SAN FRANCISCO
STATE UNIVERSITY

How to Obtain an e-Quote from Dell's Ecommerce Website

PROCUREMENT & SUPPORT SERVICES
1600 Holloway Avenue, Corp. Yd 140
San Francisco, CA 94132

Dell Premier

Shopping and Ordering Guide

Dell Premier is your own, secure, personalised purchasing and support website enabling an easy, efficient and economical buying process. Review this Dell Premier Shopping and Ordering Guide to see how you can make the most of this customized procurement tool. If you need any assistance while using your Premier Page, click on the "**Help**" link located at the top left of the Premier Page to access the Premier Online Help Menu.

Logging into your Premier Page

When you were initially invited to access Premier, you were provided with a temporary personal password. This password gives you access to your customized Premier store.

Have a "Welcome to Premier.Dell.com" e-mail?

1. Go to http://premier.dell.com or local equivalent.
2. After clicking on the URL, under SIGN IN TO PREMIER click "**Sign In**".
3. Enter your e-mail address and temporary personal password.
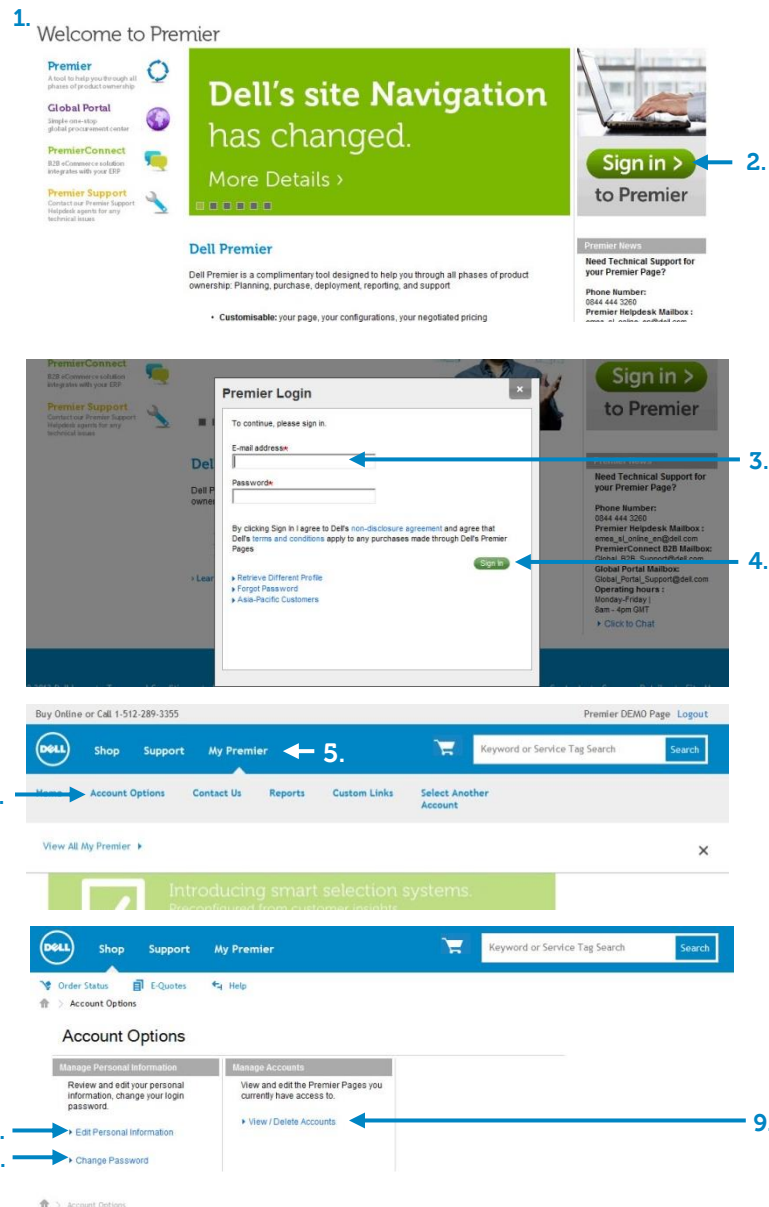4. Click "**Sign In**" to gain access.

Returning Premier Customers

1. Go to http://premier.dell.com or local equivalent.
2. Click on "**Sign In**".
3. Enter your e-mail address and your personal password.
4. 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:

5. Click on the "**My Premier**" category located on top of your Premier Page.
6. Select "**Account Options**".
7. Select the "**Edit Personal Information**" link to edit your name and e-mail address.
8. Select the "**Change Password**" link to change your password.
9. Select the "**View/Delete Accounts**" link to delete any accounts associated with your Dell Personal Profile.

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Three ways to shop

1. Standard Configurations

Premier allows your organization to set standard system configurations and user-selectable configuration options such as upgrades and downgrades for each system. These configurations may be grouped according to category labels you specify with your Dell Account Team to guide users to the systems designed for their job function.

To access your Standard Configurations, click on the category named "**Shop**" and click on the "**Standard Configurations**" link within the secondary navigation below.

