

# Premier.Dell.com—Shopping and Ordering Guide

Premier.Dell.com is designed to make you more efficient. This document will introduce you to the process of shopping and ordering within Premier. If you need any assistance while using Premier, a Help menu can be accessed through the link at the upper right of the screen.

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## Log in to Premier.Dell.com

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.

### Logging in for the First Time

Go to <http://Premier.Dell.com> and follow one of these two options:

#### Option 1- If you have a Welcome to Premier Dell.com email:

- Enter your profile email address and your temporary Personal Password.
- Select your Access Group and log on.

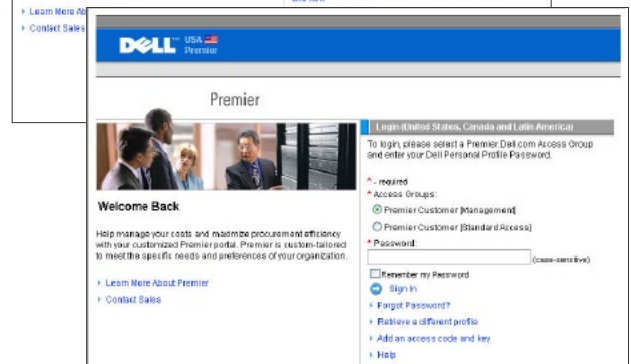
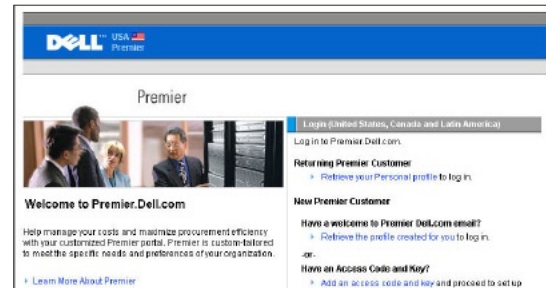
*When you login for the first time you should change your Personal Password.*

#### Option 2- If you have an Access Code and Key:

- Select “Add an Access Code and key and proceed to setup your Personal Profile,” under “New Premier Customers.”

### Returning Premier Customers

Retrieve your Personal Profile to log in.



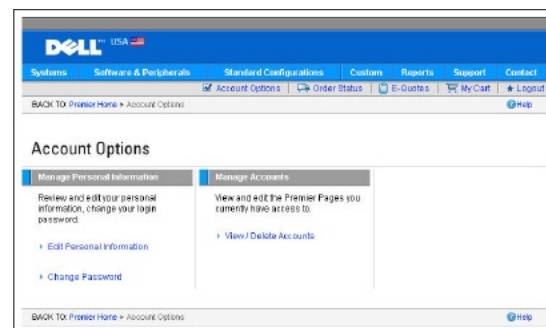
2

## Manage Your Personal Profile

To manage your Personal Password and Personal Profile, click on the “Account Options” link on the Premier navigation bar.

- Select the “Edit Personal Information” link to edit your name and email address.
- Select the “Change Password” link to change your password.
- Select the “View/Delete Accounts” link to delete an Account associated with your Dell Personal Profile.

You may also edit your Personal Profile during the Checkout process by selecting the “Update my current user profile with the changes I entered while completing this order” link on the last Checkout page (“Complete Your Order: Step 3 Submit Your Order”).



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## 3 Ways to Shop

### Standard Configurations

Premier allows your organization to set standard system configurations and user-selectable configuration options (upgrades and downgrades) for each system.

These configurations can be grouped according to category labels you specify with your Dell Account Team to guide users to the systems designed for their job function. An Access Group can be set up to display all of your standard configurations, or only a specific selection of your configurations.

### Full Systems Catalog

Your full systems catalog gives you access to the complete line of Dell branded products. Your Premier full 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.

