

Backorders Anticipated on Certain Dell Notebooks

Dell, Yale's preferred computer notebook supplier, is currently experiencing supply backorders on select high-end LCD panels. Yale University Procurement is monitoring this situation closely and is working with Dell and Yale ITS to expedite backordered notebooks and better understand the impact on future orders.

How long will the average delay be for XGA+ LCD screens?

The average current lead time is 16 days on the XGA+ LCD screen. The regular XGA screen is at 6 days. Over the past week, we have seen significant improvement in delivery times down from 22 days and 12 days respectively for XGA+ and XGA LCD screens.

How long will the delays persist and what is causing it?

Dell speculates that the delay will continue through October with improvements likely in November. Along with Dell, Yale University Procurement will continue to monitor the status of products with long lead times. The delays are due to increasing global demand for flat screen televisions and other related devices.

What can be done to reduce the lead time?

To reduce the wait time to approximately 6 days (2-5 days is normal), consider ordering an XGA screen rather than an XGA+.

How will I know if my current order is on backorder?

If you currently have an open order, Yale University Procurement or a Dell representative will contact you directly if Dell anticipates a significant delay.

In addition, you may **check your order's shipping status:**

- 1) Go to Dell's Public Customer Care web page:
<http://www.dell.com/content/topics/reftopic.aspx/pub/ccare/orderstatus?c=us&cs=R C956904&i=en&s=hied>
- 2) Under **Reference Number Type** select **Order Number** from pull-down menu. Enter your order number in the **Reference Number** field (located on Dell's email shipping confirmation.)
- 3) Under **Verification Type**, select **Link Number** from pull-down menu. Enter **5351** in **Verification Data** field.

Who should I contact for questions, concerns and order expediting?

Please contact our Dell account representatives:

Chris Avery: 800-274-7799 ext. 72-44622, Christopher_Avery@Dell.com

Tom Schardt: 518-331-2803, Tom_Schardt@dell.com