PremierConnect
B2B Integration Guide

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PremierConnect B2B Integration Guide

Your guide to PremierConnect

PremierConnect, Dell's B2B eCommerce solution, integrates your Enterprise Resource Planning (ERP)/procurement system with Dell's Premier Page for streamlined, efficient ordering. Establishing a PremierConnect (B2B) integration with Dell takes just a few steps, starting with this guide and supporting reference material. Inside, you'll find what to expect during the B2B implementation process, detailed global capabilities for catalog and order management, specifications related to secure electronic transactions, and an overall better understanding for successfully integrating your PremierConnect solution.

For additional information, contact your Global Integration Architect, e-mail PremierConnect@dell.com, or visit www.dell.com/PremierConnect.

PremierConnect overview

Recognizing your need for a global end-to-end electronic procurement process, Dell offers an efficient eProcurement solution from catalog through payment. PremierConnect integrates your ERP/procurement system with your customized Dell catalog. Join the more than 1,500 B2B integrations among our largest customers to enjoy a user-friendly purchasing environment.

PremierConnect integrations are available to direct customers and third-party trading partners. Once your PremierConnect integration is established, our proven B2B solution allows you to securely shop a catalog customized with your standards and pricing from within your procurement system and return the contents of each shopping session back electronically.

Electronic purchase orders flow seamlessly into Dell's order management system, reducing order cycle time and improving order accuracy. Plus, your organization can save money and hassle by virtually eliminating time-consuming and error-prone double entry of order information. As an additional capability, you can receive electronic invoicing (based on most customer formats). We enable ease of payment by accepting electronic funds transfer.*

Allow your team to focus on its core business while our team of experts provides B2B integration assistance. Additionally, Dell ProConsult Services are available in the U.S. and Canada and provide a Dell technical team onsite to deploy any phase of your eProcurement solution.

To learn more, please view PremierConnect Overview Video (4 minutes).

*May vary by region.

Integration with procurement applications and supplier networks

We understand the desire to maximize the investment of your existing or new ERP/procurement system, and we're here to help. PremierConnect easily integrates with most procurement systems and/or your preferred supplier network and has proven relationships with the vast majority of ePurchasing vendors around the globe.

The most common platforms/supplier networks* include (but are not limited to):

- Ariba
- Coupa
- eSchoolMall
- GHX
- Hubwoo
- IBX
- Ketera
- Oracle
- PeopleSoft
- Quadrem
- ReQlogic
- SAP
- SciQuest
- Vinimaya
- Others/proprietary

An integration project is required to define your connection requirements.

Protocols: We support industry-standard protocols such as, but not limited to, cXML, xCBL, OCI (for PunchOut), OAG, and EDI X12 (Electronic Data Interchange). Please contact us for more information regarding customized solutions.**

See Appendix C for detailed supplier network information.

*May vary by region.

** Some restrictions apply.

The Dell team is here to help

Whether your organization is just getting started with PremierConnect or needs production support, we make it easy to get answers.

Questions	Contact
New PremierConnect (B2B) Requests: • Catalog • Electronic PO • eInvoicing • Electronic Payment (EFT) • Dell ProConsult	**PremierConnect@Dell.com**
Sales, Catalogs, Products, Pricing	**Dell Sales Team**
Post Deployment Support	**Global_B2B_Support@Dell.com** or toll-free (US) 877-542-3355 (Mon-Fri 7:00 am-6:00 pm CST)
New Global Portal Request	**Global_Portal@Dell.com**
Global Portal Technical Issues	**Global_Portal_Support@Dell.com**

If you require additional assistance integrating your procurement system with PremierConnect, Dell ProConsult* can help by providing on-site technical resources for B2B implementation.

*Not available in all regions.

Recommendations for a successful project

Dell is committed to enabling your eProcurement systems for PremierConnect. Our dedicated and experienced technical team will closely guide you through the process from integration through implementation and ongoing production support.

Recommendations for a successful project

- A dedicated technical contact who is available during the project duration.
- An agreed-upon project schedule.
- A catalog with pre-negotiated products and pricing. Dell's recommended catalog is PunchOut (supplier-hosted catalog) because it is most advantageous to customers. (See benefits, page 11.)
- Ability to "PunchOut" via HTTPS capability or via a supplier network.
- Utilizing PunchOut and an electronic purchase order solution, to maximize customer efficiency.
- Ability to send electronic purchase orders via an industry standard protocol such as cXML, xCBL, EDI, (as opposed to fax, email, PDF formats), thus enabling your organization to take full advantage of its ERP investment.

Transportation/security methods

Data transportation and security are at the heart of the PremierConnect experience. We support a variety of industry-standard methods and if required can work with your organization to support a customized solution.

Transportation

HTTPS protocol for XML: Dell supports both HTTP and HTTPS protocols, but we highly recommend choosing the HTTPS protocol for its associated data security and protection with SSL (Secure Socket Layer). In addition, HTTPS is considered the most popular network protocol for establishing secure connections and exchanging documents over the Internet. HTTPS helps to ensure that third parties do not intercept data during transactions, providing you with peace of mind.

HTTP header settings: In order to post XML to Dell, the HTTP header setting "Content-Type" must be "text/xml". Also, the HTTP authentication method should be set to either anonymous or basic, with no user ID or password in the HTTP header.

VAN (value added network) for EDI: Dell supports receiving electronic data via a Value-Added Network (VAN). VANs traditionally support the transport of EDI (Electronic Data Interchange).

AS2 (applicability statement 2): Dell supports AS2 (Applicability Statement 2) protocol, a specification that securely and reliably transports data over the Internet. When using AS2, all data is sent using either the HTTPS or HTTP protocols mentioned above with the additional security benefits of digital certificates and encryption. AS2 also adds connection and data receipt monitoring with the added function of positive or negative MDNs (Message Disposition Notification).

