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Dell Online Hardware Quote Procedure; revised 7/2022

The Dell Online Premier page is available for all Michigan public libraries to use for ordering Dell hardware or for creating quotes for budgetary purposes.

FIRST TIME USERS

1. Contact Alex Norman, anorman@tln.org or tlnorders@tln.org to request a login.
2. We will email you with your login name and a temporary password.

RETURNING USERS

1. Go to website link: **Premier.Dell.com**
2. To Sign On, **enter your existing email address and password**
 - a. Click the Sign In button
 - b. If you don't recall what your password is, click on Forgot Password and a link will be sent to your email address to reset your password.
 - c. You will be prompted for two-factor authentication. A password will be sent to your email account from Dell Premier and the subject "Dell Premier Password Verification."

All Users

The home page will contain **standard configurations** for desktops, monitors, laptops/notebooks, servers and switches. This page will provide you with a list of standardized items that are most frequently purchased. Discounts for SonicWall firewalls are also available. Please contact tlnorders@tln.org to request a quote.

To see the specifications for a particular item, click on the appropriate equipment option. Click on the '**Customize and Buy**' link next to the equipment or click on the Add to Cart button. This step adds the equipment to the cart so you can save it as an eQuote in the cart.

If you prefer to order an item that is not one of the standard configurations

1. In the main window:
 - a. Click on Shop and choose the appropriate category. Choose the equipment that you would like a quote for and follow the Dell prompts to '**Customize**' or '**Add to Cart**'. You can add as many items as you like to the shopping cart. Remember to save it as an eQuote in the cart.
2. **All discount prices are already reflected.**

To Save as an eQuote

Click on 'Save as eQuote' located on the far right in the **Cart window**.

The next screen will prompt you for E-Quote details.

1. For **e-Quote name** – enter your library name and a short description of the quote.
2. For **Authorized buyer**: click on the down arrow and select Angie Michelini's name
3. Description/Comments drop down boxes are optional
4. **Order Contact**
 - a. **Enter your contact information as the order contact**
5. **Billing Information** – leave TLN information as is for billing
6. **Shipping Information**
 - a. Click – enter a new shipping address or choose your library from the address book
7. **Delivery Method** – leave as Free Standard Delivery
8. Click on **Save eQuote** in the e-quote summary window (right side)
9. You will receive a confirmation on the screen that the e-quote was saved and it will include an eQuote number.
10. If you would like to print a copy of the quote, click on Print on the right side of the window in the Order Summary window. If you would like all the specifications to print, click on show full spec on the left side before choosing Print.

TLN Library members: Open a Helpdesk Ticket with category: Technology Services/Quote Request (libraries outside the TLN region, see next section)

After completing the creation of the eQuote, please open a helpdesk ticket with the Dell eQuote number in the subject line. TLN staff will then confirm your authorization to process the order and then place the order. TLN will invoice your library after the equipment and Dell invoice is received.

Libraries outside TLN Region - Email TLN

After completing the creation of the eQuote, please email tlnorders@tln.org. **In the email subject line, please include the eQuote#.** Please be sure to include your contact information in your email and where equipment would be shipped. TLN will invoice your library after the equipment and Dell invoice is received.

Shipping

Equipment will ship to the location indicated in the eQuote that was generated.

Note to All Libraries

Please remember, when you order this equipment, it does not include software such as Microsoft Office, Deep Freeze, Server software or any other software. We are able to get lower prices on software from other vendors such as REMC, Faronics (DeepFreeze/WinSelect) and CDWG due to volume discounts that are already in place.

Dell Support

All Dell equipment in the standard configuration section comes with a 3-year warranty. Some equipment comes with an optional 5-year warranty. To request Dell support after the equipment is received, **call Dell Tech Support at 800-624-9897** or go to the dell.com/support web page and enter the express service code.