

## MiDeal

Participation in MiDEAL is voluntary and offers the services of State of Michigan purchasing professionals while at the same time eliminating the administrative costs associated with the bidding process. Good prices and quality merchandise are available at state quantity prices.

There are currently over 400 state contracts available for use by MiDEAL members. White Pine Library Cooperative is entitled to participate in the MiDeal discounts. The items available on contract range from office machines to food and playground equipment.

The Michigan Master Computing Contract (MMCC) component of MiDEAL allows members to purchase Dell computers and Cisco network electronics at state volume discounts.

All contracts are posted on the web, making this member service easy to investigate and use.

*NOTE: The MiDEAL site is under constant revision at this time.*

To view products on the Michigan Master Computing Contract (MMCC), visit <http://www.wwt.com/michigan>. The State of Michigan has competitively bid and awarded the MMCC contract which allows the state and other MiDEAL members to acquire Dell computers, Cisco network electronics and a limited number of high-profile servers from other computer manufacturers. At this time the vendor's web site includes thousands of other products technology which have not been bid by the state and are not competitively priced.

After reviewing the information, contact the vendor with questions. State bundles allow limited modification. However, you may add additional features to a product using the state catalog price as the base price.

- State of Michigan Exclusive Pricing for over 17,000 IT products
- Browse by category, brand, item or description
- Technical specifications and product images available
- Side-by-side comparisons of items
- Request a Quote from EDS dedicated Sales Team
- Submit and track orders on-line
- On-line return request process
- Available 24 hours a day, 7 days a week

## **I just want to LOOK at the catalog**

To access our online catalog, visit <http://www.wwt.com/michigan> to register.  
Use Internet Explorer and set display to 1024 x 768.

### **Registering**

If you have not been pre-registered by WWT, click the “Need to Register?” link.

1. Enter "MIDEAL1203" in Partner Code field.
2. Your name will not be found in the Company Name pull-down field.
3. If your name is not found, enter it in the department name field.
4. You will have access to the store immediately but not to pricing.
5. You will receive an email in approximately 3-5 days granting authorization to begin shopping.

Things to remember when registering:

- Your email address will be your login ID.
- You **MUST** include your library name and phone number. If you do not, EDS staff will request that information via email before access is granted.
- Disregard all credit card information. Purchase orders cannot be processed via credit card at this time. Online orders will not be processed the hard copy purchase order is received.

### **Logging On**

If you pre-registered in WWT, you received an email confirmation of your username and password. Your username is your email address, and the initial password is pass123. After you log in, follow Edit Profile directions below to change your password. Allow ten minutes for the password to reset before logging back in.

### **Editing Your Profile/Changing Your Password** *(do not do this yet)*

1. After logging in, select “Edit Profile” in upper left corner of “My Home” page.
2. If you need to change your password, Enter a new password.
3. Scroll to bottom of page to edit payment method default information (P.O. number, credit card number).
4. ~~Select “Addresses” tab at top of page to edit default bill to or ship to address. Select “Address Book” to search for new default address. Select “OK” next to address you want to select.~~ **THIS STEP CANNOT BE DONE UNTIL YOU’VE CREATED AN ORDER CART AND PREPARED AND ORDER HEADER.**
5. Scroll to bottom of page and select “Save All and Return to List.”
6. Select “My Home” in top right corner.

If you have problems logging on or need a password reset, call 1-800-777-8923.

## **Requesting a Quote for a customized computer created on the Dell Online Store**

You can email customized configurations to eds.com and they will return a quote back to you in the next couple of days. The quote will then be placed in your MiDeal account also.

1. Use the Dell online store to configure your customized computer and save the item as a quote.
2. Change the display to "View Order Details"
3. Select All (Control/A) and Copy the information to memory (Ctrl/C)
4. Compose an email message and send to [som\\_quotes@eds.com](mailto:som_quotes@eds.com)
5. Subject line should read "Request for Quote"
6. Paste the details of the system into the body of the message. If you have trouble pasting the information, you can type the items into the message.
7. Body of message example:

## **Request for Quote**

Please quote the item listed below. I created an E-quote on the Dell Michigan store but was hoping you'd be able to give me a better price. We are tax exempt. Terms Net30.

Contact Information: Name, address, phone, email, etc.