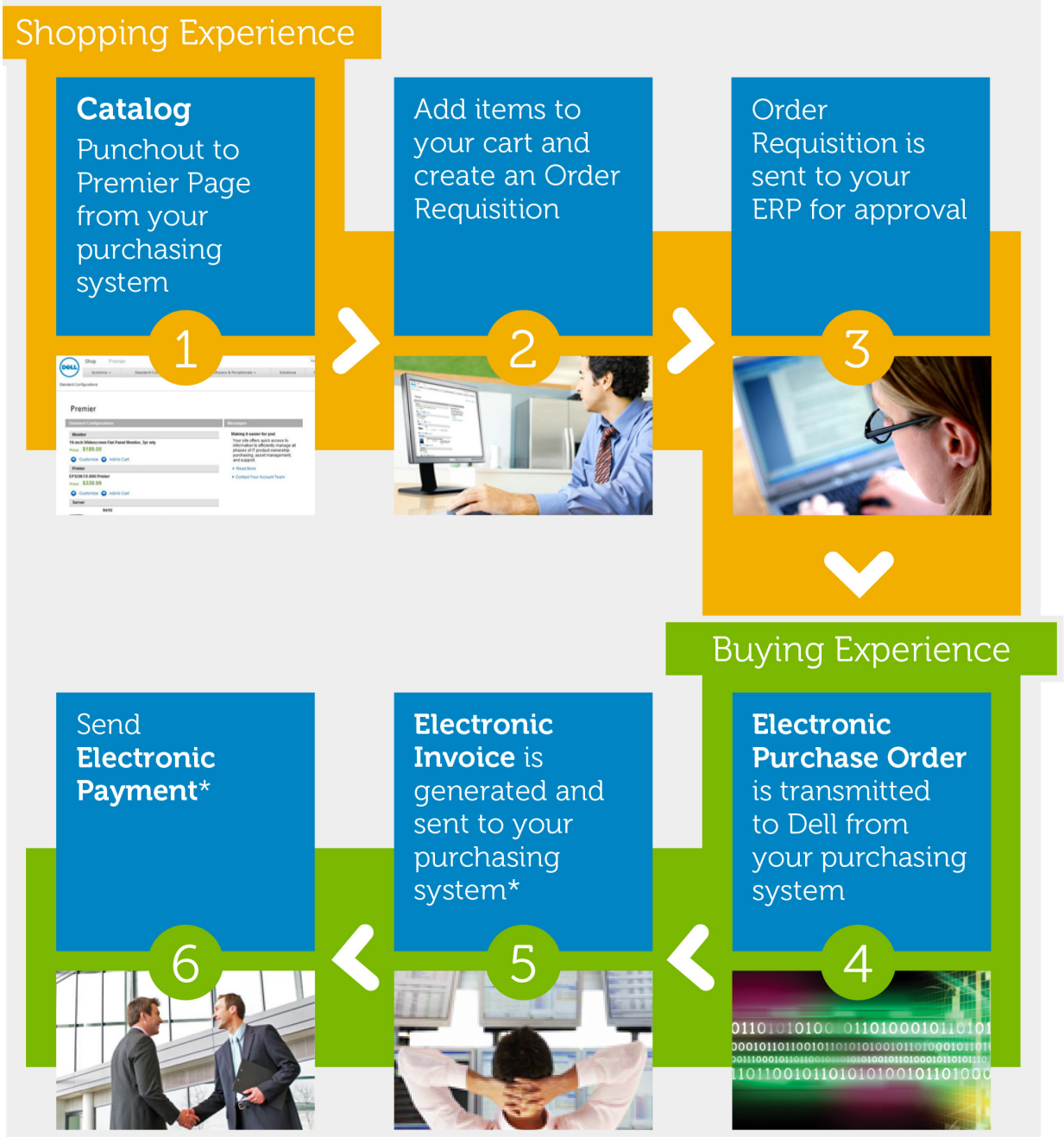
FTP

- FTP SSL or FTPS: FTPS, also known as FTP Secure or FTP SSL, is File Transfer Protocol (FTP) with additional support for the Transport Layer Security (TLS) and Secure Sockets Layer (SSL) cryptographic protocols.
- SFTP: SFTP, or secure FTP, is a program that uses SSH to transfer files. Unlike standard FTP, it encrypts both commands and data, preventing passwords and sensitive information from being transmitted in the clear over the network.

Custom solutions: We offer support for certain customized transportation options. If you would like to explore a custom option, please contact your Global Integration Architect.

Security: We can add an extra level of security with digital certifcates. Consult your Global Integration Architect for more information.

PremierConnect
PunchOut catalog for B2B process



*Not available in all regions.

PremierConnect
Buyer-hosted catalog for B2B process

*Not available in all regions.

PremierConnect B2B Integration Guide

Selecting which catalog is right for you

For convenience and ease, your business has access to its own unique catalog, offering your company's agreed-upon products, prices and standard configurations. Choose an online PunchOut catalog hosted by Dell or a buyer-hosted catalog.

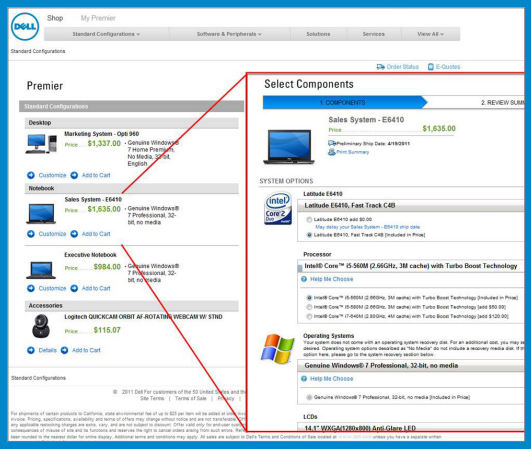
Catalog offerings

1. PunchOut (Supplier-hosted): Hosted by Dell and accessed using XML messaging, via the Internet
   - Dell's recommended catalog solution.

