eCommerce Guide

EDU Customer Online Support

eCommerce.apple.com

July 2023

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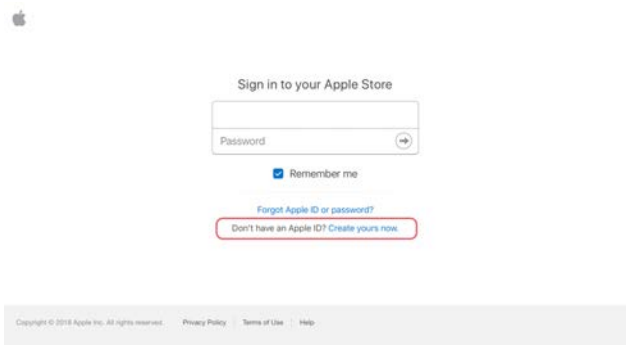
Welcome

The Apple Online Education Store delivers a number of benefits through all stages of online purchasing. Convenient 24/7 access to shopping and purchasing makes efficient use of your valuable time. Self-service functionalities available the online store greatly reduce the number of steps required to make a purchase.

For the most accurate order submission, please place your orders at the Apple Online Education Store, eCommerce.apple.com (eCommerce2.apple.com for Canada). By registering for the eCommerce site, your institution has access to:

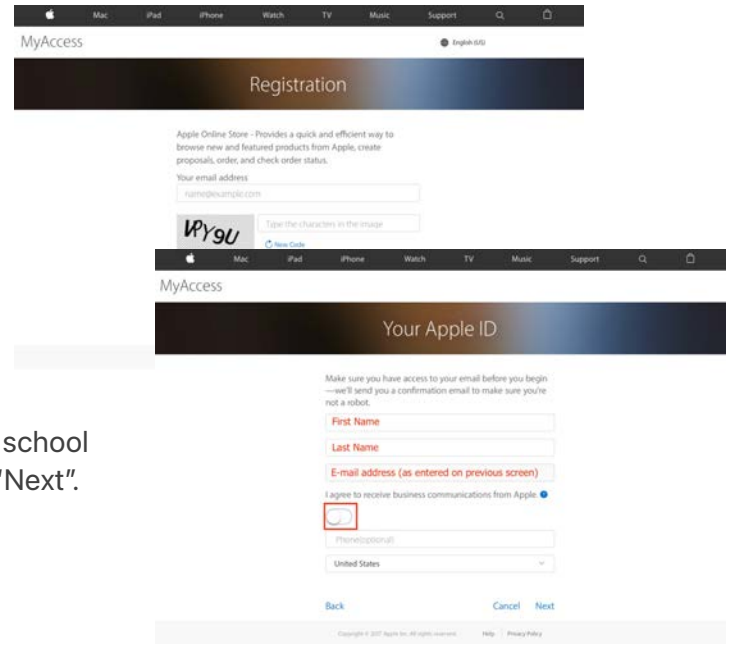
- The latest product with EDU institution pricing, customized for your institution.
- Placing orders with a credit card or against your account's contract terms.
- Easily create, save, and share proposals for frequently purchased products.
- Review quotes created by your Apple sales representative.
- Track order status, including tracking numbers once items have shipped.
- View order history.
- Download copies of invoices.
- Submit requests for return of product purchased on the account.
- Get automated transaction notifications.
- Validate order accuracy.
- Convert proposals and quotes to new orders.
- Review this document for support options and walkthroughs for the eCommerce site.

Registering for Access



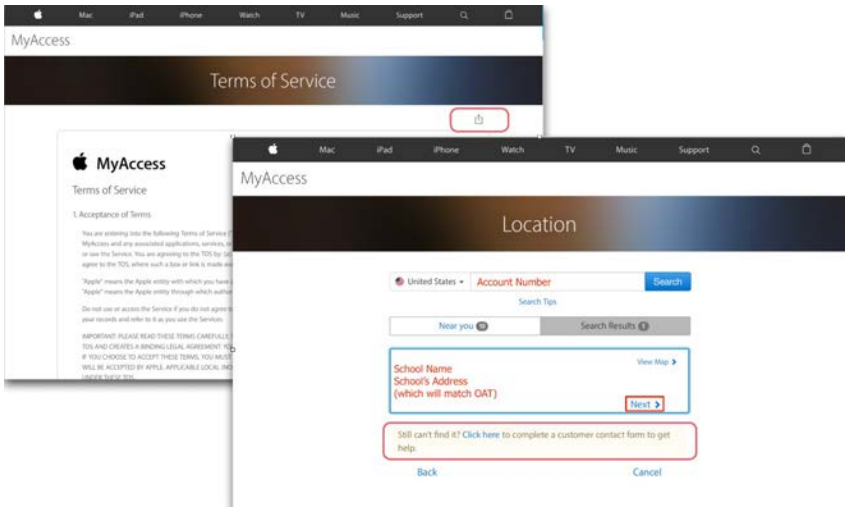
To register for use of the eCommerce site, go to eCommerce.apple.com (ecommerce2.apple.com for Canada). Click the “Create Yours Now” button below to login fields to create a new Apple ID and register to use the store. See video tutorial at https://video.ibm.com/recorded/131613530.

