



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:

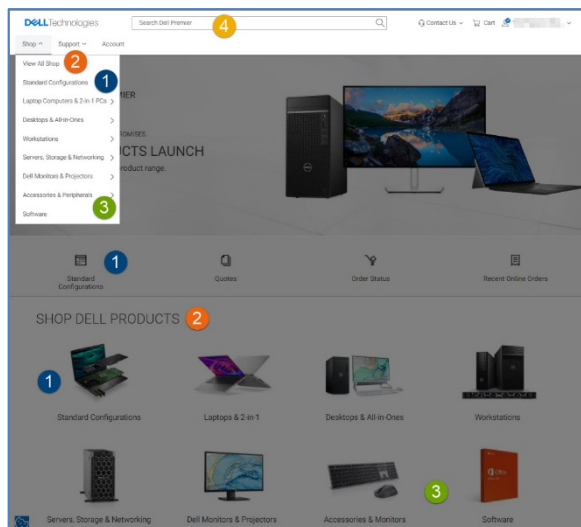
- [Shopping & searching products \(Std Configs, Systems, SnP\)](#)
- [Add to Basket, Compare or Configure](#)
- [Configuring a System](#)
- [Working with eQuotes](#)
- [Placing an order](#)
- [Order status](#)
- [User Access Management](#)
- [Premier Reports](#)

? For assistance while using your Premier page, visit the Help section located at the bottom of your page.

Shopping and searching products

1. Standard Configurations

For 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 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 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 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 at the top of the page.

Add to Cart, Compare or Configure

5. Add to Basket

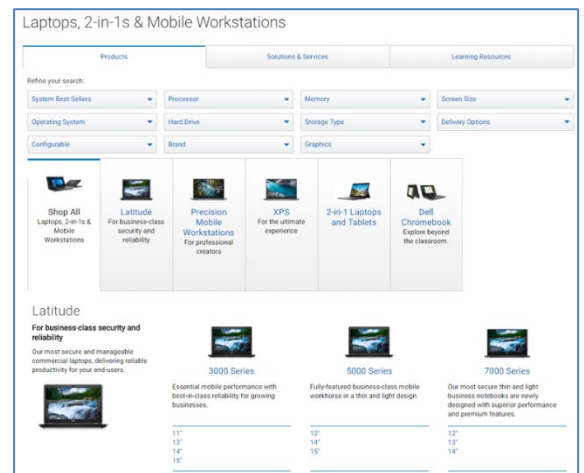
As you shop for Standard Configurations, Systems, or Software & Peripheral items, simply click on **"Add to Cart"** for each item you would like to purchase or save as an eQuote.

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 customising.



Configuring a System

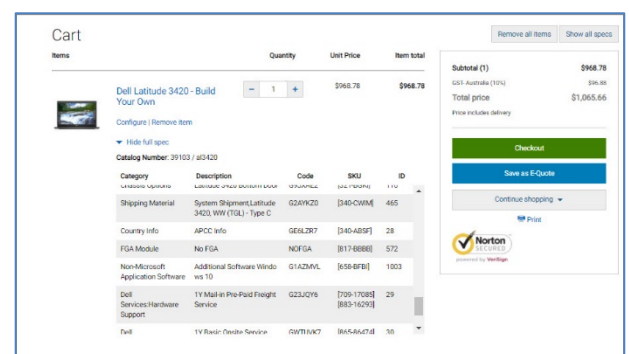
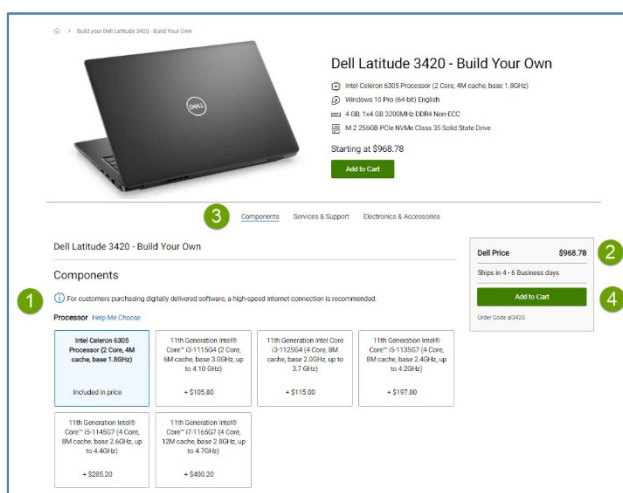
Configuration page options

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 **"Add to Cart"**.

