0.00



If you are unable to find the a report on your global portal, contact your Dell Sales Account Team to have this report enabled.

9 Access Management



Upon going live with your Dell Premier global portal, Dell will ask you to designate at least one User Administrator per access group to manage user access to your Global Portal page and handle user needs for your company.

Managing Roles and Access Groups

Through Dell Premier global portal, you can allocate access groups and roles. This enables you to manage what a user can see and do in your portal depending on their roles and responsibilities. Users may be members of multiple access groups with different or same roles.

Only a designated User Administrator can assign users to roles within the groups.

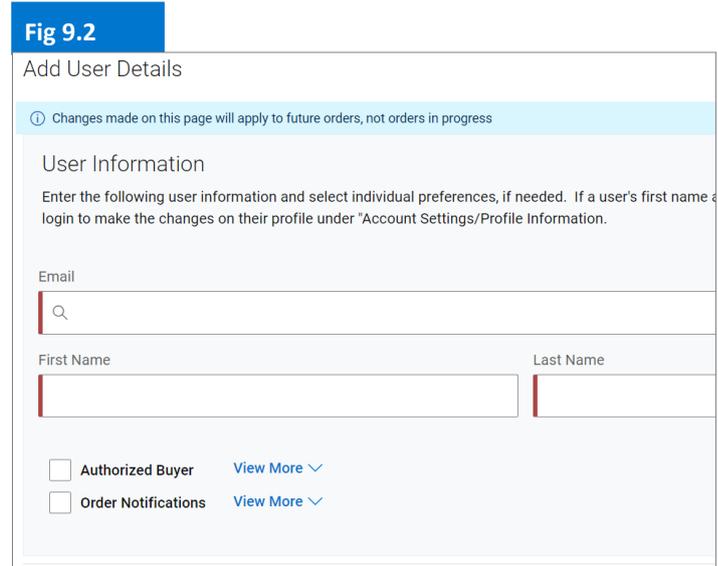
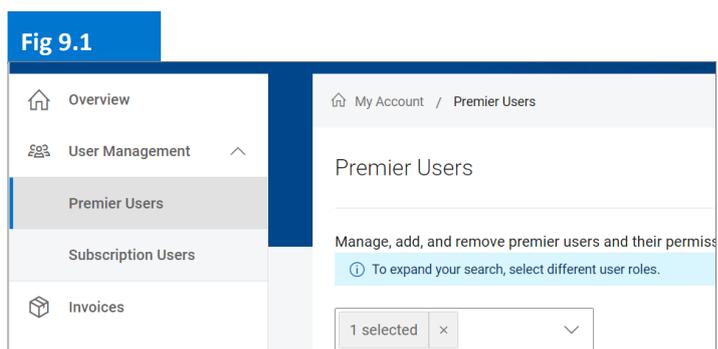
9.1 Managing Users

To manage the users of your Global Portal page, invite new users, manage roles, and search for users:

- Go to [Account](#) located on top of your page (Fig 9.1)
- If you have an Administrator user role, you will see the “[User management](#)” section.

From this screen you have the ability to add a new user, copy existing users, upload users, download your own user list and remove users.

- At any time, you can narrow your search by applying filters.
- For a new user to access the Premier Page, enter the new user’s email and click “[Add User](#)”
- Select an access group and a role applicable to this new user (Fig 9.2)
- Click “[Save](#)”



Select the Access Group and the Role to decide what this user can see and do within the Global Portal page.

9.2 Selecting Roles and Access Groups

For most organizations, users will have general access and reporting/management access groups. In most cases, Dell turns off reports in the “General Access” category and makes these reports available only to the members of the “Management” access group. It is, however, the customer’s choice as to what is made available to each access group.

You can assign different roles and decide what your colleagues will do in Global Portal. User roles fall into the following three main categories: Shoppers, Buyers, and Administrator.

- **Shoppers** cannot place orders but are allowed to shop, save eQuotes and view their own eQuotes.
- **Site eQuote Shoppers** have the same abilities as shoppers, but can view all users’ eQuotes saved on the page.
- **Shopper-no-price** users have the same abilities as shoppers, but do not have access to view pricing.
- **Buyers** can place orders, save eQuotes, and view and purchase their own eQuotes.
- **eQuote buyers** can do everything buyers can do plus view and purchase eQuotes from other users who belong to the same access group.
- **Site eQuote buyers** can do everything buyers can do, plus view and purchase eQuotes from all users from all access groups saved on the page.
- **User Administrators** can place orders like eQuote buyers, but they can also invite, revoke or edit users within their same access group.



Only a designated Administrator can assign roles to users within the Access Groups.

10

Global Account Team



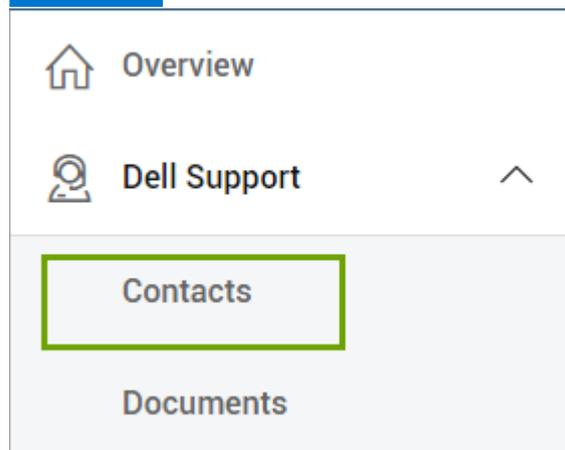
Dell Account Team

Email your Dell representative directly from your Global Portal page.

- Go to [Account](#), select [Contacts](#) (Fig 10.1)

This section provides contact information for your global Dell team. “General Contacts” are your main points of contact and include the Headquartered Dell Account Team, Customer Success Program Manager and Premier Account Manager. Utilize the drop down filter to find your local Dell Representatives.

Fig 10.1



Need help?

Email: PremierHelpdesk@dell.com

11 Useful Resources



Dell Premier Video Library

Video training is available for all users. Visit our [Dell Premier Video library](#), watch our short videos and learn more about our global platform in a pragmatic way.

DELL PREMIER FOR IT PROCUREMENT
Video Library

Getting Started Quotes and Ordering Other Dell Premier Features Procurement Integration Global Procurement

When available, closed caption (subtitles) language settings can be chosen using the Settings or CC icon on this video player.

Getting Started

Walkthrough
Dell Premier Tour

Global Procurement

DELL PREMIER GLOBAL PORTAL
Streamline global procurement
02:09

DELL PREMIER GLOBAL PORTAL
Global Procurement Overview
01:43

DELL PREMIER GLOBAL PORTAL
Overview
03:23



Need help?

Email: PremierHelpdesk@dell.com