Note, you can also reach out to your Apple assigned sales rep for an invitation to register for your institution or for assistance in registering.



Enter the institution email address containing the school domain. Personal emails may cause issues with access approval. Enter the code and click “Next”.

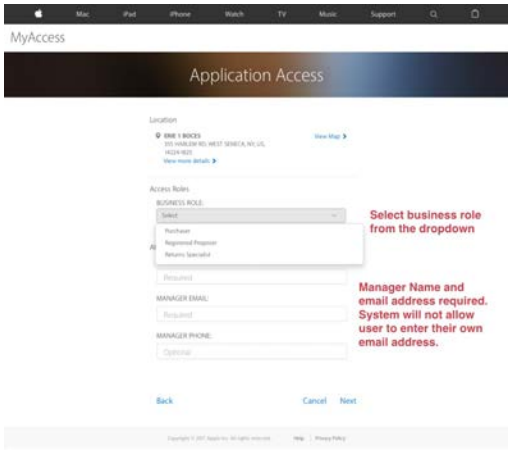
Enter your first and last name and confirm the email address. To receive notifications from your online store including order updates, click the option confirming this. The button will turn blue once clicked. To opt out of receiving business communications, do not click this button. Enter the school related phone number and country before clicking “Next”.



Review the Terms of Service for use of the online store. Then add the location being registered against by entering the institutions Apple account number.

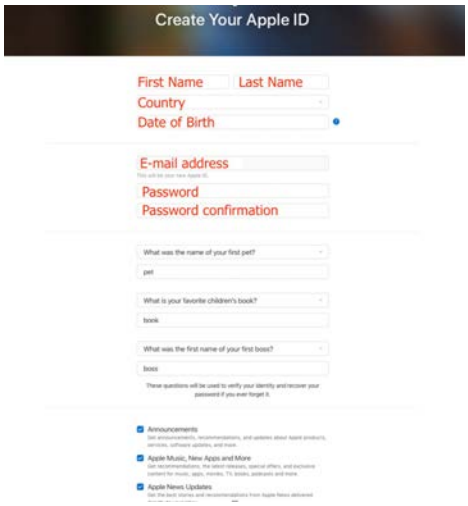
If the account number is unknown, a search can be done using the institutions name as shown on the Apple account. If any issues arise in locating the account, reach out

to the assigned sales rep for the institution. If no account has been created yet, reach out to eaccountteam@apple.com to get a new account set up.



On the Application Access screen, review the account details and confirm the correct account has been selected. Once confirmed, use the drop down under “Business Role” to select the appropriate role for your needs. More information on each role can be found on page 6.

Enter your manager’s Name, Email, and Phone information under the "Attributes" section of the Application Access step. Do not enter your own information in these fields as this can delay or cause rejection of access. An email will be sent to your manager for approval of your request.



On the following screen, review all details for accuracy and click “Next” to proceed. At this point an Apple ID will be needed. Set up the Apple ID by entering/confirming name, country, date of birth, and password as well as setting up three security questions.

A verification code will be sent to the email provided. Enter the code in the Pop-up window and click continue. Once completed, click Ok to submit the registration request. The following confirmation page will contain useful information on how to manage your profile.

Once registration has been approved, a confirmation email will be received and the eCommerce site can now be used by that user. The institution can register as many users as needed, with a variety of roles based on the users requirements.

Business Roles

See below for descriptions and details for each business role that can be selected upon registration of the email address.