2. Buyer-hosted: Hosted on the customer system as a catalog file.

Catalog options: PunchOut Catalog/Buyer-hosted Catalog

PunchOut Catalog



Direct PunchOut to Dell Premier Page from customer's ERP/procurement system

Buyer-hosted Catalog

Supplier ID	Supplier Part ID	Manufacturer Part ID	Item Description
128293999	9994764257820\9	224-4480	Precision Workstation M4400
128293999	9994764257820\1	1904W3Y	19-inch Widescreen Flat Panel Monitor, 3yr w
128293999	9994764257820\2	A0321887	EPSON FX-890 Printer
128293999	9994764257820\4	224-4680	Precision Workstation M4610
128293999	9994764257820\5	23NVR1	Spare Part SKU
128293999	9994764257820\6	2909W3Y	21-inch Widescreen Flat Panel Monitor, 3yr w
128293999	9994764257820\7	A0321887	EPSON FX-890 Printer
128293999	9994764257820\10	2344R2	Spare Part SKU
128293999	9994764257820\11	574617364	DESKTOP; Optiplex 780;
128293999	9994764257820\12	310-2881	DVIEW; D/View Notebook Stand for Dell Latitu
128293999	9994764257820\13	430-3113	EPORT, Simple Port Replicator, Latitude E
128293999	9994764257820\14	A3651899	Excel 2010 Sngl License Only 065-07338, Insta Application;
128293999	9994764257820\15	574644038	GRID - replacement USB keyboard 310-7995 a Bundle
128293999	9994764257820\16	A0941706	Flash, Cables to Go USB 2.0 26-in-1 Memory Ca
128293999	9994764257820\17	A0143419	Toner; Hi Yield Prebate Toner-Cart T632 and T6
128293999	9994764257820\18	A2393021	Toner Lexmark; 4Kpage Black Return Program
128293999	9994764257820\19	A0290452	Toner Lexmark; Black High Yield Toner Cartridg C510/C510n/C510dtn Color Laser Printers
128293999	9994764257820\20	A0290450	Toner Lexmark; Magenta High Yield Toner Cart C510/C510n/C510dtn Color Laser Printers
128293999	9994764257820\21	A0149065	memory; 256 MB MEMUPG PHASER 6200
128293999	9994764257820\22	A0717896	memory; 1Gb module for D610

Ordering using a catalog stored on customer system

Products and pricing are examples only.

See Appendix A for sample catalogs.

PunchOut Catolog (Supplier–Hosted)

1 Customer Purchasing System

- Access your purchasing system.
- Click on the Dell link to open your customized online catalog.
- This will initiate the "PunchOut" or "roundtrip" process.

2 Dell PunchOut Catalog

- Dell "hosts" and maintains customer product information in a secure environment.
- This customized online catalog contains your standards and pricing.
- This catalog contains a configurator, allowing customers to select and configure products.

3 Order Requisition

- Add products to your basket.
- Click "Submit Order Requisition" button.
- A B2B Cart ID is stored at Dell to uniquely identify your basket or "B2B quote." Your procurement system receives an Order Requisition with this unique B2B Cart ID, product and pricing for approval.

4 Approval/ PO Process

- Your procurement system receives the Order Requisition and routes it through the workflow approval process.
- When the Purchase Order is approved, it is electronically routed to Dell via an industry standard protocol.
- Orders can be submitted directly from your procurement system, via a third-party intermediary, or supplier network.

5 Dell Order Fulfillment

- After your electronic order is received, Dell systems validate required fields.
- The order is electronically processed through our Order Management system.
- The order is fulfilled.

PunchOut catalog benefits:

- Hosted and maintained by Dell
- Dynamic catalog - Your standard products and pricing are updated in real time
- Multi-currency, multi-country*
- Globally available 24/7
- Virtually eliminates duplicate data entry
- Orders placed via PunchOut catalogs are more streamlined and provide more accurate purchase orders
- eQuotes can be configured and saved for subsequent retrieval
- Provides real-time configurability
- Catalogs and products are customer-defined

We recommend PunchOut as the preferred best-practice solution.

Protocols: Dell supports industry-standard cXML and OCI protocols for PunchOut. We can also support customized solutions.*

See Appendix B for mapping specifications.

*Some restrictions apply.

Buyer-hosted catalog

We understand you may prefer to "host" a catalog on your own system, on a supplier network, or using an intermediary service provider. You can still take advantage of PremierConnect's integrated service with a customized buyer-hosted catalog that's imported directly into most procurement applications, thus enabling access to your catalog of Dell's products and services from your own procurement system.

We have flexibility to support industry-standard formats, or we can work with you for your customized needs.*

Considerations of buyer-hosted catalog:

- Customer hosts the catalog
- Available for purchasing systems that do not have PunchOut capabilities
- A static (snapshot) catalog that is valid for a limited time
- A recurring maintenance process must be estabilished to keep the catalog current
- Requires more time for setup and additional testing, therefore, may require additional IT resources and support
- A separate catalog must be created for each country/currency

Buyer-hosted catalog benefits:

- Provides catalog that does not require online access to a Dell store
- Catalog can be presented in the method and format of your choice
- Offers full purchasing control through internal procurement systems at the buyer end

*Some restrictions apply.

Product Categorization – UNSPSC codes, eCl@ss codes, other

To assist your organization with product categorization, Dell provides a UNSPSC® (United Nations Standard Products and Services Code) number, which is passed in the Order Request. The UNSPSC® number provides a single global classification system that can be used for:

- Company-wide visibility of spend analysis
- Cost-effective procurement optimization

UNSPSC codes

Dell can configure UNSPSC codes per customer requirements. Please speak with your Global Integration Architect for customization details.

Version	Desktop	Notebook	Server	Others*
5.01	43171803	43171801	43171806	43171800
6.05	43171803	43171801	43171806	43171800
7.0901	43211507	43211503	43211501	43211500
8.0401	43211507	43211503	43211501	43211500
9	43171803	43171801	43171806	43171800
11	43171803	43171801	43171806	43171800
12	43211507	43211503	43211501	43211500
13.2	43211507	43211503	43211501	43211500

* Software and peripheral items can have commodity level UNSPSC codes (e.g. 43171904) for U.S.

eCl@ss codes

eCl@ss is a product classification and description standard for information exchange between customers and their supplier and is a de facto standard within the German energy industry. For more information on how Dell can provide eCl@ss codes for your organization, please contact your Global Integration Architect.

