

Dell Premier

Order Status Report



Dell Premier is your own, secure, personalized purchasing and support website enabling an easy, efficient and economical buying process. The Dell Premier Online Order Status tool is available for you to check the status of your order and view a variety of options relating to current and past Dell purchases. This recently improved online web application enables you to check the progress of your order at any time. You can track your orders placed, both online or offline.

The look and features are intuitive, and the easy-to-use navigation lets you quickly find the information you need.

Logging into your Premier Page

First time Portal Users

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.

To access your Premier website go to <http://premier.dell.co.uk> (or local equivalent).

Enter your profile email address and password in the boxes provided and click **Sign In**.

Premier Sign In

Email address *

Password *

Forgotten Password?

Retrieve Different Profile

Sign In

Learn more about Dell Premier

Contact Premier Support

Support for Premier
is only a call or click away.

Get Help Now >

Returning customers...

Go to <http://premier.dell.co.uk> (or local equivalent). Enter your profile password in the box provided and click **Access Premier**.

If your password is not accepted or you have forgotten it, click on the "Forgot password" link and enter your profile email address. Your new password will be emailed to you within a couple of minutes.

Premier Sign In

Email Address *

Password *

Forgot Password?

Retrieve Different Profile

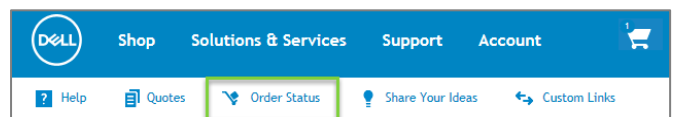
Sign In

Learn more about Dell Premier

Contact Premier Support

Accessing your Order Status report

From within your Premier Page, you can easily access the order status tool by clicking on the **Order Status** link (sack barrow) in the tool belt underneath the Premier navigation menu.



About the Order Status report

The “Order Status” link opens the “Premier recent orders” report and gives you quick access to all of your orders within the past 2 years that have a status of Received, Processing, Pre-Production, In Production, Shipped, Delivered or Canceled.

Checking the progress of your orders online

- Filter and Search (1)

The Premier Recent Order application allows you to filter and search by

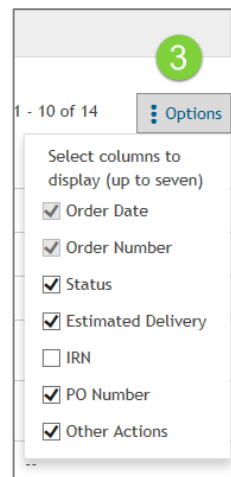
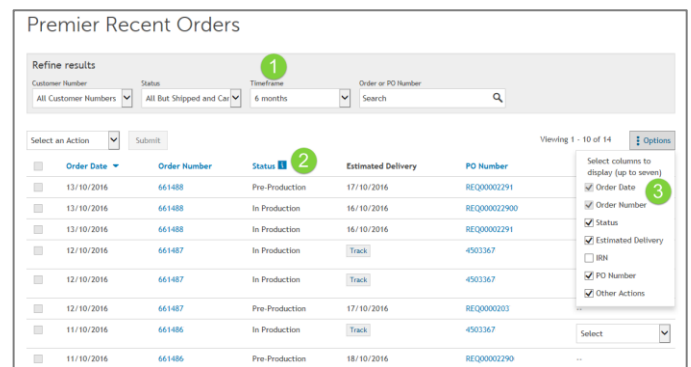
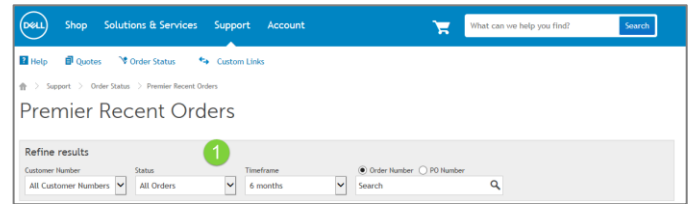
- 1- **Customer Number** displays the customer number(s) associated to your Company's Premier Webpage. If you are missing a Customer Number from this list, please contact your Dell Sales Account Team to have it enabled for you.
- 2- **Status** gives you the ability to filter by order status (Order received, Processing, Pre-Production, In Production, Shipped or Canceled)
- 3- **Timeframe** helps you to refine your search (Last 7, 45 or 90 days, 6 months, 1 year or 2 years)
- 4- **Search by** allows you to retrieve your orders by Dell order Number or PO number.
- 5- Dell Purchase ID, Order Number and/or your own PO Number

- Available Data Column (2)

The default and non-default columns for Premier Recent Orders application are:

- Estimated Delivery
- Order Date
- Order Number
- Other Actions
- PO Number (not enabled by default)
- Status

These columns can be customized by using the "Options" (3) button on the page. Only seven columns can be enabled at one time, you have to de-select a column before enabling another column.