Purchaser

- Create, view, delete, and convert Proposals to new orders
- Convert Quotes from Apple to a new order
- Create Return Requests
- View order status/tracking for all orders on account
- Download invoices for all orders on account
- Place orders with:
    - Purchase order
    - Credit Card or Procurement Card
    - Prepay options; certified check or wire transfer

Registered Proposer

- Create, view, and convert Proposals to new orders
- Convert Quotes from Apple to a new order
- Create Return Requests
- View order status/tracking for orders placed by user
- Download invoices for orders placed by user
- Place orders with:
    - Credit Card or Procurement Card only

Return Specialist

- Create Return Request
- View Order Status

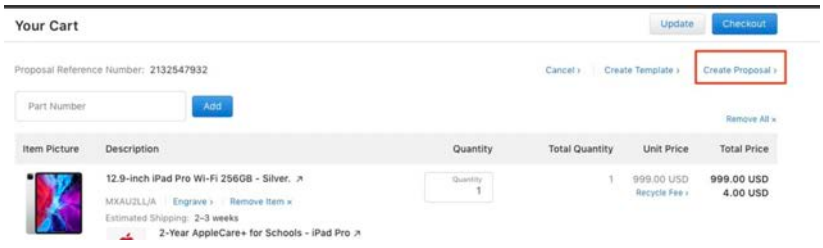
Proposer

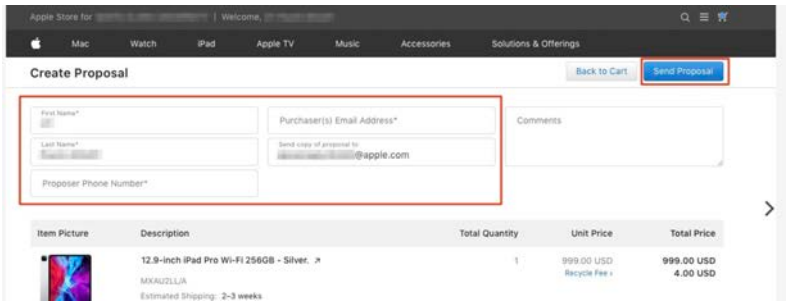
- Create Proposals & Templates
- View all proposals
- Create Return Request
- View Order Status
- View Invoices

Accounts Payable

- Download Invoices

Creating a Proposal





Add the items for the proposal to the cart with any applicable personalization. Engraving and AppleCare can be added on the cart page. Once all the parts are added, the user can go to the checkout page or create a Proposal. Click the Send Proposal option below the Checkout button. The user will also have the option to create a Template. Templates can be used multiple times to recreate orders for frequently purchased product. Proposals may only be converted to an order once.

On the create a proposal screen; the user is able to add comments and additional emails as well as send the proposal. When all fields are complete click Send Proposal. Once submitted a confirmation screen will appear with a proposal number. This proposal number can be accessed by any user registered on the same account when searching the Proposals.

Placing an Order

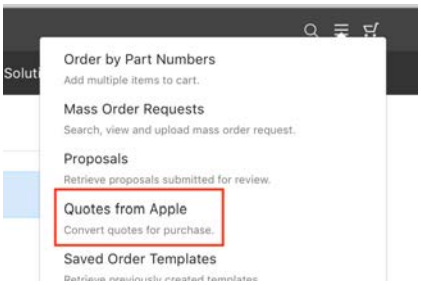
Only users with Purchaser or Registered Proposer access to their store will be able to place an order. An order can be placed by manually adding items to the cart, converting a proposal, or converting a quote. Estimated time until shipment will be visible when adding to cart and should be considered when placing your order.

Converting a Proposal to an order

When converting a Proposal, click the main menu icon, select Proposals and search by proposal number. Depending on the role of the user a list of Proposals on the account may also be visible on this screen. Select the Proposal to be converted and click Convert to Order.

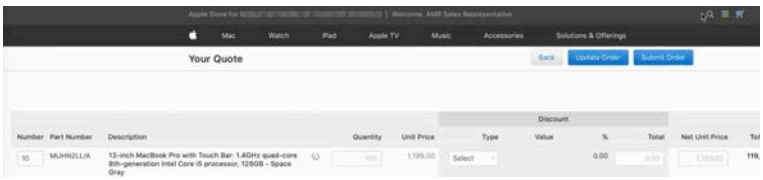
Converting a Quote to an order

If converting a quote, click the Quotes From Apple link from the main menu and search by quote number.

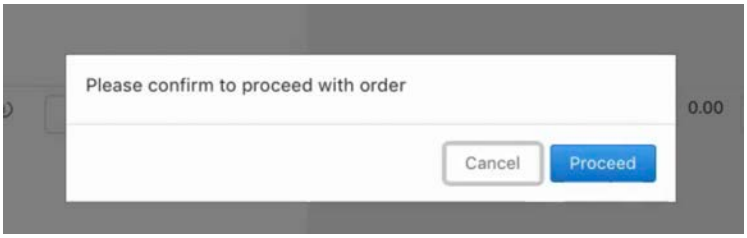


Depending on the role of the user a list of quotes on the account may also be visible on this screen. Select the quote to be converted and click the Convert to Order button in the upper right corner of the page.