Other

For additional customized product codes and categories, please contact your Global Integration Architect.

Electronic Purchase Order processing/managing customer orders

Electronic ordering is an integral part of the end-to-end electronic procurement process. Orders can be submitted directly from your procurement system or ERP system, via a third-party intermediary or a supplier network. Electronic orders are routed to Dell via an industry-standard protocol method (i.e., cXML, xCBL, EDI, etc.), as opposed to e-mail, fax, or PDF, enabling your organization to take full advantage of your ERP investment by ensuring that we receive and process your orders without manual intervention, which helps increase accuracy.

Protocols: Dell supports industry-standard protocols for purchase orders, including cXML, xCBL, OAG, and EDI X12 (Electronic Data Interchange). We can also support some customized solutions.*

Purchase Order validation

1. **Authentication**
   - Validates customer authentication credentials

2. **Purchase order**
   - Validates that purchase order is not a duplicate

3. **Customer address (Ship to/Bill to)**

Ship to	Bill to
Contact name	Contact name
Company Name	Address, city, state, country, postal code
Address, city, state, country, postal code	
Contact e-mail address	
Phone number	

4. **Currency**
   - The currency of the order matches the currency of the Order Requisition

5. **Credit card (only validated if order placed via this payment method)**
   - The card number, expiration date, security code, and credit card name

6. **Item detail/B2B cart:**
   - B2B Cart validation:
   - B2B cart ID provided on the order line(s) for this customer
   - B2B cart has not expired
   - Unit price check:
   - Validation of the Order Requisition line unit price
   - Line item quantity

*Some restrictions apply.

Purchase order system notification

When the purchase order is received and validated, we electronically send back a Purchase Order acknowledgement providing a system-to-system (synchronous) success or fail notification.

Successful purchase order:

- Successful order validation completed. Purchase order acknowledgement is sent from Dell with a status code of 200.
- Order is sent to our order management and fulfillment systems.

Unsuccessful purchase order/Purchase order exception handling:

- Purchase order acknowledgement is sent from Dell with a status code of 500. Reject order workflow is initiated whereby a reject message is returned to your system, which includes the detail of the reject error.
- An error report is created, which is monitored by the Dell Global B2B Helpdesk (Global_B2B_Support@dell.com), and an e-mail is issued to the supporting Sales Team to promptly investigate.
- The action undertaken for recovering and processing rejected orders is agreed upon with customers at the time of deployment.

Payment methods*

Dell supports several payment methods. These payment methods vary by region:

Payment Method	U.S.	Canada	Latin America	Europe, Middle East, Africa	Asia, Pacific, Japan
Purchase Order Terms	✔	✔	✔	✔	✔
American Express	✔	✔	✔*		✔
Visa	✔	✔	✔*		✔
MasterCard	✔	✔	✔*		✔
Discover	✔		✔*		
Lease (PunchOut Catalog)	✔	✔	✔		
Floor Planning	✔	✔			

*Some restrictions apply.

1. **Purchase order (terms):** The purchase is defaulted as a "terms" order if a credit card (purchase card, PCard, ghost card, virtual card, etc.) number is not sent on the PO or if "lease" is not selected during a PunchOut session.

2. **Credit card:** Dell supports credit cards through the B2B process. There are two different ways for this payment method to be used:

   - **Credit card number received in the PO:** When sending a credit card in the purchase order, the expiration date and cardholder name are required. Dell determines the type of card based on the first digit of the card number. 3=Amex, 4=Visa, 5=MasterCard, 6=Discover.

     Optional fields for credit card orders include card type and card identification number. If optional fields are required, please contact your Dell Global Integration Architect.

   - **Credit card number defaulted in Dell's B2B system:** Dell will default one credit card number to be used for all purchase orders. When this method is activated, ALL orders are charged to this card and any other payment method indicated will not be used. If a card identification number is required, then this must sent with the purchase order. Dell cannot default the card identification number due to security issues.

     Note: For security purposes, Dell encrypts the credit card number in the B2B system and purchase order when received and does not store card identification numbers.

3. **Lease (PunchOut catalogs):** We support limited leasing through Dell Financial Services. With this option, your PunchOut catalog and the products and pricing within are set up specifically to accommodate leasing. When creating a B2B cart (Order Request/Order Requisition) users are given the option to select lease as the payment method. Only products that have been set up as leasable will display the lease payment method.

Notes:

- Leasing is currently not available for non-catalog orders.
- Leasable and non-leasable items cannot be saved in the same B2B cart

4. **Floor planning:** Dell also supports the floor planning payment method through the B2B system. To use the floor planning payment method, a value of FP must be received in a specific location of the purchase order. Please work with your Dell Global Integration Architect to get this payment method configured.

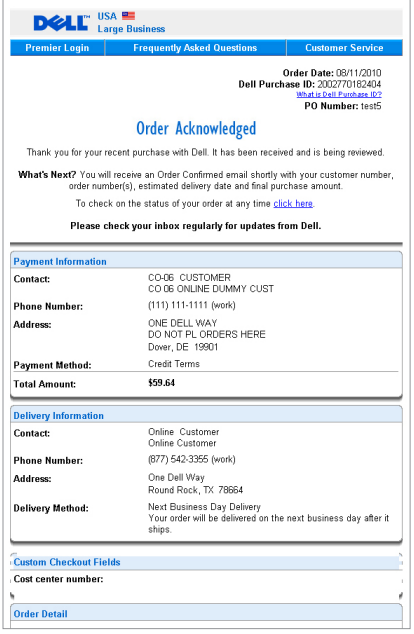
See Appendix B for purchase order mapping specifications.

