

## Discover a brand new order status experience

Explore a new and easy way to track and manage your Dell Technologies orders. The new order status tool provides self-serve capabilities and visibility to all orders going through the Dell Order Management system.

- ✓ **Access a one stop tool** to view order information at a glance, customize your views and export reports (.xls)
- ✓ View the past **2 years of order history** with accurate and near-real time data refresh
- ✓ Get the **most up-to-date information** related to recent orders, including order delays, cancellations or part shortage hold
- ✓ Retrieve **invoices, packing slips and credit memo** (.pdf)



### Your new order status tool at a glance

The screenshot shows the Dell Premier Order Status tool interface. It includes a search bar at the top, navigation tabs for Products, Solutions, Services, Support, and Community. The main content area displays a list of orders with columns for Order Date, Order Number, Purchase Order Number, Product Description, Status, Delivery, and Activity. Below the list, there are sections for Order Details, Transaction Details, Billing Address, Shipping Address, and Delivery Details. Numbered callouts (1-9) highlight specific features: 1. Search filters for Order Number, PO Number, Dell Purchase ID, Customer Number, and Order Status. 2. Activity and Time Frame filters. 3. Order list table. 4. View Downloads, Export, and Customize Columns options. 5. Order Details section. 6. Progress bar showing order stages: Received by Dell, Confirmed, In Production, Build Complete, Shipped, and Delivered. 7. View Packing Slip link. 8. Invoice Number and Credit note numbers. 9. Transaction Details section.

Note: Some capabilities may not be available in all countries.

- 1- **Filter and search** by order number, PO number, Dell purchase ID, Customer Number, Order Status, Activity and Timeframe.
- 2- **Easily spot and filter** for delays, part shortage holds and invoice in a timely manner via multiple icons.
- 3- **Use the expandable view** showing details for each order – Click the order number to see full order details and access useful links.
- 4- **Customize columns** and export data (.xls)
- 5- **View number of boxes**, number of items and **access the service tags** for each order.
- 6- **Access tracking details page** through different links
- 7- **Download packing slip** in a .pdf format
- 8- **Retrieve .pdf copies of invoices**
- 9- **Find credit notes** when available