



Vendor Contacts and Ordering Instructions

All PEPPM orders should be faxed to PEPPM at **800-636-3779** or placed online through Epylon eCommerce at www.epylon.com.

Product Line: Dell Branded Products

Introduction

Dell Marketing, L.P. is proud to be the PEPPM Awarded Vendor for Dell branded products for school customers.

Dell Sales Contact Information:

Name: Steve Sherman
Title: Inside Sales
Phone: **800-289-3355 EXT#726-8621**
Email: s_sherman@dell.com
Address: One Dell Way
RR8-11
Round Rock, TX 78682

Customer Types:

- K-12 Public Schools
- Private Schools
- Public Libraries
- Higher Education
- Local and County Government

If you do not know your assigned Dell representative, use the general Dell phone number: 888-977-3355 (This line provides audio prompts and will guide the customer to an operator who can connect you to the appropriate representative).

Please identify your self by type of educational agency and also that you are requesting information or pricing under the PEPPM contract.

Back-up Support:

Ms. Christa Neal
Public Sales Manager
888-977-3355, Ext. **-72-35184**
Cell phone: **512-560-3836**

Note: This person will assist any customer who is having difficulty reaching a Dell representative or has an issue that has not been satisfactorily resolved. Please do not contact this person as a First Option.

Dell Internal Sales Representatives by State: **Call 800-289-3355**

STATE	ISR NAME	Phone Number / Ext
Alabama	Tanya Smith	5139022
Alaska	Kenny Rogers	5139009
Arizona	Randy Spicer	5139103
Arkansas	Celinda Garza	5139087
California	Blaine Simpson	5139102
Colorado	Daryl Morris	5139193
Connecticut	Justin Grant	5139153
Delaware	Joe Pierce	5139154
Florida	Henry Prokop	5139230
Georgia	Bill Buckner	5139034
Hawaii	Michael Paez	5139106
Idaho	Eddie Reyes	5139008
Illinois	Mark Byrd	5139077
Indiana	Leslie Starnes	5139122
Iowa	Mark Byrd	5139077
Kansas	Adrian Villalba	5139068
Kentucky	Terry Simmons	5139045
Louisiana	Stacey Andrewartha	5139021
Maine	Scott Sterba	5139158
Maryland	Joe Pierce	5139154
Massachusetts	Keith Washington	5139426
Michigan	Joy Sampson	5139121
Minnesota	Jason Ligon	5139073
Mississippi	Amanda Williams	5139038
Missouri	David McCullough	5139074
Montana	Eddie Reyes	5139008
Nebraska	Betsy McCann	5139069
Nevada	Pleschette Fontenet	5139201
New Hampshire	Scott Sterba	5139158
New Jersey	Edward Crumley	5139144
New Mexico	Jason Causby	5139185
New York	n/a MPA only	
North Carolina	Andrea Harthausen	5139130
North Dakota	Natasha Kortly	5139070
Ohio	Nate Newberry	5139120
Oklahoma	Catherine Weber	5139081
Oregon	Collin Kendrick	5139003
Pennsylvania	Mike Massey	5139152
Rhode Island	Scott Sterba	5139158
South Carolina	Jill Burke	5139127
South Dakota	Betsy McCann	5139069
Tennessee	James Creech	5139114
Texas	Lance Miller	5139186
Utah	Pleschette Fontenet	5139201
Vermont	Scott Sterba	5139158

Virginia	Nathan Ratliff	5139135
Washington	Chris Damron	5139004
West Virginia	n/a MPA only	
Wisconsin	Steve Tomich	5139088
Wyoming	Eddie Reyes	5139008

There are three ways you can obtain a PEPPM price (quote) from Dell. Once quoted, POs can be faxed to PEPPM or sent via Epylon where orders are transmitted immediately to Dell’s order entry system.

Note: When you’re ready to place an order, make sure that your Purchase Order matches exactly to the sales quote (i.e. quantity, pricing, etc) you receive from Dell. If you change anything on the Purchase Order, such as qty, price, etc (different from the Dell Quote) you must request Dell to provide you with another quote reflecting those changes, otherwise Dell will not be able to process your order.

3 Ways to Get a Dell Quote – detailed instructions follow

1. **PEPPM Premier Page E-Quote.** Access the Dell/PEPPM Premier page linked to PEPPM.org and save a Dell E-Quote. The E-Quote should be printed and attached to the PO and faxed to PEPPM (800-636-3779). Include the e-mail address of the person that created the E-Quote on the purchase order along with the **“As per PEPPM 2010”** designation.
2. **Sales Quote.** Speak with a Dell inside sales rep. and a price quote is emailed or faxed to you. The price quote should be printed and attached to the PO faxed to PEPPM. The quote must contain the **“As per PEPPM 2010”** designation.
3. **Epylon eCommerce.** From the Epylon system, access the Dell PEPPM Premier page and configure your item(s). The item(s) will be brought back into Epylon where you can create and issue an order via the Epylon system. Orders flow directly into Dell’s order entry system for immediate review.