Order status and tracking

For easy order status and tracking, we provide order confirmation e-mail notifications.*
After submitting an electronic purchase order, you will receive three separate e-mail messages from Dell per PremierConnect order:

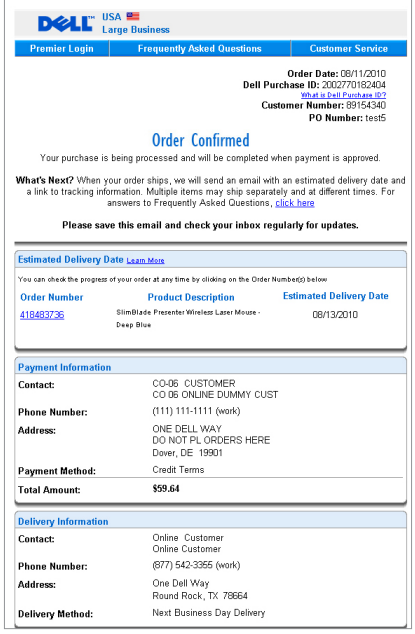
1. Order acknowledgement

Notifies you that your order has been received by Dell.



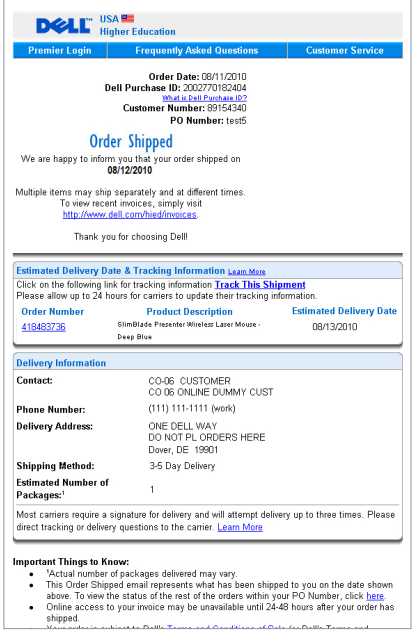
2. Order confirmation

Includes order information such as Dell order number and estimated ship date.



3. Order ship notification

Lets you know your order is on its way.



Electronic notification: Purchase order acknowledgement provides system-to-system (synchronous) success/fail notification upon transmission of the order. For additional information regarding electronic order tracking*, please contact your Global Integration Architect.

*Not available in all regions.

E-Invoicing solutions

Standard invoicing (U.S./EMEA)*

This invoice solution electronically generates standard Dell invoices. A relationship must be established with a VAN (Value Added Network) provider and interconnect with our VAN provider GXS (Global Exchange Service).

Protocol: EDI X12 (Electronic Data Interchange)

Custom invoicing (U.S.)*

Custom electronic invoices consist of standard Dell invoice data combined with your PO data to create one electronic invoice per PO (PO match).**

- Requires POs to be submitted electronically
- Dell merges and customizes the order data according to the agreed-upon specifications**

Protocols/transport: Dell supports most industry-standard protocols for eInvoicing: cXML, xCBL, and EDI. We can also support some customized solutions.** Dell offers HTTP, HTTPS, and AS2 as forms of electronic communication. (Customer must have the infrastructure to receive eInvoice - i.e., cXML, xCBL, EDI.)

Electronic payment/Electronic Funds Transfer (EFT)

An Automatic Clearing House (ACH)* payment is a highly reliable and efficient electronic payment method. We recommend establishing ACH remittance in the CTX format, which allows reference to multiple invoices with remittance. This flexibility will reduce or eliminate account-posting errors. If a CTX transaction is not available to you, then CCD+ is the next best alternative. We do not recommend sending payment in any other ACH format.

*Not available in all regions. Specific capabilities vary per region.

**Some restrictions apply.

Integration project process

Dell's six-step integration process provides a path to your company's eProcurement success:

1. Engagement

When you are ready to explore PremierConnect integration, just let us know. There are three easy ways to start the process:

- Call your Dell Account Team
- Send an e-mail to PremierConnect@dell.com
- Visit www.dell.com/PremierConnect

Phase output: Project request to Dell's Global Integration Architect.

2. Scoping

During the scoping phase, Dell works closely with you to define your business and technical requirements. We'll meet (via phone) with your stakeholders to complete a questionnaire. That document is then provided to the Dell technical team to:

- Review your requirements
- Assess your organization's readiness
- Confirm Dell's global capabilities

Phase output:

- Go/No-go decision to proceed with a B2B Integration Project.

3. Integration
Your Dell team will establish your organization's unique customer requirements/profile in the test integration environment. The Global Integration Architect will:
- Gather mapping details from your IT team
- Build your profile and maps, which are customized and verified

Phase output: A test integration that is ready for testing phase to begin.

4. Testing
See how your system will work through a thorough testing process of associated transactions.
- Unit testing is conducted for:
  - Connectivity
  - Content
  - End-to-end processing

- Test results are:
  - Logged and verified
  - Signed-off by Dell and customer's technical team

Phase output: Testing sign-off.

5. Production/go live
Your completed project is moved to production and validation of initial production orders is finalized after:
- Dell builds the production profile and tests and validates the initial production orders based on associated production testing scenarios
- Approval of production orders signals project completion and live connectivity

Phase output: "Go live" decision/move to production.

