

# Dell Premier

## Reporting Guide

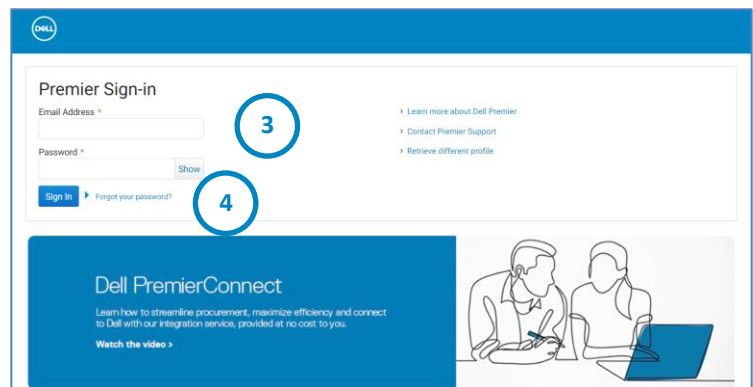
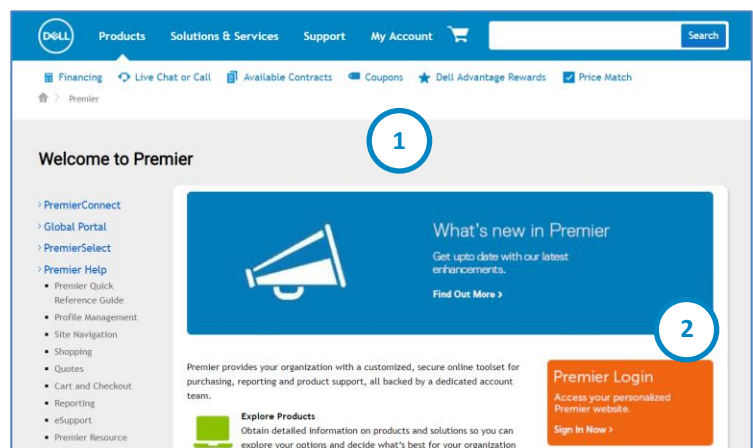


Dell Premier is your own, secure, personalised purchasing and support website enabling an easy, efficient and economical buying process. Review this guide to see how you can benefit from the Premier reporting capabilities, as an exclusive service for our Premier customers. Users with reporting access can view a variety of options relating to current and past Dell purchases (placed online and/or via your Dell Account team).

### Logging into your Premier Page

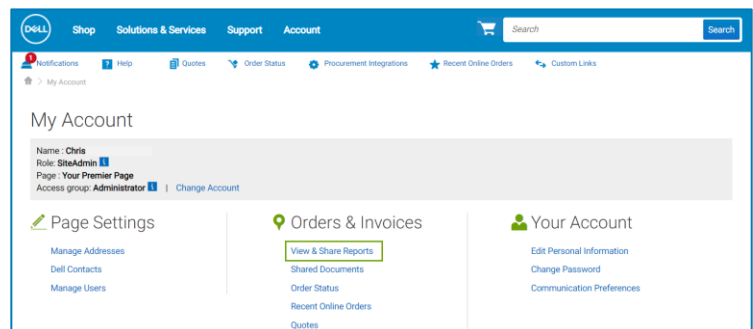
When you were initially invited to access Premier, you were provided with a temporary personal password. This password gives you access to your customised Premier store.

1. Go to <http://www.dell.com/premier>
2. Click on “**Premier Login**”.
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.



### Accessing your Premier Reports

To access the list of available reports, click on “**Account**” located on the top-left and click on “**View and share reports**”. A list of available reports will appear (this will be setup by your Dell Account Team). Click on the report option you are interested in viewing.

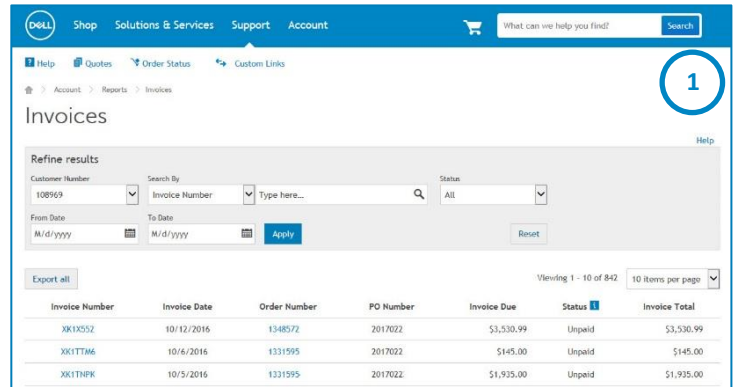


## Report Offerings

The Premier Page Customer 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. Please contact your Dell Account Team to discuss which offering is best for your organisation.