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.

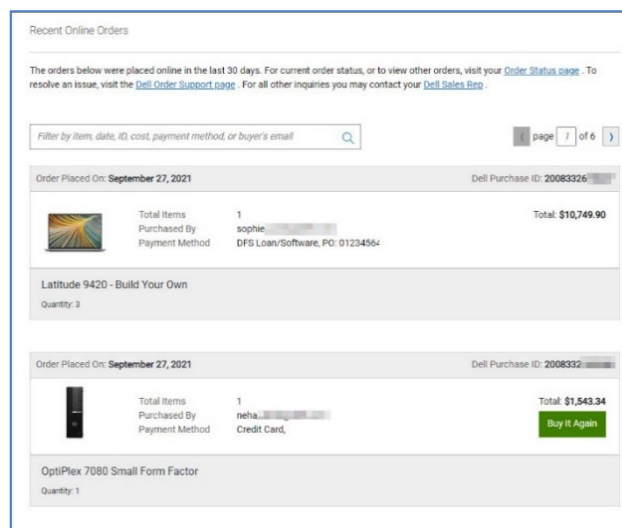
i Single page navigation with a clean and simple layout.



Retrieving recent online orders and Buy again

You can access your latest online purchases directly from the Premier 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.

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

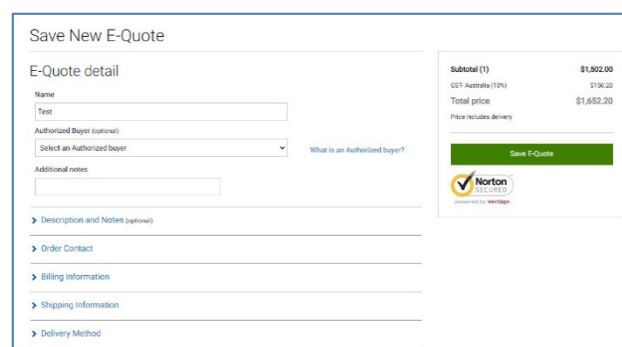


Working with eQuotes

Saving an eQuote


eQuotes allow users to prepare an order and save it for purchase later or send it to be reviewed by an authorised buyer.

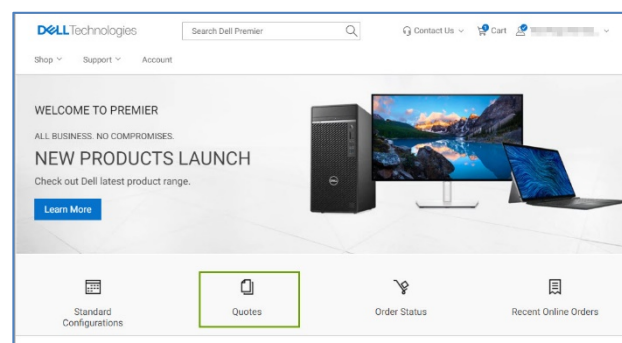
1. Once all desired products are added to your cart, view the cart and click on **"Save as eQuote."**
2. Finalise the eQuote by completing all the required fields. If you need to send this eQuote to your purchasing agent and/or any other recipient via email, select an **Authorized Buyer** from the list.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

 You can access 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 quote 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.

Quotes

Choose the quotes that you'd like to purchase from the list below, or search for a quote by entering the quote name, creator, buyer, or eQuote number in the search field.