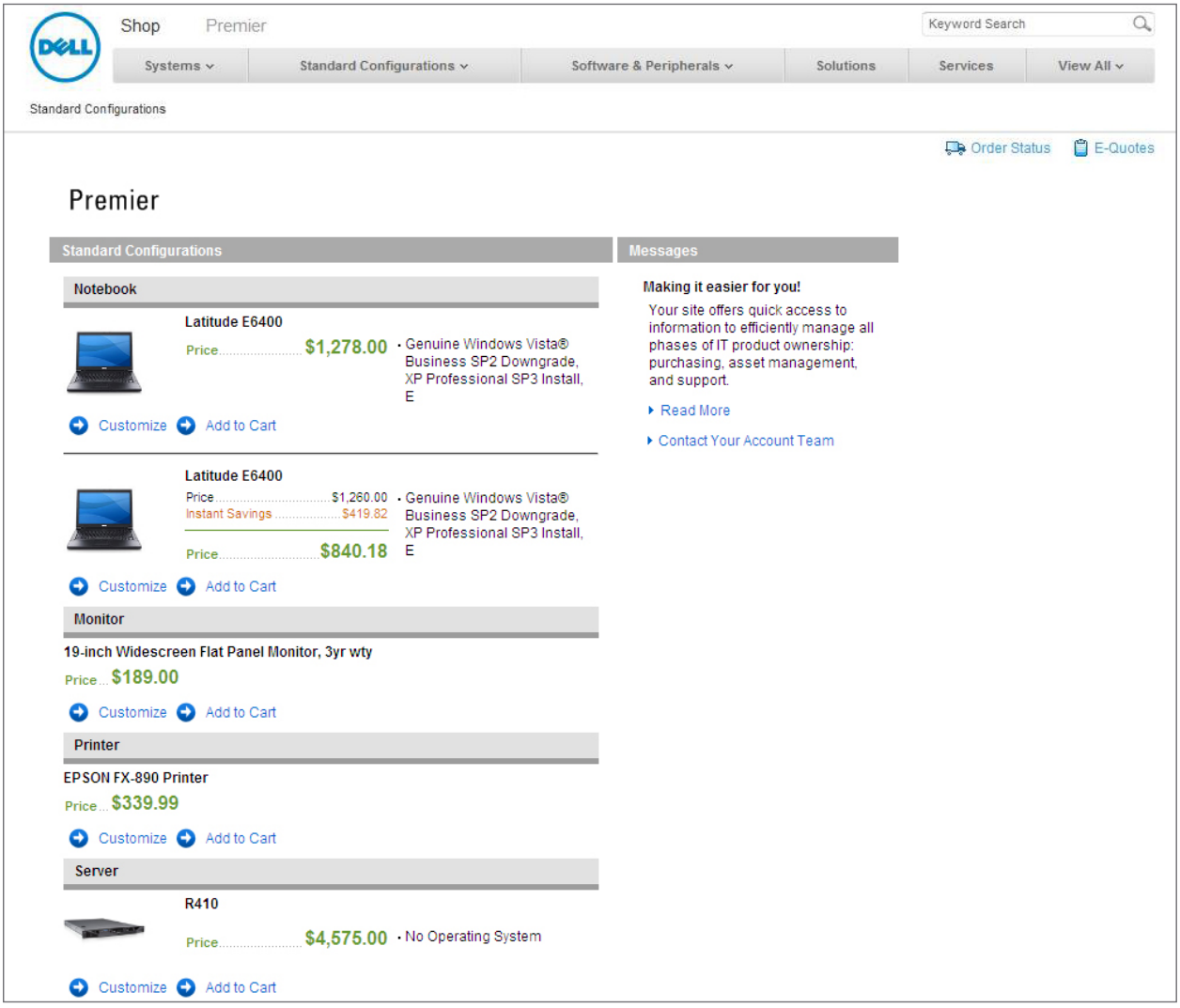
6. Support: Your Dell team continues to work with you and is here to:
- Provide ongoing production support to assist in the speedy resolution of B2B issues
- Provide an ongoing test environment for customer training and/or regression testing
- Partner to ensure the most effective utilization of PremierConnect integration

Phase output: Functional, stable integration/transition of support to Global PremierConnect Helpdesk.

Appendix A – Sample catalogs

Sample PunchOut catalog

The PunchOut catalog, as shown below, is your customized Dell Premier Page with your products and pricing.