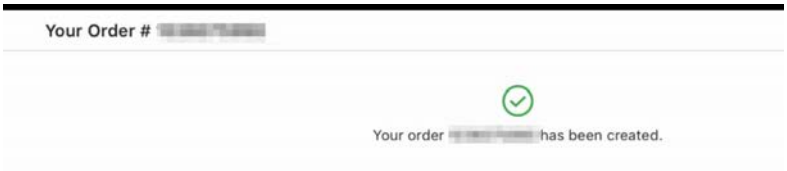
If any changes are needed on an Apple quote, please contact your account's sales representative. Once ready to complete the order click the Convert to Order button.



If any changes are made, click on the Update Order button to see the changes reflected in the overview prior to Submitting the Order. Once the items are updated as needed continue to the checkout screen.



After clicking Submit Order a pop-up window will appear, click Proceed to complete the order creation.



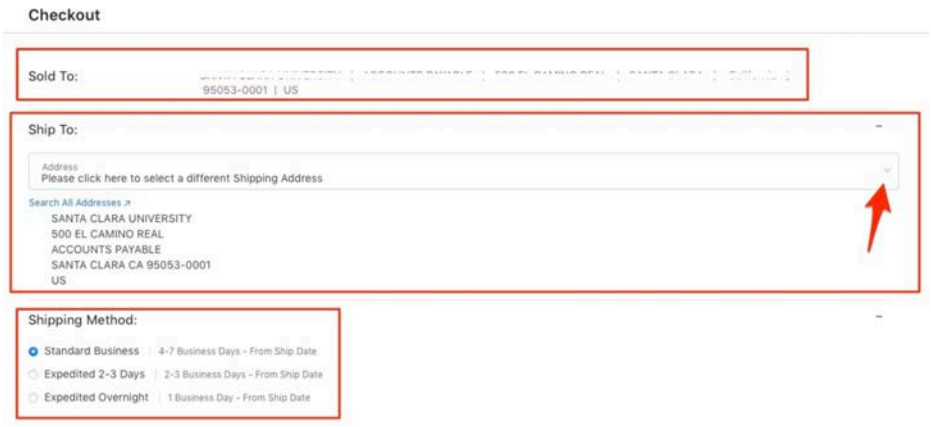
After clicking Proceed, an order status screen will present the data of the order just created from the Quote

Adding Parts Manually

When adding parts manually, search for the parts using part number, description, or browse through categories. When selecting the part, the estimated ship times will be visible and should be reviewed. Items that allow for personalization will prompt for engraving if applicable. The option to add AppleCare will also be presented as items are added to the cart.

Both engraving and AppleCare can be added/removed from the cart. The order information can be edited as needed on the Checkout page. See below for details.

Checkout Screen

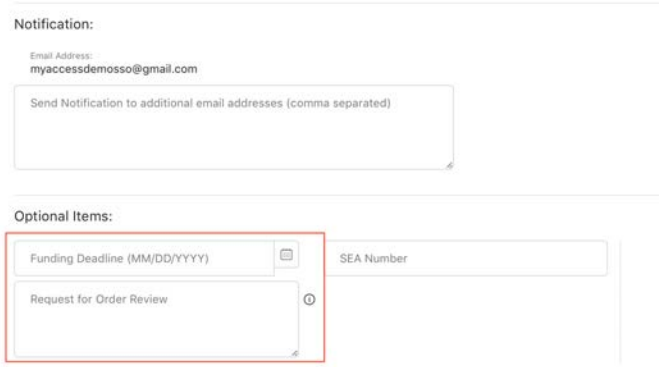


The ship-to location will default to the main shipping address associated with the account. An alternate shipping address can be added on by clicking on the arrows on the far right of the shipping line. Additional registered shipping addresses will appear (if applicable) and may be selected. A new ship-to address can be entered manually by clicking on Alternate Shipping Ad-

dress in the drop down. To register a shipping location to the account, send an email to eac-countteam@apple.com. Note, special characters in the ship to field can cause issues.

Payment options vary by user role.
Purchaser: Purchase Order, Credit Card, Procurement Card, Money Order, Wire Transfer
Registered Proposer: Credit Card or Procurement Card only

Order notification emails will be sent to the Apple ID used to login. Please add CC email addresses if needed.