Purchase Selected Search by quote name, number, creator or buyer

Name	Number	Created	Authorized Buyer	Expires	Purchased	Subtotal / Total Price
Laptop for John Smith	1019126908788	sumedha January 10, 2018	---	February 9, 2018	No	£983.69 £1,204.43
Laptop for John Smith	1023111581501	sumedha January 10, 2018	---	February 9, 2018	No	£983.69 £1,204.43
Dell OptiPlex for Train...	1028328027701	Christelle December 15, 2017	---	January 14, 2018	No	£580.97 £847.16

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

Laptop for John Smith

Quote number: 1019126908788

Save New eQuote Checkout

Items	Quantity	Unit Price	Item total
Latitude 3480 - Build Your Own	1	£1,537.01	£1,537.01
Discounted unit price: £983.69			
Premier discount			-\$553.32
			Item total: £983.69

Do you have a coupon code?

Enter coupon code Apply Coupon

Billing

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.

Dell Technologies

Checkout

Shipping and Payment Review Order Complete

Shipping and Payment

Order Contact

First name Last name

Company name (optional)

Phone number

Fax (optional)

Email Address (click + below to add multiple recipients)

Please note: email recipients will receive an order acknowledgement, order confirmation, delivery notification and invoice information.

+ Add another email

Update my current user profile with the order contact information entered above

Subtotal (1) \$1,502.00

GST Australia (10%) \$150.20

Total price \$1,652.20

Price includes delivery

Continue Securely

Norton SECURED powered by VeriSign

Accelerating Premier Checkout

When proceeding to check out, 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

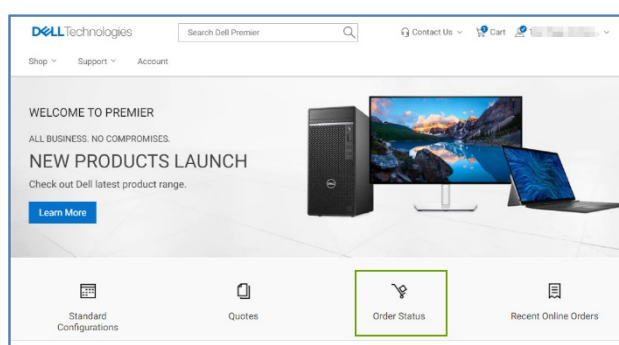
Confirmation emails

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

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.

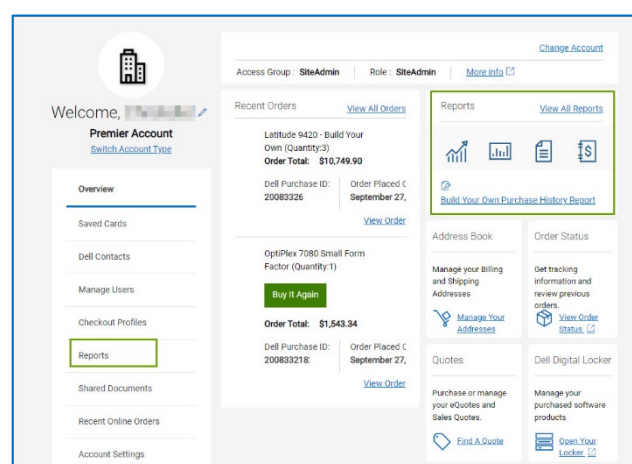


Premier Reports

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 is available on Premier. Users with reporting access can view a variety of options relating to current and past Dell purchases.

From within your Premier Page, access “Reports” via the “Account” tab located at the top of your Premier page header.

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 **MyFinancials** (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.



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								✓
Opt-in to Early Access Program								✓

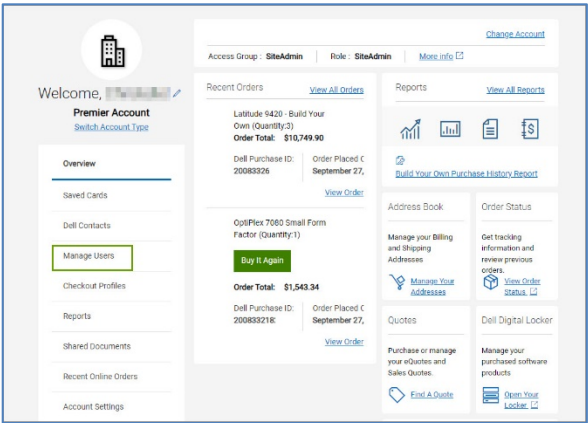
User Management

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 page 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.**



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 Procurement Integration/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](#)