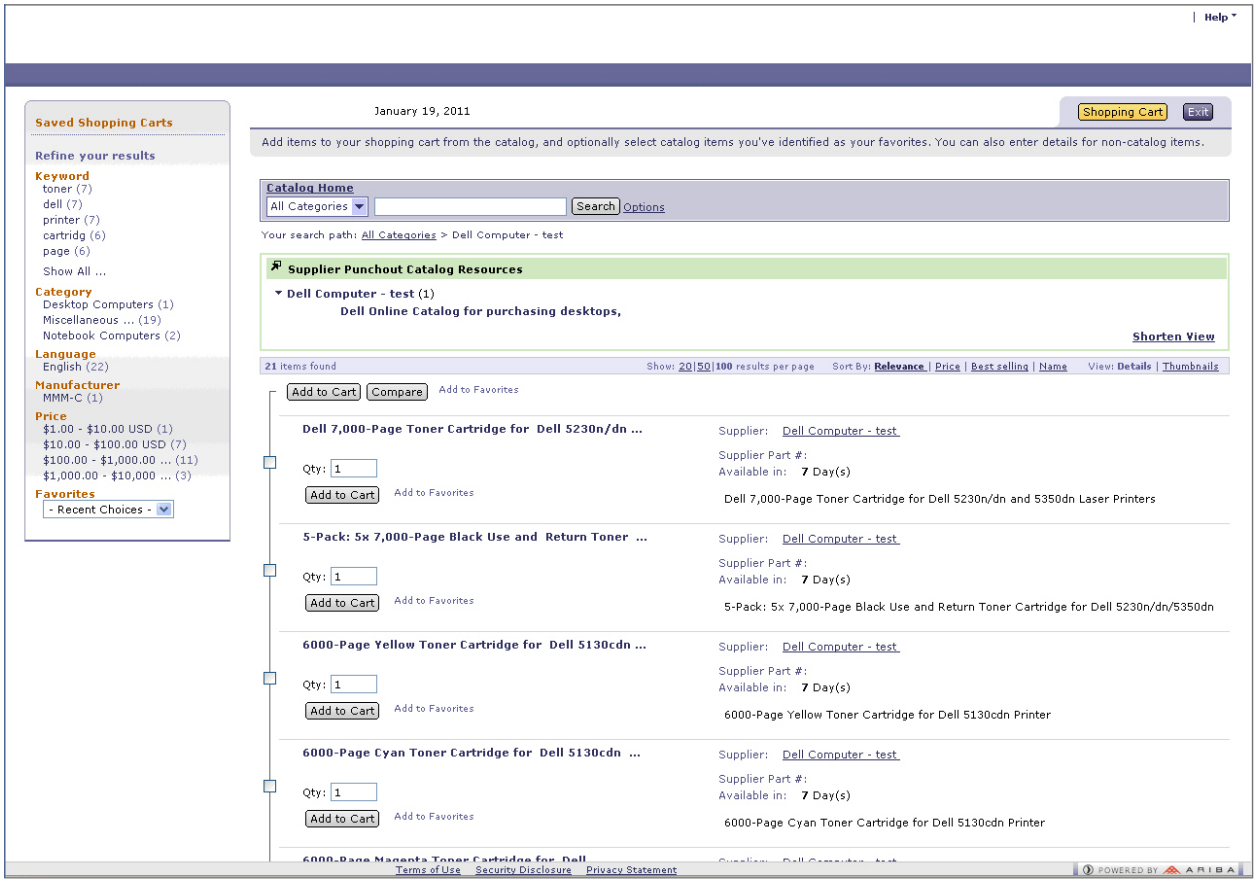


Products and pricing are examples only.

- For a quick demo of PremierConnect PunchOut, please refer to: PremierConnect PunchOut Demo Video (2 minutes).

Sample buyer-hosted catalog (CIF)

Following is a sample of a buyer-hosted catalog (CIF) from the ARIBA procurement system. For additional sample buyer-hosted catalogs, or to determine if this is the best solution for your organization, please work with your Global Integration Architect.



Products and pricing are examples only.

Appendix B – Mapping specifications per protocol type

For protocol mapping specifications and sample POs:

Protocol	Mapping Specification
cXML	www.dell.com/PremierConnect/cXML_mapping_spec
xCBL (PO only)	www.dell.com/PremierConnect/xCBL_mapping_spec
EDI **• EDI 850** **• EDI 855**	www.dell.com/PremierConnect/EDI_850_mapping_spec www.dell.com/PremierConnect/EDI_855_mapping_spec
OCI (PunchOut only)	www.dell.com/PremierConnect/OCI_mapping_spec

Integration rules:

- Dell does not process purchase order changes or cancellations electronically. Please work with your Dell Sales Team for any changes or cancellations to your purchase order. Please act quickly as the orders are processed quickly into the Dell manufacturing process.
- Dell does not support purchase orders with attachments.
- Dell assumes one Ship To, per PO received at the header level but can support detail-level ship to addresses. Please discuss with your Global Integration Architect if you plan to send addresses at the detail level.
- Dell does not process comments on the electronic PO.
- Customized fields are evaluated on an individual basis.
- Unit of measure is provided for all products. As a default, it is set to "EA" (each).
- We do not accept multiple payments for one purchase order.
- Non-catalog (free text) orders can be processed in most regions*; however, please use the following special instructions for these orders:
  - U.S. customers: non-catalog ordering
  - Non-U.S. customers: please contact your Sales Team or Global_B2B_Support@dell.com for instructions
- If any Ship To street fields from the PO exceed Dell's maximum field length, they will be truncated on the Dell side and you will see the associated truncation on the shipping label for that PO. For more information, please refer to mapping specifications.
- Line item details can be provided on the Order Request as needed. As a default, the line item details will be suppressed.
- The PO number on electronic PO can include special characters (i.e #@$), but special characters will be stripped when processed into our order fulfillment system.
- When freight charges and ECO fees are required back in the Order Requisition, please work with your Global Integration Architect.
- For security purposes, after five continous, unsuccessful authentication attempts via PunchOut, your PunchOut account will be locked. Please contact Global_B2B_Support@dell.com for assistance.

*Not available in all regions.

Appendix C – Supplier network information

Ariba Network

Americas

- Supplier Account Name: Dell Inc. – US – B2B
- ANID: AN01000003499

Europe/Middle East/Africa

- Supplier Account Name: Dell Europw
- ANID: AN01000962021

Asia/Pacific/Japan

- Supplier Account Name: Dell - APJ – Global
- ANID: AN01001501863

Oracle Supplier Network

Americas

- Company Name: Dell Inc.
- DUNS: 128293714

Europe/Middle East/Africa

- Company Name: Dell Corporation Limited
- DUNS: 232285536

Oracle Exchange

- Company Name: Dell Inc.
- DUNS: 128293714

Perfect Commerce – Open Supplier Network

- Trading Partner Name; Dell - US - RoundTrip (Production)
- Marketplace ID: f4e68828-785f-1000-9216-ac160d330001

SAP – SRM/EBP

- Dell is OCI compliant
- Sample SAP call structure below:

Sample SAP call structure

10		test URL will be provided upon request	URL
20	user_id	demo	Fixed Value
30	password		Fixed Value
40	operation_type	create	Fixed Value
50	hook_url		Fixed Value
60	~OkCode	ADDI	Fixed Value
70	~target	_top	Fixed Value
80	~caller	CTLG	Fixed Value

Appendix D –HTTPS return codes (connection)

Code	Type	Description
200	Success	This code indicates the request was successful
500	Error	This code indicates a connection server error

Appendix E – Frequently asked questions

Catalog

Q: What do I do if I cannot find the desired products in the Dell catalog?
A: Call your Sales Team to request additional published products.

Order requisition/B2B cart*

Q: Can I cancel an Order Requisition?
A: You do not need to cancel; Order Requisitions automatically expire after 60 days.

Q: Can I split a B2B Cart? For example, B2B Cart has 5 laptops and 5 servers. Can I create an order for 2 laptops only?
A: Yes. Splitting the B2B Cart/Purchase Order is allowed.

*Applicable to PunchOut.

Purchase order

Q: Can I combine two or more Order Requisitions in the same purchase order?
A: Yes. You can provide both of the B2B Cart IDs in one purchase order.

Q: Can I submit attachments in the purchase order?
A: No. External documents cannot be attached to POs.

Q: Can I electronically cancel or change the purchase order?
A: No. Electronic change orders and cancellations are not possible. Your products are immediately placed into production upon receipt of your electronic purchase order. We manufacture to order, so the product may have been manufactured before we receive the change/cancellation order. Please contact your Sales Team right away for any changes or cancellations to your purchase order.