### 1. Premier Invoicing Report

With this report you can easily search and view invoices online. This report returns invoices for any customer number enabled for reporting as far back as account history exists. Results can be searched, filtered or sorted by attributes or downloaded. Individual invoices can be retrieved by clicking on an invoice number which returns the **electronic certified copy of the invoice**. If tracking information is available the “**Waybill Number**” link allows you to expand order details.

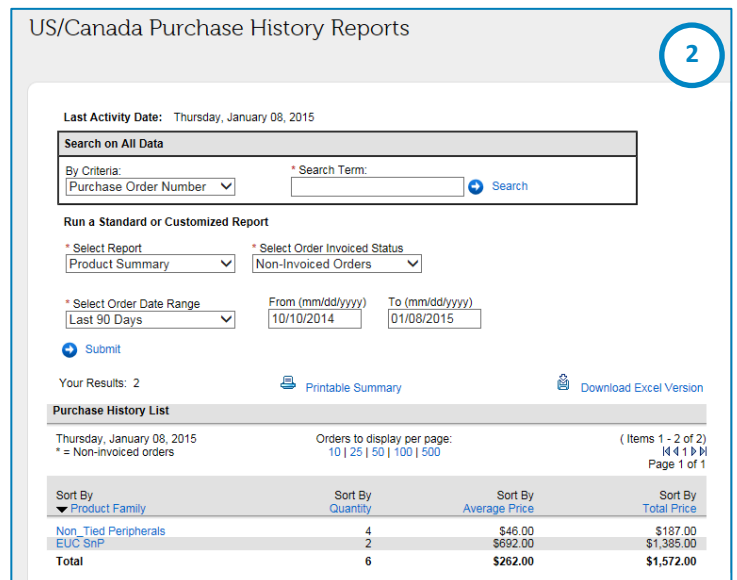


The screenshot shows the Dell Premier Invoicing Report interface. At the top, there are navigation links for Shop, Solutions & Services, Support, and Account. Below that, there are links for Help, Quotes, Order Status, and Custom Links. The main heading is 'Invoices'. A search bar contains the number '108969'. Below the search bar, there are filters for Customer Number (108969), Invoice Number, and Status (All). A table of invoices is displayed below the filters.

| Invoice Number | Invoice Date | Order Number | PO Number | Invoice Due | Status | Invoice Total |
|----------------|--------------|--------------|-----------|-------------|--------|---------------|
| XX1X25Z        | 10/12/2016   | 1348572      | 2017022   | \$3,530.99  | Unpaid | \$3,530.99    |
| XX1T1ME        | 10/6/2016    | 1331595      | 2017022   | \$145.00    | Unpaid | \$145.00      |
| XX1T1NK        | 10/5/2016    | 1331595      | 2017022   | \$1,935.00  | Unpaid | \$1,935.00    |

### 2. Purchase History Reports

This report allows you to view reporting data based on invoice status (invoiced vs. non-invoiced). You can search for individual reports using reporting criteria or select a standard report type, invoice status, and order date range. When you have selected your criteria, just click “**Submit**” to view your detailed report. Results can be sorted by columns or filtered by attributes.

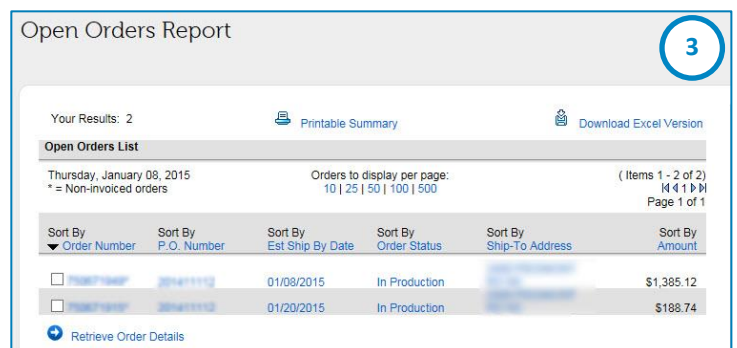


The screenshot shows the Dell Premier Purchase History Reports interface. At the top, there is a search bar with 'Purchase Order Number' selected. Below the search bar, there are filters for Report Type (Product Summary), Order Status (Non-Invoiced Orders), and Order Date Range (Last 90 Days). A 'Submit' button is visible. Below the filters, there is a 'Purchase History List' table.

| Sort By              | Sort By  | Sort By         | Sort By           |
|----------------------|----------|-----------------|-------------------|
| Product Family       | Quantity | Average Price   | Total Price       |
| Non_Tied Peripherals | 4        | \$46.00         | \$187.00          |
| EUC SnP              | 2        | \$692.00        | \$1,385.00        |
| <b>Total</b>         | <b>6</b> | <b>\$262.00</b> | <b>\$1,572.00</b> |

### 3. Open Order Report

With this report you can get the status of orders currently in production (placed within the past 48 hours). Results can be sorted by columns or filtered by attributes. Selecting multiple orders and clicking “**Retrieve order details**” or clicking an individual order number will return the order detail summary which links to system details or expanded order details.



