

Dell SLED Pricing Notification

- In 2017, Dell became aware of discrepancies in automated pricing and reporting activities that may have affected orders placed under certain State, Local and Education (SLED) contracts.
- Dell believed that a major IT system migration to a new sales order management tool in 2016 may have contributed to the discrepancies. As a result, Dell launched a thorough end-to-end audit of all of its SLED pricing mechanisms and processes to determine root cause, scope, and dollar impact of the discrepancies, and to determine how to resolve any issues discovered.
- Concurrently, Dell began notifying the administrators of those contracts that it believed may have been impacted that the audit was underway.
- The audit concluded in January 2018 and found that systems errors in certain Dell automated sales and reporting tools and other internal processes led to discrepancies in some transactions. Dell developed remedial action plans to implement short-term and permanent solutions to correct the system issues, identify and refund any overcharges cause by the issues discovered, and monitor compliance on a going-forward basis.
- As part of the remedial action plan, Dell is reviewing the sales history beginning January 30, 2016 under all potentially affected SLED contracts and is issuing refunds for the full amount of any overcharge. The refund process began in early 2018 and will continue in phases until all reimbursements for the affected period are issued.
- Please note that refunds due under contracts that use Dell's product category discount list will be determined by the product category in effect at the time of the audit.
- Customers who have further questions may contact SLEDTrueUp@dell.com.

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