Q: Can I create a purchase order using a manufacturing SKU or part number?
A: No. A valid B2B Cart ID, Quote number (U.S. only) or E-Quote number is required on every PO.

Q: Can I enter free text for line-item information on a purchase order?
A: Dell requires that purchase orders be submitted against a valid B2B Cart ID, Quote number (U.S. only), or E-Quote number. In most regions*, Dell can process non-catalog (free text) orders; however, please use the following special instructions for these orders:

- U.S. customers: non-catalog ordering
- Non-U.S. customers: please contact your Sales Team or Global_B2B_Support@dell.com for instructions

Q: Where in the PO creation process can I change the product quantity?
A: In the B2B Cart, during the Order Requisition creation, and in your procurement system after the Order Requisition has been created (if your procurement system supports this capability).

Q: Can I use the same Purchase Order number if the products to be ordered are the same?
A: No. To avoid duplicated orders, the PO number needs to be unique each time you create a purchase order.

Q: Can I create multiple purchase orders using the same B2B Cart?
A: Yes, provided that you do it within the 60-day time frame that the B2B Cart is valid AND use a unique purchase order number.

*Not available in all regions

Appendix F - Optimal purchase order placement

Dont's	Do's
DO NOT use the same Purchase Order number / ID more than once.	**DO** use a unique Purchase Order number/ID for each order placed.
DO NOT send orders via smart forms or with attachments. They will not be processed.	**DO** send order only via your eProcurement system without attachment or smart forms.
DO NOT send B2B Carts, Quotes (U.S. only) or E-Quotes that are older than 60 days.	If you have a PunchOut catalog, **DO** PunchOut every time you need to order products; a unique B2B Cart ID will be automatically generated.
DO NOT submit free text orders or non-catalog orders without first discussing the associated special instructions with the Dell Team (*Global_B2B_Support@dell.com*).	**DO** send non-catalog orders* consistent with the special instructions as follows: - U.S. customers: Download www.dell.com/PremierConnect/B2B_non-catalog_ordering - Non-U.S. customers: please contact your Sales Team or Global_B2B_Support@dell.com for instructions
DO NOT change the price manually before submitting the order. The unique Quote/B2B Cart ID has the product/price information when the basket was created.	**DO** directly submit the order to avoid any pricing issues.

Appendix G – Non-catalog/ad hoc ordering

Non-catalog (free text) orders can be processed in most regions*, however, please use the following special instructions for these orders:

- U.S. customers: non-catalog_ordering
- Non-U.S. customers: please contact your Sales Team or Global_B2B_Support@dell.com for instructions.

Appendix H – Global Portal

PremierConnect can also be integrated with Dell's Global Portal for most procurement systems anytime during deployment or sustainment. Global Portal is Dell's one-stop global procurement center for the creation and management of global orders through a single Premier Page worldwide.

Appendix I – Glossary

AS2: Applicability Statement 2. A specification that allows for the transport of data securely and reliably over the Internet.

*Not available in all regions

B2B: Business to business specifically in the context of communicating business messages between trading parties.

Buyer-hosted catalog: A catalog of product-related data that is stored on the buyer system and thus "hosted" by the buyer. Although buyer-hosted catalogs sit behind a buyer's firewall, they lack a PunchOut catalog's ability to configure product. They are difficult to keep up to date, especially in environments where pricing and product details change regularly.

CIF catalog: Catalog Interchange Format. A buyer-hosted catalog format, commonly used for Ariba integrations.

Credit card: Also known as PCards, purchasing cards, ghost cards, virtuals cards, etc.

cXML: Commerce XML. A protocol for communicating business documents between procurement applications. See cXML.org for industry standards.

EDI: Electronic Data Interchange. A set of standards used for the transmission of data between organizations, including EDIFACT and ANSI X12. Traditionally, EDI transactions have been transmitted using VANs (Value Added Networks).

Electronic purchase order: An order that is processed electronically via an industry-standard protocol such as XML or EDI.

ERP: Enterprise Resource Planning. Refers to large complex integrated business systems/procurement systems.

HTTP: Hypertext Transfer Protocol. A networking protocol that provides the foundation for data communication across the Internet.

HTTPS: Hypertext Transfer Protocol Secure. A combination of Hypertext Transfer Protocol with SSL/TLS to provide encryption of the communication and secure identification of the network server.

OCI: Open Catalog Interface. An XML protocol, most frequently used by SAP, enabling PunchOut between seller and buyer systems.

Order requisition: A document created in an eProcurement or ERP system that can be created manually or from a PunchOut. It is an unapproved order.

PunchOut: The term given to the online process whereby a supplier-hosted catalog is accessed by a buyer from within their eProcurement or ERP system. This process normally takes place by posting an

XML "Request" message to the host system and a script is routed back to the initiating device that either opens a new browser session with the hosted web application or opens the web session with the initiating frame.

Purchase order: A demand document used by a buyer to contract with a seller.

Roundtrip: See PunchOut.

SSL & TLS: Secure Sockets Layer and Transport Layer Security. Cryptographic protocols that provide security for communications across the Internet.

UNSPSC: United Nations Standard Products and Services Code. A coding system used to classify goods and services for use in e-business.

URL: Uniform Resource Locator. An identifier that specifies where a particular computing resource is located and how to retrieve it.

VAN: Value Added Network. A network used for transmitting business messages and providing value-add services, such as storage, transformation, and error correction. Often used for general purpose B2B integration such as EDI.

xCBL: XML Common Business Library. A protocol for communicating business documents between procurement and business applications. See xCBL.org for industry standards.

XML: eXtensible Markup Language. A markup language for documents containing structured information. An XML file is a very flexible text file designed to transfer data between systems. There are many different protocols of XML; however, Dell supports the major protocols that exist in the procurement industry. These protocols include xCBL, cXML, and OCI. Some customized solutions can be supported upon request.

For more information about a PremierConnect solution:

Contact your Dell Global Integration Architect

E-mail:
PremierConnect@dell.com

Visit:
www.dell.com/PremierConnect