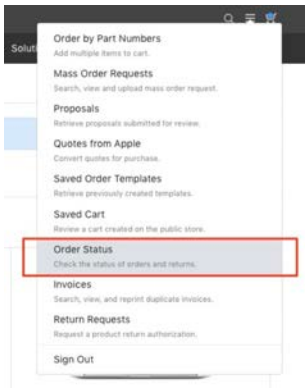
There are additional fields that are optional for use with the order. To request order review or additional action by Apple, add notes to the Request For Order Review field. If there is a funding deadline for the order, this can be added on this screen as well.

The option for expedited shipping will be visible if available for the order. Expedited shipping will not improve processing speed, only delivery once shipped. If you have added customized or engraved product to your order, it is not advised to add expedited shipping.

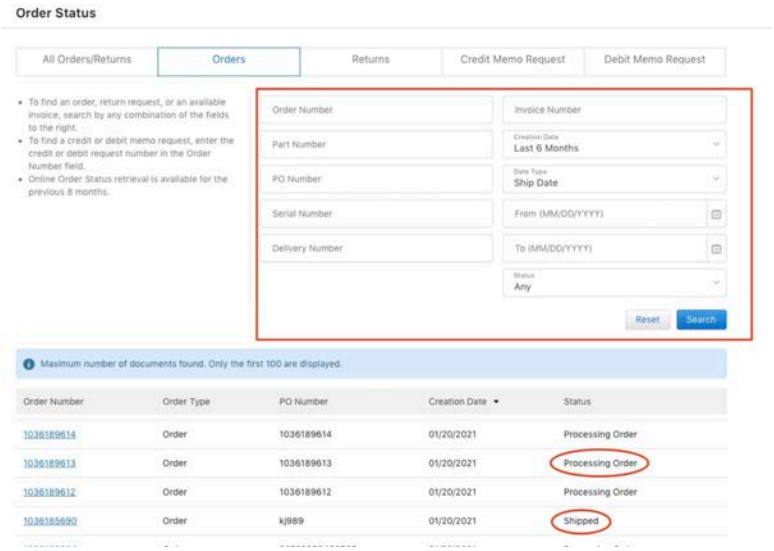
Verifying & Submitting Order

Once all product and order details have been added click Verify Order. On the verification screen confirm all information is correct and click Place Order. The order Summary will appear with the order number at the top of the page.

Checking Order Status

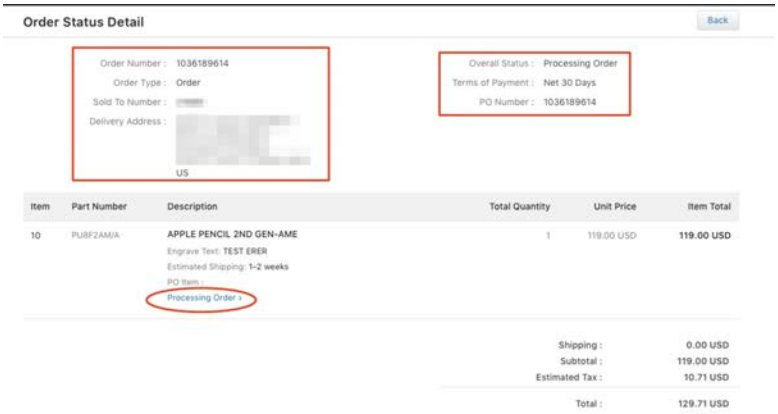


Select the Order Status option from the menu drop down. This page may display the search options or default to the most recent orders on the account. Click Search Again to view search criteria. It is possible to search for all orders on the account for the last 8 months. Results will appear on the bottom of the screen with the current order status. Note that not all roles can view orders created by other users.



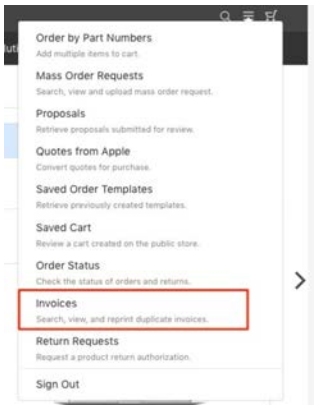
Users can search for orders and returns by RMA/Sales order number, part number, PO number, serial number, delivery number, credit/invoice number, creation date, and status. Just one of these criteria is needed to search.

Click on an order number link to open up the Order Status Detail page.

