

Dell purchasing issues

| Date of order | PO | Dell POMID | Issue summary | Effort to resolve | Other notes |
|-----------------------------|--------|--------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| August 7, 2015 at 2:12pm | 454458 | 33759020 | Dropped order | ChemIT wrote to Dell August 12, 2015 8:03 AM Dell created order by hand August 12, 2015 11:54 AM | Dell expresses that they don't know what to make of the dropped order. |
| November 6, 2015 at 8:16am | 486190 | Order Number: 917910347 | Dropped order | Michael makes sure PO is faxed before vacation and then comes back to find order never processed until 11/16. 11/17 emails sales person to inquire to why? | |
| October 20, 2015 at 11:11am | 479953 | Order 910048574 Incident 33256683 | Dropped order | Dell writes Michael on 10/26 indicating pricing is too low. Have to remind Dell that we purchase via NYS. 10/28 - order finally back on track with a promise of next day air delivery - doesn't happen - they ship it via 2-day air | Salesperson claims to not know we use NYS contract - even after Michael emails her when she starts to make that clear to her. |
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