

DELL ORDERING: DEPARTMENT PURCHASER GUIDE

This guide provides instructions for purchasing computer equipment for use on the Mass General Brigham network.

Applications Used to Order Equipment

There are 2 applications used to order computer equipment:

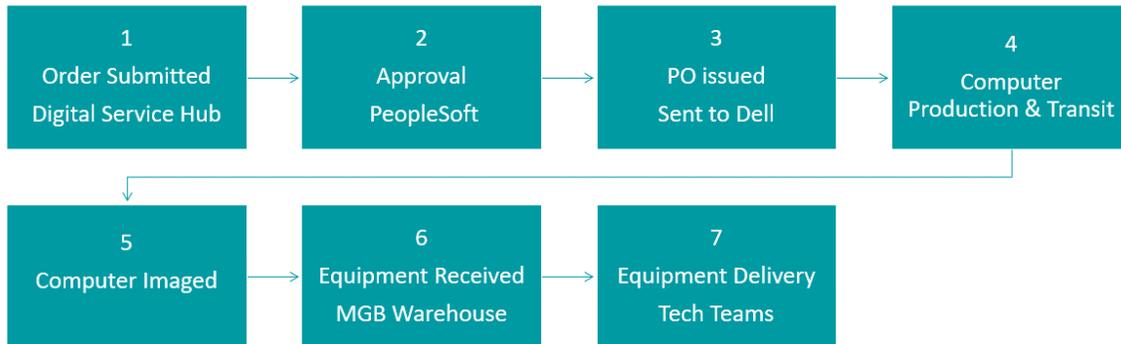
	Dell Ordering	Ergonomics Online Ordering
Available Items	Dell Laptops, desktops, monitors and peripherals	Printers, Scanners, Headphones and all non-Dell computer items
System Access	Digital Service Hub www.massgeneralbrigham.org/isservicehub Note: Use Google Chrome	Applications > Ergonomics, or http://web01.ergogroup.com/partners/index.cfm
	DFCI Purchasers: Ordering access is available in PeopleSoft upon completion of training.	
Other Information	<ul style="list-style-type: none"> • Only Trained Department purchasers have access to place an order • All users can browse the catalog to view equipment and pricing 	

Before Placing an Order

Payment information is entered at the start of the order and applies to the entire order.

Order	Payment	Action
1-4 computers	One cost center or equally split cost center	Place one order
1-4 computers	Different cost centers	Place a separate order for each
5+ computers at MGB or MGH	Complete the Telecomm Project Management Form	
5+ computers at BH	Email to BWH PC Request - pcrequest@partners.org	

Order Workflow



Dell Ordering Process

1. Open Google Chrome and go to the Digital Service Hub at www.massgeneralbrigham.org/isservicehub

- Click **Hardware Catalog**, then **Start a Dell Computer Order**

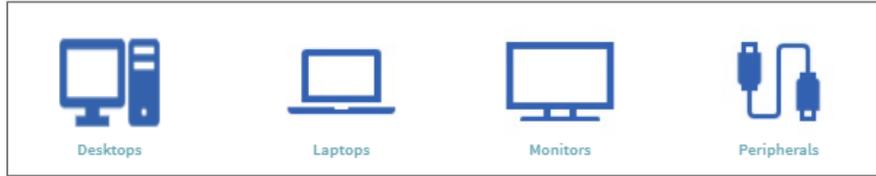
Start a Dell Computer Order (non-MGB Corporate Employees) Telecom Project Management Request Form (MGH/MGB orders of 5+ computers) Request a Computer for an MGB Corporate Employee Cancel a Dell Computer Order

2. Order Details – Complete the required information and then click **Add to Cart**

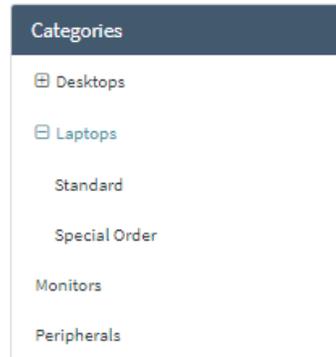
Buyer Information	This selection defaults to your purchaser information.
Warehouse Shipping Location	All items ship to the MGB Warehouse. There are additional selections available for locations at North Shore Medical Center and Cooley Dickinson Hospital.
Order Notes	Add any notes relating to your order.
Payment Terms	<p>Click Add to add your payment information:</p> <ul style="list-style-type: none"> • Enter Business Unit and Cost Center. Other payment types include project numbers or fund numbers. • Orders may be split across multiple cost centers but must total 100% <p>When finished, click Add, then click Add to Cart.</p>



3. You will be directed to the catalog. Click on the category to select your equipment. All computers come with Windows 10, Office 365 and are configured for the Mass General Brigham computer network.