Quote #E005733520

Quantity: 1  
Description: OPTIPLEX SX280 Intel® Pentium® 4 Processor 520 (2.80GHz, 1M, 800MHz FSB)  
Unit Price: \$1,344.00 @ Dell Michigan Store  
Date: Friday, March 04, 2005 8:07:46 AM CST

OPTIPLEX SX280: Intel® Pentium® 4 Processor 520 (2.80GHz, 1M, 800MHz FSB)  
28SU - [ 221-5326 ]  
Operating System(s): Microsoft® Windows® XP Professional, SP2, with Media  
XPP2E - [ 420-4850 ]  
File system: NTFS File System for all Operating Systems  
NTFS - [ 420-3699 ]  
MEMORY: 512MB DDR2 Non-ECC SDRAM,400MHz, (1DIMM)  
5122N41 - [ 311-3678 ]  
Keyboards: Dell USB Keyboard, No Hot Keys  
EUSB - [ 310-5247 ]  
Monitors: Dell 17 inch E173FP Flat Panel, Analog  
E173FP - [ 320-3902 ]  
Internal Boot Hard Drive: 40GB SATA, 7200 RPM Hard Drive  
40S - [ 341-0904 ]  
Floppy: 1.44MB Floppy Drive, D Module  
FDDDB - [ 341-0909 ]  
Mouse: Dell™ USB 2-Button Optical Mouse with Scroll  
USBO - [ 310-4126 ]  
Module Bay Devices: 24X Max, Slimline DVD-CDRW Combo Drive with DVD Playback  
24COMBO - [ 313-2446 ]  
Speakers: Dell AS500PA Sound Bar, for E152FPS, E153FP, E173FP, and E193FP Flat Panel  
AS500PA - [ 313-2202 ]  
Video Adapter Cable: DVI-to-VGA Video Adapter Cable  
DVI - [ 310-5245 ]  
Resource CD: Resources CD contains Diagnostics and Driver for OptiPlex Systems  
RCD - [ 313-7168 ]  
Energy Star Setting: Energy Star Enable  
ES - [ 310-4721 ]  
Systems Management: OpenManage Client Instrumentation  
OMCI - [ 420-4296 ]  
Hardware Support Services: 3 Year Limited Warranty plus 3 Year NBD On-Site Service  
U3OS - [ 900-6200 ] [ 900-6202 ]  
Gold Technical Support: Gold Technical Support, Optiplex, 3 Years  
GTS3WL - [ 461-3749 ] [ 902-4882 ]  
Installation Support Services: No Onsite System Setup  
NOINSTL - [ 900-9987 ]  
Mouse Pad: Mouse Pad  
MPAD - [ 310-3559 ]

### **Requesting a Quote Via the Home Page**

1. From “My Home” screen, select “Request a Quote”.
2. To name your RFQ so it’s easily identified in your RFQ and later in your Quotes tab, select “Edit”.
3. Enter part number, manufacturer, description, additional comments and quantity. Select “Add”. Repeat these steps for all requested items. If items entered are already in the catalog, the manufacturer and description will default once items are added to the cart.
4. Select “Add to Cart” to add all items.
5. Select “Next”.
6. Select “Submit Request”.

### **Requesting a Quote Via My Carts Page**

1. Begin a new cart by selecting “My Carts” in upper right corner. Select “New” from “Active” carts tab. When prompted, name your cart and save it. Select your newly-created cart.
2. Add any catalog items you wish to have in the same cart as your quoted items.
3. Select “Request for Quote” on far right.
4. Enter part number, manufacturer, description, additional comments and quantity. Select “Add”. Repeat these steps for all requested items.
5. Select “Add to Cart” to add all items.
6. Select “Next”.
7. Select “Submit Request”.
8. You will receive a confirmation page and email. The request will be viewable from the “RFQ” tab of “My Carts” page.
9. Once you receive an email stating that the EDS sales team has responded, you can view the response from the “Quotes” tab of “My Carts” page. It will be removed from the “RFQ” tab.
10. From the “Quotes” tab you can then change quantities, remove items, copy to other carts, add from catalog, print the quote, and place the order.

*Please note there is a two-business-day turn-around for quotes. For any quote-related questions, email [som\\_quotes@eds.com](mailto:som_quotes@eds.com)*

## **I Want to Order...What Next?**

### **My Carts Button**

*Active:* Current product carts that have not been ordered

*Routed:* ~~Carts you have routed to another user to view and return to you~~ (Not needed)

*Orders:* Orders you or others in your Agency/Local have placed. Toggle “My Orders” to filter

*Quotes:* Quotes pushed to you from Quote System

*RFQ:* Pending requests you have submitted to EDS. These cannot be edited.

## **Placing an Order from a Quote that was emailed to you**

You will fax a P.O. to EDS at 800-989-7765.

