



### Designed for business. Customised for you.

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

#### Skip to the section of interest:

- [Shopping & searching products \(Std Configs, Systems, SnP\)](#)
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**?** 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

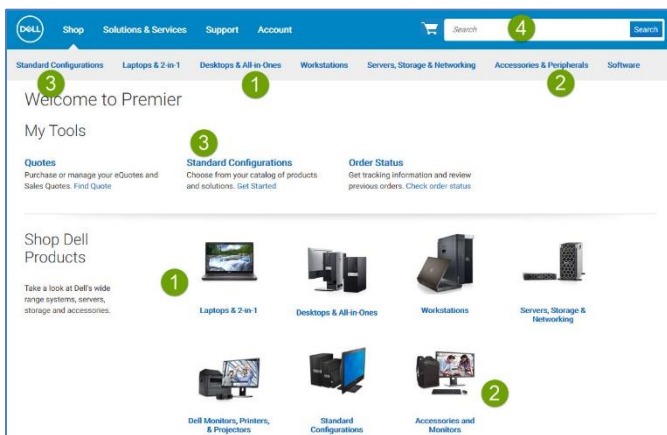
#### 1. Systems Catalog

Your Systems Catalog provides access to the complete line of Dell branded products. This catalog can be customised to display only the products relevant to your organisation. 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 Homepage. 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.

#### 2. 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 Homepage. 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 "**Accessories & Peripherals**" selection.

#### 3. Standard Configurations

or volume purchasing, should your organisation 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 them via

the "**My Tools**" section available on your Premier Homepage and open the Standard Configurations page. Alternatively, select "**Shop**" in the masthead and then click "**Standard Configurations**" in the secondary navigation.

#### 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 Basket, Compare or Configure

### 5. Add to Basket

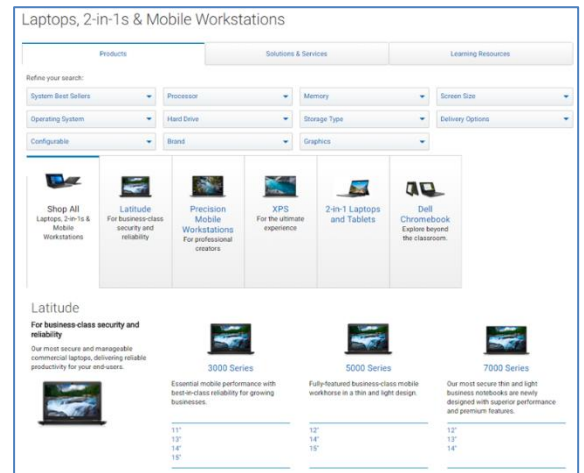
As you shop for Standard Configurations, Systems, or Software & Peripheral items, simply click on **“Add to Basket”** for each item you would like to purchase or save as an eQuote.