Tip! Once in the catalog, use filters to narrow your selection.



4. Click on the item you want to order. On the product page, complete the additional order details:

product page,



<p>Optional Components</p>	<p>a. Click the pen icon to add an optional component to your cart. Change the quantity and click Save.</p> <ul style="list-style-type: none"> Optional components include monitors, adapters and other items that are compatible with the computer.
<p>Recipient Information</p>	<p>b. Click into the Recipient field and start typing the name. Look up by First Name, Last Name or User Name (ex. jm870). When the name displays, click on it.</p> <p>Confirm that recipient location information is accurate and complete. This is where the computer will be delivered and set up. Make changes if necessary.</p> <p>c. Click Yes if the computer will be shipped to a remote worker. Complete the additional information.</p>
<p>Computer Information</p>	<p>New or Replacement</p> <ul style="list-style-type: none"> If replacement, please provide the control number of the existing computer <p>Build Type (optional)</p> <ul style="list-style-type: none"> Private- Choose this for desktops Clinical Mobile – Choose this for laptops Public Express Kiosk <p>Operating System</p> <ul style="list-style-type: none"> Choose MGB Standard to have the computer configured for use on the network. The computer will be encrypted and have the Applications menu, Office 365 Applications, and VPN. Laptops will be configured to connect to wireless. Choose OEM Version if no configuration is needed. This option is rarely used and is available for areas such as research. <p>Note: If you need one computer with the image and one with no image, please enter those as separate orders. Do not combine an order that has both imaged and non-imaged computers.</p>
<p>Network Connection</p>	<p>Select the type of network connection required.</p>

5. Click **Add to Cart**. If the order is complete, click **Proceed to Checkout**.

- To continue shopping, click the **Continue Shopping** link at the top of the page to return to the catalog.

Note: There is a maximum of 4 computers per order. To order 5 or more, open a request for a project manager.



6. Review your order. Click **Checkout** when the order is complete. The system assigns a Req Number.

- The req is sent to PeopleSoft. Orders over \$1,000 require approval by the cost center approver.
- Upon approval, the PO is dispatched directly to Dell.

Email Notifications

Department purchasers receive **email notifications** at key points during the entire process.

Notification	Sent By	Message Details
Order submitted	IS Service Desk	Req Number and Order Details
Requisition approved in PeopleSoft (only for orders over \$1,000); DFCI requires approval for all orders.	Cost Center Approver	Link to Order Details
Purchase order dispatched to Dell	eBuy@partners.org	Purchase Order Number
Dell order is confirmed	Dell	Estimated Arrival Date
Dell order has shipped (to Warehouse)	Dell	Purchase Order Number Delivery Date
Order shipping from MGB Warehouse	Various staff at Warehouse	Date the item(s) is shipping from warehouse to site

Return an Item

If there is an issue with any Dell product, please open a ticket with the Digital Service Desk to evaluate and troubleshoot the problem.

Dell has a 30-day return policy from date of shipment. Items must be in the original box. Please open a ticket with the Digital Service Desk to start a return.



Cancel an Order

You must provide the REQ or PO number to request a cancellation.

If the order has not yet been approved in PeopleSoft, please email the cost center manager and ask that they deny the order. DFCI requisitioners must email their REQ approver and DFCI IS to deny the order.

If the order has already been approved in PeopleSoft, please make a request to Supply Chain Operations.

- Call 617-726-2142 (M-F, 8:30 am - 4:30 pm)
- Open an online ticket anytime (available 24/7)

DFCI requisitioners must send high priority email as soon as possible to Ask_Purchasing@dfci.harvard.edu to initiate the cancellation process.

Open an Online Request to Cancel an Order

1. Go to Digital Service Hub at www.massgeneralbrigham.org/isservicehub
2. Click **Make a Request**
3. Under General Requests, click [Supply Chain Operations Support](#)
4. Complete the Form.
5. Click **Submit**.

The screenshot shows a web form titled "Supply Chain Operations Support". The form includes a "Submit" button, a shopping cart icon labeled "Your shopping cart", and several input fields. A teal callout box is overlaid on the form, containing the following text:

- Subcategory - select Order Status - Cancel Order**
- Description - include the Req or PO Number and the vendor name, Dell.**
- Add any attachments if available.

The form fields shown are:

- User:** Joan Swift
- Location:** PHS/Assembly Row-PHS Corporate offices/Floor 12
- Category:** General Inquiry
- Subcategory:** Order Status - Cancel Order
- Description:** please cancel Dell req 12345

Contact Us

- For assistance, please contact the **Digital Service Desk at 857-282-Help (4357)**



- Visit the **Digital Service Hub** at www.massgeneralbrigham.org/isservicehub to open a ticket.