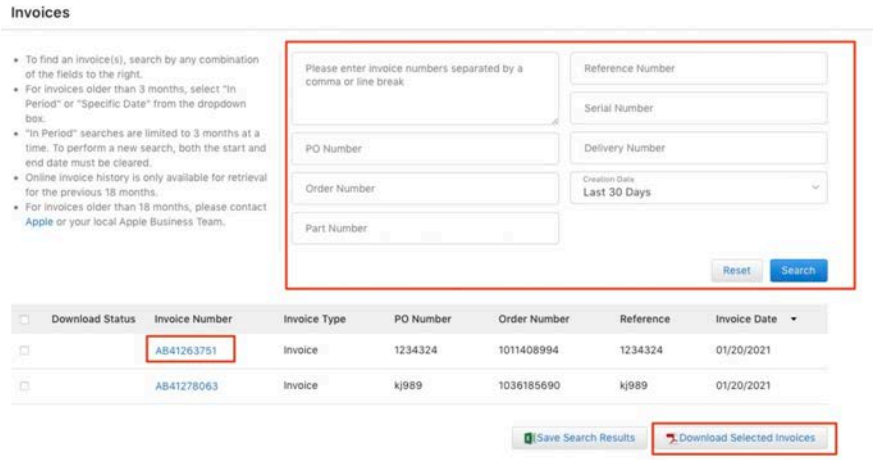


The order status detail page will show the order information, including the status of each line item and estimated ship times. Once shipped, the serial, invoice and tracking numbers as well as carrier will be visible. If there is a hold on the order a comment will be listed stating “Action Required”.

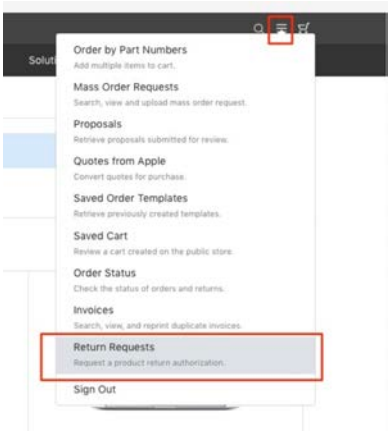
Invoice Reprint



Invoice Reprint is available in the menu dropdown for the following levels of Access (Accounts Payable, Return Specialist, Registered Proposer, Purchaser).



Creating a Return Request

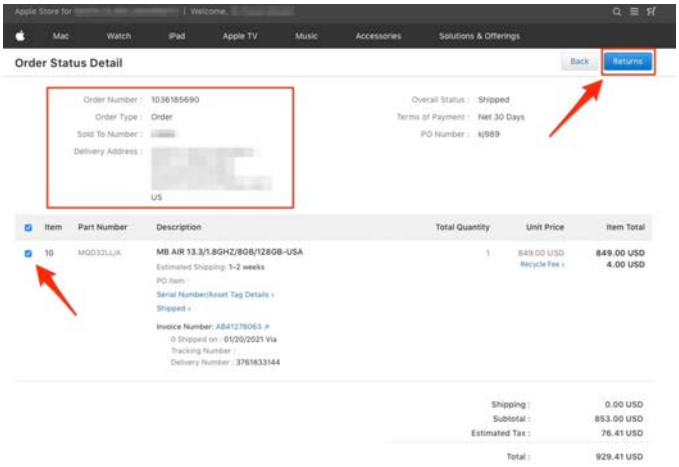


A return can be requested through the Order Status or Return Requests options in the menu menu drop down. Note that even if another platform is used to place orders, all returns must be requested through eCommerce.apple.com (eCommerce2.apple.com for Canada).

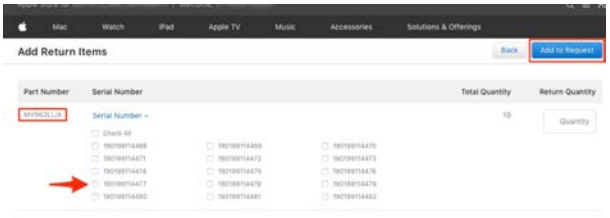
Please note for DOA/Defective Returns an AppleCare case ID is needed. Please call Education technical support at 800-800-2775.

Through Order Status

From the Order Status screen there are options to search by Order, Part, Purchase Order, Serial, Delivery and Invoice Number. Once the order is located it can be selected from the search field. Adjust the date range as needed to locate the order.