*(See item 4 for system configuration instructions)*

### Software & Peripherals

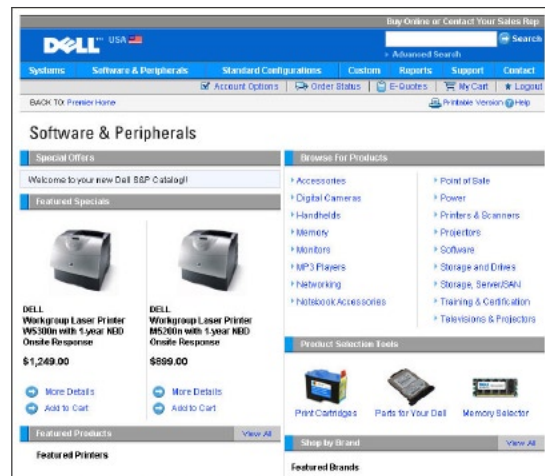
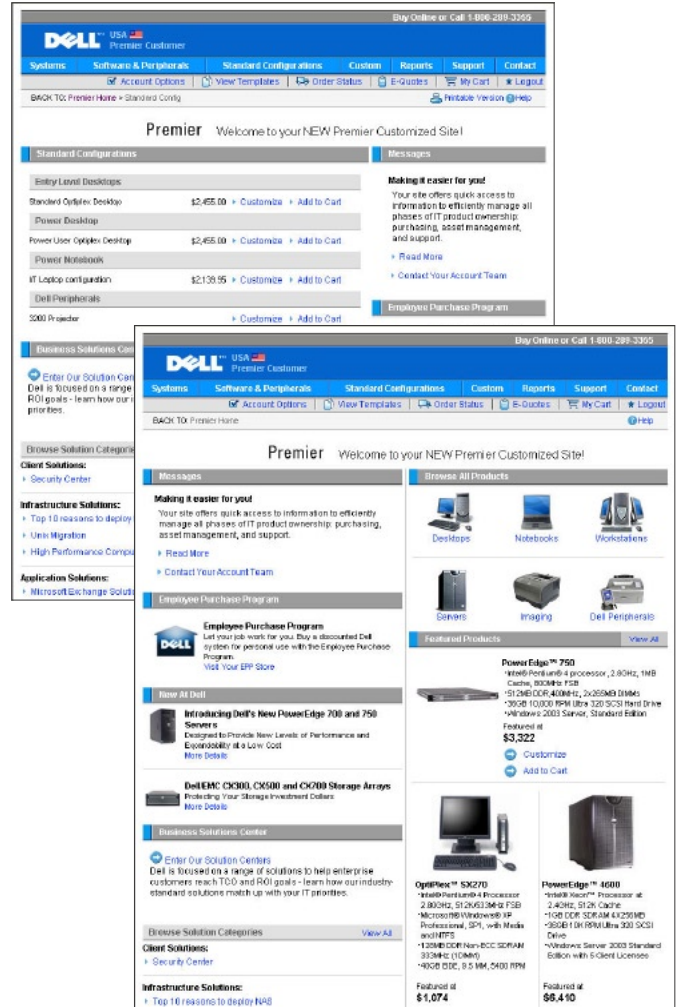
The entire Dell.com Software & Peripherals selection and all related product information is available as appropriate within Premier. The "Browse for Products" section in your Software & Peripherals site provides a persistent link to every product category.

The "Shop by Brand" section allows you to browse for products by brand. Each brand has its own page containing Featured Specials, Hot Sellers, and all the relevant product categories for that brand. Click on one of the "Featured Brands" from your Software & Peripherals main page or click "Shop All Brands" to see a full list of all manufacturers available.

Use "Advanced Search" to search the Software & Peripherals catalog by keyword, product category, price range, or part number.

### Add to Cart

As you shop, click on "Add to Cart" for each item you would like to purchase or save in an E-Quote.



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## Configuring a System

### Configuration Page Options

The configuration page displays a system with any user-selectable configuration options that are available for your organization. If you would like to see the available upgrades/downgrades, click on the appropriate dropdown box.

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.

You may also display the entire list of configuration options by clicking the "Configure By List" view option.

To quickly review the configuration options currently selected, or to format the configuration information for printing, click the "Configuration Details" view option. This displays a summary of the specified configuration with associated SKUs and descriptions, and the updated price.

### Saving Your Configuration

When you are finished configuring a system you have a number of options:

- You may save your configuration for use as an E-Quote.
- You may add it to a Product Comparison list for a side-by-side comparison with other system configurations.
- You may add it to your Cart to update the quantity as needed and proceed to checkout by clicking "Add to Cart" at the bottom of the screen. You may also save an E-Quote from the Cart page.