Once it has been received by EDS, you will receive another confirmation email. **(See the Purchase Order Guidelines Section for more detailed information.)**

### **Placing an Order**

1. Begin a new cart by using one of the following methods:
  - a. Searching for item from Product Search box in upper right corner of your home page (part number, manufacturer, or description). Use a \* for wildcard.
  - b. Drill down by category or brand show in top left.
  - c. Select “Advanced Search” to search for multiple combinations of item/manufacturer/description.
  - d. Select “My Carts” in upper right corner, and choose “New” from “Active” carts tab.
  - e. When prompted, name your cart and save it. Select your newly-created cart.
2. Search for items and select “Add to Cart” as you find the correct items.
3. Select “Process Cart” in left margin when search is complete.
4. Select “Next” or “Step 2” (Prepare Order Header) to proceed.
5. Select “Edit Header” button to complete billing and shipping information.
6. If P.O. number is not available, leave default P.O. as is.
7. Select “Sold to Customer” name to control what orders you see in the Orders tab. For example, Jane Doe from Transportation will be able to see all orders with a Sold To of “MI-TRANSPORTATION”.
8. If default address is not correct for this order, select “Address Book”, enter a portion of the address, then select Search. Show All will be a very long list. Select OK.
9. If address is not found, enter it, and if desired, select “Add to Address Book” for future use. All state and local users share the address book.
10. Enter a Ship To Last Name, First Name, and Mail Code if applicable.
11. Repeat for Billing Address.
12. Select a Shipping Method. Second day or overnight charges will be added to your order. Ground is free.
13. Save.
14. Select “Next” or “Step 3” (Review and Place Order).
15. If everything is correct, select orange “Place Order” button.
16. Once order is submitted, you will receive a confirmation page, an email, and the order will be viewable from the “Orders” tab of “My Carts” page. Select Done to return to “My Carts”.
17. Fax P.O. to EDS at 800-989-7765. Once it has been received by EDS, you will receive another confirmation email. **(See the Purchase Order Guidelines Section for more detailed information.)**

### **Selecting Multiple Ship-To Addresses Within an Order**

1. Each line may have a different ship-to address. Any line that does not have a separate ship-to will default to the ship-to selected in the Edit Header screen.
2. To change a line’s ship-to, on the “Prepare Order Header” screen, select orange arrow next to the line. This will open a new window.
3. Select the correct ship-to customer from the pull-down list. Select correct address from the Address Book, or enter a new one if yours doesn’t already exist.
4. Enter a Ship-To First and Last Name if applicable.

5. Select “Use this shipping information.”
6. Select orange “Done” button.
7. The address will appear at the line level on the Prepare Order Header screen as well as the Review and Place Order screen.
8. The Approver will see the same screen view on the Prepare Order Header and Review and Place order screens. This will show the ship-to address at the line level.
9. Once your faxed P.O. is received and processed by EDS, your order will become two or more orders in the Orders tab (one for each ship-to address).

## **Where Is My Order?**

### **Checking Order Status**

1. You will receive an email once your order has completely shipped.
2. Order status may be checked in the Orders tab at any time. Once a faxed P.O. is received by EDS, the status will change from Submitted to Open, Partial, or Shipped.

### **Requesting an RMA**

1. From My Home, select “Request an RMA”.
2. Enter your P.O. number and blank out the starting date range. Select Search.
3. Select P.O. number link.
4. Select “View Shipped Line Items”.
5. Select “Submit Return Request”.
6. Select box for line(s) you want to return. Select “Next”.
7. Complete all applicable fields.
8. Select Submit.
9. EDS will contact you with return instructions.

### **Accessing Forms/Links**

Select “State of Michigan Documents Link” from My Home page top right box.

From here the following forms can be submitted:

- CCAH Exception
- MMCC Feedback
- Request to Add
- Statement of Work.

Also available here are links for Software maintenance information, FAQs and How-Tos.

## Purchase Order Guidelines

All purchase orders **MUST BE FAXED** to 1-800-989-7765, a queue monitored during business hours. Please **DO NOT** send purchase orders to personal email boxes. Purchase orders received in personal mail boxes may be delayed or deleted.

EDS quote forms **CANNOT** be used as purchase orders. For legal reasons, we cannot accept a purchase order from our customer with our logo on it. The EDS quote may be included, but the actual P.O. needs to be unique to your organization.

An online order will **NOT** be processed until a hard copy P.O. is received from the customer. Once the PO is received, the order will be placed in your online Cart.

In order for EDS to accept a purchase order from a customer, it **MUST** contain the following items:

- Contact name
- Phone number and/or email address (in case of a problem processing the purchase order)
- PO NUMBER (If using a blanket purchase order number, a release number must be included)
- Bill to name
- Ship to address (cannot be a P.O. box)
- Part number
- Description
- Price
- Quantity
- A quote number or cart number

See example purchase order below:



EDS quote team email address is [som\\_quotes@eds.com](mailto:som_quotes@eds.com)

**Web Administrator**

EDS - State of Michigan Account  
MS 1014  
930 West Holmes  
Lansing, MI 48910

Phone: 517-272-6707(8-222)

Fax: 1-800-989-7765