1. Using the PEPPM Premier Page for an E-Quote:

1. Go to www.peppm.org and locate the Dell products page.
2. Click on the **On-line Configurator** link.
3. Choose the product category you would like to configure (e.g.; Desktops), then choose a Dell product and specific model.
4. By clicking on the Customize button, you will be able to configure the Dell product to your specific needs.
5. If you want to upgrade, select the **Configure by Drop-down** or **Configure by List** tabs just below the price
6. When finished, select **Update Price** (bottom of page), and then select **Add to Cart** (bottom of page).
7. Modify quantity of units if appropriate and then select **Update** located directly under Quantity; you can continue to shop by selecting **Continue Shopping** or select **Save as E-Quote** if done shopping.
8. Fill in your contact information as requested. You can specify additional people to receive your E-Quote (e.g.; **your authorized purchasing agent**) if desired. Once you enter all the required contact information, select **Continue**. This takes you to a summary page indicating that your E-quote has been saved and also lists:
 - E-quote Number
 - E-quote Expiration
 - E-quote Name
 - E-Mail Address

You may want to print this page for your records.

9. To print a copy of your E-Quote, retrieve your E-Quote by selecting **E-Quotes** (at top of the page). Enter your E-Quote Number and either your e-mail address or E-Quote Name. Click **Continue**. When the E-Quote is displayed, remember to select the View Order Details option in the light gray bar above the total price. You can print the E-Quote using the browser print button.
10. When finished printing your E-Quote, you may click the blue **Systems** button at the top of the page to configure another Dell product, or select the **Back to PEPPM** link under the blue **Custom Links** button.
11. Follow the steps below -- "Place your Dell Order with an attached Dell quote"

2. Place your Dell Order with an attached Dell quote

1. If you are not using the Dell Premier page to obtain an E-Quote, call the Dell Sales team for a sales quote. They will assist you with a solution and provide a sales quote via email.
2. After printing your E-Quote or a sales quote issued by Dell via email, attach it to your Purchase Order.
3. Purchase Order must state "**As per PEPPM 2010**".
4. Purchase Order must include the e-mail address for the person that created the E-Quote (required for electronic retrieval).
If your quote was provided by a Dell representative, be sure that it has the "**As per PEPPM 2010**" designation on it to assure bid protected pricing.
5. Fax Purchase Order and the E-Quote to PEPPM at **800-636-3779**
 - a. Your order will be reviewed by PEPPM Staff
 - b. You will be contacted to make any necessary corrections
 - c. Your order will be issued to the vendor within 24 hours during the business week after all (if any) corrections are made
 - d. Your order will be archived for audit support

3. Place an online order with Epylon eCommerce

- LEA's interested in taking advantage of Epylon's eCommerce system to conduct their PEPPM purchasing can either link to Epylon from the www.peppm.org site or go directly to www.epylon.com
 - Schools must register with Epylon so that staff may login to shop, develop requisitions, get approvals, create quote requests, and purchase orders
 - User access and approval routes can be defined by the administrator
 - Call Epylon Customer Service at **888-211-7438** for questions and technical support
1. Login to Epylon with the username and password provided.
 2. Click on the "Shop by Suppliers" button.
 3. Scroll down to the "Shop these Sites" section and select Dell from the drop down list of vendors.
 4. Configure your items on the Dell site. All pricing is PEPPM discounted contract pricing.
 5. When you are done, use the checkout process. Checking out will not commit you to making any purchase, but it will bring your selections back to Epylon.
 6. Click "Checkout" to return your items from Dell back into Epylon.
 7. Click the "Save Cart" button when you are prompted. You will return to Epylon on a List page where you can view your Dell configured items.
 8. Select the items you want to add to a Purchase Order by clicking on the box to the right of the item.
 9. Click the "Add to New Purchase Order" button.
 10. On the PO form that displays, select the Ship To Address. (All other references to Dell and PEPPM are automatic, so no further references or other attachments are needed.)
 11. Click "Continue" at the bottom of the page.
 12. Review the purchase order form before clicking the "Submit" button at the bottom of the page.
 13. **Once submitted, the order is transmitted directly into Dell's order system.**