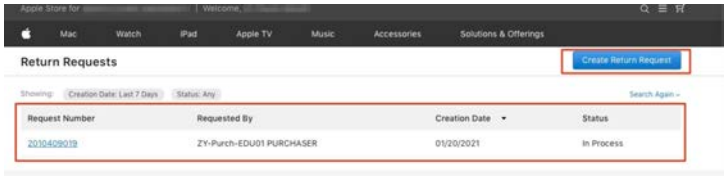


From the Order Status Detail screen, checkmark the items to return. Once the items are selected click on the Returns button. Quantities can be adjusted when entering the return information on the following screen. Any Applecare, taxes, or fees associated with the order will be included automatically.



If the return includes serialized product, a prompt will appear to allow selection of the specific units to return. Check each serial to return or check all if returning the whole order. If serial numbers are not checked at this step they will be required to be manually entered in the next step.

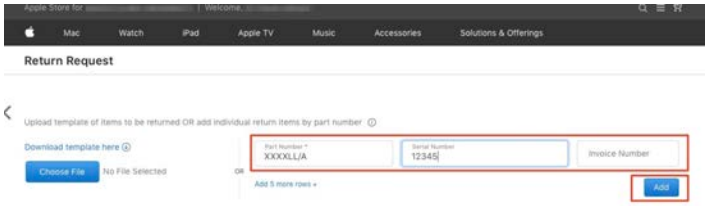
Through Return Requests



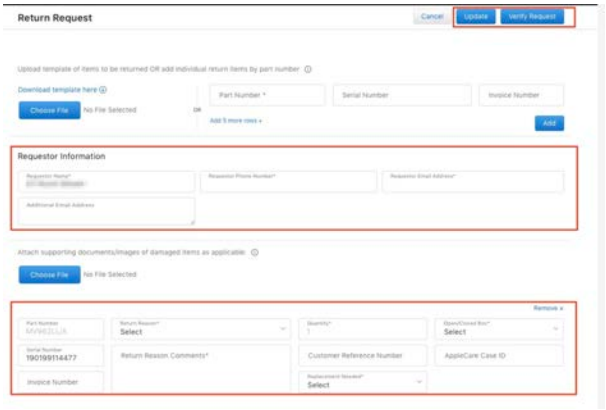
The Return Requests screen shows all recent returns and their status. Return Requests or RMA number can also be used to

search for a return. For new request, click the Create Return Request button.

Enter the part number being returned or the serial number if serialized product. If not serialized product or not Apple branded, enter the invoice number in the Invoice Number field. All information requested can be located on the invoice for the order.



If the return is for multiple items, select the Add 5 more rows option. Any AppleCare, taxes, or fees associated with the order this will be included automatically and should not be added at this step.

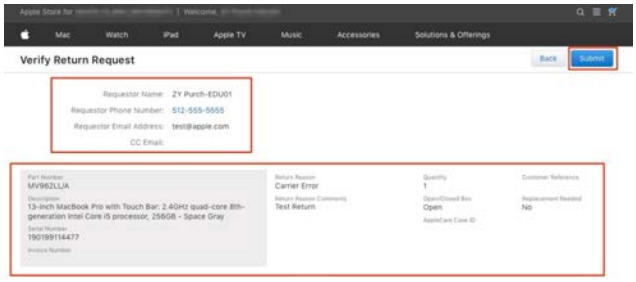


Once all parts are added, click Add. On the Create Return Request screen enter the quantity, return reason, Open or Closed box, and comments including details on why the item needs to be returned. If the return reason is DOA/Defective, the AppleCare Case ID field must be filled. An AppleCare case ID can be acquired by calling EDU Tech Support at 800-800-2775.

If a DOA/Defective or Carrier Error, the Replacement option can be selected. All other return reasons should not select Replacement.