### 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 customising.



## Configuring a System

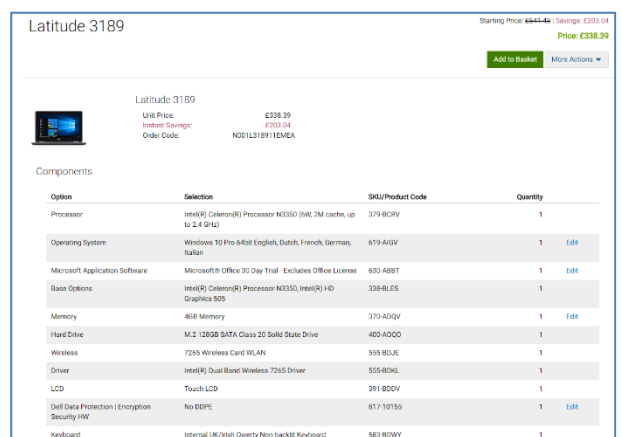
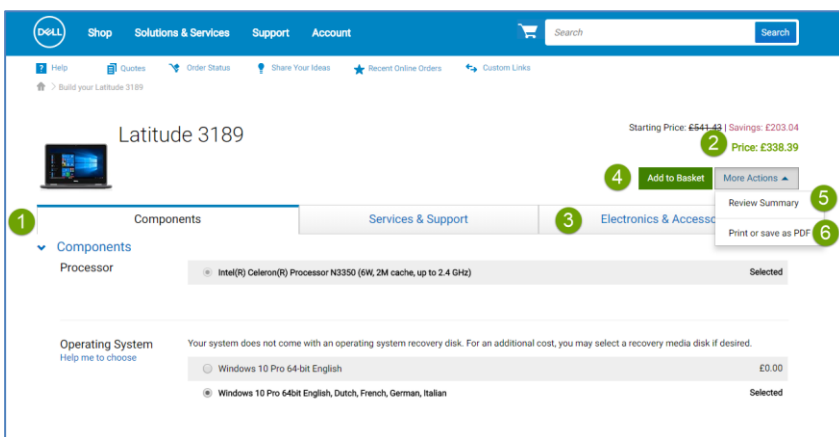
### Configuration page options

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 **“Review Summary”** or **“Add to Basket”**.

### Saving your configuration

5. Click the **“Review Summary”** link to review the configuration options currently selected, or to format the information for printing. This displays a summary of the specified configuration with associated SKUs, descriptions, and updated price.
6. Selecting **“Share Configuration”** provides you with a shareable link. With **“Print or save as PDF”** you will see a printable layout of the information.
7. Selecting **“Add to Basket”** allows you to continue shopping, save the configuration as an eQuote, or update the quantity as needed and proceed to checkout.

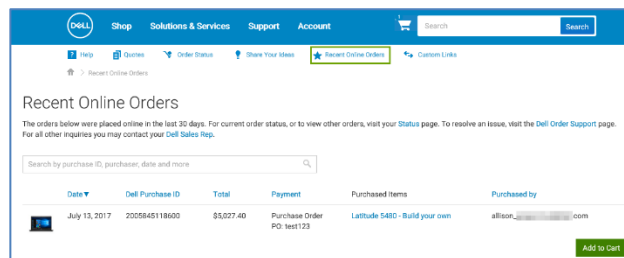
**i** Single page navigation with a clean and simple layout.



## Retrieving recent online orders and Buy again

You can access your latest online purchases directly from the Premier homepage as well as throughout your Premier experience. The **“Recent Online Orders”** link leads you directly to your orders placed online within the last 30 days, so you can add to basket with a single click.

The Premier recent online order page allows you to view your recent online orders by Date, Dell purchase ID, total amount of order, payment method, purchased items and name of purchaser. The Search box helps you quickly find your order by entering the information for one of these fields.



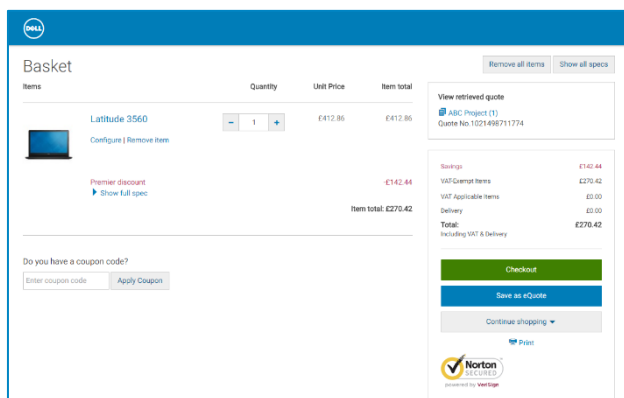
**i** Access your recent online orders and add them to your basket again with a single click.