The screenshot shows the Dell Premier Open Orders Report interface. At the top, there is a search bar with 'Purchase Order Number' selected. Below the search bar, there are filters for Report Type (Product Summary), Order Status (Non-Invoiced Orders), and Order Date Range (Last 90 Days). A 'Submit' button is visible. Below the filters, there is an 'Open Orders List' table.

| Sort By                  | Sort By     | Sort By          | Sort By       | Sort By         | Sort By    |
|--------------------------|-------------|------------------|---------------|-----------------|------------|
| Order Number             | P.O. Number | Est Ship By Date | Order Status  | Ship-To Address | Amount     |
| <input type="checkbox"/> | 108969      | 01/08/2015       | In Production |                 | \$1,385.12 |
| <input type="checkbox"/> | 108969      | 01/20/2015       | In Production |                 | \$188.74   |



## 4. Order Status report

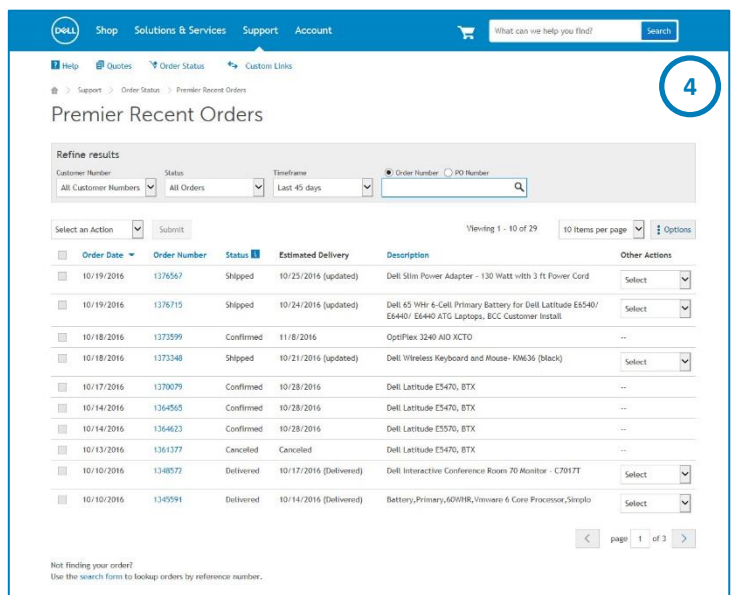
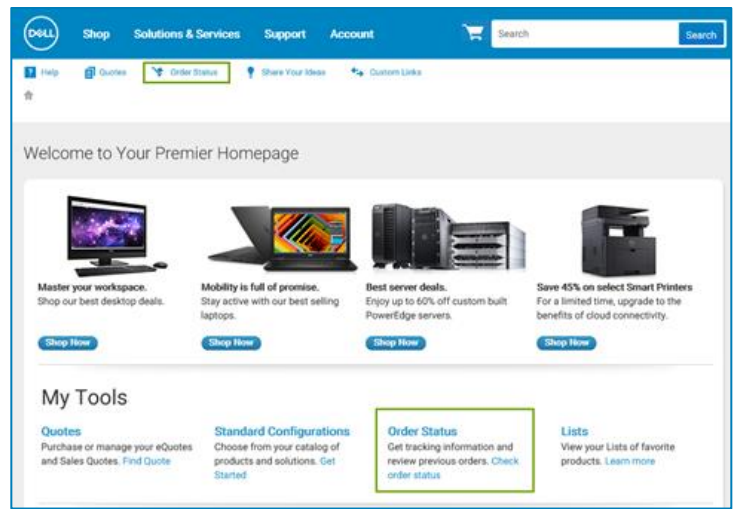
Use the “**Order Status**” report to quickly check the status of your orders.

Order Status information can be accessed from the navigation menu bar across the top of your page or from the “My Tools” section. You are able to access order status details within the past 2 years by customizing the filter drop down menu options.

You will be able to access useful links (request order cancellation, contact customer support, View packing slip, request an invoice....) at the order detail level – simply click on the order number.

Clicking on View Packing Slip provides you access to your Packing Slip for orders that are in a Shipped Status.

Other reports, like **Custom Purchase History**, **Prestige Purchase History** (showing 15 months of rolling purchases) or **ImageWatch** (related to product transitions) can be available on your Premier Pages. Please contact your Dell Account Team to discuss which offering is best for your organisation.



## 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, as well as working with the appropriate business partners to resolve Premier Page related technical issues.

### Premier Account Managers

The Premier Account Managers (PAM's) provide administrative and maintenance support for ALL Premier Pages. PAM's work closely with sales to ensure a Premier Page is optimized and meets customers' purchasing needs.

## [Engage the Premier Website Support Teams](#)