*(Learn about E-Quotes in item 5)*

The screenshot shows the Dell configuration interface for an OptiPlex GX270 Small Form Factor system. At the top, there's a navigation bar with links like 'Systems', 'Software & Peripherals', 'Standard Configurations', 'Custom', 'Reports', 'Support', and 'Contact'. Below this, there's a breadcrumb trail: 'BACK TO: Premier Home > Systems > Choose an OptiPlex > Select Base System'. The main heading is 'Select Base System'. A small image of the OptiPlex GX270 is shown with the text: 'OptiPlex GX270 Desktop with a great balance of features that provide investment protection, low operating costs, and reliability.' Below this is a table with columns: 'System', 'Suggested Operating System', and 'Price'. The table lists three options: 'Small Form Factor', 'Small Desktop', and 'Small Mini-Tower'. Each option has a radio button, a description of the processor (Intel® Pentium® 4 or Celeron® Processor, Up to 3.20GHz), the suggested operating system (Microsoft Windows® XP Professional, SP1, with Media and NTF), and a price (\$1,045.45 for Small Form Factor, \$1,078.45 for Small Desktop). Below the table, there's a section 'Configure Your System' with a heading 'OptiPlex™ GX270 Small Form Factor' and a description: 'OptiPlex™ GX270 New Relevant Technology That's Easy to Manage. Combination of Intel® Pentium® 4 800MHz Hyper-Threading capable processors, Dual Channel DDR memory and Intel® Gigabit Networking providing performance scalability for business and institutional environments.' The price is \$1,045.45, and there's an 'Add to Cart' button. Below this, there are tabs for 'Configure by Drop-down', 'Configure by List', and 'Configuration Details'. The 'Configure by Drop-down' tab is active, showing 'System Options' for 'OptiPlex GX270 Small Form Factor'. It includes dropdown menus for 'Intel® Processor with 4MP3D are only configurable with 509Mhz Memory' (Intel® Pentium® 4 Processor 2.80GHz, 512K/533MHz FSB, Gigabit NIC), 'Operating System(s)' (Microsoft Windows® 2000 Pro SP4 with Windows XP Pro License is the Dell factory installation of Windows 2000 Pro and the license and need for Windows XP Pro. Review 'Help Me Choose' for additional information about this offering; Microsoft Windows® XP Professional, SP1, with Media and NTF), 'Hyper-Threading' (None), 'Memory' (128MB DDR Non-ECC SDRAM, 533MHz, (1DIMM)), and 'Monitor' (Dell 17 inch 1702Z flat CRT color monitor (16:0 viewable)). There are also buttons for 'Update Price', 'Save as E-Quote', and 'Add to Cart'. At the bottom, there's a footer with 'Copyright 1999-2003 Dell Inc. For customers of the 50 United States only. Site Terms | Terms and Conditions of Sale | Privacy Policy | About Dell | Contact Us'.

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## 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.

- Once you have added all desired products to your Cart, view the Cart and click on “Save E-Quote.”
- Finalize the E-Quote by completing all required fields.
- To send the E-Quote to your Purchasing Agent and/or any other recipients via email, complete the appropriate fields.