2. Systems Catalog

Your Systems Catalog gives you access to the complete line of Dell branded products. Your Systems Catalog can also 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, click on the category named "**Shop**" and click on the "**Systems**" link within the secondary navigation below.

3. Software & Peripherals

An extensive selection of software and peripheral products from a variety of manufacturers are available within your Premier Page.

Enter your item within the search box to narrow your selection or click on the category picture to view a wide range of similar products within that particular category.
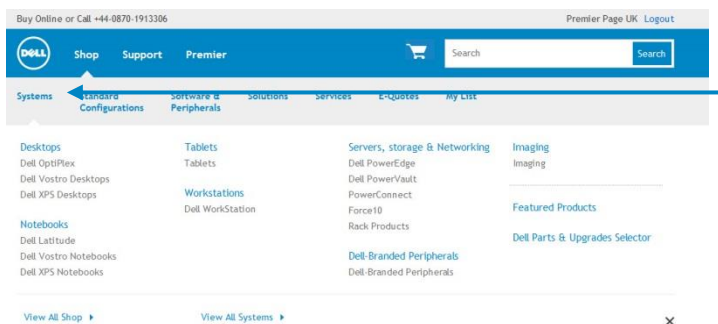
To access your Software & Peripherals catalog, click on the category named "**Shop**" and click on the "**Software & Peripherals**" link within the secondary navigation.
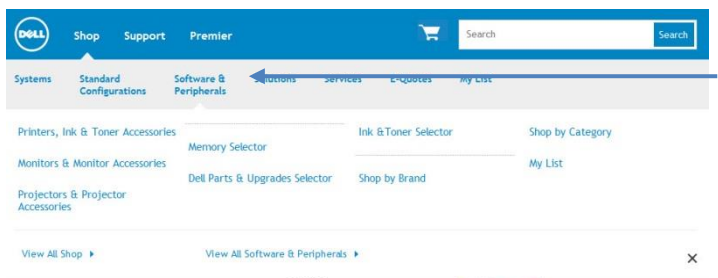
Add to Cart

4. 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 E-Quote.
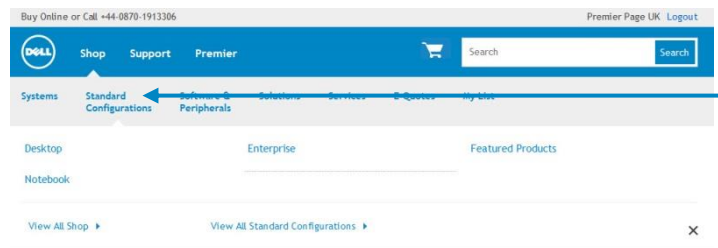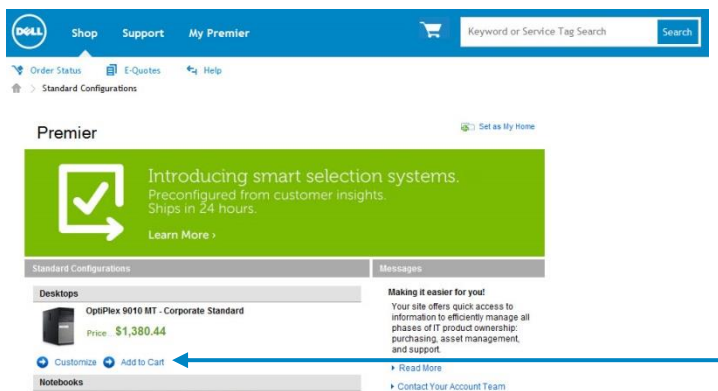
Configuring a System

Configuration page options

1. When configuring a product, the configuration page displays a system with any user-selectable options that are available for your organization. To expand or collapse the view of the upgrades or downgrades, click on the arrow located top right 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. You may also turn on the Preliminary Ship Date feature. When activated by your Dell Account Team, you can view the estimated time it takes to process your order and custom build your computer system, based on the components selected.

4. Click the "**Print Summary**" link to quickly 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:

Saving your configuration

5. When you are finished configuring a system you can select "**Review Summary**" or "**Add to Cart**."

6. Selecting "**Review Summary**" allows you to view the configuration options currently selected. You will have the ability to "edit" each option or add to cart.

7. Selecting "**Add to Cart**" allows you to continue shopping, save the configuration as an E-Quote, or update the quantity as needed and proceed to checkout.

Working with E-Quotes

Saving an E-Quote

E-Quotes allow users to prepare an order and save it for later purchase, or for review by an authorized buyer.

1. Once you have added all desired products to your cart, view the cart and click on "**Save as E-Quote**".

2. Finalize the E-Quote by completing all required fields (marked with an *asterisk).

3. To send the E-Quote to your purchasing agent and/or any other recipients via e-mail, complete the appropriate fields.

Retrieving an E-Quote

An E-Quote can be retrieved by the individual user who saved it or by an authorized E-Quote shopper or buyer.

4. To retrieve an E-Quote, click on the "**E-Quotes**" link located on the top left of your screen or select the E-Quotes link from within the "**Shop**" category.