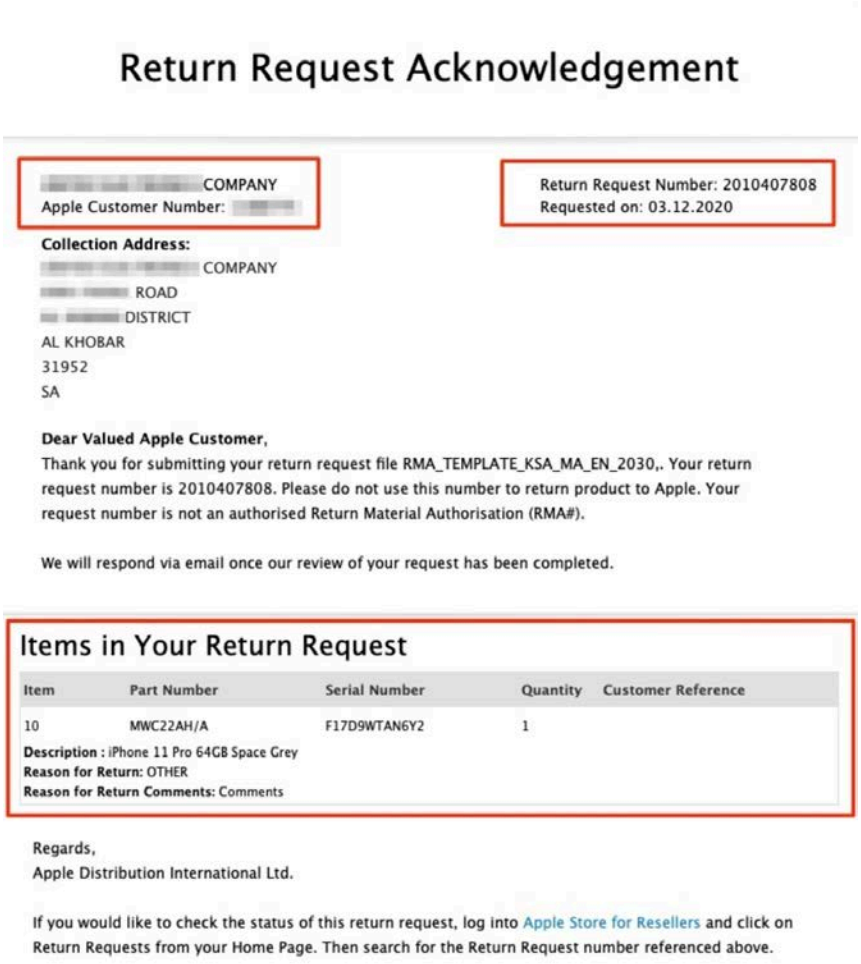
Requester information will automatically populate based on the user but can be updated as needed. Pictures and other details can be added as an attachment at this screen as well.

Click Next to view a summary of the return request. If everything is correct click Save to submit. If anything needs to be adjusted, select back to update the info.



Once submitted an acknowledgement email detailing the return request information will be sent to the Apple ID. Return requests are typically processed within 1-2 business days.

If approved, an email notification with the RMA number and Return Warehouse Address will be sent to the Apple ID. If the request is denied, an email with the denial reason will be sent instead.



Return Request Acknowledgement

[redacted]COMPANY
Apple Customer Number: [redacted]

Return Request Number: 2010407808
Requested on: 03.12.2020

Collection Address:
[redacted] COMPANY
[redacted] ROAD
[redacted] DISTRICT
AL KHOBAR
31952
SA

Dear Valued Apple Customer,
Thank you for submitting your return request file RMA_TEMPLATE_KSA_MA_EN_2030,. Your return request number is 2010407808. Please do not use this number to return product to Apple. Your request number is not an authorised Return Material Authorisation (RMA#).

We will respond via email once our review of your request has been completed.

Items in Your Return Request

Item	Part Number	Serial Number	Quantity	Customer Reference
10	MWC22AH/A	F17D9WTAN6Y2	1	

Description : iPhone 11 Pro 64GB Space Grey
Reason for Return: OTHER
Reason for Return Comments: Comments

Regards,
Apple Distribution International Ltd.

If you would like to check the status of this return request, log into Apple Store for Resellers and click on Return Requests from your Home Page. Then search for the Return Request number referenced above.

Support Reference

Contact Name	Description	Contact Details
Video eCommerce Tutorials	Videos demonstrating how to register for access, create a proposal, place an order, download and invoice, check order status, and request a return.	https://video.ibm.com/ecommerce-help
Accounts	Create a new account, add shipping locations to an account, update an account.	eAccountTeam@apple.com
Accounts Receivable	Questions regarding invoices and account balances.	AMR_ARRequest@apple.com
Doing Business w/ Apple	Payment options and purchasing details.	https://images.apple.com/education/purchase/contracts/states/pdf/doing_business_with_apple_education.pdf
eCommerce Help (HIED)	Additional details on eCommerce site for HIED institutions.	https://ecommerce.apple.com/content/b2b/static/en/us/edu-hied/help.html
eCommerce Help (K12)	Additional details on eCommerce site for K12 institutions.	https://ecommerce.apple.com/content/b2b/static/en/us/edu-k12/help.html
Education Support	Order status details and resolution of holds on orders.	EducationSupport@apple.com
Apple ID Support	Change or update Apple ID information.	AppleID.apple.com
Password Reset	Reset an existing Apple ID password.	iForgot.apple.com
My Access Support	Support with store registration and log in issues.	MyAccess.Store@apple.com