## 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 authorised buyer.

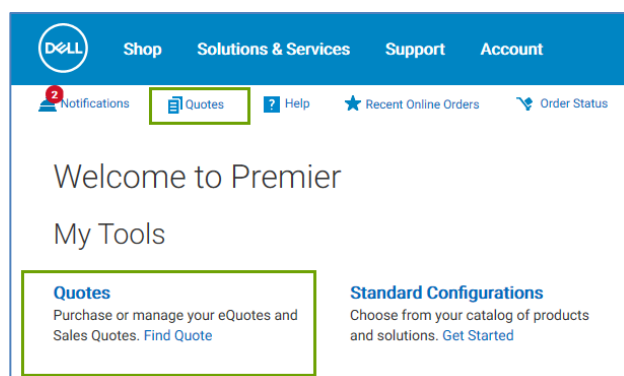
1. Once all desired products are added to your cart, view the cart and click on **“Save as eQuote.”**
2. Finalise the eQuote by completing all the required fields. If you need to send this eQuote to your purchasing agent and/or any other recipient via email, select an **Authorized Buyer** from the list. The selected Authorized Buyer has the ability to 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 a Quote

4. There are two ways to retrieve an eQuote or a Sales quote. You can click on the **“Quotes”** link located just below the top navigation, category, or you can view and retrieve them from the **“My Tools”** section available on your Premier Homepage.
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

- From within the eQuote list, click on the eQuote number.
- 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.
- To make changes to the product, click on **“Configure”** to open the configuration page, select your new options, and click **“Return to eQuotes”**.
- 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

- 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 basket immediately and generates a new eQuote number. The new eQuote may reflect changes based on item availability and current pricing.

## Placing an order

Once you have added all products to a basket, or retrieved an eQuote, click on **“Checkout”** and complete the steps. A progress bar along the top of the page clearly displays where you are in the checkout path.

### Contact Information

- Enter Order Contact Information (required fields marked with an \* asterisk).

### Shipping Information

- Enter primary contact information
- Enter Bill to/Ship-To information
- Select the delivery method, Tax Exempt Status, and Trade Compliance.

### Payment

- Enter the type of payment

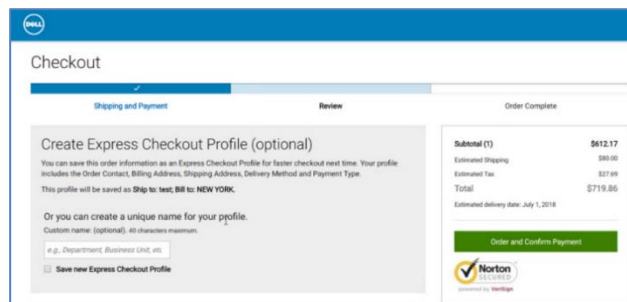
### Review & submit order

- Review your order details and edit if necessary.
- Click **“Order and Confirm Payment”** to complete the process. An Order Confirmation screen will appear and reference your Dell Purchase ID Number (DPID) for tracking purposes.
- Prior to placing your order, from within the **“View/Print as Purchase Order”** feature you can print a copy of the Order Summary or Order Details.

## 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, complete the trade compliance information 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