### Retrieving an E-Quote

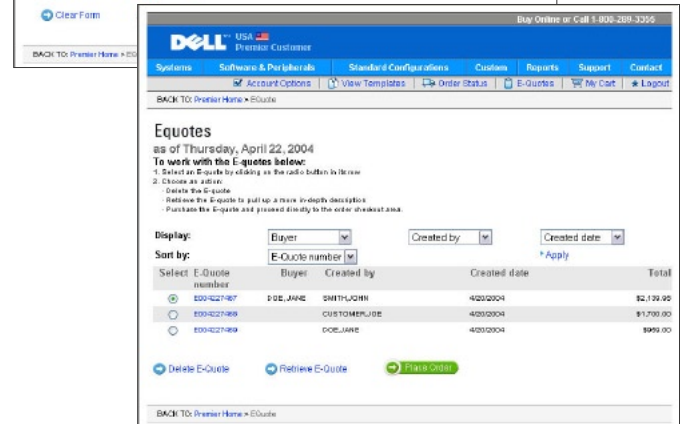
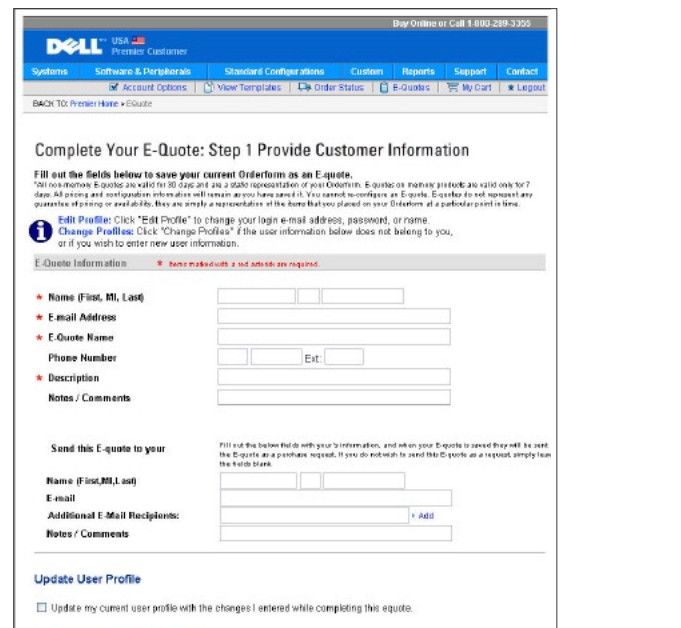
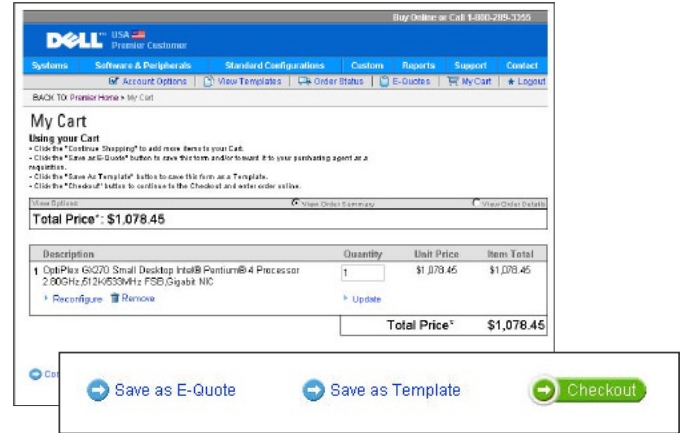
An E-Quote can be accessed by the individual who saved it or by an authorized E-Quote Buyer.

- Click “Retrieve E-Quote” on the Premier navigation bar.
- Some User Roles provide the ability to access another user’s E-Quotes using the “Retrieve E-Quote” link.
- E-Quote lists can be sorted and displayed by multiple fields (E-Quote Name, E-Quote Description, Date Saved, Expiration Date, and E-Quote Buyer).
- Locate the E-Quote and retrieve it by clicking on the E-Quote number.

### Editing an E-Quote

To edit a saved E-Quote:

- Retrieve the E-Quote.
- Make changes to the product, quantity, or purchasing information that was saved in the original E-Quote.
- Save the edited E-Quote. The edited E-Quote is saved as a new E-Quote with a new number. The original E-Quote is not changed by your edits and is not deleted unless you choose to do so in a separate process.



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## Placing an Order

Once you have added all products to your Cart, or retrieved an E-Quote, click on "Checkout." Complete three pages asking you to:

Step 1- Provide Customer Information:

- Contact Information, the primary contact for the order
- Billing Information
- Shipping Information, including delivery method

Step 2- Provide Payment Information:

- Payment method and details

Step 3- Submit Your Order:

- Review your order details and click the "Submit Order" button.

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## Order Status

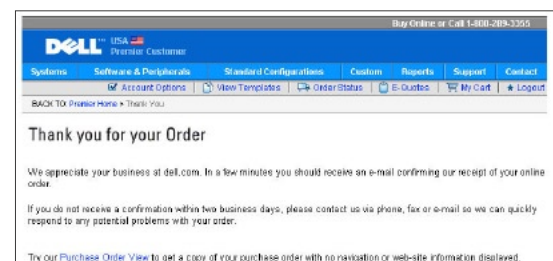
### Confirmation Emails

After you submit your order you will receive three separate emails from Dell per online order:

- 1- An order acknowledgement email listing your order details.
- 2- A subsequent order confirmation email will include an order number, your order details, and a projected ship date.
- 3- A ship notification email with detailed shipping information when your order has shipped.

### Order Status Link

Use the "Order Status" link on the Premier navigation bar to quickly check the status of one or more open orders.



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