- [The different statuses available](#)

Your Online Order Status provides you with the most current status of your order as well as access to key features that help you manage your order.

Pre-Production - This status informs you that your order has been placed with Dell and will be shortly in production.

In Production - This status informs you that your order is currently in production.

Shipped - This status informs you that your order has been shipped from Dell and is with the delivery carrier.

Delivered - This status informs you that your order has been delivered to the shipping address by the delivery carrier.

Canceled - This status informs you that your order has been canceled. The order could have been canceled by you or by Dell. If you feel that this order should not have been canceled, please reach out to your Dell Sales Representative for further assistance.

| Status | Estimated Delivery | PO Number |
|----------------|-----------------------|------------|
| Pre-Production | 17/10/2016 | REQ0000229 |
| In Production | 16/10/2016 | REQ0000229 |
| In Production | 16/10/2016 | REQ0000229 |
| Cancelled | Cancelled | 4503332908 |
| Shipped | Track | 0432178775 |
| Delivered | Track | 0002289131 |

Viewing Packing Slip, Invoice and Track orders

Packing Slip - An easy way to retrieve your packing slips is directly from the Premier recent orders page. Use the drop down menu available on the right of the table and select Packing slip for orders that are in a **Shipped** Status.

Packing slip opens in a pdf format and includes order information, shipping information, service tag numbers (system orders), quantity and product descriptions.

Invoice - allows you to get an electronic copy of your invoice (PDF).

Track Orders - allows you to get direct access to Carrier information if available.

Other Actions

Select
Packing Slip
Invoice
Track Order

Select ▼

Select ▼

Export, Subscribe or Unsubscribe

There are three actions that you can take with this report by using the **"Select an Action"** dropdown menu.

- Export all** - if you select this action you can download your orders in an excel document.
- Subscribe to selected** - you can select one or more orders that have not been cancelled, shipped or delivered and subscribe to these orders. Results can be edited and an e-mail address can be registered to receive any order shipped or order delay e-mail notification for any order listed.
- Unsubscribe** - you can unsubscribe to any order that you have previously subscribed to.

| Select an Action | | Submit | Order Number | Status | Estimated Delivery | |
|--------------------------|-----------------------|--------|--------------|--------|--------------------|------------|
| <input type="checkbox"/> | Export all | | | | | |
| <input type="checkbox"/> | Subscribe to selected | | | | | |
| <input type="checkbox"/> | Unsubscribe | | | | | |
| <input type="checkbox"/> | | | 13/10/2016 | 488208 | Pre-Production | 17/10/2016 |
| <input type="checkbox"/> | | | 13/10/2016 | 488204 | In Production | 16/10/2016 |
| <input type="checkbox"/> | | | 13/10/2016 | 488203 | In Production | 16/10/2016 |

Getting access to the Order Details page

When you click on the [any Order Number](#) link the application will show you the details of the order including but not limited to

- Billing and Shipping details
- Estimated Delivery Date
- Item Number
- Order Details (Order date, Order number, Customer number and Dell Purchase ID)
- Order Status
- Order Summary
- Quantity
- Tracking Information

The [progress bar](#) at the top provides a high-level view of the status of your order.

The “Action” section (1) at the right of the page provides you with useful links (contact Customer Support, Print this page, Change Billing Information, Manage notifications, View all Orders etc.) so that it is easier for you to manage your orders from start to finish.

Order Details

For all orders, except Dell Smart Selection systems, the link to track your order through the carriers website will display information within the next 7 -12 business days.

For Dell Smart Selection systems the carrier link, to track your order, will display information within the next 3 business days.

Order Received Order Processing Pre-Production **In Production** Shipped Delivered

Order summary

Status: In Production
Estimated Delivery Date: 25/10/2016

Package tracking

| Item | Tracking Number | Status | Shipped On | Carrier |
|-----------|---------------------|--------|------------|---------|
| Package 1 | AAL1093999661486729 | ----- | ----- | WUK |

Billing and shipping information

Billing Information: Accounts Payable
Shipping Information:

Actions

- Contact Customer Support
- Print this page
- Change Billing Information
- Manage notifications
Phone number
- View All Orders
- View Different Order

Order Details

Order Date: 11/10/2016
Order Number: 661486
Shipping Method: Standard Shipping
Customer Number: G65134
PO Number: 450336

Products and pricing are examples only

Actions 1

- Contact Customer Support
- Print this page
- Change Billing Information
- Manage notifications
Phone number
- View All Orders
- View Different Order

Need help?

If you do not have the Order Status link on your Premier Webpage, or if you are missing a Customer Number from the list, or if you are unable to find your Order on your Premier Webpage please contact your Dell Sales Account Team to have this enabled for you.

Premier Helpdesk Information

Premier help.

Get support from Premier page experts.

[Start Now >](#)

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, 9:00am - 5:00pm CET, 8:00am to 4:00pm GMT). [Contact us.](#)