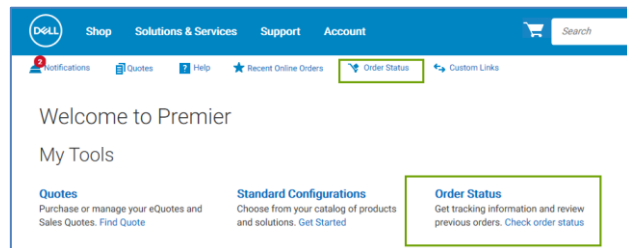
### Confirmation emails

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

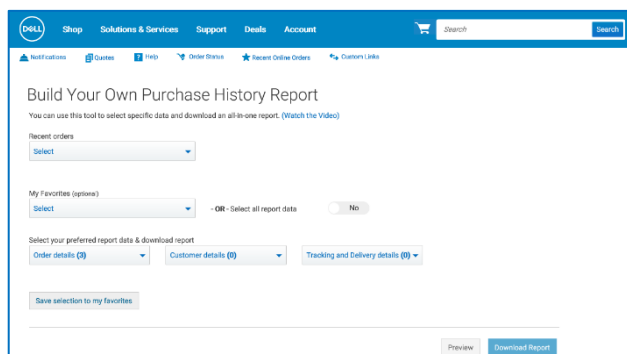
1. The “**Order Status**” link located just below the top navigation lets you quickly check the status of one or more open orders.
2. Alternatively, go to the “**My Tools**” section available on your Premier Homepage and open the Order Status link.



## Premier Reports

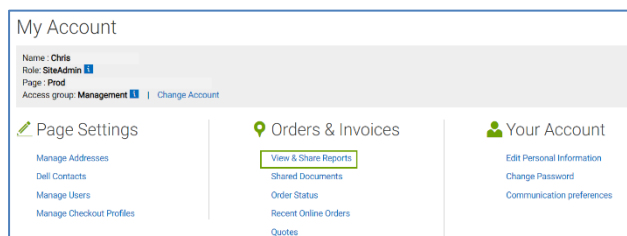
The Reporting tool has been developed as an exclusive service for our Premier customers. Whether you place your order **online or via your Dell Account team**, a list of different reports are available on Premier and users with reporting access can view a variety of options relating to current and past Dell purchases.

1. **System Order Status Report:** Use the “Order Status” report to quickly check the status of one or more open orders. You will be able to see packing list and other options at the order detail level – simply click on the order number.
2. **Build Your Own Purchase History Report:** this report gives you the ability to create an order report based on your individual preferences by choosing from a menu of various data filters.
3. Other reports, like **My financials** (invoice report) and **ImageWatch** (related to product transitions) can be made available on your Premier pages. Please contact your Dell Account Team to discuss which offering is best for your organisation.



## Viewing your report

Select “**Account**” from the navigation menu on top of your Premier Page. Access “**View and Share Reports**” and then click on the report option you are interested in viewing.



## 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 Level |                    | 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 |                  |         |       |                    |                    |                     |                   | ✓                  |

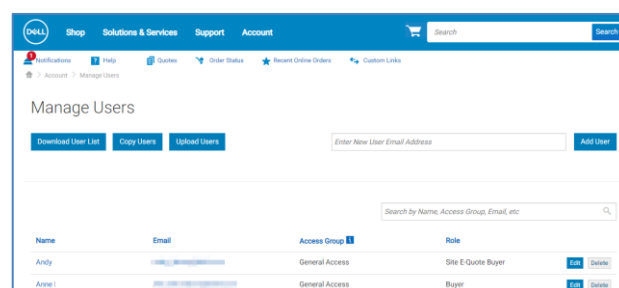
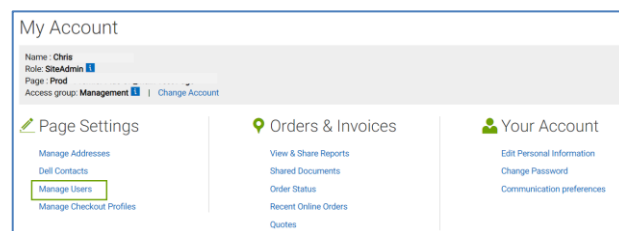
## User Management

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 have the ability to:

- Add a new user.** Input the user email address and select Add. In the following pop-up, 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.
- Delete an existing user.** Choose "Delete" for the user(s) you want to remove.
- Copy users** to different access groups and roles
- Upload or Download Users.**



## Personalising your Premier Homepage

If your Dell Premier landing page has been set up for user personalisation, you have the ability to customise 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 the majority of 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 provides assistance with issues surrounding site performance, stability, issues with logging in to the site.

### **Premier Account Managers**

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

[Engage the Premier Website Support Teams](#)