5. Some user roles provide the ability to access another user's E-Quote information using the same "**E-Quotes**" link.

6. E-Quote lists can be sorted and displayed by multiple fields (E-Quote number, Name, Saved On, Expired On, Buyer, Saved By, and Price).

7. To view details or delete an E-Quote, locate and click on the E-Quote number desired and select the "**View Details**" or "**Delete**" option from within the drop-down menu.

Editing an E-Quote

To edit a saved E-Quote:

8. From within the E-Quote list, click on the E-Quote number and select "**View Details**".

9. To make changes to the quantity, enter the new quantity number and click "**Update Total**".

10. To make changes to the product, click on "**Adjust System**" to open the configuration page, select your new options, and click "**Return to E-Quotes**".

11. Click "**Save as new E-Quote**" to save your changes. The updated configuration will be saved as a new E-Quote referencing a new E-Quote number. The original E-Quote will not be changed and will remain in your E-Quote list until it expires or you choose to delete it.

Placing an order

Once you have added all products to your cart, or retrieved an E-Quote, click on "**Checkout**" and complete the three-step checkout process:

1. **Shipping:**

- Enter primary contact information (required fields marked with an *asterisk).
- Enter your Ship-To information (enter a ship-to address or select from a list of addresses provided. If the address is not listed, select the "**Ship-To a Different Address**" link to see a complete list of all available addresses for your store).
- Select Shipping & Handling Method, Payment Method, Tax Exempt Status, and Trade Compliance.

2. **Payment :**

- Enter your Purchase Order, Card Information, or Lease information.
- Enter your Billing Information (enter a bill-to address or select from a list of addresses provided. If the address is not listed, select from a list of billing addresses provided).

3. **Verify & submit order :**

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

Order status

4. **Confirmation e-mails**

After you submit your order, you will receive three separate e-mails from Dell per online order:

- An order acknowledgement e-mail notifying you that your order has been received by Dell.
- A subsequent order confirmation e-mail that includes your order information, such as Dell order number, DPID number, and projected ship date.
- A ship notification e-mail with detailed shipping information that lets you know when your order has shipped.

5. **Order status link:**

Use the "**Order Status**" link to quickly check the status of one or more open orders.

1.

2.

3.

4.

5.

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User Access Management

Through Dell Premier you can allocate Access Groups and Roles. This enables you to manage what a user can see and do in Premier, 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	e-quote Buyer	User Administrator	Site e-quote Shopper	Site e-quote Buyer	Site Administrator
View own e-quotes	✔	✔	✔	✔	✔	✔	✔	✔
View all e-quotes for Access Group				✔	✔	✔	✔	✔
View all e-quotes for Premier Page						✔	✔	✔
Purchase from Premier Page			✔	✔	✔		✔	✔
Add/Edit/Remove Users in Access Group					✔			✔
Add/Edit/Remove Users for Premier Page								✔
Create and Manage Access Groups								✔

Premier Helpdesk Information

Call or e-mail the Online Business Support Team. Premier experts are available to assist for any technical inquiry related to Premier and existing B2B integration. We provide telephone, chat & email support (Mon–Fri, 7:30am - 5:30pm US CST):

Toll Free Number : 1-877-542-3355

Email:

US & Canada: Premier@dell.com

Latin America: Premier_LA@dell.com

Brazil: Premier_BR@dell.com

PremierConnect B2B: Global_B2B_Support@dell.com

US & Canada Chat

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Realize the benefits of Dell Premier

Increased order accuracy

Dell has a reduction in our Missing, Wrong, and Damaged metric for orders placed electronically as opposed to manually processed. This can reduce the number of mistakes and the need for returns once you receive your orders.

Fast order delivery

Because your Premier order does not need to be manually processed by a Dell order processing representative, it flows directly into the system and begins production minutes after you place it online.

Automated e-mail order confirmations

Customers placing orders electronically receive three e-mail notifications per each order. The first e-mail (Order Acknowledgement) confirms the order has been placed online. The second e-mail (Order Confirmation) confirms the order is in the Dell Order Management System and assigns an order number and a projected ship date. The third e-mail (Ship Notification) offers detailed shipping information. The user can also sign up additional e-mail addresses to receive the same order confirmations.

Free and easily deployable

Premier does not require you to purchase and deploy a costly E-Procurement application and allows you to begin placing electronic orders virtually immediately.

Helps to implement corporate IT standards and real-time pricing

With real-time updates to Premier, you can be assured you are viewing and ordering the most recent configurations and pricing.

Assist your Dell resource to do more than quote generation & order entry

Enabling the customer to be more self-sufficient allows their Inside Sales Team to handle larger and more strategic tasks than merely quoting and facilitating order entry.

Assistance is only a call away

Have questions about customizing your Premier Page?

Call your Inside Sales Team to discuss customizing your Premier Page portal. Your Dell Account Team is referenced within the "**Premier**" tab or "**My Premier**" tab under the link named "**Contact Us**".

Need technical assistance?

Call or e-mail the Online Business Support Team. Premier experts are available to assist for any technical inquiry related to Premier and B2B integration. Call us at (877) 542-3355 or e-mail us at Premier@Dell.com. Business Hours:
7:30 AM to 5:30 PM (US CST) | Monday through Friday.